



# licensed child care programs

PARENT HANDBOOK



REVISED August 2017



# Mission, Vision and Values

## MISSION STATEMENT

The creative and innovative leadership of MCRC with the Halton community will develop and deliver services to inspire and support children, their families and professionals.

## VISION

A safe, caring community where children and families are valued, grow and succeed.

## VALUES

**Inclusive:** Endeavor to remove all barriers which prevent acceptance and accessibility.

**Quality:** Strive for a standard of excellence.

**Collaborative:** Share ideas and work together toward a common goal.

**Integrity:** Be honest, consistent and informed.

**Accountable:** Establish trust through responsible and transparent work.

**Innovative:** Develop fresh ideas, solutions and inspirational thinking

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*Dear Families,*

On behalf of our entire organization, I want to welcome you to Milton Community Resource Centre. We are excited to have you join our community and look forward to partnering with you and your children as they grow and develop within our programs.

MCRC was established in 1998 following the amalgamation of Milton Children and Youth Services and Milton Community Information Services. Over the past years, MCRC has continued to grow and expand its programs and services in order to support and meet the growing needs of the children, families and early years' professionals in our community.

Our mission statement is: The creative and innovative leadership of MCRC with the Halton community will develop and deliver services to inspire and support children, their families and professionals. Guided by this statement, we are an organization that is committed to continual growth and development meeting and supporting the needs of our community in ways that are both purposeful and meaningful.

MCRC is also strongly committed to advocating for change in the field of early childhood learning and child care. We are active, contributing members and partners with various local, Regional and Provincial initiatives and committees such as:

- Halton's Our Kids Network
- Halton's DA (Developmental Assets®) Strategy Committee
- DA Community Trainers
- Quality Early Learning Network
- Halton's EDU-Care Partnership Committee
- Professional Advisory Committee
- Partners for Children with Special Needs

It is my sincere hope that you feel welcomed and supported as parents and partners of our organization that your children feel safe and secure and are inspired to play and learn while contributing their voice to their classroom program and planning. We value your input and encourage your questions, ideas and feedback. They are not only important to us...they make us better.

Sincerely,



Rebecca Barrows-Vrankulj  
*Executive Director*



## MILTON COMMUNITY RESOURCE CENTRE (MCRC)

Milton Community Resource Centre (MCRC) is a Not-for-profit, multi-service organization that provides programs and services to children and families of Milton and the surrounding communities. Our programs and services include:

### EARLY YEARS PROGRAMS

- Ontario Early Years Centre, North Halton
- Family Resource Programs
- Parent Resource Library

### LICENSED CHILD CARE\*

- Bronte Street School - full time toddler and preschool programs
- Bruce Trail Early Learning Centre – full time toddler and preschool programs
- MCRC Early Learning Centre – part time preschool programs
- CHERISH Home Child Care – full or part time programs for all age groups
- Licensed Before and After School Programs
- Licensed P.A. Day, Summer, Spring and Winter Break School Age Camps

### OTHER AGENCY PROGRAMS

- Artists and Children Together (ACT)
- Youth Dances

### THE HALTON RESOURCE CONNECTION (THRC)

THRC is supported through collaborative partnership between Halton Region and MCRC.

- Resource Library
- Professional Learning
- Child Care Directory and Information Line (CCDIL)
- Quality First (QF)
- Centralized Intake Line
- In Centre Support

*\*All of MCRC's Licensed Programs follow the requirements as specified in the Child Care and Early Years Act, 2014.*

## OUR APPROACH

***“From the very beginning of his or her education, the child should experience the joy of discovery”***

*-Alfred North Whitehead*

Milton Community Resource Centre’s (MCRC) program, philosophy and approach to working with children is inspired by the work of the children, parents and teachers in the schools of Reggio Emilia, Italy, and as such, our curriculum is built around the children’s questions, ideas and interests. Our approach to early learning is based on a fundamental view of the child as a competent citizen with full rights, and the ability to share what they know and wonder about through multiple languages. MCRC recognizes that children are competent, capable, curious, and rich in potential and we strive to deliver programs and services that value and build on these strengths and abilities. It is imperative that all programs promote the health, safety, nutrition and well-being of children and incorporate indoor and outdoor play, active play as well as rest and quiet time. The individual needs of the child are considered at all times throughout the day.



MCRC has embraced *“How Does Learning Happen? Ontario’s Pedagogy for the Early Years”* as a professional learning resource guide for Educators to support pedagogy and curriculum/program development in our early learning programs. This document refers to four foundational conditions that are essential to a child’s ability to grow and flourish. MCRC is committed to ensuring the four foundations; *Belonging, Well-Being, Engagement and Expression*; are reflected throughout our licensed child care programs.

# Program Statement

Foundations	Goals for Children	Expectations for Programs
Belonging	Every child has a sense of belonging when he/she is connected to others and contributes to his/her world.	Cultivate respectful relationships and connections to create a sense of belonging among and between children, adults, and the world around them
Well-Being	Every child is developing a sense of self and health and well-being	Nurture children's healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with his/her senses, bodies and minds	Provide environments and experiences to engage children in active, creative, and meaningful exploration and learning.
Expression	Every child is a capable communicator who is able to express himself/herself in many ways	Foster communication and expression in all forms.

