



Parent Handbook  
April 2018

## Philosophy

Little Angels Christian Childcare Centre believes children learn through God's word and that positive learning experiences help build children's self-esteem.

We seek to provide an environment where each child's individuality is embraced so they may develop socially, emotionally, physically, intellectually and spiritually as unique individuals.

We pray that the families and children involved with Little Angels Christian Childcare Centre find their partnership with us to be both fulfilling and rewarding.

## Program Statement

At Little Angels Christian Childcare Centres we embrace the document "How Does Learning Happen" (2014) and our program reflects the categories discussed in this publication. These categories are Belonging, Well-Being, Engagement, Expression and Community. Each child will be supported to reach for their potential in a positive environment. We see children as competent, capable, curious individuals who have a rich potential while we promote self regulation by asking questions to initiate conversations regarding their feelings, coaching and supporting children while they learn to calm down during episodes of anger, fear, disappointment, etc. We promote health and safety by offering indoor and outdoor play (2 hours) and nutrition through serving healthy meals (developed and approved by a dietitian) while maintaining a safe environment. Children will be encouraged to initiate and explore the world around them while being supported by caring trained staff. Children have opportunity to play together or individually as they need.

Parents are an integral part of the program and are encouraged to speak to staff regarding development, care, successes and concerns through formal and informal discussions. We value their input and encourage regular contact in order for us to respond appropriately to the children's needs. We view parent/childcare relationship as a partnership in the life of the child(ren). We will give each parent who visits our centre a copy of this Parent Handbook whether they enroll in our centre or find alternate care. Staff are encouraged to welcome children and their families with respect and pleasure. Rooms are equipped with children's art work, pictures and photographs to reflect our families. Music and dress up clothes from around the world (ie. Belonging). Parents are encouraged to visit and participate in the regular child care centre day.

Information about the child's development and progress is shared either in writing and/or verbally through informal talks, individual parent interviews, Nipissing checklist and progress reports.

Parents are encouraged to assist the child care centre in ways which reflect their availability, interest and talents, for example: fundraising, making or repairing equipment or sharing family stories.

Information of interest to parents (activities planned for children, menus, names of staff, activities and resources in the community, articles on child rearing) are accessible to parents on a bulletin board and/ or childcare office.

Parents input is solicited via verbally communication, suggestion box entries, and centre survey. The annual centre survey includes opportunity for parents to suggest workshop topics and social events, etc.

We encourage community support by welcoming professionals to offer knowledge and practical tips to give children with special needs the greatest opportunity to succeed. An ongoing and collaborative evaluation process is implemented to validate the successful aspect of the program as well as the child's progress. Resources such as Erin Oak, Community Living offer, training, workshops and assessment tools which are available to teachers and parents.

Documentation will take many forms but not limited to taking notes, photographs, reviewing and evaluating appropriate skills as outlined in the Early Learning For Every Today (2007) and completing the Nipissing District Developmental Screen (NDDPS) which assists parents and childcare to initiate reviewing and evaluating skills and discussion.

The goal of our programs at Little Angels Christian Child Care Centres is to meet the individual needs of each child within a group setting. Programs are planned according to interests, the group age and size and are delivered in a play based format. The activities promote the broad categories as set out in the Early Learning For Every Child Today: Social, Emotional, Communication/Language, Cognitive, Physical as well as, Creative. Our program also balances the different forms of play: indoor- outdoor, quiet-active, individual-group through child initiated play.

Staff (full time, part time, new, supply, volunteers and students) is a vital part of the children's development and as such will be observed, interviewed and set goals in a timely fashion. **Staff is expected to actively participate in professional development. Development may be seminars, webinars, videos, conferences, publications etc. and are documented for the Learning and Mentoring Program Raising The Bar. Staff is to meet the College of Early Childhood Educators mandate but also surpass the platinum level with Learning and Mentoring Raising The Bar.** Staff will complete daily, weekly program plans that will be submitted to the supervisor for her approval. These forms will be stored for Ministry of Education's Program Advisor to see. The supervisor or designate will check the playrooms from time to time to ensure the plans are used or changed should the children's interests change. Staff, students and volunteers will read and sign off the policies and procedures binder prior to working at the centre and yearly afterwards. Staff, students, volunteers and temporary workers will follow the same hiring procedures including vulnerable sector checks, up to date immunization, sign off any anaphylactic forms etc.

It is the policy of Little Angels Christian Childcare Centre that play is an integral part of children's development and learning. Play is natural, holistic, fun, encompassing way for children to learn.

