Wellesley & District
Cooperative Preschool

# Policies and Procedures

**Updated July 2026**

# INDEX


## A

Accessibility Policy page 62
Administration of Medications and Individual Medical Plans page 19
Anaphylaxis Policy & Procedure page 22
Applying to Preschool page 34

## C

Contravention of Program Statement and/or Policies and Procedures page 09

## D

Dress Code Policy page 56

## E

Employee Personal Business Policy page 55
EMT Policy & Procedure page 36
Emergency Management, Evacuations and Fire Drills page 43

## F

Financial Integrity Policy page 34

## G

Goals and Approaches page 04
Guiding Children's Behaviour page 08

## H

Head Lice Policy & Procedure page 17
Health and Safety Inspection of Indoor Environment page 26
Hours and Holiday Closures page 11

## I

Inclement Weather and Emergency Closures page 12
Individual Medical Plan of Action page 20
Infectious Illness in a Staff Member page 13

## L

Late Pick-Up Policy & Procedure page 48

## M

Mileage Policy page 50
Monitoring Compliance and Contravention Process page 63

## O

Outbreak Policy & Procedure page 14

## P


Parental Issues and Concerns page 64
Parking Policy page 28
Personal Electronic Devices page 60
Philosophy page 04
Photography Policy page 63
Playground Safety Policy & Procedure page 26
Privacy Statement page 51
Professional Development Policy page 49
Program Statement page 04
Program Statement Implementation Policy page 07


## Q


Quality Assurance Activities page 50


## R


Recording and Reporting Suspected Child Abuse page 37
Refund Policy page 35
Responding to Allegations of Misconduct or Mistreatment page 42
Responding to Discriminatory Incidents page 43
Responding to and Reporting Child Illness, Health Concerns, Accidents and Injuries page 45


## S


Safe Arrival, Departure and Release of Children page 46
Safe Water page 54
Sanitary Conditions page 12
Serious Occurrences page 29
Smoke Free page 55
Snack Policy page 17


## U


Use of Universal Precautions page 25
Use of Prohibited Practice page 10


## V


Vulnerable Sector Criminal Reference Check page 53
Volunteers and Students Policy page 61


## W


Waitlist Management Policy page 35
Wait List Policy page 28
Washroom Safety Policy page 25
Withdrawal Refund Policy page 34
Workplace Harassment and Violence Policy page 57

# Our Program Statement

Welcome to Wellesley Cooperative Preschool!

Wellesley Cooperative Preschool's program is guided by **How Does Learning Happen? Ontario's Pedagogy for the Early Years** and the **Minister of Education's Policy Statement on Programming and Pedagogy**. We view children as **competent, capable, curious, and rich in potential**, and recognize families and educators as partners in learning.

## Our Philosophy

Children learn best through **play, exploration, inquiry, and relationships**. Our play-based program supports the **whole child**, including physical, social-emotional, cognitive, communication, and self-help development. Learning is both **child-initiated and adult-supported**, with educators and families co-learning alongside children.

## Our Cooperative Model

Wellesley Cooperative Preschool is a **non-profit, parent-run cooperative**. Families actively participate in the program, strengthening relationships, building community, and supporting children's sense of belonging. Parents, educators, volunteers, and students are all valued members of the teaching team.

## Program Goals and Approaches

Our program strives to:

### 1. Goal: Promote children's health, safety, nutrition, well-being, and self-regulation

### Approaches:

Children's **health** is supported through daily hand hygiene routines, illness monitoring, sanitization practices, and regular opportunities for active play and outdoor physical activity.

A strong commitment to **safety** is maintained by ensuring active supervision at all times, completing daily indoor and outdoor safety inspections, and following established emergency and licensing procedures.

Healthy **nutrition** is encouraged by providing a daily snack that includes foods from at least two food groups in accordance with Canada's Food Guide, while accommodating documented dietary needs and allergies.

Emotional and physical **well-being** is nurtured through predictable routines, supportive relationships, outdoor play, and environments designed to promote a sense of security and belonging. A quiet space is available for children who need a calm place to rest, relax, or take a break throughout the morning.