Relationships are central to this approach, with children, families and educators working collaboratively and learning together. We know that children flourish in all areas when they are in supportive, caring and responsive relationships with adults. Fostering those relationships is MCRC's top priority, and our Educators strive to build authentic relationships and connections with children and families. Throughout our programs, the Developmental Relationships framework has been integrated into our approach with children, youth, Educators, Home Child Care Providers and the community. At MCRC, we actively seek to hear the voice of the child to inform early childhood practice, centre policy and community development.

Our Educators are co-learners who connect with the children, ensure safe environments, plan and extend play, document the children's learning and engage in reflective practice. We know that children learn through play that is spontaneous, active and undertaken without external goals. All children are curious, and as they explore their world through play, their competence, capacity and potential will be maximized.



## ENVIRONMENT

Children will be provided with a positive learning environment that enables child initiated, adult supported play and engages children in active, creative and meaningful exploration and inquiry. Educators will connect with families to ensure the environment and experiences offered are reflective of and relevant to the children's individual needs and everyday lives. The flow of the day in each program will incorporate opportunities for active play, rest and quiet time, while ensuring the individual needs of each child is met. Children will be provided with materials that are open ended, encourage exploration, and provide opportunities to represent their thinking and ideas. MCRC believes that self-directed and unstructured play is essential and fundamental to a child's social, emotional, physical and intellectual development. Learning takes place when children freely interact with their environment by exploring and manipulating objects, asking questions, solving problems, and performing experiments.



## FAMILY ENGAGEMENT

***“When we recognize and build on the strengths of families and the love they have for their children, everyone benefits”***

*-How Does Learning Happen*

MCRC believes that parents are their children's first teachers, and as such, have much to offer to their child's early learning program. Parent participation is seen as greatly enhancing the child's program and maximizes their learning experiences. The meaningful exchange of ideas between Educators and parents/families support the child as they grow and develop within our programs, and contributes to the child's sense of belonging. MCRC encourages parents to be active in their child's experience in our programs, and offers many opportunities for parent engagement including:

- Daily, verbal communication between parents and MCRC Educators
- Communication with parents using multiple means including email updates, newsletters, MCRC Facebook page, Twitter and the MCRC blog
- Posted documentation of daily activities, interactions and learning experiences. This may include photos, videos, artwork, and transcribed conversations, as well as adult interpretations and theories about the work of the children
- Inviting families to reflect and comment on a piece of documentation
- Sharing resources and information regarding community supports and activities
- Access to the MCRC Parent Resource Library - resources including books, videos, reference articles, parent/child resource kits, topical parent workshops and parenting programs
- Social and open house activities throughout the year

MCRC has an open door policy, and we welcome parents to visit our programs and share their knowledge and experiences with the children. A strong, respectful and equitable relationship with parents is key to our ability to engage as co-learners with the children and their families.

## NUTRITION

***“The fondest memories are made gathered around the table”***

*-Unknown*

MCRC believes that adequate and appropriate nutrition is vital to children’s health, growth, development and well-being. Meal and snack times are served in a family style environment, providing an opportunity to encourage self-care skills while also making connections and building relationships with the children.



Our full time, licensed child care centres have fully functional kitchens onsite, with qualified cooks who are certified food handlers. A nutritious lunch, as well as a morning and afternoon snack, are provided. In our School Age and Nursery School programs, children are provided with a nutritious morning and afternoon snack. All of our programs follow a four week, rotational menu that meet the recommendations of Health Canada’s document, the Canada Food Guide.

Our menus are rich in fruits, vegetables and whole grains, and are reflective of family and cultural preferences. During PA Days and Camps, School Age children are required to provide their own bagged lunches. MCRC will provide families with guidelines and sample menus to assist with preparing bagged lunches that are nutritious and in accordance with the Canada Food Guide.

## PROGRAM ASSESSMENT and REFLECTIVE PRACTICE

***“The wider the range of possibilities we offer to children, the more intense will be their motivations and the richer their experiences”***

*-Loris Malaguzzi*

At MCRC, our Educators reflect on and assess their program and environment on a daily basis to ensure the needs and interests of both the individual children, and the group, are being met. Through regular conversations and team meetings, our Educators will engage in dialogue and reflection in an effort to continually adapt and improve upon what is happening in the classrooms. Program Supervisors will observe the programs and adult-child interactions, as well as review program planning and documentation, to ensure they meet our MCRC Program Statement requirements. A licensing checklist is completed bi-annually to ensure that program quality indicators are being met.

In addition, MCRC is an active participant in Quality First – a quality, early learning initiative that provides a developmental model for quality improvement. We strive for a standard of excellence above and beyond licensing requirements, and as such, all of our licensed programs actively participate in the Quality First initiative. Through on-site observations by a Quality First Consultant, professional learning opportunities, self-reflection activities, and support to reach established goals, MCRC will consistently assess and reflect on the quality and effectiveness of our programs.

## PROFESSIONAL LEARNING

***“When educators engage in continuous learning and questioning, exploring new ideas and adjusting practices, they achieve the best outcomes for children, families and themselves”***  
*-How Does Learning Happen?*

MCRC understands the importance of, and is committed to, ongoing development and professional learning. Educators are encouraged to attend professional learning opportunities of their choice, as well as participate in staff meetings, discussion groups, regular training sessions and special projects. In addition, our Supervisors, Quality First Consultants and community partners provide ongoing coaching and mentoring opportunities to further develop our Educators and Home Child Care Providers in their professional learning.



