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Stouffville, Ontario
L4A 4H1

Parent Manual

Share & Care Child Care
Centre



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MISSION STATEMENT ON PROGRAMMING AND PEDAGOGY

In 2014, the Minister of Education released a document titled “**How Does Learning Happen?**” to be used as a guiding text to inform programming and pedagogy across Ontario. We at Share and Care Child Care Centre (Share and Care) believe in providing a continuity of care that begins in the home and grows within our “home away from home” setting. We understand that each child comes with a unique upbringing that influences their learning and development; therefore, to cater to each child, we strongly believe in the importance of positive partnerships between our educators and our families. As per “How Does Learning Happen?”, children’s learning is heavily impacted by the child’s family, educators and the environment in which they are surrounded. Therefore, by creating a supportive and respectful environment that is fully inclusive, we are able to provide children with the best quality of care. We believe that each child is “**Competent, capable, curious and rich in potential**” and should learn and grow in a respectful environment that fosters their curiosity, competence and abilities. Furthermore, our program is informed by the following four foundations, as outlined in the Ministry document: **Belonging, Well-Being, Engagement and Expression**. These are the pillars in which our program at Share and Care is built upon. Our Mission Statement is reviewed annually by management and staff and updated to incorporate the most current research and theory to ensure consistency with Ministry requirements.

Belonging: Every child deserves to feel a sense of belonging and connectedness to the environment in which they are in; a child absent of this will not flourish to their full potential. There is a direct correlation between academic success and the quality of the relationship between the child and caregiver. Our passionate educators aim to create a sense of belonging by focusing on the **individual relationships** and bonds that are built with each child and their family. We believe that building these bonds begins prior to a child and family commencing at Share and Care. We offer a complimentary transition period of one week; this period happens the week prior to their official start date, with the child and parent(s) participating in the program for a few hours each day. This allows both the parents and children to gain a sense of security with the staff and environment, which has helped to ease official first-day jitters. A well-adjusted child with a strong level of comfort and trust in a comprehensive learning environment will flourish. At Share and Care, we aim to **listen, learn from and respect families**. Whether through simple gestures such as a warm hug that allows the child to feel safe and secure or larger gestures such as celebrating and recognizing cultural and religious celebrations unique to a specific family or group of families, we aim to create a greater sense of belonging for each child. It begins in the morning during drop-off; each child deserves to have someone’s eyes light up when they enter the room. Our educators greet each child and family with an affectionate smile and visible joy; this sets the child up for a pleasant day and allows the parents to leave with the assurance that their child is not only happy but also cared for. Throughout the day, our educators are consistently **warm and responsive** to the needs of children. When children’s needs are consistently tended to, it builds a sense of trust between the child and the educator, allowing them to feel safe in the environment. This is particularly important for toddlers as they rely on the help of an educator for self-regulation and soothing purposes during times of distress. Our educators have a deep understanding of the value of human connection and its effects on learning, and we recognize that children thrive off of affection. The power of touch is necessary to create bonds and foster trust. Our educators encourage children to approach us for comfort, warm hugs, a lap to rest on or a shoulder to lean on. As children grow and become more independent, they may not require

affection as often as toddlers. Children begin to develop a greater ability to self-regulate as they enter the preschool stage of development. We encourage this newly found sense of independence while remaining **open and approachable** to all children. We believe in allowing children to embrace their **individuality** and accept every child as they are without the imposition of personal biases on the children. Each child differs in terms of personality, beliefs and ability; as such, our educators aim to find ways to reach and connect with each child individually. We also encourage children to investigate and explore the world and their environment freely. Our educators go a step further to teach the children within our environment to accept and show kindness to all children, educators and families. **All children belong at Share and Care.**

Well-Being: If a child's well-being is compromised, they will not thrive. We create an environment that promotes the **health and well-being** of all children. To support this, we have policies that strictly prohibit children from participating in the program when they are ill to maintain a **healthy environment** for all children. We understand that communicable diseases are common amongst children and aim to maintain a low occurrence of these. We do this by following our illness policy, disinfecting toys, shelves and surfaces regularly and consistently, and maintaining an overall clean and organized environment. These sanitary practices are provided by the Ministry of Health and Long-term Care. **Nutrition** also plays a large role in the health and well-being of each child. We provide children with a healthy amount of nutritious food each day as our menu follows the **Canadian Food Guideline**. Furthermore, we understand that a child who is hungry will not feel physically well enough to participate in the learning process; although we encourage all children to taste the food provided, we also prepare healthy alternatives should they refuse the food provided. Many attempts will be made to ensure that children are fed; however, should children refuse food or liquids, it will not be forced upon them. Research shows that **physical activity** is also essential to the well-being of all children; we recognize this and provide children with daily indoor and outdoor time. During outdoor play and activities, we ensure that children are **dressed according to the weather**; extra clothes for all types of weather are on the premises to ensure that children are protected from the elements. Children rely on the help of adults to self-regulate - as they grow and develop, they learn to regulate their emotions without adult intervention. As educators, we aim to keep children within the boundaries of a **calm and alert state of arousal** while also providing them with the **skills and strategies necessary for learning how to self-regulate without adult intervention**. Children who are too tired, too hungry or overly stimulated will score low in terms of overall wellness. To maintain a calmly alert state of arousal, we follow a consistent routine that provides children with an appropriate amount of play and rest time. Along with following a consistent routine, we also aim to provide each child with age-appropriate limits and expectations. In addition, we provide children with environments that are both aesthetically appealing as well as developmentally appropriate. We ensure that each classroom provides areas for active and quiet play as we understand that each child's needs are different; while some children may want to engage in dramatic or block play, others may want to quietly sit with a book or puzzle. All aforementioned elements contribute to a child's overall well-being; as such, we continuously incorporate them into our planning and environment to ensure each child truly thrives.