It is the early childhood educator's responsibility to observe children for their interests, needs and skills development to prepare and execute a curriculum that will meet the children's needs, interests and skills development. Staff can use a variety of observation techniques such as writing down observations, sharing observations, taking pictures, gathering children's creations etc. Using the "Early Learning For Every Child Today" lists of skills is a great tool for staff to see the "whole" child and ensure development in all the broad categories. Age appropriate materials that are sensorial and can be used in a variety of ways (open ended materials) can really assist children to develop to their potential so therefore Little Angels Christian Childcare Centre promote the use of these materials and equipment. Play is also a valuable way for children to learn and develop indoor and outdoors. Children can develop skills that promote individual and group play and therefore we encourage times for both.

Staff will encourage play in a variety of ways. Children will choose what activities they would like to do, times to play independently and co-play with staff. Educators will guide children to greater learning by using materials for exploration, development of new ideas and procedures by giving suggestions, open ended questions, delving into books etc. Parents are encouraged to ask questions, see photos of the children actively participating, complete the Nipissing Questionnaire and join us for family events such as the Christmas Party/Concert and the Spring Fling held every June.

Paid staff who make ratio must obtain a current CPR First Aid Infant Toddler (Standard) certificate. Volunteers and unsupervised adults are not required to obtain the CPR and First Aid Level C at this time. Staff who cannot complete the training due to physical limitations may be exempt from completing the course however should still attend the training.

### Monitoring

Staff, students, volunteers will read the policy statement and sign off at the beginning of their employment/term/opportunity, whenever policies and procedures are updated and yearly afterwards. Monitoring of staff, students, volunteers will take place in the following manner; 1) Planners will be completed weekly noting children's interests and activities based on HDLH and ELECT skill areas. 2) Observations of children will be taken daily. 3) Prohibited practices such as but not limited to corporal punishment, harsh or degrading measures that undermine children's self esteem, deprivation of basic needs, confinement or physical force or using locked rooms for discipline, timeouts, not reporting any kind of child abuse are unacceptable and will be dealt with seriously as laid out in the Prohibited Practices Policies. Signatures for policies and procedures will be kept in the staff files for a minimum of three years. In the event there is an observation or allegation of each staff member may have engaged in either inappropriate prohibited practice and or child abuse, the supervisor will contact the Ministry of Education (CCLS) and complete the Serious Occurrence and the appropriate agency (eg. C.A.S). The supervisor/designate will follow the directions from the Children's Aid Society if directed to do so.

If, after an investigation, it is found there has been a contravention of Prohibited Practices, the supervisor will meet with the staff member and the appropriate measures will be taken. These may include (but not limited to):

Coaching  
Support

## Counseling

Setting Expectations for Improvement

Discipline (written warnings, suspension, and termination of employment)

A daily schedule is posted outside each playroom outlining daily routines and schedules. It will consist of:

- Prayer Time-staff will lead meal prayers
- Outdoor Play-staff will encourage children to participate in various gross motor activities and to explore natural surroundings.
- Outdoor Environment-staff will encourage a respect for nature. Children will be given opportunities to participate in seasonal activities.
- Indoor Environment-staff will encourage individual and group participation in spontaneous and planned activities.
- Routines-staff will help children to learn self-help skills and independence.
- Rest Time-a time to relax and snuggle up with a favorite toy or blanket. Non sleepers may participate in quiet activities after one hour of rest.
- Chapel Time-once a week in the morning we all gather for Bible Stories and songs.

## Our Staff

Our staff consists of Christian-devoted Registered Early Childhood Educators or equivalent with First Aid and CPR training. Ongoing professional growth is “key” in staff development. Our centre is staffed in accordance with legislated regulations.

We encourage participation of ECE Student Placement Programs with Community Colleges.

## Schedule Of Service

The centre will be opened from Monday to Friday, 7:00 a.m. to 6:00 p.m. all year except for statutory holidays

New Year's Day	Civic Holiday
Family Day	Labour Day
Good Friday	Thanksgiving Day
Victoria Day	Christmas
Canada Day	Boxing Day

## Emergency Policy and Procedures

The Centre may close in the event of uncontrollable factors e.g. fire, poor weather conditions, flood etc. Parents will be contacted by phone to come to the daycare or the emergency location as required.

## Emergency Location

In the event that the staff and children must evacuate:

Name: Aghabi Building

Address: 1255 Vanrose Street, Mississauga Ontario L5V 2S2

Phone: 905-821-7752

## Gradual Admission

It can be different and trying for both parents and child to adjust to the unfamiliar environment and people. Every child has an individual settling in period. The length of the child's stay will be increased gradually until he/she feels safe and is able to attend a full day program. We suggest that you or someone with whom the child is comfortable with remain at the centre with your child during the settling in period. Alternate arrangements may be made if deemed necessary.

