



PARENT HANDBOOK

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*Helping children Grow and Learn in Windsor and Essex County
since 1989*



Locations

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Notre Dame Latchkey

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519-250-6852

Annunciation Latchkey

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Stoney Point, ON N0R 1N0
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East Mersea Latchkey

RR#2 547 Mersea Rd. 21
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519-980-0298

Parkview Latchkey

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Windsor, ON N8R 1N3
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Sandwich West Latchkey

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LaSalle, ON N9H 1P6
519-966-7123

Prince Andrew Latchkey

1950 Kelly Road
LaSalle, ON N9A 6Z6
519-734-1075

Sacred Heart Latchkey & LC

200 Kenwood Blvd.
LaSalle, ON N9J 2Z9
519-734-0866

St. John the Baptist Latchkey & LC

494 St. Peter St.
Belle River, ON N0R 1A0
519-728-1447

St. Joseph Latchkey

9381 Town Line
River Canard, ON N9J 2W6
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St. Andre Latchkey & LC

13765 St. Gregory Rd
St. Clair Beach, ON N8N 1K3
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Welcome to Latchkey Child Care & Learning Centre

Latchkey Child Care & Learning Centre is pleased to welcome your family to our Child Care program. In choosing Latchkey Child Care & Learning Centre for your child, you have chosen one of the finest and most trusted providers of high quality child care services in Windsor and Essex County

This handbook will provide you with program information and policies regarding Latchkey Child Care & Learning Centre services. If you require further information, please feel free to contact your Centre Supervisor.

Program Statement

Latchkey Child Care & Learning Centre Programs are caring, professional, supportive and responsive. Each child is recognized to be unique, competent, capable, curious and rich in potential and each family's individuality is valued. By accepting the total child, setting clear and defined goals and limits, while allowing for self-expression, each child's needs are met.

Our compassionate, safe, and caring environment creates a place for children to gain confidence, develop positive self-esteem, mature emotionally, and feel belonging and well being.

For Parents, Latchkey Child Care & Learning Centre is child care which supports family's personal choices. We are proud to be non-profit and charitable. As a community based organization, our programs offer a support system for raising a child.

All Latchkey Child Care & Learning Centre Programs are fully licensed and meet all regulations outlined in the Child Care and Early Years Act, 2014 (CCEYA).

1. Latchkey Child Care & Learning Centre Programs adhere to all of the CCEYA.
2. It is a requirement of the CCEYA, and therefore Latchkey Child Care & Learning Centre Programs that every child will be supervised at all times.
3. It is a requirement of the CCEYA, and therefore Latchkey Child Care & Learning Centre Programs that staff members must count the number of children in their care before and after the movement of children from within the centre, when outside in the playground and when moving children to and from the playground, and at any time that the centre takes the children off the premises.
4. All employees, students and volunteers will review and sign indicating their understanding of the program statement implementation prior to employment starting and annually.
5. All staff who have any interaction with children will have regular Professional Development.

We believe that parents are the most important people in a child's life and we work closely with parents to achieve the best care for their child. Latchkey Child Care & Learning Centre Programs accepts *How Does Learning Happen?* (HDL) to guide program development and implementation as well as the Minister's policy statement on programming and pedagogy.

GOAL: Positive Interactions

We believe that every child should have a sense of belonging and feel connected to their environment. Children should engage in relations that support self regulation and are able to build strong and positive relationships through these connections.

Approaches for achieving this goal:

Engage in conversations that are positive, welcoming, respectful and that balance sharing with listening. Promote and facilitate inquiry and open ended communications. Build relationships that offer care and support for the emotional and physical needs of the children.

Have spaces accessible to children that can accommodate quite activities, small and larger groups, individual inquiry while promoting choices. Have spaces that allow for indoor and outdoor activities.

Create spaces which allow for stimulation and areas of calm. Show respect by displaying their work which represents their family, friends, cultures and community. Children are given the opportunity to explore elements of nature and natural materials.

Opportunities are available which incorporate music that is diverse and both exciting and calming.

GOAL: Goals for Well Being

Our programs will provide a space and opportunity for children to develop a sense of self, health and well being. Each child's individual needs are valued and accommodated when possible.

Approaches for achieving this goal:

Provide, encourage and model all aspects of healthy and active living including nutritious food and eating habits. Allergy protocols to ensure healthy and safe environments for all children.

Promoting and modelling hygiene practices are followed to ensure the health and safety of all children, staff, and families.

Provide opportunities for self-help skills and choices throughout the day. Allow for flexibility in the schedule when appropriate.

Provide opportunities for indoor and outdoor activities, active play, rest and quiet times.

Network with community resources for things such as speech and language, Early Intervention, children's mental health, and other resources for healthy development.

Ensure open communication with members of the schools we partner with to ensure the health and safety of each child. Ensuring that all communication with the schools is professional and confidential.