Engagement: This refers to children being actively involved and guides their own learning. For learning to happen, children must be engaged in long bouts of play. According to current research, children learn by being actively engaged in an activity of interest while an educator supports and enhances the play by asking thought-provoking questions, modeling, mimicking and engaging in play with the children. In doing so, the educator is learning with the child, which enhances inquiry, cognition and language development. Our educators at Share and Care aim to be simultaneously a source of knowledge and an active learner. We encourage a child's inquiry by allowing them to hypothesize, test, analyze and solve situations independently. Our children are encouraged to learn while using all their senses. To make this possible, we provide children with age-appropriate play materials to foster their natural curiosity and creativity. Our curriculum also emerges from the children. After careful observation of current interests, activities, learning experiences, play materials, books, and photographs are brought into the learning environment. The approach itself is called **Emergent curriculum**, whereby the curriculum is based on observations of the children's interests. Furthermore, the learning environment spreads far beyond the classroom into Community Centres, libraries, parks, fields and other outdoor areas. We believe that classroom materials should always be open to children as the classroom is a place to learn and explore without limitations. Therefore, all materials (e.g., books, puzzles, building blocks) are easily accessible to children on age-appropriate shelves within their reach in the classroom. Our educators are also flexible; by allowing free choices, children learn how to become self-governing and independent. Children are often provided with loose materials as well; this allows them to create and discover without the confines of being told what to do, which fosters the child's creativity. By providing children with rich materials and meaningful play experiences that help develop all areas of growth, we are encouraging not only the skills necessary for the beginning of kindergarten but the foundational skills necessary for life.

Expression: this refers to a child's ability to express themselves verbally and non-verbally. Providing children with rich communication and language throughout the day is essential to their development. Educators communicate through labeling, questioning, explaining and providing children with language. As educators, we aim to connect with each child to understand every child's unique way of communicating. Even children with strong language skills may not be able to express their needs effectively; being connected with a child will allow the educator to understand them and aid them in gaining the skills necessary to express themselves. As children develop, language and expression with peers becomes increasingly important. Allowing children to communicate, collaborate, problem solve and work together also fosters language development. Providing children with labels and print material within the classroom; on shelves, walls or in books, all forms of print help introduce children to literacy and promotes letter recognition and early reading skills. Creative expression is also valued at Share and Care. Children are encouraged to explore mark-making with a variety of mediums, creative construction, dance/movement and dramatic/pretend play without the intervention of any biases. We believe that a child's representation of objects, situations and perspectives is unique to them and should not be corrected.

All children are capable. As educators we either foster children's learning by maintaining a positive learning environment that promotes exploration; or we could squander their creativity by creating an environment that glorifies correctness. Children need to be taught in environments that respect the learning process, and part of the learning process is through trial and error. Therefore, celebrating an individual's successful achievements both big and small gives them confidence in

their abilities. At Share and Care, we are not trying to educate the creativity out of our children; rather we celebrate their creativity and individuality in order to create a positive sense of self.

Learning is holistic and requires a balance of all elements in order to be effective. At Share and Care, we believe in a holistic approach to learning that is inclusive of the four foundations in conjunction with the physical, social, emotional, intellectual, and language development of each child.

Monday – Friday
 7:00am, – 5:30pm
 15 months – 6 years old
 *Limited Space Available for children aged 12-18Months
 *Limited Space Available for children aged 4-6 years old

Age Group	Teacher : Child Ratio
Toddler (18 months - 2.5 years)	1 : 5
Preschooler (2.5 years – 3.8 years)	1 : 8
Before and After School (4years - 6years)	1 : 13

*Part-Time care is not offered

CENTRE CLOSURES

Share and Care Child Care Centre operates all year with the exception of the following statutory holidays:

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

In the event of an emergency closure such as severe weather, fire, utility breakdown or other unforeseen situations, Share and Care reserves the right to contact parents and close the Centre.

Christmas Eve and New Year's Eve run on a holiday schedule that will be communicated to families in November of each year.

It is up to the discretion of management whether the Centre will close from Christmas Eve to the day after New Year's Day.

****Fee deductions will NOT apply for these days****

THE CHILD CARE AND EARLY YEARS ACT, 2014 (CCEYA)

Share and Care Child Care Centre, in partnership with all licensed childcare centres in the Province of Ontario follows the *Child Care and Early Years Act, 2014* (CCEYA). The Ministry of Education sets performance requirements through legislation, regulations, standards, policies and guidelines to which we must follow to run as a licensed childcare facility.

CANADA-WIDE EARLY LEARNING AND CHILD CARE (CWELCC) SYSTEM

Share and Care Child Care Centre has enrolled in the Canada-wide Early Learning and Child Care (CWELCC) System between the Province of Ontario and the Government of Canada.

We believe that childcare provides a strong foundation for early childhood development and the well-being of children. We are committed to providing childcare services that meet the needs of your children, as well as families. Participating in the CWELCC System will help us continue to provide high-quality childcare that is accessible, affordable, inclusive, and sustainable.

A fee-freeze was mandated as of March 27th, 2022; therefore, families will not see the usual annual increases to fees, rather further reductions will be made until fees are reduced to \$10.00 per day. Fee reduction through the CWELCC program is for children under six years old. The Ontario childcare fee subsidy program will also continue to be available for eligible families through the Municipality of York; eligible families are required to apply directly through the municipality for further fee reductions.

The CWELCC program is funded by the government of Ontario, in correspondence with the government of Canada; therefore, it is subject to change without notice based on program eligibility, provincial participation or federal withdrawal. In the event that we are no longer eligible for funding, or the CWELCC program is removed in its entirety, fees will go back to what they were prior to the fee freeze in 2022, with an additional 5% per annum thereafter.