MCRC Educators are members of the Halton Resource Connection (THRC) and are encouraged to spend their programming time utilizing the various resources offered, including curriculum support, classroom resources and materials, and a wide variety of professional learning opportunities.

## CHILD GUIDANCE

***“When Educators are aware of, and able to understand and respond to the many languages of children, they give every child a voice”*** *-How Does Learning Happen?*

MCRC’s mission is to develop and deliver services to inspire and support children, their families and professionals. Our vision is a safe, caring community where children and families are valued, grow and succeed. All Educators, volunteers and students will ensure that every child has a sense of belonging, and is developing a sense of self and well-being. Every child will be an active and engaged learner who is able to explore their world, and will be capable communicators who express themselves in many different ways.



The foundation of our programs is building relationships, and supporting children in their relationships with each other, adults and their environment. Educators support children in developing strategies to remain calm and to regulate their emotions while recognizing the effects of their actions on others. MCRC believes that the goal of behaviour guidance is to promote children's self-esteem, foster strong peer relationships as well as independence, and become more aware of each child's individual learning style and pace. This occurs by listening to children, respecting their rights, giving choices and setting appropriate limits.

Strategies that Educators utilize include:

- Setting appropriate limits and expectations
- Promoting positive behaviour
- Natural and logical consequences
- Positive redirection
- Physical environment consideration

Any practice based on a negative control technique is not part of MCRC's Behaviour Guidance policy, and is not in line with our Mission, Vision and Values. MCRC believes that the prohibited practices outlined below are inappropriate, negate children's rights and must not be utilized:

- Corporal punishment of the child
- Physical restraint, 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
- Locking the exits of the 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 emergency management policies and procedures
- 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
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- Inflicting any bodily harm on children including making children eat or drink against their will
- Use of time outs

If a prohibited practice is observed being used, a report will be made to the Children's Aid Society as per MCRC's Behaviour Guidance policy, and Ontario law. Program Supervisors will observe and monitor Educators, volunteers and student's child guidance practices on a bi-annual basis, and ensure that a written record of those observations is completed.

## COMMUNITY PARTNERSHIPS

***"It takes a community to raise a child"***

*-Unknown*

MCRC is an active and visible organization in the local community, and is strongly committed to advocating for change in the field of early childhood learning and child care. We are active, contributing members and partners with various local, Regional and Provincial initiatives and committees such as:

- Halton's Our Kids Network
- Halton's Asset Building Strategy Table
- Halton's EDU-Care Partnership Committee
- Halton Equity and Diversity Roundtable
- Halton Poverty Roundtable
- Our Kids School Age Bullying Prevention Task Force
- Partners for Children with Special Needs
- Quality Early Learning Network
- Salvation Army (Infant Food Bank)
- Halton Licensed Home Child Care Agencies



In addition, MCRC has developed strong partnerships with external agencies and organizations including the Region of Halton, the Halton District School Board, Community Living North Halton, and the Reach Out Centre for Kids. These partnerships enable us to support the entire family unit, as well as the individual child, and also provide invaluable support to our Educators and staff.

Members of the community are often invited into our programs to share their knowledge and experiences. MCRC also encourages the children in our programs to become active participants in the community around them. This may include, but is not limited to:

- Sharing cultural and family traditions including holiday celebrations, cooking, music and dance
- Further exploring the children’s interests by inviting in community “experts”
- Local artists integrated into our programs through the Artists and Children Together program
- Engaging in philanthropic community activities
- Field trips and neighbourhood walks
- Exploring the natural environment



## OUR COMMITMENT

MCRC will facilitate and support a continuous professional learning process to ensure that Educators are ready, willing and able to actively deliver the commitments made through the MCRC Program Statement. This will include, but not be limited to:

- All individuals referred to in the Program Statement Implementation Policy will review the Program Statement prior to interacting with children
- All individuals referred to in the Program Statement Implementation Policy will review the Program Statement annually, or at any time modifications to the Program Statement are made
- Upon review of the Program Statement, staff will have the opportunity to reflect on the successes and challenges of the past year, and any modifications needed to the Program Statement will be considered
- All staff will be provided regular opportunities to engage in staff meetings, group discussions, and/or professional learning opportunities to support reflective practice and collaborative planning

All MCRC Educators will be regularly observed and monitored by the Program Supervisor to ensure all requirements of the Program Statement are being met throughout our programs. These observations will be documented on a bi-annual basis, and used as a tool to reflect on the impact of the strategies and continued improvement.



## QUALITY FIRST

Quality First is a quality early learning initiative providing all licensed children care programs in Halton Region with the opportunity to participate in a developmental model for quality improvement. At MCRC we strive for a standard of excellence above and beyond licensing requirements thus all of our licensed programs, including School Age Programs, actively participate in the Quality First initiative.



## DEVELOPMENTAL ASSETS®

MCRC is part of an “asset building” community that has integrated the Developmental Assets framework into our approach with children, youth, parents, Educators, Home Child Care Providers and the community. Developmental Assets® represent the relationships, opportunities and personal qualities that children and youth require to succeed. All children and youth need assets and everyone can be an asset builder. At MCRC we intentionally embed assets into all our work and actively seek to hear the voice of the child to inform early childhood practice, centre policy, and community development.