The development of **self-regulation** is fostered by educators who model calm behaviour, teach emotional literacy, provide co-regulation strategies, and tailor supports to individual developmental needs.

## 2. Goal: To foster positive relationships and communication among children, families, educators, volunteers, and students

### Approaches:

Respectful **relationships among children** are encouraged through guided social interactions, collaborative play opportunities, and support with conflict resolution.

Strong **relationships with families** are built through open daily communication, shared documentation of learning, and opportunities for participation within the cooperative model.

Professional **relationships among educators, volunteers, and students** are supported through orientation processes, clear role expectations, mentorship, and ongoing teamwork.

Clear and responsive **communication** is modeled and practiced with both children and adults to ensure that all members of the preschool community feel acknowledged and valued.

## 3. Goal: To support children's play, exploration, and inquiry.

### Approaches:

Meaningful **play** experiences are provided through extended periods of uninterrupted, child-directed activity using open-ended materials.

Opportunities for **exploration** are created by designing engaging indoor and outdoor environments that invite hands-on discovery and sensory learning.

Children's natural **inquiry** is extended when educators observe emerging interests, document learning, ask open-ended questions, and plan experiences that deepen understanding.

## 4. Goal: To provide inclusive, child-initiated and adult-supported learning experiences.

### Approaches:

An inclusive learning environment is established by adapting materials, strategies, and experiences to reflect diverse identities, abilities, and family backgrounds, including implementing individualized plans where required.

Support for child-initiated learning is demonstrated when educators follow children's interests and ideas, allowing them to influence the direction of play and programming.

Intentional adult-supported learning occurs as educators scaffold development, introduce new concepts, model skills, and extend learning in response to observed needs and strengths.

## 5. Goal: To engage families, community partners, and educators in ongoing collaboration and professional learning.

### Approaches:

Active **family engagement** is encouraged through participation in the cooperative model, classroom involvement, and shared decision-making opportunities.

Collaboration with **community partners** occurs when local agencies and resource professionals are invited to support children, families, and educators as appropriate.

Ongoing **professional learning** for educators, volunteers, and students is supported through orientation, policy review, reflective practice discussions, and access to professional development opportunities

## 6. Goal: To reflect on and evaluate program effectiveness.

### Approaches:

Continuous **reflection** is embedded in practice through observation, documentation, and intentional planning cycles.

Regular **evaluation of program effectiveness** takes place through team discussions, family feedback, and ongoing review of practices to ensure alignment with stated goals and Ministry requirements.

## Review and Implementation

All educators, parents, volunteers, and students review this Program Statement before participating in the program and whenever it is updated. The statement is reviewed **annually** to ensure it reflects current practice and legislative requirements.

## References & Guiding Frameworks

- Minister of Education's Policy Statement on Programming and Pedagogy https://www.edu.gov.on.ca/childcare/programCCEYA.pdf
- How Does Learning Happen? Ontario's Pedagogy for the Early Years https://www.edu.gov.on.ca/childcare/pedagogy.html
- Early Learning for Every Child Today (ELECT) https://www.edu.gov.on.ca/childcare/oelf/

## Program Statement Implementation Policy

Wellesley Coop Preschool will strive to provide the highest quality early childhood program. Staff and other adults working at the preschool will establish positive, responsive relationships with all children and their families. Children will be valued as individuals and seen as competent and capable contributors with their own interests and views. If discipline is necessary, it will be done in a positive manner at a level appropriate to the children's actions and ages to promote self-discipline, ensure health and safety, respect the rights of others, and maintain equipment. A parent who is offering discipline to his/her own child should give the same treatment as with any other child. The reason for this is that although a parent may use a different form of discipline at home, we must maintain consistent disciplinary methods as outlined in the Child Care and Early Years Act and Regulations.

## Program Statement Implementation Procedure

The following forms of discipline are prohibited practices and **will not** be used:

1. Corporal punishment will not be permitted.
2. Physical restraint of the child, such as confining the child to a highchair, car sea, 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.
3. Locking the exits of the childcare centre or home childcare premises for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
4. 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.
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
6. Inflicting any bodily harm on children including making children eat or drink against their will.

