



# Bronte Heights Day School

## **Parent Handbook**

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Bronte Heights would like to welcome you and your family to our centre.

Our centre provides childcare services to Burlington and surrounding communities.

The overall operation of Bronte Heights is managed by a Board of Directors along with the Director, supervisors and qualified staff who together provide the day-to-day operations of the centre and childcare programs.

This handbook has been designed to help you better understand our centre's organization, policies, procedures and goals. We ask that you take the time to read through it carefully. If you have any questions after reading this handbook, please contact the Director or the supervisor. They will be happy to discuss your concerns and answer questions to insure a pleasant childcare experience for all.

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## **PROGRAM INFORMATION**

### **NAME OF ORGANIZATION**

The name of this organization shall be Bronte Heights Day School.

### **HOURS OF OPERATION**

Bronte Heights operates as follows:

Monday- Friday 7:00 A.M – 6:00 P.M

**Please Note:** Late fees will be charged after 6:00 P.M (including inclement weather days)

### **PURPOSE**

The purpose of Bronte Heights is to create a safe, secure and happy environment for all those involved. Our prime objective is to assist in the development of each child's academic future. We also provide activities for the enjoyment of children throughout the day in such areas as social, fine and gross motor, life skills and much more. It is of the utmost importance to encourage and develop a positive self-image, self-confidence, open communication and a trusting relationship between children, staff and parents.

Our program will promote an environment which will enhance the various stages of social, emotional, physical, intellectual and creative development of each individual child. The children will be encouraged in areas of independence and taught decision-making skills in order to develop a sense of responsibility. Our program will provide the opportunity for choices in a stimulating environment and allow freedom within set limits.

## **Bronte Heights Day School Program Statement**

### **Integrated Curriculum and well-rounded, age appropriate child development**

Bronte Heights Day School has an individualized approach to early learning. Our integrated curriculum, which incorporates concepts of Montessori, Reggio Emilia, High/Scope and Academics, has been implemented in all programs from toddler up to 6 years, since 2010. By choosing to adjust and be flexible in how we incorporate different methodologies, we are able to customize a unique learning program to help each individual child reach developmental milestones while achieving school-readiness. We know that young children flourish in all areas of development when they are in supportive, caring and responsive relationships with adults. This is the foundation of quality child care.

We understand the academic importance of early learning without compromising the nurturing environment that young children need.

We are dedicated to providing children with a safe and secure learning environment where each child feels comfortable to explore and build confidence through carefully planned activities, environment and daily routine.

Our teachers are true professionals who connect with the children, ensure safe environments, plan and extend play, reflect on successes, document the children's progress and development and communicate regularly with parents.

Taking their knowledge of child development, knowledge of how children learn as well as a well-rounded understanding of children's needs, our teachers construct weekly programs that reflect academic curriculum to ensure the children are school ready.

Bronte Heights views all children as competent, capable, curious and rich in potential. We believe our school offers a unique experience as it incorporates the latest in contemporary design with the warmth of a home away from home feel. Great attention has been given to the look and feel of each classroom offering an organized and safe environment while still allowing each child the freedom to explore.

Our teachers further support children's self-regulation through daily interactions by following the lead of children during free play, observing their interests and taking note of how they interact with others as well as the physical environment in order to plan future curriculum activities. Through continual observation and attention our teachers support children in developing strategies to regulate their emotions while recognizing the effects of their actions on others.

At Bronte Heights we provide two individualized reports annually assessing your child's cognitive, social, emotional and physical progress. As well as a daily communication notebook that allows you to follow your child's daily routine.

Our teachers prepare their weekly programming based on our integrated curriculum as well as our program goals. In addition, they highlight your child's daily learning in a daily communication book as well as a semi-annual progress report.

### **Core Principles**

#### **Integrated Curriculum**

Our unique program incorporates Reggio Emilia's collaborative artistic program, Montessori's indirect teachings and practical life experiences and High/Scope's play to learn. The integration of these approaches allows children to develop based on their individual thinking and learning styles to reach their full potential.

#### **Exceptional Teachers**

The role of a Bronte Heights Teacher;

- Establish a supportive social environment that supports autonomy and self-esteem
- Provide child-initiated and adult-supported experience throughout each day
- Establish positive relationships, friendships and conflict resolution
- Provide responsive care to all children in program while meeting their individual needs
- Design a supportive physical environment
- Provide new play possibilities through interest centres
- Be an involved play partner
- Foster, observe and document significant behaviour/developmental milestones
- Incorporates the community

#### **Family Participation**

Families are the primary caretakers and a child's best teacher. Our Teachers play an important role in supporting families by caring for their children and augmenting their children's growth, development and well-being in a comfortable, home-like, safe and secure environment. Parent participation and decision making in their child's program develops personal growth, confidence in parenting and service to others.

Bronte Heights has an open door policy and families are welcome without appointment. In addition, we provide opportunities for family involvement through; program feedback and ongoing written and face-to-face communications.

#### **Supporting Principles**

The following supporting principles are recognized as areas of importance in programming:

- Developmentally Appropriate – Offers a variety of age appropriate planned and spontaneous activities; based on understanding of child development, requires observation and individually responsive programming.
- Individual Programs – Supports physical and emotional safety; facilitates individual learning; encourages intimacy and attachment; provides a context for positive guidance strategies.
- Positive Environment – Allows children to make choices; creates aesthetically calm and pleasant rooms; stimulates learning; encourages skill development with a variety of learning areas.
- Cultivating Authentic Relationships and Connections – Capitalizes on opportunities for one on one interactions throughout the daily routine; building connections between home and school through day to day communications with families.
- Choice – Provides children with opportunities throughout the day to be leaders in their learning; allows initiative to select and complete tasks based on their interest.

Learning is extended to the outdoors from the indoor classroom and reaches out to our community through local community walks, or special guests that visit our programs. The outdoor learning environment provides extended opportunities for all elements of learning; from gross motor development, nature exploration, independent and cooperative games. When weather is inclement and unpredictable, alternative activities for the children are scheduled.

All of our children have a scheduled two hour rest/quiet period following the midday meal. Quiet time activities are posted on the weekly program plans.

Our qualified caring teachers nourish and foster learning by developing the whole child, through exploration and academics.