Daily health assessment of children are done when children enter the program. Ensure communication with parents about health and well-being of children is done daily or when needed. Ensure all documentation and administration of medication is accurate, followed correctly and meeting all regulations.

GOAL: Fostering Exploration, Play and Inquiry (Program for Children)

We believe that every child is an active and engaged learner who explores the world with body mind and senses.

Approaches for achieving this goal:

Create environments and experiences that support learning, individual development, and engagement by providing child initiated and adult supported activities. Show representation of the children and their families and communities within their environment.

Observations and inquiries from the children are facilitated and supported by the teacher. The activities are child driven.

Provide for activities such as homework and all school age activities that continue to inspire learning through play, inquiry and positive social interactions respecting and encouraging choices.

In all programs, provide opportunity for open ended materials that inspire creativity and support science, math, and language development. Ensure program documentation reflects the 4 foundations of HDLH through child directed opportunities indoor and outdoors. Engage in small group and large group opportunities also provide a flexible schedule when possible to allow for deeper engagement.

Special Needs Programing

Latchkey Child Care & Learning Centre will accommodate the current and updated individualized support plan of each child with special needs that will be developed by staff, parents and outside support agencies. The plan will include instructions of the child's use of support or aids or if necessary the child's use of or interaction with the adapted or modified environment.

The plan includes a description of supports or aids or adaptations or other modifications to the physical social and learning environment.

The plan includes a description of how the centre will support the child to function and participate in a meaningful and purposeful manner.

GOAL: Connections with family and community

We believe families are competent and capable and curious and rich in experience.

Approaches for achieving this goal:

Regular communications with families may include verbal updates (face-to-face, email,

phone calls), access to documentation, when appropriate meetings as required.

Our Parent Handbook and all other communications will be clear, reader friendly, accessible and meet all necessary regulations. Verbal communication with parents will be ongoing, positive, respectful, and professional. Regular information such as program posting regarding services will be current and informative.

Latchkey Day Care & Learning Centre Programs will have Parent Engagement event at least once per year. Forum for engagement may include: holiday party, open house or meet the teacher event.

As a non-Profit and Charitable Organization the Parent Volunteer Board of Directors meets regularly and fulfils all of the obligations and governance of Latchkey Day Care and Learning Centre. The Annual General Meeting is held each year.

The annual Parent Survey will be distributed, reviewed and acted on each year.

GOAL: Pedagogical documentation

Pedagogical Documentation is a means to learn how children think and learn. It offers a process to explore our question about children, to make learning visible to others, to allow for interpretation, encourages educators to be co-learners alongside both children and families.

Approaches for achieving this goal:

Documentation is supported by communicating with parents, planning and creating environments and experiences. Allowing time for review, reflection and evaluation about the learning. Reviewing the impact of strategies and supporting and monitoring the ongoing process.

Photos and other written documentation are available electronically and hard copy at all classrooms. Documentation is available for children, staff and families.

A representation of the child's regular learning experience and the opportunities to help expand their learning. Opportunity to view and explore document, enhance recall, expand learning and facilitate opportunities for children to feel a sense of self and belonging as they see their own learning in visible representation.

Qualified Program Staff

Our staff are carefully chosen and have appropriate educational background and experience to ensure quality care and understanding of child development. They have personal qualities of friendliness, warmth, and the ability to relate openly to children and adults. Our staff are dedicated to meet the needs of the children, the concerns of the parents and the expectations of Latchkey Child Care & Learning Centre.

All Latchkey Child Care & Learning Centre complete a Criminal Reference Check with a Vulnerable Sector Search through Police services and hold current certification in First Aid and CPR.

Our staff who hold Early Childhood Education diplomas are Registered Members of the College of Early Childhood Educators.

Latchkey Child Care & Learning Centre staff participate in ongoing professional development opportunities to meet the needs of the program and to remain current and informed on the changes relevant to the field of Early Childhood Education.

We continue to strive for excellence in all our programs, and regular evaluation of staff and programming ensures ongoing high quality care for your children.

Student and Volunteer Supervision

Latchkey Child Care & Learning Centre promotes opportunities for personal growth, community involvement and volunteerism. Students and volunteers are welcome in our licensed child care centres, and they participate in an orientation and review of relevant policies and procedures.

All adult volunteers complete a Criminal Reference Check with Vulnerable Sector.

Students and volunteers do not have unsupervised access to the children in the centres; that is they are not alone with a child. They are paired with and mentored by a Latchkey Child Care & Learning Centre staff member.

Ages of Children

Our programs provide services to children age 30 months to 12 years old. Ask your program Supervisor for specific age groupings as they vary per location.

Hours of Operation

Latchkey Child Care and Learning Centre programs that offer full day are open Monday to Friday, 7:00 am to 6:00 pm except statutory holidays. For earlier hours speak to your program Supervisor.