# Guiding Children's Behaviour- Program Standards

Wellesley Preschool is committed to supporting children social and emotional growth through respectful, positive, and developmentally appropriate guidance. In alignment with the Childcare and Early Years Act (CCEYA), our behavior guidance practices reflect the values outlined in our program statement and the principles of "How Does Learning Happen" Ontario's Pedagogy for the Early Years.

We believe discipline should promote self regulation, safety, respect for others, and care for materials. All children are treated with kindness, empathy, and fairness. Behavior guidance is always tailored to each child's age and individual needs.
Parents who are volunteering in the classroom are expected to guide behavior using the same respectful and consistent approach that would be applied to any child in the program.

## Behaviour Guidance Practices Used at the Preschool Include:

The following are acceptable methods of guiding children's behaviour in which are deemed appropriate and reasonable:

- **Logical and Natural Consequences:** Helping children understand how their actions affect themselves and others.
- **Limit Setting:** Establish clear, consistent boundaries.
- **Quiet Time:** Offering brief moments away from an activity for reflection and support from a teacher.
- **Anticipating Trouble:** Preventing issues through planning and thoughtful environment set-up.
- **Ignoring Minor Behaviour:** Redirecting attention toward positive behaviour when appropriate.
- **Positive Reinforcement:** Encouraging desired behaviour with meaningful, timely praise.
- **Removal from the Situation:** Gently removing the child from a situation when safety or emotional regulation requires it but remaining with the child until they are calm.

All behaviour guidance must be appropriate for the behaviour being addressed. All guidance practices should be followed by a discussion with the parent of the child involved, along with an explanation to the child about the reason for the guidance. If a parent volunteer is not comfortable using these approaches or is unsure how to respond to a situation, they should seek support from the teacher. Behaviour guidance is ultimately the teacher's responsibility.

## Contravention of Program Statement and/or Policies and Procedures:

The staff, including parents on the duty schedule are expected to comply with the policy expressed herein and with the Child Care and Early Years Act. There will be ongoing support and education provided for staff, volunteer parents and students in the understanding and following of all policies and procedures and the program statement.

The teacher will make every effort to guide others and model appropriate and desired behaviours in the classroom.

Every consideration will be taken to identify the reason for a contravention of the Program Statement and/or policies and procedures. There will be opportunities for an individual to receive help to improve the individual's ability to meet the expectations and requirements, which may include, but are not limited to, peer mentoring; a direct review of the policies and procedures as well as the program statement; feedback from the supervisor or board; training. Also considered will be the severity and number of prior contraventions.

If a parent or other staff has a concern with the behavior of the teacher, he or she should immediately contact a Board member who will arrange a meeting with the teacher.

Failure to comply may result in the following depending upon the circumstances at issue as decided by the Board of Directors:

1. A warning, first oral then written, followed by suspension or permanent dismissal.
2. Suspension or dismissal without warning.
3. If the incident involves a parent, temporary or permanent removal of the parent from the rotation program, with or without warning or explanation.

## Use of Prohibited Practice:

As stated in the Child Care and Early Years Act, the following forms of discipline are strictly **prohibited** at Wellesley Preschool:

1. corporal punishment of the child;
2. 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;
3. locking the exits of the child care 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;
4. 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;
5. depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. inflicting any bodily harm on children including making children eat or drink against their will.
7. Sexual abuse, sexual misconduct and prescribed sexual acts (as defined under the Early Years Education Act, 2007).

If any staff, volunteer or student is observed using prohibited practice he or she will be immediately removed from contact with the children. The president of the board will be contacted immediately and a meeting with all concerned parties will be arranged. The person will no longer be permitted to work in the classroom – for a parent volunteer, this may mean losing your volunteer privileges. Depending on the circumstances it may be necessary to involve the Ministry of Education, Family and Children's Services and/or Waterloo Regional Police.

If the teacher has been observed using a prohibited practice the president of the board should be notified immediately. The teacher will be suspended from the classroom immediately and a meeting will be called with all concerned parties. If the teacher is found to have used a prohibited practice, her or his position will be terminated, and the College of Early Childhood Educators will be notified.