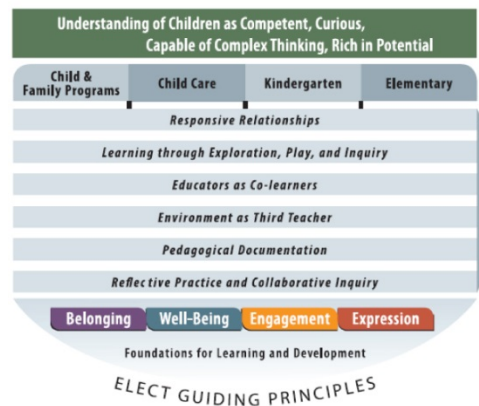
Educators connect with children by:

- being available, sensitive, responsive and caring. By facilitating children’s efforts and testing their limits; children gain competence and a sense of mastery through active play, social interactions and planned activities
- supporting you in your role as a parent.
- providing a safe environment for your child
- preparing spaces that are more conducive to learning.
- actively participating in your child’s play experiences through observation and documentation of milestones in your child’s life to ensure age-appropriate development.
- fostering inquiries by asking open ended questions and providing children with an opportunity to expand on thoughts.

Through our integrated curriculum your child’s teacher is more involved and more aware of how your child develops and what your child is learning day to day to help develop confident and curious learners.

## How Does Learning Happen? Ontario's Pedagogy for the Early Years

Our curriculum is consistent in approach with "How Does Learning Happen?" Ontario's pedagogy for the early years. The core and supporting principles mirror the Early Learning for Every Child Today (ELECT) guiding principles (as per diagram below, extracted from "How Does Learning Happen?" Ontario's Pedagogy for the Early Years). Our pedagogical approach requires educators to be partners, architects of the environment, planners, recorders and communicators.



Our planning process – recording observations, determining curriculum activities and planning play opportunities in all developmental areas is prevalent in our daily routine. The teacher expands on learning opportunities by adding materials, developing activities, asking questions and scaffolding the children's learning by providing new challenges and ideas.

We are confident that this process will help facilitate the development of the children in our care and their transition to Ontario's school system.

### Curriculum Assessment

Teachers reflect and assess their program and environment daily to ensure that the program is meeting the individual needs of the children and the group.

The program supervisor reviews weekly program plans to ensure that they meet our curriculum guidelines/developmental milestones. The supervisor demonstrate pedagogical leadership by observing each classroom daily and engaging in conversation with the educators and children regarding how the children are learning, what they need to learn and what is the best means for this learning to happen. Semi-annual assessments are completed to ensure the quality of the program is not compromised.

### Ongoing Professional Development

Bronte Heights is committed to the ongoing professional development of all educators. All educators working with children in programs will receive orientation and training in the Bronte Heights policies and procedures. Supplementary training is offered to educators on an ongoing basis in keeping with the college of ECE continuous professional learning program.

### Nutrition

Our full day program provides breakfast, lunch and afternoon snack to all the children. We believe nutrition supports health, emotional stability and improved school performance. For this reason we have partnered with,

Real Food for Real Kids, whose daily mission is to change the way children eat and understand food along with inspiring future generations to make healthier choices, everyday.

Other important nutritional information includes:

- Cook fresh from scratch everyday
- Globally inspired dishes
- Whole grain products used throughout the menu
- Focus on fruits, vegetables and products grown and produced locally
- Pasture-raised beef without added hormones or routine antibiotics
- Organic turkey
- Wild caught, ocean wise salmon and tuna
- Dairy products and organic tofu
- Avoiding artificial colours, flavours and preservatives
- Avoiding GMO's (genetically modified organisms)
- Peanut and tree nut free facility

### **Child and Staff Guidance**

At Bronte Heights, our teachers and faculty are more than just employees, they are (as our philosophy states) "the soil /sustenance that nourish and foster learning". It is our mission to attract faculty members with a strong passion for learning, a keen interest in molding small minds and most importantly the willingness to inspire our youngest generation. They will ensure that every child has a sense of belonging , is developing a sense of self, health and well-being, every child is an active and engaged learner who explores their world with body, mind and senses and is a capable communicator who expresses themselves in many ways. Our teachers support children in developing strategies to remain calm and to regulate their emotions while recognizing the effects of their actions on others.

When a child displays disruptive behaviour, we as teachers use redirection to guide a child's behaviour to the appropriate outlet. By speaking to the child about what is acceptable behaviour and by modeling that behaviour, we teach them coping mechanisms to deal with children and adults in their environment. When children become a threat to other children, the teachers or themselves they will be removed until they are able to manage in the classroom.

Prohibited practices include corporal punishment, harsh or belittling discipline including verbally belittling or threatening, depriving basic needs including food, shelter, clothing or bedding, locking the exits of the child care centre for the purposes of confining a child or using a locked or lockable room or structure to confine the child if he or she has been separated from other children, confinement or restraint for the purpose of limiting a child's movement.

Law requires any person who suspects (or knows of) child abuse or witnesses a prohibited practice, to report it immediately to the local child protection agency. Therefore any case of suspected abuse of a child or disclosure of abuse by a child attending the Centre will be documented and reported to the Supervisor and Children's Aid Services. Teachers, students and volunteers must follow the Bronte Heights child abuse policy and comply and cooperate with child protection agencies.



The supervisor will ensure that a written record of the monitoring of all employees, volunteers and placement student's child guidance practices is completed annually and/or immediately following an observed or reported prohibited practice. All written records of monitoring will be kept on file for three years. Placement students or volunteers will not be left alone with children.

### **Community Partnerships**

Bronte Heights works closely with local community agencies in order to support the children and families in our programs. We view the community as a valuable resource and our teachers plan learning opportunities to engage the public in our programs. We seek out opportunity to share our knowledge and to learn from others in the community.

### **Annual Review**

All teachers, volunteers and placement students must adhere to a number of policies and procedures, the Program Statement as well as Ministry, Fire and Health Regulations. All educators, volunteers and placement students will review the Program Statement, employee handbook and all policies and procedures prior to working in program with the children and annually thereafter or upon any changes or modifications to the Statement. Annual reviews of the Program Statement and these policies and procedures ensures our teachers and volunteers are knowledgeable and prepared within the program.

### **Working Together**

In closing, our overriding goal is to ensure the overall, health, safety and well-being of each child while in our care. We look forward to working together with you the family in the best interest of your child(ren) to provide them with an individual and positive journey for a seamless entry into their community schools. Thank you for choosing to place your child at Bronte Heights Day School, as noted; we have an open door policy and are always available for feedback to ensure we are providing the best possible care.