When your child(ren) graduates to the next program, the same format may be followed with the exception of the parent's presence or if a group of children graduate together. In addition you will be provided with information from your child(ren)'s new class.

Day #1	9:00-12:00	Adult stay	leave 1x	20 minutes in length
Day #2	9:00-12:00	Adult stay	leave 2x	20 minutes in length each
Day #3	9:00-3:00	Adult stay	leave 3x	30 minutes in length each

## Age Groups

Infants	6 weeks to 18 months
Toddlers	18 months to 30 months
Preschoolers	30 months to 5 years

## Fees

Little Angels enforces the following payment terms:

- A non refundable registration fee of \$200.00 for the first child and 50% off the second child will be collected when registering your child(ren). Third child has no registration fee.
- Fees are paid bi-weekly in advance by preauthorized debit. Forms along with a void cheque are required on the day of registration or application.
- Fees are charged and must be paid in full, regardless of days absent due to sickness, holidays, staff professional days, vacations and emergency closures.
- Parents will be charged \$25.00 for each non-sufficient fund payment and after two offences payment in cash will be accepted.
- Late Fees-parents will be required to pay \$1.00 per every minute per child when being late to pick up their child(ren) after 6:00 p.m.. The fees will be paid directly to the teacher(s) waiting for you.

## Arrival and Departure

Parents must stay with the child(ren) until our staff have acknowledged your arrival and assumed responsibility for supervision. It is important to inform our staff of any changes in routine or behaviour that may affect your child's participation in the program.

When picking up your child, you must ensure that the staff member is aware of your departure. To ensure your child's safe return, it is imperative that the parent provides advance notification and signed authorization of release to the centre, the name of the designated person picking up the child. Our staff will not release your child to any unauthorized or unspecified person including taxi drivers or anyone under 18 years of age. Photo identification must be available to anyone new to the centre.

We also recommend that parents pick up their children at the designated time as children generally feel more secure when their daily timetable is predictable.

Children need to be in program by 9:00 a.m. in order for your child(ren) to adapt to his/her class and receive the full benefit of the program. It becomes disruptive for other children when a child(ren) comes late to the program and staff is not able to give your child the attention they need to comfort during separation.

Should you have a later start time, we ask that you keep it consistent.

## Withdrawal Policy

Little Angels Christian Childcare Centre works with children and their families to acquire an environment that is respectful and harm free. We will support all areas that could be a problem and document incidences and provide the extra help when required.

Little Angels Christian Childcare Centre could request a child leave the program if a child displays:

- 1) verbal and physical abuse to other children and staff
- 2) behaviour that is not acceptable or inappropriate and could be harmful to himself/herself or others
- 3) developmental challenges that cannot be supported by program staff

Children can also be removed from the program if payments are not made or made consistently late.

Little Angels reserves the right to remove a child and/or family immediately without any notice or explanation if the Director deems it necessary. Any unused payments will not be returned.

Should parents choose to leave the centre, 10 business days written notice is required. If the family chooses not to use the two week notice period, the two week fee is still owed. If a registration fee was paid and the family has changed their mind regarding their child(ren) attending our centre, the registration fee will not be returned.

Should parents decide to withdraw their children and would like to re-enroll will pay the registration fee of \$200.00.

## Health and Medication

Parents are required to have their children immunized according to Peel Public Health Guidelines. Should parents refuse to have their children immunized, a signed form completed on the Ministry of Education approved form must be filed in the child's record. A "Statement of Conscience or Religious Belief must be notarized by the Justice of the Peace, Lawyer or notary public. Those who refuse due to medical concerns must have a Statement of Medical Exemption" form completed by a doctor or nurse practitioner. Parents with custody are also required to sign. A medical form must be completed for each child before admission to the centre. Subsequent updates on your child's immunizations must be communicated.

Communicable diseases including head lice or prolonged illness must be reported immediately to the centre Director. A doctor's note is required stating that your child is free from infection before the child is permitted to resume attendance.

As children are expected to follow group activities and participate in both indoor and outdoor activities, children showing signs of illness (fever, excessively overtired, diarrhea or vomiting) should remain home for their own well being and for the protection of others. Parents should contact the centre if the child(ren) will be away due to illness or other reasons. You or your emergency contact will be asked to pick up your child immediately (within an hour of our call) in the event he/she becomes ill during the day.