Latchkey Child Care and Learning Centre before and after school programs are open every school day from 7:00 am until school begins and after school until 6:00 pm except statutory holidays and school holidays. Talk to your program Supervisor for the specific hours at your location.

Prohibited Practices

The Latchkey Child Care and Learning Centre prohibits the following:

- (a) corporal punishment of the child;
- (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 child care centre or home child care 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.

Permitted Methods of Positive Practices

Methods of positive practices used at Latchkey Day Care and Learning Centre are as follows with the best interest of the child and their individuality always in focus:

1. Resolve/Reason in a controlled voice, explain in simple language the inappropriateness of the behaviour displayed.
2. Redirect if the behaviour continues, the staff shall redirect the child to an alternate activity.
3. Natural Consequences follow through with natural consequences, e.g. if he/she continually throws sand, he/she will not play in the sandbox
4. Remove from the situation for a limited period. Staff should always consider the exact purpose for using this method and what is intended to accomplish.

Staff attempt to anticipate and resolve situations that could become difficult. As children also learn from conflicts, staff use their judgment in deciding when to permit the children to solve their own problems.

Staff never use threats, humiliation or labeling. Children must always be safe and healthy. The rights of all must be protected. Sometimes children will feel angry in response to restrictions or interference. A child has a right to that anger. A child needs to feel that they can assert themselves safely, just as they need to know that they can live with restrictions and limitations.

The consequences of an undesirable action should be made understandable to the child by the staff. A clear warning will be given so the child can choose to stop the inappropriate behaviour. If further assistance is needed, the child may be removed from the activity.

Behaviour Expectations and Resolution

We want all children to be safe, have fun, and enjoy our program. For this reason we have expectations and rules that respect the rights of all members in the program. Violence, swearing, and behaviour that puts others or self at risk are not permitted.

It is the intent of Latchkey Child Care & Learning Centre to include all children in our programs. However, should a situation be identified where concerns have been raised that a child's needs are not being met and/or other children are at risk, the program Supervisor, Program Coordinator or Executive Director, the child and his/her parents will work together to resolve the situation. A step in the resolution may include developing a plan and consultation with community resources.

Repeated behavioral difficulties and lack of Parental/Custodial support may deem it necessary to discontinue a child's enrollment in the program.

In the opinion of the program Supervisor group care at the Centre proves to be too stimulating for a child and he/she cannot cope, you may be requested to seek alternate care for your child.

Parent Code of Conduct

We all have the right to be safe and feel safe in our school community. Latchkey Day Care & Learning Centre Programs sets clear standards of behaviour that apply to all individuals involved in our organizations, community including: parents or guardians, volunteers, teachers, and/or Board members.

These standards apply whether they are on centre property or at organization events and activities.

All members of the organizations community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code.

All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Inappropriate behaviour or harassment of any kind towards a student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes, but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.

The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor and/or Program Coordinator. Failing resolution with the Supervisor/ Program Coordinator, the matter will be referred to the appropriate member of the Board of Directors.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the hallways, the parking lot or via electronic mediums such as Facebook, Twitter, personal blog sites or other forms of electronic information sharing.

Any pictures taken at any of our programs or during events are for the private use of the family only. These pictures cannot be posted in on-line photo albums (Facebook, Instagram, etc.)

Parent Issue and Concerns Policy and Procedure

Our family partnership allows Latchkey Child Care & Learning Centre to be proactive and responsive to parent and family needs before conflict arises.

Our commitment to provide high quality child care involves remaining knowledgeable with current research in child development, and working in partnership with our families.

We encourage our families and our educators to exchange information regularly. We have an open-door policy, and encourage our families to spend time in the program with their child when possible.

We use many strategies to ensure open communication with our families, and they include:

- informal information sharing during drop-off and pick-up times
- phone calls and emails
- meetings (coordinated at the request of Latchkey Child Care & Learning Centre and/or the family)
- photographs of children at play
- posting that include observations of children's interests and activities
- website updates and or newsletters
- annual parent satisfaction survey

Our parent satisfaction survey is administered to our infant, toddler, preschool, and before and after-school families on an annual basis. We encourage our families to complete the short online survey and we utilize the feedback to continuously improve the quality of our programs.

All issues and concerns raised by parents/family members will be taken seriously by the Latchkey Child Care & Learning Centre and will receive follow up. Every effort will be made to address and resolve any 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/family will respect and maintain the confidentiality of all parties involved.

An initial response to a concern will be provided to parents/guardians within 1-2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

All inquiries of concerns will be fair, impartial and respectful to all parties involved.

Confidentiality

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

Conduct

Latchkey Child Care & Learning Centre maintains high standards for positive interactions, communication and role-modeling for children. Harassment and discrimination will not be tolerated from any party.

If at any point a parent/family member, or Latchkey Child Care & Learning Centre staff member feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor, Program Coordinator and/or Executive Director.