Note: References and information in this living document are extracted from:

1. Bronte Heights Day School Policies and Procedures manual;
2. "How Does Learning Happen?" Ontario's Pedagogy for the Early Years; and
3. Child Care and Early Years Act
4. Real Food for Real Kids

## **PHILOSOPHY OF EDUCATION**

At Bronte Heights our philosophy stems from a belief that much like the growth of a tree; a child's development is embedded in strong educational roots.

***Our qualified caring teachers are the soil /sustenance that nourish and foster learning by developing the whole child, through exploration and academics.***

***Our focus on a unique individualized program provides the growth of each individual branch / child and equips them with outstanding school readiness.***

***Our children grow and blossom in this environment into confident, enthusiastic learners.***

## **PROGRAM STANDARDS**

Bronte Heights programs incorporates program standards in accordance with Child Care and Early Years Act, *How Does Learning Happen?* and includes age and developmentally appropriate opportunities such as:

### **Physical Development**

1. Provide indoor and outdoor activities that encourage the development of large and small motor skills appropriate to each child's level of development.
2. Promote the development of self-help skills.
3. Encourage good health and safety skills.
4. Develop a daily program that responds to the needs and interests of the children.
5. Provide an environment of curiosity, reasoning and problem solving skills.
6. Provide age appropriate activities, which encourage development of the following concept building skills: classifying, ordering, determine direction and perceiving spatial relationships.
7. Provide activities and materials that encourage creative endeavors such as music, art, movement play, storytelling and construction.
8. Provide activities and materials that foster a greater understanding of the environment.

### **Language Development**

1. Model good language and listening skills.
2. Provide opportunities for children to develop receptive and expressive language skills.
3. Encourage communication.
4. Promote short story writing.

### **Emotional Development**

1. Help the children develop a positive self-concept.
2. Help the children develop a perception of self.
3. Help the children express positive and negative feelings in appropriate ways.
4. Provide a comfortable atmosphere in which the children feel proud of their cultural heritage, and cultural sharing is encouraged.

### **Social Development**

1. Provide an environment for children to work independently and to share and work cooperatively in small groups.
2. Provide an environment that fosters positive behaviour in children.
3. Help children appreciate differences and respect the personal feelings and property of others.
4. Provide opportunities for social interactions that help children develop appropriate skills for social relationships.
5. Provide opportunities that facilitate a child's feelings of belonging to family, community, and the world at large.

## **PROHIBITED PRACTICES POLICIES**

### **Implementation Commitment**

Our Goal is to ensure the overall health, safety and well-being of each child while in our care. Our Program Statement describes Bronte Heights specific goals for children's learning and development, and the approached that will be implemented.

### **Monitoring Practices**

Bronte Heights management will:

- Conduct an annual review of the Bronte Heights Day School Program Statement
- Conduct observations of the program and teacher/child interactions to ensure program goals are being met
- Record parent feedback and ensure it is considered when reviewing program goals
- Respond immediately to concerns of prohibited practices
- Provide coaching and guidance to staff that is reflective of program core values
- Ensure all staff and volunteers are oriented prior to beginning work within the program
- Conduct quarterly and annual performance reviews with staff, set goals and provide feedback

### **Guiding Children's Behaviour**

Young children respond positively to approaches that are encouraging and supportive. Our program statement sets out approaches that support positive interactions between educators, children and families.

When children are displaying unwanted behaviour, we as teachers use redirection to guide a child's behaviour to the appropriate outlet. By speaking to the child about what is acceptable and by modeling that behaviour, we teach them coping mechanisms on how to deal with children and adults in their environment. When children become a threat to other children, the teachers or themselves they will be removed until they are able to manage in the classroom.

### **Bronte Heights does not permit:**

- Corporal punishment of a child by any employee, volunteer, another child or parent
- Deliberately harsh or degrading measure to be used on a child that would humiliate a child or undermine a child's self esteem.
- Depriving a child of basic needs including food, shelter, clothing and bedding
- Locking or permit to be locked for the purpose of confining a child
- Use of locked or lockable room or structure to confine a child who has been withdrawn from other children.

### **Contravention of Prohibited Practices**

The following steps will be taken if staff or volunteers do not comply with these policies:

1. Verbal discussion with the Program Supervisor and Director and noted in their personnel file
2. Placed on a Performance Improvement Plan with daily observations made by the Supervisor and weekly meetings
3. If no improvement in behavior within the set time frame, termination will be evident.

If a serious incident has occurred where a staff member or volunteer has blatantly defied the policies and procedures of the school then immediate removal of the school will occur. This may be suspension without pay or termination, depending on the severity of the situation and will be decided upon by the program supervisor, director and human resources. Any allegations of abuse will be addresses as per the child abuse policy.

## **BEHAVIOUR PROTOCOL**

1. The staff will document negative behaviour that occurs more than twice. The matter will be discussed with the parent at that time.
2. Continued negative behaviour will be discussed with the parent and solutions sought.
3. If the proposed solution is not effective, the parent's will be consulted a second time on this matter and a new solution proposed. Parents will be advised that their child be removed from the program if this solution is unsuccessful.
4. A third consultation and a third chance to resolve the problem will only be offered at the Director's discretion.
5. Extreme physical aggression will not be tolerated. The staff will document the incident and the parent called to pick up the child immediately.
6. If negative behaviour occurs during a field trip the Supervisor reserves the right to suspend the child from future trips. Parents will be asked to find alternative care for their child at their expense.

• **Negative behaviour refers to swearing, hitting, running away from the staff/ program, disrespect of others and continual disregard to authority and program rules.**

## **CHILD ABUSE POLICY**

Bronte Heights Day School is committed to taking a pro-active position regarding the prevention of child abuse through:

- Ongoing observation of the children in our care;
- Professional education with respect to early identification, effective response and adherence to legal obligations, including reporting;
- Keeping abreast of developments in legislation and relevant issues;
- Communication and support of the child and family; and
- Working with other community service providers.

The following policies and procedures are designed to make staff/students/volunteers/board members aware of their responsibilities for the recognition, documentation and reporting of suspicions of child abuse.

### **Legal Requirements**

A person is defined as a child from birth until his/her 16th birthday.  
*The Child and Family Services Act (Section 72)*

### **Duty to Report**

In accordance with the *Child and Family Services Act*, it is the responsibility of **every** person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to a Children's Aid Society if s/he suspects that child abuse has occurred or if a child is at risk of abuse. This includes any operator or employee of a day nursery. An individual's responsibility to report cannot be delegated to anyone else.