Our staff will administer current prescription drugs on a daily written Authorization of the Parent form. The Child Care Early Years Act requires that medication arrives in its original container containing the doctor's information, child's name and dosage and only be administered in accordance with the instruction on the label. Also the expiry date is required. We are willing to administer prescriptions once in a 24 hour period to prevent overdosing. Should the prescription say every 4 hours as an example times will be agreed and kept.

To ensure your child's well being you must inform the staff if your child has taken any over the counter medication before coming to the Centre so that we can take extra precautions. Staff is not permitted to administer over the counter medication without it being prescribed by the child's doctor. The medication must have an official prescription label adhered to it with the doctor's instruction on how to administer the medication.

## Food

Nutritious snacks will be provided during mid-morning and mid-afternoon and a well balanced lunch will be provided for all age groups. Every attempt will be made to accommodate special food requirements for medical issues.

We strive to be a "nut free" environment therefore no homemade food is permitted in the centre. Parents are welcome to bring decorations and party favors for birthdays.

## Clothing

As your child(ren) will be participating in our daily activities, sufficient changes of clothes and shoes must be provided and kept at the centre. Comfortable, washable and easy to handle play clothes are recommended. Clothes borrowed from the Centre must be cleaned and returned promptly. Please keep in mind that children are here to explore and enjoy their activities and that is why the recommendation is made to bring your children in “play clothes”. The centre is not responsible for clothes that are ruined from daily activities.

Outdoor clothing must be clearly labeled with your child’s name for easy identification. Winter time seems to be the worst for lost and switched items. Staff works diligently at trying to keep items sorted.

## Behaviour Management Guidelines

Our centre never permits:

- Corporal punishment of a child
- Harsh measures which will undermine the child’s self-esteem including threats, derogatory language humiliation, shame or fear that would undermine the child’s self respect dignity and self worth
- Deprivation of a child’s basic needs (food, shelter, clothing, bedding, sleep toileting and clothing)
- Confinement or use of physical force such as confining a child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of discipline, unless the physical restraint is to prevent a child from hurting him/her self or someone else and only as a last resort until the risk is no longer imminent
- Locking exits to confine a child or in a room or area without adult supervision unless during an emergency as per emergency listed such as threat of child being taken without prior approval
- Bodily harm including feeding against their will with food or beverage

Discipline should be:

- Related to the nature of the troublesome behaviour
- Appropriate to the development level of the child
- Used in a positive manner
- Designed to assist the child to learn appropriate behaviour
- Implemented as soon as possible after troublesome behaviour
- Discussed with parent(s) if a difficult situation arises with a child

Our staff is responsible to help your child to learn self-control and socially acceptable behaviour.

### Parking Lot Safety

Help keep the air quality safe for our children by turning off the cars while children are walking to and from the centre. Please park cars in the proper parking spaces and be aware of little ones while driving in and out.

### Water Flushing

Ministry of the Environment requires that the centre implement and follow a policy and procedure to ensure that all necessary pipes be flushed prior to the centre opening at 7 a.m. on every Monday following a weekend or next business day if there is a long weekend or statutory holiday. Documentation is kept for 5 years. We are in compliance with the legislation requiring that all centres test annually for lead in the water.

### Anaphylaxis

Parents of children with allergies (food, Asthma, Seizures, Diabetes etc.) will be required to submit an Individual Action Plan For Child with Special Medical Condition form. The parents or family doctor will meet with the Director to explain the allergy and discuss the Action Plan for this child.

This form is to be completed prior to the child starts.

Children are to wash their hands prior to participating in the day care festivities.

### No Smoking

Signs have been posted at each entrance of the building. No smoking is permitted inside or outside of the building, steps or parking lot.

### Fundraising

Fundraising activities will be organized periodically throughout the year. Net proceeds will go towards supporting the programming needs of the childcare centre.

### Trips

Little Angels Christian Childcare Centres believe that family time includes special day time events and outings. Therefore the daycares do not go on any special trips. However children may go on daily walks around the neighbourhood as part of their physical education, science and community studies.

### Students and Volunteers

Everyone that is working directly with children here at Little Angels Christian Childcare Centre will follow all policies and procedures. Everyone must have up to date

immunization, police record check, reviewed and signed policies and procedures manual, anaphylactic forms signed for each child etc.

Students and volunteers will always be watched by an employee of the centre and they are not to be counted in ratio. No student volunteer or staff shall be under the age of 18.

Employees may have direct supervision of children.