OUR PROGRAM

According to our Mission statement on programming and pedagogy, the Share and Care Child Care Centre staff follows the emergent curriculum. We believe in play-based learning, whereby children learn through play. This approach to learning requires staff to observe children's interests and design meaningful learning opportunities based upon those interests. Furthermore, we document the learning process in various ways such as pictures with captions and explanations, learning stories, and discussion webs which are posted in our classrooms for parents to view. We believe that learning is holistic, therefore all developmental areas are nurtured including social, emotional, fine & gross motor, cognitive, and language domains. In order to nurture the aforementioned domains, educators ensure that all play centres including reading, science, writing/art, dramatic, block and sensory areas are open to children at all times.

Toddler Program

The Toddler Program is designed to meet the developmental needs of each individual child. All activities are based on the children's interests and skills that promote the development of the following domains: Physical, Social, Emotional, Cognitive, and Language/Communication.

The key objectives of our Toddler program are to:

- Develop movement, early language skills, and appropriate play and learning skills through songs, music, sensory and motor activities.
- Provide a rich, stimulating environment in which children can explore with all their senses.
- Foster and develop a sense of autonomy and self-sufficiency by allowing toddlers the independence to complete tasks such as feeding and dressing without adult intervention.
- Begin to learn pre-academic concepts such as learning to hold a pencil and scissors, scribbling, communicating using words and short sentences and labeling common objects.
- Begin to learn the basic skills of turn-taking and listening.

Preschool / Before- and After-School Program

The Preschool Program is designed to prepare children for success in their upcoming years of development. The focus is put on the acquisition of Emotional, Cognitive, Communication, Language and Literacy, Physical, as well as Social development. While all these skills are important, a large focus is also put on developing skills such as empathy, how to enter play appropriately, developing confidence and appropriate mannerisms.

Children are encouraged to learn to work independently as well as within small and large group settings; the classroom is a lively and challenging place that meets the individual needs and learning styles of each child. Activities and projects are not chosen by educators but rather emerge from the children's current interests. Educators create activities that promote and enhance the development of all domains based on a child's interests.

Kindermusik – Music class

Kindermusik is a music program offered weekly to all children of Share and Care. A music teacher from outside of the Centre conducts an interactive session where children are taught basic instrument skills and music jargon while enjoying different forms of music and movement. This program provides children with large and small muscle development, language, social interaction, self-expression, as well as co-operation.

Early Intervention Services

Share and Care Child Care Centre strives to prepare children for lifelong success. Academic readiness is very important. For children to thrive in the school system, they must first reach their developmental milestones. Share and Care educators are consistently observing and monitoring each child's development to ensure that all developmental milestones are being met. In the event that educators are concerned, our priority is to help the child reach their potential by any means necessary. Whether it is through the use of specific strategies carried out by our educators, or through support from outside sources such as an occupational therapist or speech pathologist we

aim to provide each child with the tools necessary to be on par with their development. Should you, the parent, be concerned about your child's physical, social or cognitive development, Early Intervention Services can help. Some of the services provided are assessments, screening, as well as access to community programs and resources. Talk to the Share and Care supervisor for more information.

GRADUATION POLICY

Effective January 1st, 2025, Share and Care Child Care Centre will not accommodate children above the age of 4 years old. Share and Care Child Care Centre offers a preschool program for children 2.6 - 4 years old. Beyond that, a limited percentage of space in the program is reserved for children aged 4 - 6 years old per our license from the Ministry of Education. Due to limited childcare spaces and capacity, children 4 years old and above will no longer be accommodated beyond June 30th. Children born between January 1st and June 30th will have a graduation date of June 30th. They will not be eligible for the Summer Camp program. Children born between July 1st and December 31st will have a graduation date of August 31st. These children will be eligible for the Summer Camp program. We will continue to have one graduation ceremony for all children, whether children graduate in June or August, they will be invited to our after-hours graduation ceremony with their graduating class.

OUR STAFF

At Share and Care Child Care Centre, we believe in providing a continuity of care that begins in the home and grows within our “home away from home” setting. We believe that each child is **“competent, capable, curious and rich in potential”** and therefore should learn and grow in a respectful environment that fosters these attributes and abilities. All educators are expected to give open affection, praise and encouragement for future improvement. They offer a classroom that provides children with a sense of belonging that is free of violence, bias and racism. Furthermore, they are expected to use age-appropriate language and disciplinary measures in accordance with the child's personality and capacity of understanding. Our educators understand the importance of daily communication with families to capture a holistic view of the whole child while treating all children and families equally regardless of ethnic, cultural or religious background.

Share and Care staff are carefully screened and selected to fit into our safe, inclusive and loving environment. All staff are equipped with mandatory Standard First Aid and Infant and Child CPR training. All Educators, Assistants, Students and Volunteers are also screened through an interview process that is inclusive of a criminal reference check, personal reference check and an updated medical history record. All staff members are also required to attend a minimum of 15 hours of professional development workshops, and seminars to remain current within the field of Early Childhood Education.

*In the event that one of our teachers are away, a qualified staff will be called in for that period of time.

SHARE AND CARE CODE OF BEHAVIOUR

Educators' Code of Behaviour

- To build positive relationships with each individual child, and family.
- To build partnerships with community members and resources
- To listen, respect and learn from families
- To create an inclusive environment with the needs of all children in mind.
- To remain consistently warm and responsive throughout the day.
- To be open and approachable while respecting each child's individuality and needs.
- To provide children with affection, assistance and support
- To maintain a clean, healthy and safe environment
- To maintain an attractive and engaging environment
- To provide children with firm and consistent limits that are appropriate to each child's age and level of development
- To promote health and wellness by promoting healthy eating habits, routines and manners. While also providing adequate active, physical activity.
- To observe intently and build a curriculum that extends the children's learning based on their interests.
- To create an environment that fosters creativity, open and accessible play materials, a variety of open-ended materials, as well as aesthetically pleasing play material
- Be very aware, patient and calm in your own behaviour, actions and responses
- Maintain a calm yet firm voice when guiding behaviour
- Encourage children to express their feelings, fears and anxieties.
- Be consistent and set limits as well as consequences prior to activities and transitions.