### **Failure to Report**

It is an offence under the *Child and Family Services Act* for a professional to contravene one's reporting responsibilities. The penalty imposed (a fine of up to \$1,000) emphasizes that a child's safety must take precedence over all other concerns.

### **Confidentiality**

The duty to report suspicions of child abuse overrides the provisions of confidentiality in any other statute, specifically those provisions that would otherwise prohibit disclosure by a professional or official. The only exception to this is solicitor/client privilege.

### **Protection from Liability**

All persons making a report of suspected child abuse are protected against civil action, unless that person is proven to have acted "...maliciously or without reasonable grounds for the belief or suspicion..."

### **Child Care and Early Years Act**

The Child Care and Early Years Act requires behaviour management policies and procedures to be in place, which can be found in the Bronte Heights Employee Handbook and the Policies Binder in the office. It is also a requirement under this legislation, that if a staff person is suspected of abusing a child, the Ministry of Education will be notified within 24 hours. Within 7 days, a Serious Occurrence Inquiry Report will be submitted to Ministry of

Education and to the Attention of Program Advisor. The specifics regarding how to handle serious occurrences is found in the Policies Binder in the office.

– All staff/students/volunteers must follow through on the legal duty to report.

## **BRONTE HEIGHTS POLICIES**

### **CONFIDENTIALITY**

Staff will respect confidentiality of families at all times. In case of an emergency or injury, information may be released to the proper authorities, medical staff or in case of suspected abuse, the appropriate child welfare authority.

### **UNACCEPTABLE BEHAVIOUR**

The following acts will not be permitted on Bronte Heights property under any

circumstances: **smoking, drinking alcoholic beverages, or the use of illegal drugs.**

**In accordance with local by-laws, Bronte Heights is a designated smoke free environment.**

### **TOYS FROM HOME**

We ask that you leave toys at home. There are lots of activities to participate in and plenty of toys to play within the programs. A stuffed animal may be brought for naptime. This policy is in place to prevent accidental loss, breakage or fighting over toys. Please note that staff cannot accept responsibility for lost or damaged toys.

**NO GUNS, WAR TOYS OR OTHER TOYS OF DESTRUCTION** are allowed in the centre.

These items promote aggressive behaviour. We encourage children to find other means to express themselves.

### **TRANSPORTATION**

All parents are responsible for delivering and picking up their children from the program. Childcare staff is not permitted to transport children home from program. Should the program require transportation for field trips, or special outings the City Transit System, a school bus or a van will be used.

### **FIELD TRIP POLICY**

- 1) If the Supervisor is not attending, they will designate someone to be in charge.
- 2) Children will be counted before they leave on the trip.
- 3) Staff will take with them an attendance sheet of all children on the trip.
- 4) When walking all staff will do head counts every 5 minutes in ratio.
- 5) While on the trip staff will position themselves at corners of the play area or space and will do head counts every 5 minutes.
- 6) Children will be shown the boundaries and given instructions not to pass over them.
- 7) No child will be permitted at any time to leave the group.
- 8) Staff will not be permitted at any time to leave the group with one child, thereby placing the remainder of the group out of ratio.
- 9) When it is time to leave, the children will be given a five minute warning.
- 10) Upon leaving time, one staff member will position themselves at the head of the group and watch the group at large.
- 11) When all the children are gathered, a head count by all staff in attendance will be done to insure all of the children are in attendance before the group leaves the area.
- 12) If using a bus, children will be counted when they get on the bus, while on the bus, and when they get off the bus.
- 13) If a child is found to be missing, staff will do a role call and stay in the area until that child is located. Staff will not leave until the situation is resolved.
- 14) If there is fear that a missing child has been abducted, staff will immediately notify authorities in the following order: Halton Police, Director, Supervisor, Ministry, Parents, and Licensing. Other children will be gathered together close to staff in order to insure their safety, ratios will be maintained at all times.
- 15) Upon arriving back at the centre, the children will be counted as they enter the playground or daycare area.

## **VOLUNTEERS**

Volunteers assisting the staff at the Centre will not be included in the staff to child ratio and will not be given sole responsibility to supervise the children in the program. Criminal record checks and references will be mandatory before a volunteer will be able to assist in the program.

## **PERSONAL BELONGINGS**

Staff will encourage children to care for their own personal belongings, however staff cannot be held responsible for lost, broken or stolen items.

Each child will be provided with a hook for outdoor clothing. We encourage all parents to supply their child with two changes of clothes to keep at the centre at all times in case of accidents.

## **STAFF ABSENTEESIM**

In the event that a teacher is ill, has an accident, or requires time off for training or personal reasons, a substitute worker may be called in. If the Supervisor is absent, the Director will assume their duties.

## **PARENT CORRESPONDENCE**

All correspondence will be sent via email or posted on our website. Parents are encouraged to read all correspondence and newsletters as they contain pertinent information to the program's operations and upcoming events.

## **PARENT ISSUES AND CONCERNS POLICY AND PROCEDURE**

### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

### **Definitions**

*Licensee:* Bronte Heights Day School

*Staff:* Individual employed by the licensee (e.g. program room staff).

### **Policy**

Parents/guardians are encouraged to discuss any concerns they or their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children.

All issues and concerns raised by parents/guardians are taken seriously by Bronte Heights Day School and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties, as quickly as possible.

Issues/concerns may be brought forward verbally to the office or in writing to the class room teachers. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within two business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### **Wait List Policy**

Bronte Heights maintains a waiting list for anyone interested in programs that are at capacity. Please note that there is no charge to be placed on the wait list and that siblings of currently enrolled children have priority. Please speak to the centre supervisor about placing your name on our waiting list or check your status on the list.