## Procedure for Monitoring Compliance and Contraventions:

1. Each teacher, parent, volunteer, or student is responsible for his/her actions while at preschool.
2. All staff, volunteers and students are required to review all policies and procedures, and program statement before employment or placement begins.
3. Every adult on premises is responsible for the monitoring of the welfare of the children attending the program. Thus, they are required to submit a complaint verbally or in writing to the Board if they have firsthand knowledge that the Program Statement and/or Policies and Procedures have been violated. Said complaint is to be brought to the attention of any Board member within 24 hours of said occurrence. This way the complaint can be dealt with by the Board immediately, effectively, and confidentially.
4. Every adult is responsible for ensuring that complaints are dealt with in a confidential manner.
5. Every teacher and teacher helper will be observed once a year as to their interactions and whether they comply with the Preschool's policies and procedures and program statement. These records will be kept in the filing cabinet for at least 3 years.

## Hours and Holiday Closures

The preschool is open Tuesday to Friday 8:30 am to 12:00 PM; September to mid-June and will follow the Waterloo Region District School Board public holidays (not including PD days).

**The following holidays are observed:**

| | |
|---|---|
| Labour Day | Family Day |
| Thanksgiving | March Break |
| Christmas Break | Good Friday/Easter Monday |
| | Victoria Day |

## Inclement Weather and Emergency Closure Policy

The safety of our children, families, and staff is our top priority. During inclement weather, the following procedures will determine whether the preschool will operate:

1. **WRDSB School Closures**
   If **Waterloo Region District School Board (WRDSB) schools are closed due to inclement weather**, **Wellesley Cooperative Preschool will also be closed**.

2. **Bus Cancellations**
   If **school buses are cancelled in Waterloo Region**, the **Board of Directors will consult with the Supervisor** to determine whether the preschool will operate that day. All decisions will be made with careful consideration for the safety of our staff and families.

3. **Communication**
   Any closures or changes to the preschool day will be communicated by the **Board President via email by 7:30 a.m.** Families will be notified as soon as possible if circumstances change after that time.

Occasionally unforeseen circumstances, such as a funeral at the church, may result in a preschool closure. Other emergency closures may be made at the discretion of the Preschool President. All such updates will be communicated to families by email.

Please note: There will be **no reduction in fees** for any closures.

In the event of extraordinary situations (e.g., COVID-19), the preschool Board of Directors, reserved the right to **override the WRDSB schedule** regarding in-person or virtual learning. Any changes to the preschool schedule will be communicated to families as needed.

## Sanitary Conditions Policy

To help prevent the spread of germs as much as possible, the washing of hands should take place at all opportune times. As well, toys and room will be disinfected every two weeks.

## Sanitary Conditions Procedure

1. Children will wash their hands or use the hand sanitizer before entering the Preschool common area upon arriving at Preschool.
2. Children must wash their hands with soap and water after they have gone to the toilet and before snack.
3. Adults escorting children to the washroom will wash their own hands with soap and water after all the children have washed theirs.
4. Adults and children should both wash or sanitize their hands after wiping or blowing their noses.

## Infectious Illness in a Staff Member Policy

It is the intent of Wellesley Preschool to prevent the spread of infectious illness to staff, children and families. If a staff or volunteer contracts an infectious illness, the following procedure is to be followed.

## Infectious Illness In a Staff Member Procedure

If a staff member is ill, it is their responsibility to find a replacement for their position. If a volunteer is ill or can not make it on their scheduled day please notify a member of the teaching staff as soon as possible by texting the preschool phone at 519-656-3132. The preschool will have a supply teacher on file for staff replacement.

1. The staff will call the supply staff to see who is available to work for them.
2. The staff will inform the teacher/president and/or treasurer that they were sick and that the supply teacher worked a session for them.

Prior to employment the teacher must complete and sign the Pre-Employment Health Form and send in a copy of their immunization record. The preschool teacher must ensure that their immunizations are kept up to date according to Public Health regulations. If the teacher objects to being immunized, this objection must be in writing on grounds of religious beliefs, personal convictions or a note from a doctor who gives a medical reason why the teacher should not be immunized.

Sick days are outlined in the annual contract. If the teacher contracts an infectious illness, they need to follow the same Public Health recommendations as for the children at the centre.