Prohibited Practices for Educators

- (a) corporal punishment of the child (which may include but is not limited to, hitting, spanking, slapping or pinching).
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the childcare Centre or home childcare premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) Inflicting any bodily harm on children including making children eat or drink against their will.

N.B. This list is in accordance with the CCEYA, 2014. Subsection 6.7- Prohibited Practices Ontario Regulation 137/15

Parent Code of Behaviour

The safety of all children is our primary concern. To promote a happy, safe and comfortable atmosphere, parents are to be courteous and respectful to all staff, parents and children of Share and Care Child Care Centre. The use of acceptable language, behaving in a manner which allows others to feel safe from verbal and physical abuse and respect towards the building, personal property and people herein, is all part of the Parent Code of Behaviour.

Share and Care provides an inclusive environment where everyone is treated equally regardless of ethnic background, religious beliefs and skin colour. Parents are expected to observe the same respect for others.

ADMISSION, REGISTRATION, WITHDRAWAL AND DISCHARGE POLICY

Admission & Registration

The forms listed below are required upon application and before admission. These forms must be updated annually and as changes take place to ensure that we have the correct information on file.

- Online Registration Form through the Brightwheel™ app
- Parent Contract
- Emergency information (primary contact numbers)
- Child's health and immunization record OR Statement of Conscience or Religious OR Statement of Medical Exemption
- Custody orders, separation agreements, etc. (if applicable)
- Non-Refundable payment of two months (equivalent to first and second)

Early/Advanced Registration

This applies to families who register their child at Share and Care Three (3) or more months ahead of their desired or proposed start date. While we understand that scheduling changes, work arrangements, moving dates, etc may require families to request a change to their child(ren)'s start date, we cannot keep childcare spaces vacant for extended periods of time to accommodate for these changes.

To ensure that childcare spaces are not left vacant, we are implementing the following rules and penalties:

- Parents must adhere to the start date agreed upon at the time of registration.
- Parents can request to move their start-date earlier, provided that their child meets age requirements, and the program has space availability. Parents will not be able to move their start date more than 3 months later than the originally agreed date.

- If the family chooses to extend their start-date for more than 3 months, it is up to the discretion of the licensee or designate to grant the change based on individual circumstance OR terminate the registration and offer the spot to another family. In this case, the deposit of the first and second month will be lost.
- If families no longer want the spot, they are required to inform Share and Care via email. **Refunds will not be made for any payments made to Share and Care**

Immunization Exemptions

Parents of children who object to immunization based on religious/conscience grounds or medical reasons must complete a standardized form approved by the minister. Licensees must retain these forms in children's records and always have these forms available for review by Ministry staff and local medical officers of health. Ministry approved forms for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e., notarized).

Medical reason forms must be completed by a doctor or nurse practitioner.

Links to Ministry approved forms for religious/conscience objection or medical exemption can be found below. For children, parents must choose the "parent of a child" form when selecting the version of the form to be filled out. For staff, he/she must choose the "an individual" form when selecting the version of the form to be filled out.

Forms approved by the Minister:

- Statement of Conscience or Religious Belief
- Statement of Medical Exemption

Wait List

If the program is full, parents will be offered the option of putting their child's name on a wait list. Should a spot become available, the parents will be contacted, and the child will commence at Share and Care accordingly. To place your child on the wait list, online registration through the Brightwheel™ app is necessary. Parents will be contacted as soon as a spot becomes available, they will be given a period of 1 week to respond. At this point parents will need to follow the aforementioned admission requirements to fully register their child in our program, this includes all fees and documents listed above. If multiple attempts to contact parents go without response, the child's spot will be given to another family. Please view Share and Care's *Wait List Policy* for detailed information.

Change of information

It is the parents' responsibility to inform the Centre supervisor of any changes to the information provided on your child's emergency contact form, as your child's safety and health may depend upon such information. All addresses, telephone numbers and emergency contact information must be updated immediately as changes occur.

In the event that a custody agreement is in place, the Centre supervisor must be notified immediately, if not, Share and Care Child Care Centre is not liable.

Withdrawal/Discharge Procedure

Parents must give the Share and Care Child Care Centre supervisor a written notice of permanent withdrawal **one month prior** to their child's last day. **If the required notice is not received, full program fees will be charged.** If Share and Care Child Care Centre is required to dismiss a child from the program, written notice will be given to parents one month prior to dismissal. However, a child's behavior that poses a safety hazard to themselves, other children, or the staff, is not tolerated and may result in immediate dismissal.

Should the supervisor of the program determine that your child cannot adjust to the program, or if the parent has not upheld the contract, the child will be withdrawn. The process of dismissal for all children may include any or all the following steps:

- Documentation of incident(s)
- Meeting with appropriate parties
- Counseling and/or consultation with outside agencies
- Referral to an outside agency
- Temporary dismissal
- Removal from the program

FINANCIAL RESPONSIBILITIES

Prior to enrolment, a non-refundable fee in the amount of first- and second-month fees are required to ensure your child's spot in the program. These are given in the form of post-dated cheques. These cheques will only be deposited if the spot is not claimed. Upon commencement at Share and care, the cheques will be returned, and parents will be required to pay through Brightwheel™ pay.

Payments are due in full on the 1st of the month. Please note that refunds will not be made for statutory holidays, Centre closures, absences, illnesses, or vacations.

A fee-freeze was mandated as of March 27th, 2022; therefore, families will not see the usual annual increases to fees, rather further reductions will be made until fees are reduced to \$10.00 per day. Fee reduction through the CWELCC program is for children under six years old.