## **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

## **Conduct**

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

## **Concerns about the Suspected Abuse or Neglect of a child**

Everyone, including members of the public and professionals who work closely with children, are required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

**Procedures**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff through the communication book (Speaking to a teacher during programming hours effects ratio and puts children at risk)</li> <li>- the Supervisor or Director verbally</li> <li>- book a meeting to discuss the issue through the office</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern with the program staff or</li> <li>- arrange for a meeting with the parent/guardian within 2 business days.</li> </ul> <p>or</p> <p>(In the communication book) Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the Supervisor or Director</li> </ul>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff through the communication book (Speaking to a teacher during programming hours effects ratio and puts children at risk)</li> <li>- the Supervisor or Director verbally</li> </ul> <p>book a meeting to discuss the issue through the office</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff through the communication book (Speaking to a teacher during programming hours effects ratio and puts children at risk)</li> <li>- the Supervisor or Director verbally</li> </ul> <p>book a meeting to discuss the issue through the office</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>



**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Supervisor and/or Director.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

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**Contacts:**

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Halton Children's Aid: 905-333-4441

Supervisor (Claudia Gardiman): 905-336-7777 or [contact@bronteheights.com](mailto:contact@bronteheights.com)

Director (Mary Lou Van Dongen): 905-336-7777 or [mlvandongen@bronteheights.com](mailto:mlvandongen@bronteheights.com)

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## **Regulatory Requirements: Ontario Regulation 137/15**

### **Parent issues and concerns**

**45.1** Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

### **Parent handbook**

**45.** (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

### **Intent**

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

## **EVACUATION & EMERGENCY PROCEDURES**

### **Fire**

As a preventive measure to ensure against accidents or injuries during a fire, Bronte Heights has put in place preventive measures. These include: emergency lights, regular inspections from the fire department, emergency exits that are clearly labeled and easily accessible, fire extinguishers that are serviced regularly and up to date, as well as a fully stocked first aid kit along with an established Fire Safety and Escape Plan, which the staff and children practice monthly.

The children will exit the building through the closest exit and meet at the large field at the back of the centre.

Upon exiting the building, staff will collect the attendance sheet and first aid kit. We will perform a role call.

Every attempt will be made to contact parents to advise them of our situation. Children will not be allowed to re-enter the building until the fire department has inspected the building and declared it safe to do so.

In the event that children cannot re-enter the building, they may be picked up at the following locations:

#### **Primary:**

K.N. Crowder MFG. Inc  
1220 Burloak Drive, Burlington

#### **Secondary:**

SWAT Health Burlington Inc.  
5540 Mainway, Burlington

### **Power Outage**

A power outage will result in the loss of lights, telephone service and the ability to prepare snacks, lunches and heat; smoke alarms, the alarm system will also cease to function.

In the event of a power outage staff will follow these steps:

- 1) A call will be made to Halton Hydro to determine the cause of the outage and an estimated time for service to be restored.
- 2) Ministry of Education will be called and advised of the situation.
- 3) If Halton Hydro estimates a power outage of 2 hours during winter months (November – March) and 2 hours during summer hours (April – October), the program will be closed immediately for the remainder of that day and will remain closed until hydro is restored.
- 4) If the power outage is in existence at morning drop off, staff will inform all parents of the probability that childcare operations may be cancelled for that day.
- 5) If the power outage occurs during regular operating hours during the day, parents will only be informed of our situation when the decision to close has been made. (This policy is based on the fact that all telephone calls will have to be made using a cell or pay phone).
- 6) Parents whose children are in attendance at the time of the decision to close will be contacted and informed of our situation and asked to make arrangements to collect their child. (Parents are responsible for maintaining up to date information on their child's file including: work numbers, home numbers, emergency contacts, etc)
- 7) Notices of our closure will be posted on the front door.

### **Lockdown/Hold and Secure/Shelter in Place**

#### **OVERVIEW**

Although we hope that an incident that requires response from emergency personnel never occurs in our school, we must be prepared to respond quickly and effectively in case it does. The goal of emergency preparedness is to ensure a rapid, coordinated and effective response is possible when an emergency occurs. This procedure provides guidelines for emergency situations when a school cannot be safely evacuated (e.g., in the event of a serious accident, violent incident, or act of terrorism). This procedure does not capture all situations/eventualities and recognizes the uniqueness of each school site. It is to be used as a guideline, but in all cases, careful planning must take place; staff must be familiar with the plan; and practice must occur.

#### **DEFINITIONS**

The **School** refers to: Bronte Heights Day School

**CIRK:** The Critical Incident Response Kit contains items that will be needed by emergency personnel and staff members in the case of a lockdown. The Supervisor/Director will email the documents to the police when requested.

**Emergency Evacuation Plan:** Every school must have an emergency evacuation plan that addresses threats that range from imminent building threat (e.g., fire) to national emergency. Every school must identify an emergency evacuation site.

**Hold and Secure:** Hold and Secure (formerly a cautionary Lockdown) is a response to a threat in the general vicinity of a school, but not related to the school. This could be a police pursuit, a crime in progress or an active search by local police for a suspect. Staff, students and visitors are considered to be safe inside the school when they do not leave the building. If feasible and safe to do so, building entrances should be **LOCKED** so as to restrict access of unwanted individuals. If safe to do so, school activities may continue as usual inside the building only.

**Lockdown:** A lockdown is a response to an emergency situation wherein the evacuation of a school building is neither safe nor advisable and steps are required to isolate students and staff members from danger.

During a lockdown, lights are turned off in the classroom/office; curtains/blinds/panels are closed; and all interior windows/glass panes (including door glass) are covered to prevent visibility into the classroom, if possible to do so safely. Staff, students, visitors, volunteers, etc. will take direction from the Principal/designate or individual in charge.

Records of lockdown drills will be kept along with fire drill records.

**Shelter-In-Place** is used during hazardous environmental situations when it is safer to remain inside (e.g. a gas leak in the neighborhood, toxic fumes from a fire, etc.).

#### **PROCEDURES**

Some emergency situations may prevent the safe evacuation of a school building and may require steps, including the initiation of a Hold and Secure or Lockdown, in order to isolate students and staff from danger. The Lockdown/Hold and Secure procedure includes specific plans to keep students, teachers and other school personnel safe in the event of a threat in the vicinity of a school, a violent incident or an act of terrorism.

The School will ensure that there is staff available to assist with these guidelines.

### **School Preparations for Lockdown Procedures**

The Supervisor/Director is responsible for the overall safety of staff and students. This includes the final content of the lockdown plan and the scheduling of lockdown drills. **When feasible**, lockdown practice drills may be carried out in partnership with Halton Regional Police Service. Consideration should also be given to the participation of other emergency services (e.g., Fire and Emergency Medical Services) in lockdown drills.

**The school MUST hold one (1) lockdown practice drill each month.** The Supervisor/Director must keep a record of the date and times of the lockdown drills.