For more information, visit:

[www.search-institute.org/developmental-assets](http://www.search-institute.org/developmental-assets)

## ARTISTS AND CHILDREN TOGETHER

Artists and Children Together (ACT) is an innovative initiative that integrates local artists into a number of MCRC’s Early Learning and Licensed Child Care programs. Artists and Educators work collaboratively to listen deeply to children and offer a variety of materials and experiences that support them in sharing their ideas, feelings, questions and theories in multiple ways. Please visit our website at [www.mcrc.on.ca](http://www.mcrc.on.ca) to view a video of some of the children’s work from this initiative during our 1st Artists and Children Together Exhibition held in June 2015.



## EDUCATORS AND STAFF

Caring, responsive, knowledgeable and reflective educators are essential to children's early learning experiences. Our Licensed Child Care staff have various qualifications including a passion to provide a stimulating learning environment for children. Our Early Childhood Educators are registered with the College of ECE's and other qualifications include: Primary Education Studies, Recreation and Leisure and Child and Youth Work. All staff have completed a Criminal Reference Check, Vulnerable Sector Screens, and are required to have a valid standard first aid certification including infant and child CPR. Our staff are dedicated to professional growth and as such attend several Professional Learning workshops and conferences both internally as well as within the community.

## STAFF TO CHILD RATIOS

Toddlers (18 months – 30 months) One Teaching Staff to 5 children

Preschoolers (30 months – 4 years) One Teaching Staff to 8 children

*\*Please note that students and volunteers are not counted in staff to child ratios.*

## HOURS OF OPERATION

Bronte Street School and Bruce Trail Early Learning and Child Care Centre offers full time child care programs between the hours of 7:00 am and 6:00 pm, Monday through Friday. MCRC's Early Learning Centre offers a part time Nursery School program between the hours of 9:00 am and 11:30 am and 1:15 pm and 3:45 pm, with options of a two or three day enrollment. The following holidays will be observed, and all parents are required to pay their daily rate for these days.

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

## LATE FEE POLICY

A late fee of \$1 per minute, per child after our closing time will be charged directly to the parent, and is payable immediately to the staff member on duty. The lateness will be recorded in a log book and repeated occurrences may be cause for your family to be withdrawn from program. Please respect the closing times of the program and remember that staff are on their own time after 6:00 pm. In respect to MCRC's Early Learning Centre (Nursery School), staff are on their own time after 11:35 am in the morning programs, and after 3:50 pm in the afternoon programs.

## ARRIVAL AND PICK UP

The safety and security of each child in the program is of utmost concern to MCRC. All children must be walked into the program by their parent or guardian. The Educator will mark their arrival time into the program, and departure time when they go home. In order to protect the safety and well-being of your child, we will only release him/her to authorized people as documented by you on the application forms. The minimum age to pick up any child is 16 years of age, and Photo ID will be required. Parents must submit changes to the designated pickup people in writing to the lead staff. This is for your child's safety.

## IF YOUR CHILD WILL BE AWAY

To ensure the safety of children in our programs, we ask all parents to notify their classroom teacher if he/she will be absent for the day. Each classroom has a direct phone line and extension where you can either speak directly with a staff member or leave a message.

## PARENTAL ACCESS

Anyone listed as a parent or guardian in your child's application file will always be given access to the child without question. If there are specific custody arrangements, MCRC must be notified and a copy of signed, legal documents outlining visitation and custody arrangements must be onsite in the child's file. All staff are obligated to follow the directions in this legal document.

## CLOTHING

Clothing should be 'wash and wear' only to support active engagement in all program areas. Please ensure that your child brings an extra change of clothing, including socks and underwear. If your child requires diapers and wipes, please bring a supply of those labelled with your child's name. We encourage you to dress your children in clothing that can support active play. It is best if you label all of your child's clothing as MCRC is not responsible for lost items.

## FIRE DRILLS

Fire drills are conducted on a monthly basis in all programs.

## EMERGENCY MANAGEMENT

MCRC has emergency management policies and procedure that all staff, students and volunteers review prior to starting in the program. In the event of an emergency requiring evacuation of the premises, children will be escorted to a nearby emergency evacuation location. This place of shelter has been approved by the Ministry of Education and will provide a safe place for the children while awaiting pick up. In the event of an evacuation, parents will be contacted by phone and arrangements must be made to have the child picked up immediately. Please ensure that MCRC has your updated contact information at all times.

In the event of an emergency that does not require an evacuation (eg. lockdown, hold and secure, etc.) parents will be notified of the situation by phone and/or email as soon as it is safe to do so. If you have any questions regarding MCRC's emergency management policies and procedures, please speak to the Supervisor of your program.

## INCLUSION

Milton Community Resource Centre believes that all children are unique, and have the right to be valued, accepted and included. Regardless of a child's level of ability in any area (socially, physical, mentally, emotionally), they have the right to be provided with a safe and caring environment that is supportive to their needs. Therefore, MCRC is committed to partnering with children's families, community resources and other professionals in the field, in order to provide all children with any needed support or services.



During our registration process, intake questions are asked as part of the child's information. If it has been identified that there is a need, the Supervisor of the program will follow-up with the parent to determine the level of additional support that is required.

In partnership with Halton Region, The Ministry of Education and other service providers, we have access to a variety of services to support the children and the program. We are confident that the needs of your child will be supported to ensure all children have a positive inclusive experience.