A small fee for special activities (field trips, celebrations and special learning activities requiring transportation and/or outside personnel) may be required from time to time; parents will be given ample notification of such activities.

Share and Care accepts the following payment methods:

- Brightwheel™ pay.

- For Deposits ONLY: Post-dated cheques [Made payable to: SHARE AND CARE CHILD CARE CENTRE]

To ensure the success of our curriculum, it is essential that the program be financially stable. Repeated late payments and returned cheques will result in the dismissal of the child from the Centre. NSF payments returned from the bank will be subject to a processing fee of \$25.00. A receipt for payments during the year will be issued by **March 15** of the following year for income tax purposes. All cancelled cheques will serve as interim receipts.

Fee Assistance

The regional Municipality of York administers fee-subsidy from the Province of Ontario to families who meet the eligibility requirements and undergo the application process. Based on the calculations made, full or partial fee assistance may be granted. Share and Care Child Care Centre does not discriminate against families who receive fee assistance. Moreover, families who are registered at Share and Care and want to apply for fee assistance are also welcomed to do so; however, the supervisor or designate must be informed.

Late Fees

Late fees are in place to encourage parents to arrive on time and are not intended to be used as an extended-hours option. We understand that occasional problems arise, and parents are forced to arrive past closing time. If parents are going to be arriving late, Share and Care staff must be informed. If parents arrive between 5:30pm - 5:45pm there is a \$5.00 flat rate fee, an extra \$1 per minute will be charged after 5:45pm. If a child is left at the centre an hour past closing without any notification from the parents that they will be arriving late, Share and Care Child Care staff are required to contact Children's Aid Society and the police department.

ARRIVALS AND DEPARTURES

Share and Care children and families are required to adhere to the following best practices for arrivals and departures. More details regarding our “*Safe Arrivals and Dismissal Policy*” can be found at the end of this document in **Appendix A**

- Drop-off times are 7:00am – 9:00am. If your child is expected to arrive late, Share and Care staff must be informed prior to 9:00am.
- Children will be marked as absent for the day if they do not arrive by 9:00am SHARP
- Share and Care Child Care staff will not release a child to any person that is not on the Admissions form unless notified otherwise in writing.
- Once you have picked up your child at the end of the day, please note that your child’s well-being is now your responsibility. Should your child be injured on Centre property while in your care, you are responsible.
- In the event that another person, other than the child’s parents or person(s) listed on the admissions form is picking up the child, the parent is responsible for providing the Centre with the necessary details. Share and Care staff reserves the right to require identification prior to releasing the child.

- In the event of a custody agreement, Share and Care must be notified immediately; if not, Share and Care Child Care Centre is not liable.

ABSENCE POLICY

It is the parents' responsibility to inform the Share and Care supervisor of any planned absence (due to doctor appointments, family outings, etc) at least 24 hours prior to the absence. If a child's absence is spontaneous, the parent is required to inform the supervisor via Brightwheel™ by 9:00am. Routine and consistency is important among young children, any change to their daily routine could alter their emotional state tremendously. Appointments are an unavoidable part of any child's life, however, to make it as smooth as possible for them and their classmates, we have put the following policy in place. If your child has an appointment and will be arriving late please ensure they arrive at Share and Care prior to 10:30am. Should you choose to pull your child out of the program for an appointment and intend on returning, children must be back at Share and Care by 10:30am.

VACATION POLICY

It is the parents' responsibility to inform the Share and Care supervisor of any holidays or vacations at least ONE month prior to your vacation date. By definition, Share and Care considers a vacation/holiday to be a minimum of ONE business week. Parents are required to pay the full amount of the regular fee in order to hold the spot for their child. This is a strict policy to be respected by all families. Should you choose to temporarily withdraw your child from the program for vacations or holidays, Share and Care will place your child on a waitlist if their spot has been filled.

HEALTH POLICIES

Illness Policy

Parents must inform the supervisor via telephone or Brightwheel™ by 9:00am if your child is absent due to illness. Share and Care Child Care staff will complete a visual check of each child as they arrive each day. Children who show obvious signs of communicable illnesses will not be permitted to stay for the day. If a child becomes sick at some point in the day parents **will** be notified to pick-up their child as soon as possible. You should not send your child to the Centre if the child:

- Has had a fever (37.5 °c) within the past 24 hours. *Children must be free of fever for 24 hours before returning to the program*
- Has vomited within the past 24 hours. *Children must not have vomited for 48 hours before returning to the program*
- Has had more than one incidence of diarrhea **Any gastrointestinal illness requires the child to be asymptomatic for 48 hours prior to returning to the centre.*
- Has chicken pox, or any other contagious rash
- Has pink eye, strep throat, head lice, or any other contagious condition

- **Is unable to participate in all indoor and outdoor activities** - *Sometimes children are generally unwell, despite the absence of a fever. Children with a consistent runny nose, constant cough, lethargy, general malaise should stay home for monitoring for at least 24 hours*

Children with chicken pox, pink eye, head lice, strep throat or any other highly contagious rash or condition, are not permitted to participate in the program until the gestation and incubation period of the illness is over. Share and Care staff will reference “Guidelines for Common Childhood Communicable Diseases” and report any confirmed cases to York Region Public Health. York Region Public Health information Sheets will be used as a tool to communicate with parents regarding confirmed communicable disease. The information sheet will be posted in the Centre and provided to parents as required. Infection control practices relating to any confirmed communicable disease will also be communicated to parents including how toys and equipment are cleaned and disinfected and with what product.

In accordance with the *Child Care and Early Years Act*, children are required to have a minimum of 2 hours of outdoor time, should you feel that your child is unable to participate, please keep him/her home. Share and Care requires all children to be well enough to participate in all indoor and outdoor activities. Our teachers will continue to run the planned program for the day and will not make changes based on an ill child. If we feel that your child is unable to participate or develops a fever throughout the day, parents will be notified and are required to pick their child up as soon as possible.