Volunteers and college students will be supervised by designated qualified staff (RECE).

College students will enter the facility under the College insurance policy.

The supervisor/designate will supply all volunteers and students the policies and procedures of the centre and ensure that all volunteers and students understand and sign the manual forms agreeing to such policies and procedures. Review and evaluation of volunteers and students will be implemented by program staff or supervisor during the student's placements or volunteer's yearly review as with the employees of the centre.

Supervisor/designate will meet prior to orientation of students and volunteers to discuss time lines and expectations of commitment, services, activities etc. Orientation shall take place during the regular business hours. Orientation for students will follow the College's expectations including getting to know the staff and children in the room in which students will complete their placements and requirements as set out by the colleges. Volunteers will meet with the supervisor/designate to discuss roles and responsibilities while serving at the centre

The parent handbook will mention that volunteers and students will not have unsupervised access to children in our centres.

#### Serious Occurrence Issues

Little Angels Christian Childcare Centre will post a Serious Occurrence Notification Form outside the day care office for 10 days when such form has been completed for all parents to read.

Serious Occurrence as defined by the Ministry of Education can be as listed: death, serious injury, alleged abuse or mistreatment or self –inflicted or unexplained injury, missing child or disaster on the premise, complaint about a service standard.

#### Parent Concerns/Complaints

We view our relationships with parents/guardians as a partnership in the life of your child(ren).

#### 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*: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

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

## Policy

### General

**Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what 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. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.**

All issues and concerns raised by parents/guardians are taken seriously by the supervisor/designate and program staff and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. 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.

### 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, is 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

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<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 directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within business days.</li> </ul> <p>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> </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 licensee.</li> </ul>	<ul style="list-style-type: none"> <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>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 individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</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 [1-2] 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 staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
	as soon as parents/guardians become aware of the situation.	

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/designate and then the letter will be passed forward to a Board member within 1-2 days.

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, Children’s Aid Societies etc.) where appropriate.

**Contacts:**

Little Angels 1: Supervisor: Mrs. Wendy Brown, Designate: Mrs. Elane Freitas

Little Angels 2: Supervisor Mrs. Lina Gulpashin, Designate: Ms. Rowenalyn Estalilla

Chairman of the Board of Directors: Father Angelos Saad

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca) regulatory Requirements: Ontario Regulation 137/15

**Emergency Management Policy and Procedures**

Name of Child Care Centre: Little Angels Christian Childcare Centres

Date Policy and Procedures Established: July 2017

Date Policy and Procedures Updated: July 2017

It is the intent of Little Angels Christian Childcare Centres to offer quality care and services to our children and families. Therefore being prepared for emergency situations is a priority.

## Purpose

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

## Definitions

*All-Clear:* A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

*Authority:* A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

*Emergency:* An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

*Emergency Services Personnel:* persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

*Evacuation Site:* the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Meeting Place:* the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

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

*Unsafe to Return:* A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

## Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

Immediate Emergency Response;  
Next Steps during an Emergency; and  
Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: perimeter of the church west parking lot by the trees to count all children and staff to verify everyone is safe and remain there safely until such time the emergency personnel give approval to returning to the centre and continue services.

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at:

Little Angels 1 1255 Vanrose Street, Mississauga L5V 2M4 905-321-7752  
Little Angels 2 6300 Mississauga Road, Mississauga L5N 1A7 905-369-0363

**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.**

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, The supervisor/designate or emergency personnel (fire fighter/ambulance personnel etc). will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the supervisor or designate in the daily written record and by all playroom staff in their daily log books

#### Additional Policy Statements

Discussion of the Emergency Policy and Procedures will take place during staff meetings to keep staff up to date. Practice sessions will take place from time to time (minimum 1x/yearly). Should there be an emergency of this magnitude there will be a review meeting afterwards to discuss the effectiveness of the policy and procedures and any changes necessary to be more effective should there be another emergency in the future.
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#### Procedures

##### Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
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<p><b>Lockdown</b> When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.</p>	<p>The staff member who becomes aware of the threat must contact <b>9-1-1</b>, inform all other staff including the supervisor/designate of the threat as quickly and safely as possible.</p> <p>Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location in a calm manner and take attendance to ensure everyone is accounted for which may be the perimeter of the west parking lot as practiced for a fire drill but if not appropriate at the discretion of the staff .</p> <p>Staff inside the child care centre must:  remain calm;  gather all children and move them away from doors and windows;  take children’s attendance to confirm all children are accounted for;  take shelter in closets and/or under furniture with the children, if appropriate;  keep children calm;  ensure children remain in the sheltered space;  turn off/mute all cellular phones; and  wait for further instructions.</p> <p>If possible, staff inside the program room(s) should also:  close all window coverings and doors;  barricade the room door;  gather emergency medication; and  join the rest of the group for shelter.</p> <p>Supervisor/designate will immediately:  Contact the front desk to inform them of the emergency, and request that all entrances/exits be locked but permit emergency personnel to enter the building as swiftly as possible.  close and lock all child care centre playroom doors ; and  take shelter.</p> <p><b>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</b></p>
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<p><b>Hold &amp; Secure</b> When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p>	<p>The staff member who becomes aware of the external threat will call <b>9-1-1</b>, must inform all other staff including the supervisor/designate of the threat as quickly and safely as possible.</p> <p>Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.</p> <p>3) Staff in the program room must immediately:          remain calm;          take children’s attendance to confirm all children are accounted for;          close all window coverings in the program room;          continue normal operations of the program; and          wait for further instructions.</p> <p>Supervisor/ designate must immediately:          Call 9-1-1 if not already          Instruct the front desk to lock all entrances/exits          close and lock all playroom doors of the child care centre;          close all blinds and windows outside of the program rooms; and          place a note on the external doors with instructions that no one may enter or exit the child care centre.</p> <p><b>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</b></p>
<p><b>Bomb Threat</b> A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<p>The staff member who becomes aware of the threat or is the first to be informed must:          remain calm;          call 911 if emergency services is not yet aware of the situation;          follow the directions of emergency services personnel; and          take children’s attendance to confirm all children are accounted for.</p> <p>Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</p> <p>Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.</p>

<p><b>Disaster Requiring Evacuation</b> A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure, gas leak.</p>	<p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.</p> <p>2) Staff must immediately: remain calm; gather all children, the attendance record, children's emergency contact information any emergency medication; exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions; escort children to the west parking lot perimeter; and take children's attendance to confirm all children are accounted for; keep children calm; and wait for further instructions.</p> <p>3) If possible, staff should also: take a first aid kit; and gather all non-emergency medications.</p> <p>4) Designated staff will: help any individuals with medical and/or special needs who need assistance to go to the west parking lot perimeter (in accordance with the procedure in a child's individualized plan, if the individual is a child); and in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. If individuals cannot be safely assisted to exit the building, the designated staff will assist them to join everyone at the west parking lot perimeter and ensure their required medication is accessible, if applicable; and wait for further instructions.</p> <p>5) If possible, the site designate (member of the Health and Safety Committee or Supervisor/designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</p>
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<p><b>Disaster – External Environmental Threat</b> An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>The staff member who becomes aware of the external environmental threat must inform 9-1-1, all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p><b>If remaining on site:</b> Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>Staff must immediately: remain calm; take children’s attendance to confirm all children are accounted for; close all program room windows and all doors that lead outside (where applicable); seal off external air entryways located in the program rooms (where applicable); continue with normal operations of the program; and wait for further instructions.</p> <p>Supervisor/designate must: Inform the front desk to seal off external air entryways not located in program rooms (where applicable); place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable).</p> <p><b>If emergency services personnel otherwise direct the child care centre to evacuate,</b> follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
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<p>Natural Disaster: Tornado / Tornado Warning</p>	<p><i>The staff member who becomes aware of the tornado or tornado warning must call 9-1-1, inform all other staff as quickly and safely as possible.</i></p> <p>Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</p> <p><i>Staff must immediately:</i> remain calm; <i>gather all children;</i> <i>take children to the washrooms and shut the doors for preschoolers and toddlers, infant staff can hide in the nearby girls washroom that has no windows;</i> take children's attendance to confirm all children are accounted for; <i>remain and keep children away from windows, doors and exterior walls;</i> keep children calm; conduct ongoing visual checks of the children; and wait for further instructions.</p>
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<p>Natural Disaster: Major Earthquake</p>	<p>Staff in the program room must immediately: remain calm; instruct children to find shelter under a sturdy desk or table and away from unstable structures; ensure that everyone is away from windows and outer walls; help children who require assistance to find shelter; for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck; find safe shelter for themselves; visually assess the safety of all children.; and wait for the shaking to stop.</p> <p>Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop.</p> <p>Once the shaking stops, staff must: gather the children, their emergency cards and emergency medication; and exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.</p> <p>If possible, prior to exiting the building, staff should also: take a first aid kit; and gather all non-emergency medications.</p> <p>Individuals who have exited the building must gather at the meeting place and wait for further instructions.</p> <p>Designated staff will: help any individuals with medical and/or special needs who need assistance to go to the perimeter of the west parking lot (in accordance with the procedure in a child's individualized plan, if the individual is a child); and in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. If individuals cannot be safely assisted to exit the building, the designated staff will assist them to join everyone at the west parking lot and ensure their required medication is accessible, if applicable; and wait for further instructions.</p> <p>The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.</p>
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## Immediate Emergency Response Procedures for Other Emergencies

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### Additional Procedures for Immediate Emergency Response

E.g. assisting other program rooms during an emergency, etc.