Concerns about the Suspected Abuse or Neglect of a child

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

If a parent/family member expresses concern that a child is, or is at risk of being abused or neglected, the parent will be advised to contact Children’s Aid Society directly at (519) 252 – 1171 (Windsor) or (519) 322-0555 (Leamington)

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/childrensaidd/reportingabuse/index.aspx>

Procedure

Nature of Issue or Concern	Steps for Parent and/or Family member to Report Issue/Concern:	Steps for Staff and/or Supervisor responding to issue/concern:
<p>Program Room-Related</p> <p>(schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.)</p>	<p>Share/Discuss your concern with</p> <ul style="list-style-type: none"> - the classroom Staff directly <p>or</p> <ul style="list-style-type: none"> - the Supervisor 	<ul style="list-style-type: none"> - Professionally respond to the concern at the time it is brought forward <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 1 – 2 days business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
<p>General, Centre- or Operations-Related</p> <p>(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"> - the Supervisor or designate 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Educator, Supervisor, and/or Support Staff related</p>	<p>Share/ discuss concern with</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the Supervisor <p>or</p> <ul style="list-style-type: none"> - Program Coordinator or Executive Director at (519) 979-4309 <p>All issues or concerns about the conduct of staff that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/family member become aware of the situation.</p>	<p>If you are unable to effectively respond to the concern or it is needed to be escalated further, provide the contact information of the person the parent/family member can call.</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/family member who raised the</p>

Nature of Issue or Concern	Steps for Parent and/or Family member to Report Issue/Concern:	Steps for Staff and/or Supervisor responding to issue/concern:
Student- / Volunteer- Related	Share/discuss the issue or concern with <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the Supervisor or <ul style="list-style-type: none"> - Program Coordinator or Executive Director at (519) 979-4309 <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 as soon as parents/family member become aware of the situation.</p>	issue/concern.

Escalation of Concerns

Where parent/family members 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 latchkey@mnsi.net.

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.

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) where appropriate.

Contacts:

Child Care Supervisor – please refer to the family handbook for direct phone numbers

Program Coordinator or Executive Director (519) 979 -4309

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Emergency Management Policy and Procedure

Latchkey Child Care & Learning Centre is committed to providing a safe and healthy environment for children, families, staff, students and volunteers. In the event of an emergency situation arises the Emergency Management policy and procedures will be followed. All directions given by emergency

services personnel will be followed under all circumstances, including directions to evacuate to locations.

Communication with parents/ guardians if an evacuation takes place will be handled as follows:

Procedures to Follow When “All-Clear” Notification is Given

- 1) As soon as possible, the Supervisor must notify parents/guardians of the emergency situation and that the all-clear has been given.
- 2) Where disasters have occurred that did not require evacuation of the child care centre, Supervisor must provide a notice of the incident to parents/guardians by posting a letter outlining the situation.
- 3) If normal operations do not resume the same day that an emergency situation has taken place, the Supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

Procedures to Follow When “Unsafe to Return” Notification is Given

- 1) Upon arrival at the emergency evacuation site, Supervisor or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.
- 2) Where possible, Supervisor 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.

Our Approach to Inclusion

Latchkey Child Care and Learning Centre is committed to the inclusion of all children regardless of their diverse strengths and needs. Inclusion considers that all children will learn together in environments that provide services, supports and supplements for all children as needed. The principle of inclusion goes beyond physical integration and fully incorporates values that promote equity, participation and a celebration of diversity.

The Latchkey Child Care & Learning Centre is experienced in providing inclusive programming for children with special needs, working closely with parents, staff, school network and linking with other community partners who support children with special needs to ensure the child's individual needs are met.

It is essential that all pertinent information specific to the child's unique needs be made available to staff at the time of registration. Once the registration takes place, the parent will meet with the program Supervisor to ensure that upon entry in the program, the appropriate support and resources are in place to ensure optimum success for the child.

Latchkey Child Care and Learning Centre will accommodate the current and updated individualized support plan of each child with special needs that will be developed by staff, parents and outside support agencies.

The plan will include instructions of the child's use of support or aids or if necessary the child's use of or interaction with the adapted or modified environment.

The plan includes a description of supports or aids or adaptations or other modifications to the physical social and learning environment. The plan includes a description of how the centre will support the child to function and participate in a meaningful and purposeful manner.

The Individual plan for a child will be reviewed by all the employees, students and volunteers at least annually.

If it is determined that the Latchkey Child Care & Learning Centre program cannot reasonably accommodate the unique needs of a child, we will arrive at a final decision in consultation with the family and link them with local agencies that can support the required needs of the child.

Serious Occurrences

Latchkey Child Care and Learning Centres comply with all legislation regarding the reporting of serious occurrences, which supports the safety and well-being of all children in our care.