Medication Administration

The center will administer prescription drugs to children; however, parents are required to do the following:

- Fill out a scheduled medical form. When the medication is completed or the parents request to discontinue the medicine, the form will be placed in the child’s file.
- Bring medication in the original container that must be labeled with the child’s name, name of drug, dosage, date purchased and instructions for storage and administration
- Medication should be handed directly to a staff member and not left in the child’s bag

All non-prescription drugs such as Tylenol, Tempera and Benadryl will ONLY be administered to children whose caregiver have signed a non-prescription medication drug form and provided the Centre with a labeled non-prescription drug. This option will only be made available to children under the age of 2 years old or children over the age of 2 years old that have a history of fever-related seizures. OTHERWISE, SHARE AND CARE CHILD CARE CENTRE STAFF WILL NOT ADMINISTER NON-PRESCRIPTION MEDICATION TO ANY CHILD.

Sanitary Practices

The cleanliness of Share and Care Child Care Centre is of upmost importance in order to ensure the safety of all children herein. Staff members are required to ascertain to the maintenance of sanitary conditions and practices. These procedures are reviewed at the commencement of an employment relationship, it is at this point that staff members are made aware of their duty to

abide by the standards for sanitation as set out by the Ministry of Health and Long-Term Care, the *Child Care and Early Years Act*, as well as the *Environmental Protection Act* as set out by the Ministry of Environment, Conservation and Parks. Cleaning instructions are posted where necessary and communicated to all staff, students and volunteers who may also share the responsibility in maintaining a healthy environment. Nightly cleaning of all floors and carpets, tables, chairs and surfaces, garbage removal and general cleaning and tidying are conducted. The sanitation of toys and equipment as well as beds and laundry are done on a weekly basis.

OUTDOOR TIME

In accordance with the *Child Care and Early Years Act*, children are required a minimum of two hours of outdoor time daily. All children are taken outside for one hour in the morning and one hour in the afternoon. Children will not be taken outside in poor weather conditions such as rain, or extreme heat or cold; these weather regulations are observed in accordance with Public Health Ontario. Public Health sends extreme weather alerts that advise us to stay indoors during smog or heat alerts, extreme cold alerts, storms and other weather-related warnings.

Share and Care staff use their judgment in dressing children appropriately for all weather conditions, though it is the parents' responsibility to provide children with the appropriate clothing. Children are required to have two sets of shoes at all times, one for indoor and another for outdoor. Share and Care teachers reserve the right to ask parents to provide alternate shoes if they pose a safety concern. Parents are also required to provide children with extra clothing in the event that their clothing becomes wet or soiled throughout the day.

During the summer months, it is the parents responsibility to provide a labeled bottle of sunscreen and replace it as needed.

REST PERIOD

In consonance with the *Child Care and Early Years Act*, a compulsory rest-period is required for all children under six years old. Share and Care's rest-period is from 12:30-2:30 pm. Children are not required to sleep; however, they must remain on their cot for the first hour. Children who do not fall asleep within that hour will be given a quiet activity for the remaining duration of the rest period.

Some children (specifically younger ones) find comfort in having a blanket or sleep toy from home; Share and Care accepts these and will send them home every Friday to be washed and brought back to the Centre.

All cots, blankets and bed sheets provided by the Centre are washed and disinfected weekly as well.

LUNCHES AND SNACKS

Share and Care Child Care Centre provides all children with two snacks and a well-balanced and nutritious lunch. We strive to teach children appropriate table manners and eating habits while encouraging them to feed themselves and try a variety of different foods that meet the requirements of the Canadian Food Guide. Lunches are freshly cooked on-site, in a clean and sanitary environment. A Food and Safety Inspector from York Region's Community and Health Services Department conducts quarterly inspections as well as an in-depth annual inspection of the facility and food handling practices. Food from home is typically not accepted in the Centre. With that said, children with allergies that the Centre is not able to accommodate may be asked to provide food from home; this food will only be provided to that child.

ALLERGIES

Share and Care is very diligent in creating a safe environment for all children. We recognize the severity of some allergies, and work to protect all children from any sort of allergic reaction. An allergy list is posted in each classroom as well as the kitchen in order to ensure that all staff members are aware of any allergies. Menu substitutions for children with allergies are dealt with on an individual basis.

Share and Care staff are trained to recognize and handle any signs of an allergic reaction or anaphylactic shock. Parents of children with a severe allergy are to provide Share and Care with a minimum of TWO doctor prescribed Epi-Pens that will remain in the Centre and be taken on all field trips and neighborhood walks in case of an emergency.

For children with non-anaphylactic allergies such as food sensitivity, celiac disease, etc. that require food from home, parents are to discuss their needs with the Supervisor of the Centre to discern what food accommodations/provisions will be provided for that child. In some cases, it may be required for parents to provide certain food items for their child. Anything provided by families for a specific child will be labeled and stored according to storage instructions and only given to that child.

***Children with severe Anaphylactic or non-anaphylactic allergies may be asked to provide food from home. This will be determined on a case-by-case basis.**

BIRTHDAYS

Share and Care views birthdays as a very significant day in a child's life. We do our best to make them feel important by decorating the classroom, singing Happy Birthday and taking pictures to document the special milestone in their lives. Parents often wish to send a treat for their child to enjoy with their class, Share and Care encourages this, to avoid an abundance of sugary treats, a fruit platter is preferred.

LABELING

Share and Care is not responsible for any lost or stolen items. Anything brought into the Centre such as bottles, sippy cups, containers, blankets, towels, clothes and shoes, etc. must be labeled to ensure that they return to the rightful owners.