# Outbreak Policy and Procedures

The goal at every childcare centre is to keep children healthy. Despite best efforts, illnesses do occur in the childcare centre or at home. The first line of defense in managing illnesses involves working with parents and Public Health. If an illness is serious or there is an outbreak, proper management will include following policies and procedures for exclusion, reporting and communicating information about illnesses and outbreaks, enhanced hand washing and thorough cleaning and disinfecting.

To help maintain a healthy environment for all children, families, and staff, anyone experiencing symptoms of illness must remain at home. This is especially important if they are experiencing **diarrhea, vomiting, or fever**.

## Exclusion guidelines during non outbreak periods:

Seven steps for exclusion:

1. Separate sick children from well children. Place symptomatic children in the designated isolation area (e.g., sick room).
2. Keep sick children comfortable by providing separate cots and toys. Clean and disinfect toys after use. Do not allow sick children to participate in group activities.
3. If possible, designate specific staff to care for sick children. Ideally, childcare staff should not care for sick and well children at the same time.
4. Contact parents to pick up sick children and remind them of the exclusion policy.
5. Follow policies and procedures for exclusion periods.
6. Update an illness tracking form.
7. If necessary, depending on the illness, post a notification at the front entrance of the childcare centre to inform parents and visitors of the symptoms of illness.

## Return-to-School Guidelines during non-outbreak periods:

- **Vomiting, diarrhea, fever (2 or more of any in a 24hr. period):** Children must stay home for **48 hours after the last episode** of vomiting, diarrhea or fever.
- **Fever:** Children must stay home for **24 hours after the fever has resolved** *without the use of fever-reducing medication*, and other symptoms must be improving.

## Other Illnesses and Infections:

For any other illness or suspected infection, families must **notify their child's teacher** to confirm when the child is able to return, as different conditions may require different exclusion periods.

## Enteric Outbreak Management:

What is an outbreak? An outbreak is when 2 or more members have similar symptoms in a short period of time. Signs and symptoms of enteric illness include a person having two or more episodes of diarrhea and/or vomiting within a 24-hour period, or one episode of diarrhea and one episode of vomiting within a 24-hour period. This person would then meet

the “case definition” for enteric illness. An outbreak would be declared when there are two or more cases in a 24-hour period. Symptoms of an enteric illness include diarrhea, vomiting, nausea, stomach cramps, headache or weakness. Germs that can cause enteric illness include Salmonella, norovirus, rotavirus, E. coli O157. It is important to determine whether the diarrhea may be a reaction to medication, change in diet or other reasons that may not be linked to an enteric illness.

Case Definition: A person having two or more episodes of diarrhea and/or vomiting within a 24-hour period, or one episode of diarrhea and one episode of vomiting within a 24-hour period

Suspected enteric outbreak definition: Two suspected cases of enteric illness within a 24-hour period that cannot otherwise be explained. Childcare centres should notify Public Health at this point.

## Child Care Centre Steps to Managing an Outbreak:

### Isolation and Reporting

1. Isolate ill children and arrange for prompt pick up.
2. Use Excel Line List to track staff and student GI symptoms (vomiting and Diarrhea).
3. Fill out the Eform reporting if you have 2 or more staff/students with GI symptoms.
4. Once you open the Eform there is a place to attach your line list. Eform needs to be submitted before 1pm to be looked at that day otherwise it will be done the following day. On the line list there are separate tabs at the bottom for students and staff. Eform Reporting Form

Any new or unexplained cases of vomiting or diarrhea should be sent home and not returned until symptom free for 48hrs. If only one person, no outbreak to declare yet. Keep track on the Line List. If there are no other cases within 48 hrs of the first case you start over. Only submit the line list when you have 2 or more cases in a 48hr period

### Establish control measures

- Review hand hygiene with staff and children. Supplement hand washing with the use of alcohol-based hand rubs (ABHRs), particularly for staff.
- Ensure that gloves and other personal protection are available for staff to use.
- There should be no new registrations during the outbreak period.
- Stop communal activities such as sensory play activities such as water tables, sand tables, etc.
- Discourage sharing of toys and personal items.
- No communal (shared) sensory play during the declared outbreak
- All fabric materials (chairs, dress up clothes, stuffies etc.) need to be put away
- Use disposable diapers and discard into a covered container.
- Cancel day programs and outings including field trips for the duration of the outbreak period.