In alignment with the Ministry of Education's intent to provide greater transparency for parents, all Latchkey Child Care and Learning Centres post Serious Occurrence Notification Forms to keep parents informed of reported serious occurrences in their child's centre.

Accident/Incident Reports

Communication about their child's well-being is important to parents. Parents will be informed regarding any incidents affecting their child's health, safety or well-being. If a child is injured, parents will be provided a copy of the Accident/ Incident Report.

Health and Illness

To maintain a good standard of health, we conduct a daily health check. It is necessary to have suitable arrangements in the event your child is ill. If a child's ill health prevents him/her from participating or being comfortable in normal program activities, the child will be considered too ill to attend Child Care. Should your child become ill during the day, you will be contacted immediately to pick up your child (see symptoms below). Children should not return to the centre until they are ready to participate in all aspects of the program, including outdoor play.

Parents are to keep their children at home if they display any one of the following symptoms:

- Fever
- Diarrhea
- Vomiting
- Undiagnosed rash/skin condition
- Communicable disease
- Obviously infected discharge
- Lethargy and irritability and are not able to participate in program
- Persistent pain
- Cough

A receiving staff member who notices any of these symptoms when a child arrives will ask that the child be taken home or to a doctor for a note confirming that the child is healthy and not infectious.

The Child Care and Early Years Act, 2014 stipulates that prior to admission if the child is not registered in school, each child must be immunized according to the local medical officer of health. Therefore, we require that a copy of the child's immunization record, or a letter of exemption, and a medical information sheet be completed and signed by the parent. These must be submitted at the time of admission and should be updated annually.

All children play outside each day. If your child is not well enough to play outside, please keep him/her at home.

Medication

Parents will be strongly advised to administer medications and/or drugs prior to their child's daily attendance if they can be administered without affecting their daily treatment schedule.

A drug or medication is administered to a child from its original container as supplied by the pharmacist, and the container or package is clearly labeled with the child's name, the name of the drug or medication, the dosage of the drug or medication, the date of purchase and expiration, and instruction for storage and administration. Medication Forms must be completed by the parent. If the above mentioned are not completed, the medication cannot be administered.

Non-Prescription Drugs, creams and lotion

Latchkey Child Care & Learning Centre will not administer non-prescription drugs, creams or lotion without parental consent. Non-prescription drugs should not be administered prior to a child's attendance to reduce a fever or mask other symptoms to keep a child at the centre when they should potentially be at home or visiting a doctor.

An exception may be made for fever/allergy medication to be kept on file and administered for an already diagnosed ailment i.e. febrile seizures. If a child has fever medication on file it may be administered with parental consent by an assigned staff for emergency use, i.e. in order to reduce the risk of a febrile seizure until parents arrive (parents must be on their way).

Parents are not to leave any medication in their child's cubby/backpack.

Puffers and epinephrine with written consent from the parent can be carried by the child. No other medication may be carried by a child.

Nutrition and Allergies

Our Child Care Centres follow the Latchkey Child Care and Learning Centres Anaphylaxis Protocol to ensure the safety of all children with allergies in our programs. Upon registration, parents of children with a risk of an anaphylactic response will complete an Anaphylaxis Action Plan.

Most of our centres are peanut-free environments, and due to severe allergies, any outside food brought into your child's centre must comply with your centre's allergy restrictions, and special treats to be shared must include the manufacturer's list of ingredients.

We strive to ensure the nutritional needs of the children while our care are met. Adequate and appropriate nutrition is vital to children's health, growth, development and well-being. Canada's Food Guide is used to make informed decisions when creating the menus provided by Latchkey Day Care and Learning Centre.

Children attending full day infant, toddler, preschool care will be provided with a morning and afternoon snack as well as a midday meal prepared by Green Heart Lunch Club.

Children in our after school program will be provided with a snack from at least 2 of the 4 food groups.

Special dietary needs and allergies will be posted in the food preparation and areas of consumption to ensure that children receive the correct food.

Any child requiring special dietary arrangements must be provided as written instructions from the parent.

Our full day program for children Kindergarten and older operates with Director Approval to use a Bagged Lunch Policy. Lunches are NOT provided for this age group.

Parent and Guardian's Responsibilities

- The bagged snack/lunch adheres to "Eating Well with Canada's Food Guide".
- Snack/Lunch is provided in a labelled snack/lunch bag with an ice pack if required.
- All snacks/lunches must be Peanut/Tree Nut free

- Foods that may have come in contact with Peanuts/Tree Nuts are not allowed in your child's lunch.
- To notify staff in writing with regards to any Allergies or Food Intolerances.
***All containers, bottles and food items brought in MUST be labelled with your child's name**

Guidelines for the Content of Bagged Snacks/Lunches

Lunches and snacks should include a variety of foods from the 4 food groups. Referencing "Eating Well with Canada's Food Guide". Snacks should have 2 food groups and lunch 4 food groups.