HOME TOYS

Share and Care Child Care Centre is equipped with age-appropriate toys, movies for special events and books. There is no need for children to bring such items from home. Specific days may be designated “show and tell” days or events that may require children to bring a ball, bike, book, etc from home. These days will be outlined in a memo and parents will be notified accordingly. Share and Care is not liable for lost, stolen or broken items.

FIELD TRIPS

Throughout the year, trips to special places of interest will be made to augment your child’s learning. Our children are transported by bus for field trips that are not local. Ample notice and a permission form will be sent home in advance to inform parents of the time, date and specific destination of the field trip. Some trips require an extra fee; these fees will also be outlined in the permission form. Should you choose not to send your child on a trip, Share and Care will not be responsible for finding a supplementary means of care.

Weather permitting; our staff will also be including walks around the neighborhood, excursions to the library and trips to the park.

APPENDIX A: MINISTRY REQUIRED POLICIES

CHILD CARE SUPERVISION POLICY – (STUDENTS AND VOLUNTEERS)

Direct unsupervised access (when an adult is alone with a child) will be permitted for Share and Care Child Care Centre employees only. Placement students and volunteers will not be counted in the staffing ratio and therefore will not be permitted unsupervised access to children. Furthermore, unsupervised access to children will not be permitted to persons less than 18 years of age.

CRIMINAL REFERENCE CHECK POLICY

The Share and Care Child Care Centre fully endorses a policy requiring Criminal Reference Checks to be conducted for all employees, volunteers and placement students prior to the commencement of an employment relationship. All criminal reference checks are renewed every 5 years thereafter. Furthermore, a defense declaration obtained from York Regional Police is submitted to the Share and Care Child Care Centre Supervisor annually to ensure that employees, volunteers and students have not been convicted of any criminal offenses after the most recent Criminal Reference Check. This policy is consistent as set out by the Ministry of Education's Criminal Reference Check Policy in compliance with the Human Rights Code and the *Child Care and Early Years Act 2014* (CCEYA). Share and Care Child Care Centre is committed to maintaining confidentiality in the implementation of this policy.

*Amendment, as of 2016, the CCEYA (2014) mandated that all persons entering the Centre and coming into contact with children and families MUST provide a Criminal Reference Check to be kept on file. This is inclusive of but not limited to, family members attending field trips/events, York Region staff such as Early Interventionists, inspectors, etc.

SERIOUS OCCURRENCE REPORTING/POSTING POLICY

The safety and well-being of our children in licensed child care programs is the highest priority. Share and Care Child Care Centre works diligently to provide a safe, creative and nurturing environment for each child. In spite of all of the best precautions, serious occurrences can sometimes take place. The Ontario Government has introduced a new policy that requires licensed child care centers to post information about serious occurrences that happen at the center.

A Serious Occurrence Includes:

1. the death of a child who received child care at a child care centre,
2. abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,
3. a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,
4. an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
5. an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the child care centre.

Reporting a Serious Occurrence

- Staff will notify the licensee, supervisor or designate of a serious occurrence as soon as they become aware of the incident.
- All serious occurrences will be reported by the licensee or designate to the Ministry of Education in the Child Care Licensing System (CCLS) within 24 hours of the licensee, or designate becoming aware of the occurrence.
- Identifying information such as children or staff names will not be included in the serious occurrence reports.
- If CCLS cannot be accessed (e.g. where CCLS or an internet connection is unavailable), the licensee, supervisor or designate will notify the program advisor (PA) assigned to the licensee by telephone within 24 hours of becoming aware of the occurrence. A serious occurrence report will be submitted in CCLS as soon as the system can be accessed.
- Where a Ministry of Education PA cannot be reached by telephone, a voicemail message will be left to notify the PA of the incident.
- All updates to serious occurrences will be reported in CCLS through update reports until the serious occurrence has been closed by the Ministry of Education.
- Where the Ministry of Education requests updates to a serious occurrence in CCLS, these will be provided as soon as possible through update reports.
- Serious occurrences reported to the Ministry of Education will be documented in the centre log book located in the office

Posting a Serious Occurrence Summary (Notification Form):

- Within 24 hours of becoming aware of a serious occurrence, Aida Bisharat (licensee) or her designate will complete a Serious Occurrence Notification Form which must be uploaded to CCLS.
- The form will provide a summary of the serious occurrence and of any action taken by the child care centre.
- The summary will not include identifying information (e.g. names and ages of children, staff, or program rooms) and will contain gender-neutral language.
- The summary will be posted at the child care centre in a place that is visible and accessible to parents for a minimum of 10 business days, regardless of the serious occurrence type and the status of any related investigation.
- All updates to the serious occurrence will be added to the posted summary, and the summary will remain posted for an additional 10 business days each time any updates are added.

- All serious occurrence summaries will be retained for 3 years from the date they are created or last updated (whichever date is most recent).

PARENT ISSUES AND CONCERNS

Parents/guardians are encouraged to take an active role in our child care center and regularly discuss what their child(ren) are experiencing within 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 Share and Care Child Care Centre 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 5-10 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

Share and Care Child Care 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 licensee or designate.

Concerns about Suspected Child Abuse/Neglect

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. 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*.

CHILDREN’S AID SOCIETY (CAS) 1-800-718-3850

Escalation of Issues or Concerns

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 the Environment, Conservation and Parks, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

EMERGENCY MANAGEMENT POLICY

Once a situation is declared an emergency, appropriate emergency procedures are to be followed. Staff will ensure that children are counted and accounted for, as they will be responsible for relaying that information to the supervisor or designate. Staff must also ensure that the emergency backpack including the emergency information binder and attendance list is taken along in any emergency. As soon as possible, the licensee or designate must notify parents/guardians of the emergency situation via telephone or email and will continue to keep them updated throughout the emergency. Following the emergency, parents will be updated as to what the outcomes were, how the emergency was handled and any other pertinent information via a posting on the Centre parent board. Immediately following an emergency, the licensee or designate will document the emergency in detail in the office log book.