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#### Phase 2: Next Steps During the Emergency

Where emergency services personnel are not already aware of the situation, first person to be aware of the emergency or supervisor, whoever is closest to the phone must notify emergency services personnel (911) of the emergency as soon as possible.

Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.

If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

**List of Emergency Contact Persons:** [insert information (e.g. supervisor, licensee, on-site designate, board of directors, local authority)]

Local Police Department: 9-0-1

Ambulance: 9-0-1

Local Fire Services: 9-0-1

Site Supervisor: Mrs. Wendy Brown/Ms. Leslie Schober

Licensee Contact(s): Father Angelos Saad/Chairman

Child Care Centre Site Designate:

Little Angels 1: Mrs. Elane Freitas

Little Angels 2: Rowenalyn Estalilla

[insert others:]

Where any staff, students and/or volunteers are not on site, Supervisor/designate or coworker who considers them first must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.

Everyone must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.

Throughout the emergency, staff will:

help keep children calm;

take attendance to ensure that all children are accounted for;

conduct ongoing visual checks and head counts of children;

maintain constant supervision of the children; and

engage children in activities, where possible.

In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

<b>8a) Procedures to Follow When “All-Clear” Notification is Given</b>	
Procedures	<p>The individual (supervisor/designate) who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre.</p> <p>Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.</p> <p>Staff must:            take attendance to ensure all children are accounted for;            escort children back to their program room(s), where applicable;            take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and            re-open closed/sealed blinds, windows and doors.</p> <p>Supervisor/designate will determine if operations will resume and communicate this decision to staff.</p>
Communication with parents/guardians	<p>As soon as possible, supervisor/designate and all staff must notify parents/guardians of the emergency situation and that the all-clear has been given.</p> <p>Where disasters have occurred that did not require evacuation of the child care centre, Supervisor/designate must provide a notice of the incident to parents/guardians by the front entrance of the centre.</p> <p>If normal operations do not resume the same day that an emergency situation has taken place, Supervisor/designate and staff must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.</p> <p>The supervisor/designate will contact the Ministry of Education Program Advisor to inform them of the emergency via the CCLS or by phone if necessary.</p>

<b>8b) Procedures to Follow When “Unsafe to Return” Notification is Given</b>	
Procedures	<p>The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.</p> <p>Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.</p> <p>Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site.</p> <p>Supervisor/designate or staff will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so.</p> <p>Upon arrival at the evacuation site, staff must:</p> <ul style="list-style-type: none"> <li>remain calm;</li> <li>take attendance to ensure all children are accounted for;</li> <li>help keep children calm;</li> <li>engage children in activities, where possible;</li> <li>conduct ongoing visual checks and head counts of children;</li> <li>maintain constant supervision of the children;</li> <li>keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and</li> <li>remain at the evacuation site until all children have been picked up.</li> </ul>
Communication with parents/guardians	<p>1) Upon arrival at the emergency evacuation site, Supervisor/designate and staff will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.</p> <p>2) Where possible, Supervisor/designate will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.</p>

**Additional Procedures for Next Steps During an Emergency**

All injuries, sickness, events as a result of the emergency must be documented as soon as possible. Any food/water may be supplied to all who are affected by the emergency till the families arrive to collect their children.

Phase 3: Recovery (After an Emergency Situation has Ended)

<p>Procedures for Resuming Normal Operations E.g. where, applicable, reopening the child care centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.</p>	<p>Once the children and staff are settled, the Program Advisor for the Ministry of Education will be updated and the Serious Occurance will be documented on the CCLS website. Other authorities such as and not limited to are Children’s Aid Society for any children under their care and the Region of Peel for those children supported by the subsidy program will be notified. Should the building, equipment, food and injuries sustained as a result of the emergency the insurance company will be contacted also. There will an audit taken to see what areas of the facility were affected by the emergency such as but not limited to the kitchen so a caterer may be contacted for temporary delivery of food, plumber, contractor etc.</p>
<p>Procedures for Providing Support to Children and Staff who Experience Distress</p>	<p>The priests in the community will be contacted to support staff and families who are in distress. Peel Public Health will also be contacted to support staff and families also.</p>
<p>Procedures for Debriefing Staff, Children and Parents/ Guardians Include, where, applicable, details about when and how the debrief(s) will take place, etc.</p>	<p>A board member of supervisor/designate must debrief staff, children and parents/guardians after the emergency. This may be a meeting, newsletter, email depending on the severity of the emergency and the discretion of the Board of Directors.</p>