Sample Snack/Lunch Ideas

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning Snack	Cheerios Cereal and Milk	Whole grain Toast And Cheddar Cheese	Banana slices Whole Grain Bagel with Wow Butter	Berries and Yogurt	Cinnamon Toast and Milk
Lunch	Milk Quesadillas - whole-grain tortillas, veggies and cheese	Milk Broccoli Soup Cheese stick and whole grain roll	Milk Veggie and Ham Skewers Fresh Fruit and Naan Bread	Milk Pasta Salad - whole-grain pasta chicken, cheese and vegetables Fresh Fruit	Milk Pinwheels – Turkey, cream cheese, sweet peppers Unsweetened Apple Sauce
Afternoon Snack	Homemade Fruit Salad and Crackers	Mandarin oranges and Naan	Raw vegetables and Hummus	Cottage Cheese and Whole grain toast	Fruit Salsa and Triscuit Crackers

Recommended Serving sizes according to Canada's Food Guide

Grain Products
 Either: 1 slice
 125 ml to 175 ml
 ½ cups to ¾ cup

Vegetables and Fruit
 Either: 1 whole vegetable or fruit
 175 ml ¾ cup to 1 cup

Milk Products
 Either: 175 ml to 250 ml
 ¾ cup to 1 cup

Meat and Alternatives
 Either: 60 g to 90 g
 2 to 3 oz

Looking For More Recipe Ideas?

Try These Recommended Cookbooks:

- Dietitians of Canada. Simply Great Food. Robert Rose Inc., Toronto. 2007.
- Mendelson, S., & Mendelson, R. Food to Grow On. Harper Collins Publishers Ltd., Toronto. 2005.

- Waisman, M.S., & Dietitians of Canada. Cook! Robert Rose Inc., Toronto. 2011.

Try These Recommended Websites:

- EatRight Ontario. Recipes. <http://www.eatrightontario.ca/en/Recipes.aspx>
- Foodland Ontario. Recipes. <http://www.foodland.gov.on.ca/english/recipes.htm>

Additional Resources

1) EatRight Ontario: www.eatrightontario.ca

Call a dietitian for free at 1-877-510-5102

(Monday to Friday 9 am-5 pm, with evening hours Tuesday/Thursday to 9 pm)

- Email a dietitian for free
- Website includes nutrition information on a variety of topics, meal planning tips and healthy recipes

2) Dietitians of Canada: www.dietitians.ca

Website includes tools and resources on menu planning, and information on a variety of nutrition and health topics

- Recipe Analyzer available through an online tool, (www.eatracker.ca)
- Search nutrient content information for various food items at www.eatwise.ca (also available as an App for your smartphone or tablet)

3) Health Canada – Food and Nutrition: <http://www.hc-sc.gc.ca/fn-an/index-eng.php>

- Order copies of Canada’s Food Guide or view it online: www.canadasfoodguide.org
- View serving sizes of different food groups online. See lists of dark green and orange vegetables: <http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/choose-choix/fruit/servingportion-eng.php>

4) Allergy Information:

- Health Canada – Food Allergies: <http://www.hc-sc.gc.ca/fn-an/securit/allerg/fa-aa/indexeng.php>
- Allergy Safe Communities: <http://www.allergysafecommunities.ca>
- Anaphylaxis Canada: <http://www.anaphylaxis.ca/>
- Allergy/Asthma Information Association: <http://aaia.ca/>

5) Guide to Understanding Halal Foods:

http://www.toronto.ca/health/nm_index.htm

Sun Safety

All children go outside every day, weather permitting, and our staff promote sun safety. All children should have hats to wear outdoors, as well as sunscreen in warmer weather. Please provide your child with sunscreen and label the bottle with your child's name.

Rest Period

It is a requirement that all children attending a licensed infant, toddler, preschool program have a rest period each day. It is not necessary for your child to sleep, but he/she will be encouraged to rest quietly on his/her cot during this time or engage in a quiet activity. A child-sized blanket from home, labeled with your child's name, is required. Children may also bring a soft comfort item from home for rest time only.

Children's Clothing

Children should be dressed in comfortable clothing that allows them to explore and play without fear of getting dirty: indoors and outdoors. Clothing should be appropriate for the weather and the season. We recommend snow pants, mitts, and boots in winter; sunscreen and a hat in the summer; an extra sweater or jacket for spring and fall, etc. It is necessary that your child has indoor shoes at the centre. It is required only when boots are worn; for the before and after school program only.

Accidents can happen, so please provide an extra set of clothing at the Child Care Centre. To minimize losses, please label extra clothing with your child's name.

Your Child's Toys

Our centres have a variety of age-appropriate toys and activities for your child to enjoy, and children are encouraged to share as part of their learning experience. Bringing toys from home is discouraged. Please talk to the Supervisor about the specifics.