## NUT FREE

MCRC strives to be a nut free environment in all of our programs. All meals and snacks are prepared in-house to ensure children with allergies are accommodated. As such, we ask that you please refrain from bringing any outside food into any of our programs or centres.



## P.A. DAYS AND CAMP

No School? No Problem!

For over 10 years MCRC has been operating successful and affordable P.A. Days and Camps. Educators and children work together to plan a variety of activities and experiences to meet the interests and needs of all children. Everything from dancing, karaoke, outdoor tournaments, cooking, science and nature, special guests, field trips, and more! Separate registration is required for P.A. Days and Camps.

*\*Please note that the P.A. Days and/or Camp may not be offered at your child's particular Before and After School location. Please note the location of Camps on the registration form.*

## OUTDOOR EXPERIENCES and OFFSITE EXCURSIONS

MCRC believes that the environment is a third teacher which includes the natural environment outdoors. MCRC follows the Child Care and Early Years Act requirement that states children must spend a minimum of two hours outside on a daily basis. MCRC believes in the value of outdoor experiences as part of a holistic and rich program. During outdoor time, children have the opportunity to extend and build upon their indoor classroom experiences as well as continue to develop their gross motor skills, social skills, problem solving skills and more. Educator's programming involves consideration of how they can extend children's interests and inquires outside, as well as providing new provocations, experiences and materials. Children will go outside in temperatures of up to 33° in the summer, and as low as -20° in winter. Educators consider the wind chill, air quality and/or UV indexes for the day when they determine the length of time the children will go outside. Please ensure that your child is dressed appropriately for hot, cold, rainy or snowy weather so that they can fully participate and explore their outdoor environment.

In addition to daily outdoor time, children will have the opportunity to participate in neighbourhood walks and offsite excursions.

Neighborhood walks may be used by the Educators as an opportunity to explore their local community and environment. Offsite excursions to destinations in the surrounding area (e.g. local farms, businesses, etc.) may be planned as per the children's interests and inquiries. Written permission will be requested from parents prior to all offsite excursions.

## ADMINISTRATION OF MEDICATIONS

All prescribed medications must be in the original container labelled with your child's name, name of medication, the dosage, the date of purchase and expiry, the instructions for storage and administration. It is recommended that you ask the pharmacist to divide the medication between two bottles so that one can remain in program. The medication administration form must be filled out with written consent for the Educator to administer the medication. All medications are stored in a locked container while in our program, out of reach of children. Parents must give all medication directly to the teaching staff and must not be left in your child's bag where it might be obtained by another child. MCRC will not administer Tylenol or other over the counter medications without a supporting prescription from the doctor. In the case of asthma medication or emergency allergy medication, they will be stored in the classroom emergency backpack where the educators have easy access to them in case of emergency or with parents' permission, the child is allowed to wear their emergency medication on themselves at all times.



## ANAPHYLAXIS/MEDICAL PLANS

If your child has been diagnosed as having anaphylaxis, asthma or another chronic medical condition, there are additional forms for you to complete and review with the Supervisor prior to your child starting in program. Please be sure to inform the Supervisor if you require this package.

## CHILD PROTECTION RESPONSIBILITIES/DUTY to REPORT

Any MCRC staff who has reasonable grounds to suspect that a child is or may be in need of protection must promptly report the suspicion and the information upon which it is based to the Children's Aid Society. (CAS) It is not necessary for staff to be certain a child is or may be in need of protection to make a report to a children's aid society. "Reasonable grounds" refers to the information that an average person, using normal and honest judgment, would need in order to decide to report. The CFSA specifies that a person who acts in accordance with the duty to report is protected from civil actions unless the person acts maliciously or without reasonable grounds for the suspicion.

## COLLECTION OF PERSONAL INFORMATION

Please be assured that MCRC only collects information required to provide care for your child. All children's files are kept in locked storage cabinets. Please note that it is your responsibility to provide your child's updated immunization records to MCRC, when they change as this information is required for our licensing process. Children's individual files are retained for 3 years from the date the child is discharged. Please be assured that all files are shredded once the 3 year period is over.

## WAIT LIST POLICY

MCRC has developed clear guidelines for the management of wait lists, and the allocation of spaces in our licensed child care programs in order to ensure a process that is fair, consistent and transparent. A computerized wait list database is maintained for all programs, and families wishing to be placed on the wait list may contact the program's Supervisor, Assistant Supervisor, Registration Clerk or Navigators. Children will be listed according to their date of entry, and the date care is required.

When allocating spaces, priority is given as follows:

- Children who are currently enrolled in a licensed child care program at MCRC and have requested a transfer to another program, and/or who require a change in the type of care required
- Siblings of children who are currently enrolled in a licensed child care program at MCRC
- All other children on the wait list will be prioritized by the date they were entered into the wait list database (record date)

Families requesting an update on their status on the wait list may contact the Supervisor, Assistant Supervisor or Registration Clerk. Upon request of an update, families will be given the best possible approximation of their child's status/position on the wait list at that time. In order to ensure privacy and confidentiality, at no time will information about other children or families on the wait list be given.

## CREATING POSITIVE ENVIRONMENTS

MCRC strives to create positive environments where children, families, staff, students and volunteers feel valued and equally respected. Everyone has a part to play in creating and maintaining this positive environment, so please ensure that your words and actions respect the rights of everyone that is a part of MCRC.