**The school will develop specific lockdown procedures as part of their Safe Schools planning process.** Such procedures will take into account site-specific special needs, such as mechanisms to communicate messages to those who may not adequately hear verbal communications and those who may not be readily mobile without assistance. Specific designated areas within a school/site are to be taken into consideration for those with special needs.

Supervisor/Director must review the school's lockdown/hold and secure plan semi-annually.

## **ADMISSION REQUIREMENTS**

### **ENROLLMENT POLICY**

Bronte Heights offers the following childcare:

- Toddler Care – for children ages 18 months to 30 months
- Preschool – for children ages 30 months to 3 years
- Junior and Senior Kindergarten- for children ages 4 years to 5 years

Enrollment in any of the above childcare programs is open to any child within our age limits provided the program can meet the needs of the child. Enrollment is granted without discrimination regarding: gender, race, creed, religion, or political belief/disabilities.

### **DAILY ATTENDANCE**

All parents are responsible for dropping off and picking up their children. The centre will assume no responsibility for children until they are signed in and after they are signed out of the program.

In order to successfully transition your child into our daily program we ask that parents endeavor to bring their child in before 9 A.M. After this time children will not have an opportunity for play as the daily routine includes lunch and naptime. Children cannot be accepted during naptime, as all staff will be comforting children as they fall asleep. Your understanding of this policy is greatly appreciated.

**If your child is going to be late, due to a doctor/ dentist appointment or an emergency, please phone and discuss it with a staff member prior to bringing your child to the Centre.**

Parents are required to contact the daycare no later than 9:00 am, in the event that:

- a) The child will not attend that day.
- b) The child will be away for an extensive period of time.
- c) An authorized person other than the parent/ guardian will pick up the child.

Children MUST arrive for class before 10:00 AM or will be considered absent. Please understand that this young age children have a hard time transitioning into their day affecting both the child and the class.

### **REGISTRATION CHECKLIST**

In order to completely participate in our program, your child will require the following items on a daily basis:

- Completed and signed Admission Forms
- Photocopy of your child's immunization records
- Medical information and emergency contact information
- Water bottle (to be left at school)
- Child release authorization
- Permission for Bronte Heights to administer: Creams, Milk, Allergies
- \$100 registration fee and first four weeks of fees
- 2 recent photographs of your child
- Extra clothing for your child; socks, underwear, pants, t-shirt, long sleeve shirt
- Diapers and wipes (if applicable)
- Extra clothing appropriate to the season and indoor shoes or slippers
- tooth brush and tooth paste
- (If applicable) Read privacy policy and Anaphylaxis Policy

**Please ensure that all items brought into the school are individually labeled.**

#### **ENROLLMENT REQUIREMENTS**

To finalize your registration and reserve your space in Bronte Heights Program, parents are required to complete the following steps:

1. Pay registration fee of \$100.00 plus the first four weeks fees up front. Please note that this amount is non-refundable in the event that you decide to cancel your space.
2. Meet with the Supervisor to discuss policies such as drop off, pick up, payments etc.
3. Return a completed admission forms and updated immunization record to the Director of the program. (Note: a child will not be accepted into a childcare program without these documents).
4. At least one visit to the program with your child prior to their first day. First visit consists of parent staying with child through morning program (9AM- 10AM- lunch not included), second visit consist of parent staying with child for half hour then leaving the child in the program until 11AM- lunch not included. Third visit is official start day- parent drops off child and child stays for full program.
5. All the items listed in the Registration checklist are handed in.

**Only after receiving all of these items will your child be allowed to start the program.**

Without these items in place the space can be offered to other potential parents also seeking childcare. Please avoid disappointment and fully complete your registration.

#### **TERMINATION OF CARE**

##### **By the Parent:**

Parents who wish to withdraw their child from the program are required to submit **a written notice 30 days in advance** at the beginning of the month for the proceeding month, to the Supervisor. **Those who provide less notice will be required to pay for their space for the 30-day term of notice.**

***\*Requests to terminate child care during the month of September (of any given year) must be provided in writing to the day school supervisor on or before August 1st (of that particular year). If this request is not met, parents will be required to pay for the entire month of September.***

#### **By the Program:**

Bronte Heights has the right to terminate the service of care for a child.

The decision to cease offering care may be made for one of the following reasons:

1. If the child is deemed to be a safety or health risk to themselves, other children or staff.
2. If the child's account is one month overdue and no arrangement has been made with the Director to rectify the situation.
3. If the child has been absent from the program for twelve consecutive working days without the parent giving notice of the situation and a date on which the child will return.
4. If the parents have been late picking up their child on four or more occasions.
5. If the child or parent are abusive to staff on an ongoing basis.
6. Failure to honor obligations listed in this handbook or any rules, regulations, or manual provided by the school.
7. The school, in its sole and unfettered discretion, determines that it is not in the best interest of the school or other children enrolled at the school to have the child in attendance.

In the case that the program discharges a child, the 30-day notice may be waived at the discretion of the Director.

#### **PICK UP**

##### **From the Program**

Upon registration parents are asked to submit a list of names of persons authorized to collect their children. Any changes to this list must then be made in writing. Only in an emergency situation will a child be released by verbal permission.

When a person unknown to daycare staff comes to pick up a child, staff members will ask for a piece of photo identification and compare that person's name to the list of persons authorized by the child's legal guardian. If the individual's name does not appear on this list then the child will not be released, the person will be asked to leave the program area and the parent notified by phone.

##### **Please remember it is very important to notify staff of any special circumstance regarding pick up i.e.: custody arrangements, restraining orders, threat of abduction etc.**

If any person (including the child's legal guardian) arrives to collect a child and staff has reason to believe that individual to be under the influence of alcohol or illegal drugs, staff is within their rights to refuse to release the child. An attempt will be made to contact another authorized individual.

The intention of these policies is to protect children from potentially dangerous situations.

#### **Late Pick Up**

If you know that you will be late due to an emergency situation please advise program staff as soon as possible. If a child remains at the centre after 6:00 P.M., the emergency contact person will be called. If the child is not picked up by 7:00 P.M. and the program staff is unable to contact anyone on the emergency pick up form, Social Services will take your child into their custody until the parent is located. A note will be left at the Bronte Heights stating where your child may be picked up. (Please refer to Late Fees: Financial Section of Handbook)

#### **ROLE OF THE PARENT**

##### **A) Expectations**

- 1) Please communicate any concerns about the program or staff to the Program Supervisor or Director. We also need to hear your positive feedback in order to help us to continue to provide the highest level of care you will come to expect.
- 2) Please speak to your child only in a positive way when dropping them off and picking them up from the Centre. Your relationship with your child can impact the other children in our care when you are at the facility. It is our goal to provide a secure and happy environment for all of the children.
- 3) Communicate daily with the staff about your child's day, and please don't forget to pick up your mail and your child's artwork.
- 4) Please adhere to all our program policies. Actions will have to be taken if policies are not consistently being followed.