- Exclude ill children and staff from childcare until 48 hours after symptoms have stopped. This recommendation may change during an outbreak upon consultation with Public Health, depending on the cause of illness.
- Cohort infected or exposed children with staff who are caring for infected and exposed children. Staff should be dedicated to assigned rooms and not move between rooms.
- Request all staff not to work at other facilities during the outbreak.

## Disinfecting during an outbreak.

When an outbreak has been declared, disinfection in the childcare centre needs to be increased. Staff should focus on disinfecting high touch surfaces such as doorknobs, handles, crib rails and toys more frequently. Use a disinfectant such as accelerated hydrogen peroxide or chlorine bleach. These are effective against common outbreak pathogens such as norovirus and rotavirus. Ensure that the manufacturer's instructions for concentration and contact time for the disinfectant are followed. If using household chlorine bleach, the required concentration and contact times are outlined in the Surface Disinfection with Chlorine (Bleach) chart.

## Stool Sampling

Encourage families to submit a stool sample to public health. Stool kits can be picked up at Life Labs for free or your local PHI can drop pne off at their house. Once complete, the Local Health Inspector can pick it up from their house. It will need to be submitted to labs within 48hrs and there is no Friday pick up. Make sure vial is labelled.

## Communicate with parents/guardians

It is essential that parents and guardians are kept informed of the outbreak status. Place an outbreak notice on the door and provide/post the factsheet entitled Information for Parents/Guardians- Gastrointestinal Outbreak. It is important that parents/guardians understand the policy surrounding exclusion and understand why ill children are not to be present in the childcare centre. Advise parents to promptly report symptoms to the childcare centre providers.

## Updates and Consultation with Public Health

If we are in a confirmed outbreak, and have additional children/staff getting sick, complete the EForm again. It needs to be completed daily while in an outbreak whether you have any new cases or not. This time you will click "yes" for you are in a confirmed outbreak

## Declaring an outbreak over

Inform your Inspector when five days have passed since the onset of a new case. Typically, that is when an outbreak can be declared over. Your inspector will review the situation and, if applicable, confirm the outbreak can be declared over.

## Head Lice Policy

The Wellesley Cooperative Preschool is committed to keeping all staff, volunteers and students protected from the spready of Head Lice. Therefore, all staff, volunteers and parents will comply with the following procedure if a case of head lice occurs at the preschool.

## Head Lice Procedures

1. If a child or staff or parent volunteer reports a case of head lice, then that person may not return to preschool until they are nit free.

2. All soft, material items will be bagged for two weeks and/or washed in hot water.

3. All children, staff and parent volunteers will have their heads checked for nits or lice before entering the preschool room for two weeks after the last reported case of head lice.

4. Once two weeks have passed without a new case of head lice being reported, all soft material items may be returned to the room.

## Snack Policy

Snacks which follow Canada's Food Guide recommendations for healthy eating, will be provided by the preschool, but parents are responsible for sending a water bottle, a clean spoon and container with a lid for their own child daily. All containers, lids, etc. must be labelled with the child's name. Reusable water bottles (filled with water from home) will be available throughout the session.

If a child has special dietary needs, or such severe allergies which cannot be accommodated by the preschool, then parents may request, in written form, that they will provide their child's snacks (either all or in part).

Parents will be made aware of any allergies or food restrictions that children may have. **Please note that the preschool is a peanut aware center and food items with peanuts or any nut products are not allowed.** The teacher and helpers will take care by reading labels before any snack is served.

For children who will be bringing their snacks from home, extra non-perishable snacks shall be kept on hand at the preschool in case the child forgets to bring a snack. If a snack from home contains allergens, it will be returned home and a safe snack kept at the preschool will be given to the child after obtaining permission from the parents/guardians.

Tables will be cleaned with a mild disinfectant prior to and after serving snacks. All fresh fruits and vegetables must be prepared, peeled and cut at the preschool by the Teacher or Teacher Helper. Hands must be thoroughly washed before preparing and serving snack.