## INCLEMENT WEATHER – SCHOOL AND PROGRAM CLOSURES

Our Child Care Centres will be open during inclement weather unless the Halton District School Board has closed the schools. All child care programs will be operational despite school bus cancellations. You are advised to listen to CFRB 1010AM for Halton District School Board closure notification. You may also call the main line at MCRC for the recorded message at (905) 876-1244 ext. 210. Please note that should the weather become inclement during regular business hours, parents are asked to pick up their children early or arrange an alternate pick-up. Please be advised that fees will not be reimbursed for program closures as stated above.

## ILLNESS/HEALTH

Parents are required to keep their child at home when they are ill and unable to fully participate in our programs. Some indications of illness include, but are not limited to: fever, severe cough, unusual spots or rashes, vomiting, diarrhea. Please call the Supervisor to inform the program if your child has a communicable disease so the information can be posted, according to licensing requirements. Names will be kept confidential. Upon arrival, educators must make daily observation of each child to look for any signs of illness. When a child appears ill, the child must be separated from other children. Symptoms of the illness will be noted in the child's records. When a child is separated from other children because of suspected illness, a parent must be contacted to take the child home or if the child needs immediate medical attention, the child must be examined by a qualified physician or nurse. Children may return when they are no longer contagious based on a medical assessment or the symptoms have subsided (24 hours) and the child is well enough to participate in activities (refer to Period of Exclusion fact sheet on page 18). In the case of serious illness or injury during program hours, we will complete the following:

- 911 will be called in the event of an emergency.
- The program educators will try to contact one or both parents/guardians.
- If parents/guardians cannot be reached, one of the emergency contacts will be notified.





## INCIDENT/ACCIDENT REPORTING

Whenever a child has an incident/accident that leads to an injury, the educator will complete an Incident/Accident Form for the parent/guardian to review. This form is to be signed by the parent on the day of the incident. By signing the form, the parent/guardian is acknowledging that they have been informed of the incident and a copy of the form will be provided to them. In some situations, the staff will attempt to reach the parent/guardian by phone to inform them prior to pick up. If the parent/guardian takes the child for medical treatment due to the injury, the parent must inform the staff before returning to the program as this may be deemed a Serious Occurrence and must be reported within 24 hours to the Ministry. A First Aid Kit will be kept on site and is accessible to all staff. The educators in each program are required to have a valid standard first aid certification including infant and child cardiopulmonary resuscitation (CPR).

## SERIOUS OCCURRENCE REPORTING

MCRC reports all Serious Occurrences to the Ministry of Education as required. A “Serious Occurrence” may include:

- A life threatening injury to a child while in care
- An unplanned disruption to the normal operations of the child care centre
- A missing child

When this occurs, MCRC also posts a “Serious Occurrence Notification Form” near the program license for 10 business days.

## STUDENT & VOLUNTEER PARTICIPATION

Volunteers and students on a placement are important to our program. In order to ensure the safety and well-being of all children in our programs, students and volunteers will not have direct, unsupervised access to children. Volunteers and students will be supervised by an employee at all times, and are not counted in our staffing ratios. MCRC’s Student and Volunteer Participation policy clearly outlines the roles and responsibilities for the organization, all staff, volunteers and students. In addition, MCRC has an orientation process in place that includes a Criminal Records Check, a Vulnerable Sector Screening, a review of policies and procedures, and a review of all emergency procedures before they commence. Reviews are completed on an annual basis and at any time there is a change made.

## PARENT ISSUES and CONCERNS

*Parents/guardians are encouraged to take an active role in MCRC's child care programs, and regularly discuss what their child(ren) are experiencing within our programs. MCRC supports positive and responsive interactions among the children, parents/guardians and educators, and fosters ongoing communication with parents/guardians about the program and their children. This policy is intended to provide staff and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed.*

1. Parents/guardians may bring issues or concerns forward verbally or in writing. Issues/concerns should be brought forward to the appropriate person as outlined below:
  - Classroom related concerns (eg schedule, sleep arrangements, feeding arrangements, etc) can be raised with the classroom staff directly, or brought to the Supervisor.
  - Centre or operations related concerns (eg. fees, staffing, hours of operation, etc.) should be brought to the Supervisor.
  - Concerns regarding individual staff, or the Supervisor, should be addressed either with the individual directly, the Supervisor or the Program Manager.
  - Concerns regarding students or volunteers should be addressed with the staff member supervising the student or volunteer, or the Supervisor.
2. All issues or concerns about the conduct of staff, students, volunteers, etc. that puts a child's health, safety and well-being at risk should be reported to the Supervisor as soon as parents/guardians become aware of the situation.
3. The staff member receiving the concern will either address the issue at the time it is raised, or schedule a meeting with the parent/guardian within two business days.
4. The staff member receiving the concern will document the issue or concern in detail. Documentation will include:
  - The date and time the issue/concern was received;
  - The name of the person who received the issue/concern;
  - The name of the person who reported 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.
5. If unable to respond to the matter, the staff member or provider will provide the parent/guardian with contact information for the appropriate person.
6. MCRC staff will ensure that the investigation of the issue/concern is initiated by the appropriate party within 2 business days, or as soon as reasonably possible thereafter. Reasons for any delays will be documented in writing. Investigations of concerns will be fair, impartial and respectful to all parties involved.