5) Please use the daily journal to interact with your child's teacher.

6) We will be posting a copy of our monthly newsletters and calendars on our website. Please ensure that the calendar is reviewed daily so that your child has the opportunity to participate in many of our fun extracurricular activities.

**B) Policies:**

1) The first action regarding a policy not being followed will be a verbal reminder.

2) If policies continue to be disregarded, a meeting will be scheduled between the Director and parent.

3) If the preceding steps do not resolve the issue(s), the Supervisor then has the right to discharge the child from the program.

**PARENTAL OBLIGATIONS:**

- To furnish medical information on or before the enrollment date.
- Bronte Heights Day School does not allow any outside foods as we offer a full catering program. Outside food may be allowed into the centre on special occasions with the Directors approval and a full list of ingredients (original packaging must be provided).
- The person bringing the child to school must inform staff members of their arrival so they can be signed in.
- The person picking up the child from school must inform the staff members of their arrival so they can be signed out before leaving.
- To notify the school when someone other than them is picking up the child. The parent should also notify that they person that will be asked for identification if they are not familiar to staff members.
- To see that the child is dressed appropriately and is equipped with extra clothing in their bins. In the event that a child has to change clothing throughout the day and they do not have extra clothes, parents will be called to provide clothing for the child.
- To notify the school when your child will be absent, and for what reason. Notify the school if your child has had exposure to a communicable disease.
- To give thirty (30) days written notice to the school when withdrawing from the program. Failure to do so will result in a charge equal to one month's fees.
- To notify the school if the child will not be picked up before 6 PM (when the centre closes.)
- To respect the non-religious nature of our program
- To treat all staff members with respect.
- Please respect other children in the centre and refrain from reprimanding them while on school premises.
- **Note:** Clients that have registered before their start date and have paid their first month fees and the registration fee are not entitled to a refund for the reimbursement of their fees if they have changed their mind.

**OUTDOOR PLAY**

1. Parents are responsible for providing their child with adequate protection from the sun, which includes:

- Ensuring their child is sent to the program each day with **a hat**.
- Ensuring their child has **sunscreen** applied before they arrive and a bottle provided to the centre for reapplication following lunch.
- Providing adequate **clothing** for that day's activities including: Water shoes, t-shirts, swim suits, and towels.

2. Parents are responsible for ensuring their child has footwear that provides support to the foot and does not pose a tripping hazard.

3. Parents who have special requests for the care of their child while involved in outdoor play need to communicate these requests on their child's registration form or in writing to the Supervisor.

4. The program will not provide hats; in order to prevent the spread of head lice these are the responsibility of the parent.

5. While staff will make every effort to ensure that children are protected from the harmful effects of the sun, parents who fail to supply adequate protection including: hats, sunscreen, liquids, and clothing cannot hold the program responsible should their child become ill due to sun related injuries.

## **CLOSURES/ABSENCES**

### **STATUTORY HOLIDAYS**

Bronte Heights Day School is **closed** for the following holidays:

- New Years Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday (August)
- Labour Day
- Thanksgiving Day
- Christmas Closure (to be decided in January of each calendar year)
- Boxing Day
- New Years Eve (close at 12:00 P.M)

### **BRONTE HEIGHTS INCLEMENT WEATHER POLICY**

Bronte Heights reserves the right to close due to inclement weather. Every effort will be made to provide parents with as much notice as possible. To find out if the school is closed you may; call the school (a member of staff or voicemail will advise of this), view our twitter feed or check our Facebook page.

Bronte Heights does not provide make up days or discounts for any missed time or closure of the centre therefore regular monthly fees are payable for sick days, vacations, centre closures and statutory days.

### **SEVERE WEATHER CONDITIONS**

If severe weather begins after programs have opened and accepted children for the day, attempts will be made to phone parents and announcements regarding our intent to close.

In the event programs experience a power failure for more than 2 hours the center will be closed and all parents notified to pick up their children as soon as possible. Power failure results in the loss of lights, heat, security system, hot water, and telephone intercom services.

\*late fees apply for children picked up after 6:00 PM

### **VACATION POLICY**

We do not provide vacation time at Bronte Heights. Vacation time taken must be paid in full in order to hold your spot.

### **SICK DAYS**

Bronte Heights Day School does not provide make up days or discounts for days missed due to sickness.

## **FINANCIAL INFORMATION**

### **FEES**

#### **Toddler (18 Months- 29 Months)**

\$70.00 per day -2 days (Tuesday and Thursday)

\$67.00 per day- 3 days (Monday, Wednesday and Friday)

\$61.00 per day - 5 days (Monday to Friday)

#### **Preschool (30 Months- 48 months/4 Years)**

\$69.00 per day- 2 days (Tuesday and Thursday)

\$66.00 per day- 3 days (Monday, Wednesday and Friday)

\$60.00 per day - 5 Days (Monday to Friday)

**\*No rate change unless potty trained**



**Kindergarten (49 months/ 4.1 Years- 5 Years)**

\$67.00 per day- 2 days (Tuesday and Thursday)  
\$64.00 per day- 3 days (Monday, Wednesday and Friday)  
\$58.00 per day - 5 days (Monday to Friday)

**\*No rate change unless potty trained**

**\*\*\*NOTE\*\*\* To allow Bronte Heights to continue to maintain the level of excellence unique to most child care centres, fees will increase annually on September 1<sup>st</sup>.**

**PAYMENT POLICIES**

Parents have the option to pay their fees either by pre-authorized payments debited from their credit cards or Visa debit every four weeks.

Each parent will be supplied with a receipt once a year for tax purposes.