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

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery

If normal operations do not resume the same day that an emergency situation has taken place, the licensee or designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determine

N.B. *If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed. For any emergency situations involving a child with an individualized plan in place, the procedures in the child’s individualized plan will be followed*

SAFE ARRIVAL & DISMISSAL POLICY

This policy and the procedures within help support the safe arrival and dismissal of children receiving care effective January 1st, 2024.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care Centre as expected, as well as steps to follow to ensure the safe dismissal of children. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Share and Care Child Care will ensure that any child receiving care at the centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization for the childcare centre to release the child to (other authorized adult).

Share and Care Child Care staff will only dismiss children into the care of a parent/guardian or other authorized adult. The Centre will not release children from care without supervision under any circumstance.

Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Where a child has a late arrival/appointment

1. Where your child will be arriving late (after 9:00am) parents will drop children off prior to 10:30am.
2. Where your child will be dropped-off as normal and picked-up for an appointment, parents will drop children back off prior to 10:30am, or keep them home for the remainder of the day.

Releasing a child from care with a custody agreement

1. Share and Care must be notified of the agreement upon registration or immediately upon affect; if not notified, Share and Care Child Care Centre is not liable.
2. Documentation of custody agreement is required as soon as it is applicable.
3. Staff will only release child per agreement

Where a child is being released to an individual authorized to pick-up

1. Where a child is released to an individual other than the parent/guardian, the individual must be over the age of 18
2. The individual authorized to pick-up is not permitted to be below the age of 18
 - A sibling will not be permitted to walk the child from the Centre to the car, even if the parent/guardian is waiting in the car.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the Brightwheel registration document as an emergency contact or approved pick-up. Where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing via Brightwheel
 - document the change in pick-up procedure in the centre logbook located in the kitchen
 - sign the child in on Brightwheel and attendance record

Where a child had a late arrival/appointment

1. Where your child will be arriving late (after 9:00am) parents will inform Share and Care 24hours in advance via Brightwheel.
2. Where your child will be arriving late (after 9:00am) under spontaneous circumstances, parents will inform Share and Care via Brightwheel before 9:00am

NOTE: Routine and consistency is important among young children, any change to their daily routine could alter their emotional state tremendously. Appointments are an unavoidable part of any child's life, however in order to make it as smooth as possible for them and their classmates, appointments should be made in the afternoon where possible. Dropping your child off late or dropping your child off as planned, picking them up for an appointment and then returning them to the Centre should be avoided as often as possible. Where unavoidable, please adhere to procedures for late arrival/appointment herein.

Where a child has not arrived in care as expected

1. Drop-off times are 7:00am – 9:00am. If your child is expected to arrive late, Share and Care staff must be informed prior to 9:00am.
2. Where a child does not arrive at the Centre and the parent/guardian has not communicated a change in drop-off (e.g., via Brightwheel or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the licensee or designate(s) immediately
 - the licensee or designate(s) must commence contacting the child's parent/guardian no later than 10:00am. Staff shall send a Brightwheel message to parent/guardian. If the message is not responded to by 10:30am, a phone call will be made and a voicemail will be left.

- where contact has not been made by 12:00pm, a call to an emergency contact or authorized pick-up will be made.
- 3. Once the child's absence has been confirmed, program staff shall document the child's absence on Brightwheel, the attendance record and in the centre logbook located in the kitchen. Include any pertinent information in the logbook (e.g., when the child is expected to return)

Where a child is absent

1. The parent/guardian must inform Share and Care of any planned absence (doctor appointments, family outings, etc) at least 24 hours prior to the absence, in writing via Brightwheel.
2. For spontaneous absences, the parent/guardian must inform Share and Care via Brightwheel by 9:00am.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.
2. Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstance will children be released to walk to the car or home alone. An adult must always accompany the child.
3. Under no circumstance will a sibling or person under the age of 18years old be permitted to pick up a child. This is including but not limited to, coming to the door while a parent waits in the car. Children will only be released to a parent/guardian or other authorized adult that is above the age of 18 years old.

Releasing a child from care with a custody agreement

1. Where a parent/guardian or other person than specified on the agreement is picking up the child, Share and Care must be made aware of the change in writing via Brightwheel.
2. Where a parent/guardian or other person than specified on the agreement is picking-up the child and Share and Care has not been made aware of the change, a phone call will be

made to the person responsible for pick-up per the custody agreement prior to releasing the child.

Where a child is being released to an individual authorized to pick up

1. Where a child is released to an individual other than the parent/guardian, the parents must:
 - Inform the Centre in writing via Brightwheel that the child will be picked up by the following individual. If it is the first time the Centre meets the individual, parents must provide the individual's full name as seen on their photo identification.
2. Staff will ask to see government issued photo identification for any authorized individual that they are unfamiliar with (even if that person has been to the Centre before). This will be referenced against the message on Brightwheel.
3. Where an authorized person or other individual arrives for pick-up and Share and Care has not been made aware of the change, a phone call will be made to the parents/guardian for confirmation prior to releasing the child.

Where a child has not been picked up as expected (after the Centre closes)

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:45pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Staff shall immediately call to inform licensee or designate(s) of the situation and follow the procedures set forth herein, as well as any advice given by licensee or designate(s).
3. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall call the parent/guardian to inquire how to proceed. If the parent or guardian is unavailable, out of town, or not responding to calls, call the authorized individual responsible for pick-up.
4. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall wait with the child until 6:00pm.
5. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, and the time has passed 6:00pm call any/all emergency contacts or authorized individuals from the child's file.
6. Where the staff is unable to reach the parent/guardian, emergency contacts or any other authorized individual listed on the child's file by 6:30pm, the staff shall proceed with contacting the local police non-emergency line and follow instructions given with respect to next steps.

NOTE: Licensee/designate(s) should be made aware of updates at each step.