7. 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 (eg. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).
8. The parent/guardian who raised the issue or concern will be kept informed throughout the resolution process. 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.
9. If at any point, a parent/guardian or staff feels uncomfortable, threatened, abused or belittled they may immediately end the conversation and report the situation to the Supervisor or Program Manager.
10. Where a parent/guardian is not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally, or in writing, to the Program Manager or the Director of Licensed Child Care.
11. Issues or concerns related to compliance with the 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.
12. Issues or concerns may also be reported to other relevant regulatory bodies (eg. Halton Region Public Health, Ministry of labour, College of Early Childhood Educators, etc.)
13. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly. Persons, including staff members, who become aware of such concerns are also responsible for reporting this information to CAS as per the Child and Family Services Act, and MCRC's Duty to Report Child Abuse policy.



## WITHDRAWAL POLICY

MCRC has a one month written withdrawal policy for children already in program. Should you wish to withdraw your child from the program you must submit notice in writing to the Program Supervisor indicating the last day of your child's attendance. Fees will be charged for one month from the date of receipt of written notice.

## WITHDRAWAL FROM PROGRAM

MCRC is a diverse and inclusive organization that is committed to supporting families and partnering with children in their learning. At times, despite our best efforts and commitment to children and their families, we may not be able to adequately support a child with complex needs or particularly challenging behaviour. MCRC will make every reasonable effort to support a child and their parents/guardians, including utilizing available support services and meeting with parents/guardians to discuss new strategies. If efforts are exhausted one month's written notification of withdrawal will be provided to the parents/guardians. In extreme situations, where safety of all children is compromised, MCRC reserves the right to give immediate notice of withdrawal.

## TERMINATION OF CARE

MCRC holds the right to terminate care immediately if any of the following situations occur: non-payment of program fees, chronic late pick-up, parent/guardian/children who are abusive towards staff, volunteers, other children and families, and/or refusal by parent/guardian to meet with MCRC staff and/or refuse to consent to the use of support services for children.

## REGISTRATION REQUIREMENTS

In order for your child/children to be registered at MCRC please submit the following information: signed Application Form, Copy of Child's Immunization Schedule, and registration fee – a onetime registration fee is collected upon registration. This is non-refundable. This fee is collected once per family as long as multiple children are enrolled at the same time. If subsequent children from the family enroll at a later date, another registration fee is required. Returning families in Before and After School Programs or Nursery School are not charged another registration fee.

Deposit: a \$200.00 deposit per child is required upon registration into a MCRC program. This deposit is then applied against the first month's fees. You will also be required to submit the "Financial Information Form" including your banking information for direct withdrawal from your bank account or from your credit card for monthly payments for child care costs. Your child care fees are due on the first of the month for that month. The Supervisor will provide you with the rate schedule for your program.

Parents/Guardians are strongly encouraged to visit the program prior to their child starting with MCRC. The Supervisor will also arrange for a staggered entry so that you and your child can visit for short periods of time before the actual start date.

## SUBSIDY

Please call Halton Region at (905) 825-6000 to see if your family qualifies for financial assistance for child care costs.

## PAYMENT OPTIONS

Please complete a financial information form for:

- Pre-authorized payment by bank withdrawal on the 1<sup>st</sup> of each month (void cheque required).

### OR

- Pre-authorized payment on Visa or MasterCard on the 1<sup>st</sup> of each month.

A \$25.00 returned payment fee will apply to all payments that do not clear (pre-authorized bank) or are declined (pre-authorized credit card).

## CANCELLATION POLICY

A \$200.00 deposit is required upon registration of a child into a MCRC program. This \$200.00 payment is applied to the first month's fees. Should you cancel your registration in a program with at least one month's notice before your child's scheduled attendance starts, your \$200.00 deposit will be refunded less a \$25.00 cancellation fee (\$175.00). Should you cancel the registration with less than one month's written notice the \$200.00 deposit will not be refunded. A child registered for a program that starts on September 3<sup>rd</sup>, must be cancelled by August 3<sup>rd</sup> in order to receive the \$200.00 deposit back, less the \$25.00 cancellation fee (\$175.00).

# Frequently Asked Questions

Q. Do I have to pay when my child is away because of illness or vacation?

A. Yes, parents are required to pay their regular fees for all scheduled days of care.

Q. Do you offer part time care?

A. Bronte Street School and Bruce Trail Early Learning and Child Care Centre are full time programs. Our Nursery School offers a part time, 2.5 hour program.

Q. When are tax receipts issued?

A. Annual tax receipts are issued by the end of February for the previous year. Receipts are emailed to you, so please be sure to keep your e-mail address up to date.

Q. How much withdrawal am I required to give?

A. MCRC requires a one month written withdrawal notice for children already in program. Parents need to submit notice in writing the Centre Supervisor indicating the last day the child will attend the program. If notice is not received, full program fees will be charged.

Q. Do I have to pay fees for Statutory Holidays?

A. Yes, parents are required to pay their daily rates for these days.

Q. Am I allowed to bring Temptra, Tylenol, etc. for the staff to give to my child?

A. MCRC Program educators will not administer over the counter medication to children without a detailed supporting prescription from the doctor.

# Frequently Asked Questions

Q. Am I allowed to bring food from home?

A. Our centres strive to be a peanut free environment. To protect the children who have life threatening allergies, we ask that parents do not bring in outside food into the centre. If your child has allergies or food restrictions, please see the Centre Supervisor.