**PLEASE NOTE: Childcare fees do not cover: a special field trip fee, pull-ups and diapers, wipes, sunscreen or a changes of clothing for emergencies. These items are the parent’s responsibility.**

**OVERDUE ACCOUNTS**

- All accounts are subject to late fees if they are not paid by the due date agreed upon at time of registration. The below table details late fee charges:

Payment received <u>after</u> 4 week pay cycle  <i>*Repayment plan will be agreed upon with School Supervisor</i> Outstanding balance + 5% (late fee) per week
Payment not received within 90 days Child(ren) will be removed from the program.  Repayment plan to be agreed upon with both School Supervisor and Director

Any accounts with outstanding debts will result in the following:

- Account must be paid in full plus any additional late fees as mentioned above within three (3) months.
- Should your child be removed from the program, his/her spot will be replaced with someone from the Bronte Heights waiting list.
- Repayment plan to be discussed and reviewed with the School Supervisor and/or Director.
- Bronte Heights holds the right to seek reconciliation of delinquent accounts through the services of a collection agency.
- Should your accounts be paid in full and you wish to have your child return to Bronte Heights, you will be added to the waiting list. *A customized payment plan may apply in these cases.*

**LATE FEES**

Bronte Heights opens at 7:00 A.M and is closed at 6:00 P.M. **Late fee charges are applicable after 6:00 P.M. under all circumstance.**

Please notify Bronte Heights’ staff when you are going to be late, if possible arrange for an alternate pickup, especially on days with inclement weather.

Late fees will be charged as follows:  
\$10.00 X 5 minutes

**Please note that late fees must be cleared before the children can return to the program.**

## **HEALTH**

### **Smoking is prohibited in the building and on the property.**

In developing our school's policy on smoking, we have sought to:

- Build on our commitment to community well-being
- Act as role models to our students and family
- Meet Ministry guidelines

It is the policy of Bronte Heights Day School that smoking will not be allowed at the school, at any function or anywhere on the school premises. This includes:

- Inside the building
- The school grounds (including the outdoor play space)
- All off-site activities
- All educational and other visits

The policy applies to EVERYONE involved with the school community in any way:

- Employees
- Students
- Voluntary helpers
- Visitors
- Outside contractors working on-site
- Anyone attending an outside event

As a school we believe that everyone connected with us has a responsibility to be actively involved in the implementation of our no-smoking policy, and to assist in taking all necessary and appropriate steps to ensure its full implementation.

### **STAFF**

All staff must meet the Ministry requirements showing they are in good health.

These requirements include medical clearance from a doctor and an up to date immunization record.

### **CHILDREN**

All children must be in good health. **Sick children will not be allowed to attend the program at any time.** All newly enrolled children are required to submit a complete immunization record for Diphtheria, Tetanus, Polio, Measles, Mumps, Rubella and it is further recommended that children be immunized for Haemophilus influenza type B and Whooping cough.

### **COMMUNICABLE DISEASES**

Parents are required to notify the Supervisor whenever their child has been exposed to a contagious disease.

(Please refer to the list at the rear of this handbook.) When a child has been diagnosed with a contagious disease, the parents are asked to make alternative arrangements for their care and call the centre to inform staff of their child's illness. When a child has contracted a disease of a serious nature, a doctor's letter stating good health will be required prior to the child's return.

### **CONDITIONS A CHILD SHOULD NOT ATTEND THE PROGRAM**

In an effort to keep children from spreading viruses and illnesses to the other children in their childcare program, parents are asked to keep them at home if they are displaying any of the following conditions:

- The child is running a fever of 100 F or higher, even if it is being controlled by Tylenol. A fever is the body's way of fighting an infection or telling us something is wrong; a child with a high fever needs to see a doctor as soon as possible.
- The child has vomited two or more times in a 24-hour period. Excessive vomiting can lead to dehydration.
- The child has a body rash, especially with fever or itching.
- The child has diarrhea (two or more watery stools in a 24 hour period)
- The child has an eye infection i.e. thick mucus or pus draining from the eye
- The child complains of a sore throat & has a fever and swollen gland
- The child is not feeling well and does not want to take part in any activities, is pale, has a lack of appetite, is confused, sleepy and cranky.

### **IF A CHILD BECOMES ILL IN THE PROGRAM**

Children who become ill while at daycare (temperature of 100F or over) and cannot fully participate in the program will be made comfortable in a separate area away from other children, and the parent will be contacted immediately. If the parent is unavailable the emergency contacts will be called to pick up the child. Persons named, as emergency contacts must also be authorized for pick up. Children who become ill while in program must be picked up as soon as possible. **Please note that the parents might be asked to refrain from bringing their child in for 24 hours after being sent home to ensure prevent further contamination to other children.**

Any child who is a health risk to other children must be removed from the program as soon as possible to prevent the spread of the condition. If a parent refuses to pick up their child, then medical attention will be sought on the child's behalf and the proper authorities notified.

### **FEVER POLICY**

If a child has a fever of 101.0 degrees F or more the parents will be contacted and advised that the child is ill and needs to be picked up.

Tylenol or similar over the counter medication will only be administered to children in our toddler program to control fevers caused by teething or children who those who are at risk of seizures due to high temperatures only if the parent has completed a permission to administer medication form and have supplied staff with the original bottle.

### **MEDICATIONS**

Childcare staff is unable to administer any medications to children except those accompanied by a signed permission to administer medication form and written instructions from the child's legal guardian. Only children with a history of febrile seizures are able to have over the counter, Patented and prescribed medications to reduce fever. All medication must be in the original container with the child's name on it.

All medications remain in a lock box. It is parent's responsibility to take them **home each night.**

If your child requires medication on a daily basis, has allergies, or has a medical condition which may require special care, please advise the Supervisor in writing immediately.

### **SERIOUS INJURIES/EMERGENCY TREATMENT**

Any injury requiring first aid or medical attention that occurs within the program will be reported to the parent, the Director, Ministry of Children & Youth Service within 24 hours of the incident.

A serious occurrence report shall be completed by witnessing staff and signed by the Program Director.

### **LIST OF CONTAGIOUS DISEASES**

Campylobacter  
Chicken Pox  
Cytomegalovirus  
Epstein-Barr virus  
Fright Disease  
Haemophilus Influenzae Type B Meningitis  
Hand/ Foot/ Mouth Disease  
Hepatitis A  
Hepatitis B  
Impetigo  
Influenza  
Head Lice  
Lice  
Measles  
Meningococcal Meningitis  
Molluscum contagiosum  
Mononucleosis  
Mumps  
Pertussis (Whooping Cough)  
Pink Eye  
Pinworms  
Polio  
Ringworm

Roseola  
Rubella (German measles)  
Scabies  
Streptococcal  
Strep Throat  
Tetanus  
Tuberculosis

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