Part Time Care

Part time care is available on a limited basis and is vulnerable as the centre reaches capacity. Latchkey Child Care and Learning Centre depends on fees for financial viability; therefore, our Centre Supervisors will register each component of care to the full operating capacity with priority given to full time registration.

Parents who are accepted for occasional care or care with a varied schedule must receive approval for requested days from their Supervisor. Occasional or varied care is not guaranteed.

Wait List

Latchkey Child Care and Learning Centre tries to provide services for all families in need of our care. In the event that there is a waitlist for a service required the Supervisor will take the following information from the potential family.

- Parents first and last names
- Best contact telephone number(s) and or email addresses
- Expected start month

- Child's name and birthdate
- Type of care required (Pre-School, before/ after or camp)

We do have some priorities that we consider when inviting new families to join us. In order of priority, we consider:

- Children currently enrolled and needing to graduate to the next age group;
- Siblings of children currently enrolled

A child is put on the waitlist when contact is made with the Supervisor. This can be done over the phone, by email or in person. All information including the child's name is confidential and kept in a secured filing cabinet.

Confirmation of placement on the waitlist should be received within 5 business days of request by the Supervisor.

Children are categorized on the list based on date of initial contact and the type of care required.

Parents/Guardians are not guaranteed a childcare spot regardless of the placement on the waitlist if registration has not been completed along with payment of the registration fee. There is no charge or deposit required to be placed on the waitlist.

When a spot becomes available, parents are called in order of the placement on the waitlist. If a parent denies the spot, then the next parent on the list is called until a parent accepts the spot and at that point the spot is considered filled. There is no charge or fee at any point to be on the waitlist.

At least twice per year, Latchkey Child Care & Learning Centre will contact everyone on the Waiting List via e-mail. Parents/Guardians will be advised of their placement on the Waiting List. They will also be advised of their potential for enrollment into the upcoming School Year. Parent are able to call at any point to get an update on their placement on the list by speaking to the Supervisor directly. Those that do not reply to the e-mail by the deadline will be removed from the Waiting List. Parents/Guardians that decline enrollment will be removed from the Waiting List unless otherwise directed.

The Waiting List will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of the child on the list to be ascertained by the affected families.

****There is no fee attached to being on a waitlist***

Arrival, Departure, Custody and Release

To ensure the safety and security of your child while attending Latchkey Day Care and Learning Centre, we require that:

- Parents escort their child to a staff member and sign him/her in and out. This is when our responsibility begins or ends.
- Parents must notify the Child Care Centre if someone other than those listed on consent to pick up form will be picking up the child. Children will only be released to those appointed by

the parent/guardian. The alternate pick up person will be asked for photo identification if staff are unsure of who the person is.

- Where there are child custody arrangements in place, the Latchkey Day Care and Learning Centre shall not deny a parent access to their child unless the centre has a copy of the legal document outlining the specific custody arrangements including days and timeframes.
- Parents must make alternate arrangements for pick up if they cannot pick their child up by 6:00 pm as late fees apply

Field Trips

During the year we may take trips to special places of interest. Your program will put up a notice in advance of the excursion informing you of the destination, time, and date. A minimal charge may be required to cover transportation and entrance fees.

Inclement Weather & Emergency Closures

Centres located in schools will not operate if schools are closed due to inclement weather or another emergency. Parents in both Preschool and School Age Centres are responsible for determining if the child care centre/school is closed because of inclement weather or unusual circumstances. For information on centre closures please tune in to your local radio stations AM 800.

School Breaks and Holidays

The program will operate during Christmas, March Break, PD days and summer, if there is sufficient demand for child care during these times. Please speak to the Latchkey Child Care Supervisor to plan for these days and times in advance.

All Latchkey Child Care & Learning Centre programs will be closed on the following statutory holidays:

- | | | |
|------------------------|----------------|--------------------|
| * New Year's Day | * Family Day | * Good Friday |
| * Easter Monday | * Victoria Day | * Canada Day |
| * August Civic Holiday | * Labour Day | * Thanksgiving Day |
| * Christmas Day | * Boxing Day | |

Registration

There is a **\$30.00** non-refundable annual registration fee per family due every **September**.

Tuition – Infant Program

Full Day Rate	1 Child = \$44.00	2 Children = \$84.00
Half Day Rate	1 Child = \$33.00	2 Children = \$62.00

Tuition – Toddler Program

Full Day Rate	1 Child = \$39.00	2 Children = \$74.00
Half Day Rate	1 Child = \$28.00	2 Children = \$52.00

Tuition – Preschool Programs

Full Day Rate	1 Child = \$35.00	2 Children = \$68.00
Half Day Rate	1 Child = \$23.00	2 Children = \$44.00

Payment for all scheduled days for each month is required in advance by postdated cheque dated for the 1st of the month.