Q. How do you make the decision to call parents/guardians when a child is ill?

A. MCRC follows direction from Halton Region Health Department.

Q. Why do I have to pay staff directly when I am late to pick up my child?

A. Once the program has closed for the day, parents are responsible to pay the staff's overtime.

Q. My child has numerous food restrictions and allergies. Can your centre accommodate for those?

A. Yes we can; however, please speak to the Centre Supervisor as each case is determined based on the individual needs of the child.

Q. Can I request that my child remains indoors while the other children go outdoors?

A. No. Children that attend our program must be well enough to participate in all activities, including outdoor activities. We cannot keep some children indoors, due to staffing ratios and Ministry requirements.

## SYMPTOMS THAT MAY INDICATE A COMMUNICABLE DISEASE

**Fever:**

Elevated body temperature especially if other symptoms such as vomiting, sore throat, diarrhea, headache, stiff neck or undiagnosed rash are present.

**Respiratory Symptoms:**

Difficult or rapid breathing or severe coughing; child makes high-pitched croupy or whooping sound after he/she coughs; child is unable to lie comfortably due to continuous cough.

**Vomiting:**

Two or more episodes of vomiting within the previous 24 hours.

**Diarrhea:**

An increased number of abnormally loose stools in the previous 24 hours; or 2 or more unexpected loose stools per day without obvious dietary, drug or medical cause. Observe the child for other symptoms such as fever, abdominal pain or vomiting and/or foul-smelling stools.

**Eye/Nose Drainage**

Mucous or pus draining from an eye or nose.

**Sore Throat:**

Sore throat, especially when other symptoms such as fever, decreased appetite, or difficulty swallowing are present.

**Skin Problems:**

Rashes that are undiagnosed or contagious. Sores with crusty, yellow or green discharge.

**Itching:**

Persistent itching (or scratching) of body or scalp.

**Appearance/Behaviour:**

Child looks or acts differently; unusually tired, pale, lacking appetite, confused, irritable, or difficult to awake.

**Unusual Colour:**

Eyes or skin – yellow (jaundice); stool – grey or white; urine – dark, tea coloured.



## PERIODS OF EXCLUSION

Anyone with the following diseases should remain at home and away from others:

**Diarrhea:** (non-outbreak situation) until 24 hours after cessation of diarrhea.

**E.Coli:** Until 2 consecutive negative stool specimens taken 24 hours apart.

**Giardia:** Until diarrhea has stopped.

**Headlice:** Until child has been treated for head lice.

**Hepatitis A:** Until 1 week after onset of jaundice.

**Impetigo:** Until 24 hours of antibiotics.

**Influenza:** Until 5 days after symptoms began.

**Pertussis:** Until 5 days after antibiotics are started, or until 3 weeks if not treated with antibiotics.

**Pinkeye:** Until 1 full day of antibiotic treatment.

**Pinworms:** Until 24 hours after treatment is started.

**Ringworm:** Until treatment has started; keep child from swimming/wading pools, and water play until treatment is complete.

**Rubella:** Until 7 days after onset of rash.

**Scabies:** Until 24 hours after treatment.

**Scarlet Fever:** Until 24 hours after treatment.

**Shigella:** Until 2 consecutive negative stool specimens taken 24 hours apart.

**Strep Throat:** Until 24 hours after antibiotics are started.

**Tuberculosis:** Active Call Public Health (905) 825-6000

**Vomiting:** Until the vomiting stops, or it is determined that the vomiting is caused by a non-infectious condition.

The following illnesses do NOT require a person to be excluded, unless the child is not well enough to participate in regular activities.

- Chickenpox
- Ear Infection
- Hepatitis B
- Roseola
- Cold Sores
- Fifth Disease
- HIV
- Thrush or Diaper Rash
- Colds
- Hand, Foot, Mouth Disease
- Pinkeye (without discharge from eyes)
- Shingles
- Cytomegalovirus

Connect With Us

# Be sure to stay connected and updated. Join us online!

[www.mcrc.on.ca](http://www.mcrc.on.ca)



MCRC – Milton Community Resource Centre



[www.mcrcblogs.tumblr.com](http://www.mcrcblogs.tumblr.com)



Twitter: @MCRCHalton

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Questions?

Please feel free to contact us at:

**Bruce Trail Early Learning & Child Care Centre:**

Please contact the Child Care Supervisor at (905) 864-8200 ext. 321 | [brucetrail@mcrc.on.ca](mailto:brucetrail@mcrc.on.ca)

**Bronte Street School:**

Please contact the Child Care Supervisor at (905) 876-1244 ext. 237 | [brontestreet@mcrc.on.ca](mailto:brontestreet@mcrc.on.ca)

**MCRC Early Learning Centre:**

Please contact the Child Care Supervisor at (905) 636-6555 | [nurseryschool@mcrc.on.ca](mailto:nurseryschool@mcrc.on.ca)

# Notes



MCRC receives funding from:



Parent fees and fundraising events also support the programs of MCRC

If you're interested in becoming involved with MCRC either as a Corporate or Event Sponsor or as a Volunteer, please contact: Lee-Ann Babin | Volunteer and Resource Development Coordinator  
t: (905) 876-1244 ext. 216 e: [leeannb@mcrc.on.ca](mailto:leeannb@mcrc.on.ca)

Charitable BN/Registration # | 1904-1325 RR0001