Regulatory Requirements: Ontario Regulation 137/15  
Emergency management

**68.1** (1) In this section,

“emergency” at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre. O. Reg. 126/16, s. 42.

(2) Subject to subsection (3), every licensee shall ensure that each child care centre it operates has written policies and procedures regarding the management of emergencies that,

- (a) set out the roles and responsibilities of staff in case of an emergency;
- (b) require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;
- (c) identify the location of a safe and appropriate off-site meeting place, in case of evacuation;
- (d) set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision;
- (e) set out requirements regarding communications with parents;
- (f) set out requirements regarding contacting appropriate local emergency response agencies;

and

- (g) address recovery from an emergency, including,
  - (i) requiring that staff, children and parents be debriefed after the emergency,
  - (ii) setting out how to resume normal operations of the child care centre, and
  - (iii) setting out how to support children and staff who may have experienced distress during the emergency. O. Reg. 126/16, s. 42.

(3) Despite subsection (2), a licensee is not required to have emergency management policies and procedures described in that subsection if,

- (a) the child care centre is located in a school, the licensee uses or adopts the school’s emergency management policies and procedures and those policies and procedures address the same matters as described in subsection (2); or
- (b) the licensee is otherwise required to have a plan that addresses the same matters as described in subsection (2). O. Reg. 126/16, s. 42.

**Intent**

The intent of this provision is to require licensees to have policies and procedures that protect the health and safety of children and staff in the event of an emergency.

The provision requires that staff roles and responsibilities be clearly outlined in the event of an emergency.

**Disclaimer:** This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry’s authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

### Wait List

Please note that Little Angels Christian Childcare Centres do not accept a fee to place a name on a wait list. Also names are placed on the waitlist by month childcare is needed and by age group. Therefore should the requested month pass and you still require childcare it is advisable to call the centre to inform the supervisor of your desire to wait till a space is available. Parents may call the centre from time to time to inquire where their child is on the waitlist. The waitlist is kept in the office for the supervisor/designate to review and add names as needed. The list is kept in confidence and not available for the public to see.

### Sleep Policy

Children under 12 months are required to sleep on their backs as per the document “Joint Statement On Safe Sleep! Prevention Sudden Infant Deaths In Canada”. For a parent to wave this policy a licensed medical physician signed letter is required approving the infant to sleep on his/her front or a signed affidavit by a Justice of the Peace or a lawyer. For either option, the form must be approved and signed by both parents who have legal custody. In the event where a parent has sole custody, that sole parent is the only signature required.

Teachers are required to place children under 12 months on their backs to sleep ensuring their faces are visible and breathing is unobstructed. Those children over 12 months attending childcare must have their heads and faces uncovered so teachers can see that the children are breathing comfortably. Visual checks of the children must occur periodically to ensure children are breathing. This can be accomplished by checking to see the chest/back is rising and falling, the child moves from time to time, the face has good colour and breath can be felt moving in and out. During the scheduled naptime, teachers who are inside the infant sleep room are to look to ensure the children are breathing a minimum of every 10 minutes. Should ratios require the teachers to remain in the play room, teachers are required to go into the sleep room and check the children every 10 minutes. A signed checklist will be posted daily for each visual check.

Cribs are provided for the infant class and meet CSA standards. Toddler and Preschool playrooms are provided with cots and cot sheets that fit comfortably and in good shape ie. No rips.

### Region Of Peel Subsidies

Please note we are proud to have a contract with the Region Of Peel and receive children and their families through this subsidy program. Please ask the supervisor for information, qualifications and applications to join this great opportunity.

### Association Of Christian Schools International

We are proud members of the Association Of Christian Schools International Early Childhood Division. This worldwide group of schools and day cares promote quality education with Christian curriculum at its core. Ask for more information regarding this esteemed organization.

### Raising The Bar

Little Angels Christian Childcare Centres are proud members of Raising the Bar in Peel. This third party organization leads childcare programs in Peel by offering leadership in curriculum training, first aid and cpr training, professional education, and policies and procedures training.