All fees for the full day or half day program are required in advance are nonrefundable unless you provide notification in writing, at least four weeks in advance, of changes in your schedule.

Tuition – Before and After School Programs

Hourly Rate:

1 Child = \$5.00	2 Children = \$8.00	3 Children = \$10.00
4 Children = \$12.00	5 Children = \$15.00	6 Children = \$17.00

There is a minimum charge, according to the above rates, that will be applied for the first hour of attendance. If a child is in program for less than an hour, a minimum charge of one hour will apply.

You are charged 15 minutes prior to dismissal. Failure to sign your child out on the sign in/sign out sheet will result in a minimum charge of 3 hours per occurrence.

Payment for all scheduled days for each month is required in advance for the 15th of the month.

Tuition – PD Days, Christmas and March Break

Full Day Rate (5 days per week)

1 Child = \$27.50	2 Children = \$50.00	3 Children = \$70.00	4 Children = \$96.00
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Half Day Rate (less than 5 hours AM or PM)

1 Child = \$20.50	2 Children = \$36.00	3 Children = \$46.50	4 Children = \$59.00
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You are responsible for the tuition amount for Professional Development days you have indicated that you require. Fees are non-refundable after the sign-up end day indicated on the sign-up sheet.

March Break and Christmas Break tuition amounts are non-refundable if you fail to provide notification in writing, at least two weeks in advance. All requested days will be billed according to what you have indicated on the sign-up sheet.

Tuition – Summer

Full Day Rate (5 days per week)

1 Child = \$27.50 2 Children = \$50.00 3 Children = \$70.00 4 Children = \$96.00

Occasional Full Day Rate (less than 5 days per week)

1 Child = \$29.50 2 Children = \$53.00 3 Children = \$75.00 4 Children = \$104.00

Half Day Rate (less than 5 hours AM or PM)

1 Child = \$20.50 2 Children = \$36.00 3 Children = \$46.50 4 Children = \$59.00

All fees for the full day or half day program are required in advance and are nonrefundable unless you provide notification in writing, at least two weeks in advance, of changes in your schedule.

Late Fees

There will be a severe late penalty for any child who is not picked up by 6:00 p.m. Between 6:00 p.m. and 6:15 p.m., there will be a \$10.00 late fee per child and \$1.00/child for every minute after this. IF YOU ARE LATE ON 3 OCCASIONS, YOU WILL BE ASKED TO FIND ALTERNATIVE DAY CARE ARRANGEMENTS.

Financial Assistance

If you require fee subsidy, please contact Children's Services department at (519) 255-5312.

An online application may be requested by visiting www.WindsorEssexOneHSN.ca

Tax Receipts

Child Care fees are tax deductible. A tax receipt will be available to each family by the end of February for income tax purposes.

Returning in September

In the spring we ask all families to complete a return form and include the registration fee so that parents can confirm their children's registration for September. This holds your child's space for September, and is the basis for billing your child care fees for September.

Annual General Membership Meeting and Board Members

Parents are required to attend or be represented by proxy, at the Annual General Membership Meeting held each April.

Fundraising

During the year a number of fundraising events are held in order to purchase games, toys, books and recreational equipment. Please let us know if you have an idea for an event. This will help to keep parent fees down. In lieu of participation of the fundraiser events a donation can be accepted and an income tax receipt will be given.

Parent Participation and Communication

At Latchkey Child Care and Learning Centre we believe strongly that Child Care is a shared responsibility between parents and Child Care staff. We know it is important to your peace of mind to have regular information about your child's experiences. As well, your participation and input are valuable to your child and the centre. This is not always possible in the rush of the morning drop offs and evening pick ups. Your centre provides the following opportunities to ensure communication and information between parents and staff.

Open Communication

Latchkey Child Care and Learning Centre staff have a commitment to provide an environment that fosters your child's growth and learning and staff are pleased to share information with you daily. If you feel that your child's needs are not being met, we encourage you to express your concerns to your Child Care Supervisor.

Family Events

You are encouraged to visit and participate in our programs and special events, such as Open Houses. Please read the notes, postings and Latchkey Child Care and Learning Centre website for information.

Evaluation

Parents are encouraged to complete our annual online Parent Satisfaction Survey, which is confidential. Feedback and suggestions are welcome any time, as well as requests for a parent-teacher meeting.

Need More Information?

Visit our website at www.latchkey.ca or talk to your program Supervisor.

Helpful link:

- 1) Information on Child Care and the Early Years

<http://www.edu.gov.on.ca/childcare/>

- 2) How Does Learning Happen? Ontario's Pedagogy for the Early Years

<http://www.edu.gov.on.ca/childcare/pedagogy.html>

- 3) One step application for child care and subsidy online

www.WindsorEssexOneHSN.ca

NOTES



Thank you for becoming part of our Latchkey Child Care & Learning Centre family