Fruits and vegetables are to be washed and prepared in the preschool kitchen and brought back to the snack area to be served.

## Snack Procedure

1. Teacher or helper preparing snack is to wash their hands using the handwashing sink in the preschool kitchen.
2. Snack items such as fruit, etc. are to be washed in the preschool kitchen, prior to the start of preschool before children arrive.
3. Each snack table is to be washed with a bleach and water disinfectant and a cloth.
4. Children are to be supervised during the handwashing routine.
5. After washing their hands, children will pick up their water bottle and snack containers on the way to the snack table. In the event a child has forgotten their water bottle, a paper cup will be provided for them and bottled water. In the event a child has forgotten their container, or it is dirty, a sterile paper towel will be provided for them to put their snack onto.
6. During snack, serving utensils will be used to avoid touching any food directly and to put food into each child's container.
7. When children are done snack, they will put their water bottles and snack containers back where they belong. If necessary, they can wash their hands and face in the washroom.
8. Children can then re-enter free play in the preschool room.
9. At the end of the day, after the children have left, a teacher helper will take the serving dishes to the preschool kitchen and wash the dishes according to Public Health Standards which are posted on the wall. Serving dishes will then be stored in preschool the cupboard.

# Administration of Medications Policy

At Wellesley Preschool, children's health and safety or a top priority. As a general policy, **medications will not be administered** during program hours, with the exception of emergency treatment (example, EpiPen for anaphylaxis). In the event emergency treatment is provided, it will be documented and added to the child's file.

For children with medical needs such as allergies, asthma, diabetes or seizures, an **Individualized Medical Plan** will be created in collaboration with the parents/guardians. This plan outlines the child's specific needs, symptoms, emergency procedures, and required supports.
The plan must be:

- Signed by a parent/guardian
- Posted in the classroom for staff reference
- Updated regularly as the child's needs change

Upon enrollment, parents are required to **provide written details of any allergies or medical conditions.**

All confirm allergies will be:

- Reported in the preschool newsletter (with sensitivity and privacy)
- Posted in key locations including classroom, kitchen, emergency binder and outdoor play area.

Parents are responsible for informing the preschool if:

- Their child develops a new allergy or medical condition.
- There are changes to an existing medical plan or treatment.
- Their child no longer requires medication or has outgrown an allergy.

Sunscreen will be considered a medication at the preschool and will not be applied to the children by the teacher, volunteer parents or other staff. Sunscreen should be applied to children before coming to preschool.

Other over the counter products that are provided by the child's family, such as moisturizing skin lotion, lip balm, insect repellant, hand sanitizer and diaper cream will be administered to a child only if a parent/guardian of the child has given written authorization for the administration of the item. The products must be labelled with the child's name and the name of the product and stored in accordance with the instructions for storage on the label. These items will only be administered to a child from the original container or package and administered in accordance with the instructions on the label and any instructions provided by the parent of the child. Sanitizer will be provided by the preschool, but all other products must be provided by the parents/guardian.

If there is a child with medical needs (ie. asthma, seizures, diabetes, etc.) then an individualized plan will be made in consultation with the child's parent or guardian. This plan will then be signed and posted in the classroom and in the emergency binder. The plan will include:

- steps to be followed to reduce the risk of the child being exposed to any causative agents or situations that exacerbate the condition.
- a description of any medical devices used by the child and any instructions related to its use.
- a description of the procedures to be followed in the event of an allergic reaction or medical emergency.
- a description of the supports that will be made available to the preschool
- any additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an off-site field trip.

## Individual Medical Plan of Action Policy

Wellesley Preschool has an obligation to ensure the safety of all our members. This policy and procedure outlines the responsibilities of staff, parents and child and to ensure the safety and wellbeing of children who have an anaphylactic allergy and/or a chronic or acute medical condition that require additional supports, accommodations, or assistance.

The Preschool will:

- involve parents/guardians of each child as well as any health care individuals the parents/guardians feel should be involved in setting risk-management strategies for their child
- make sure all staff members, duty parents and other adults at the Centre have adequate knowledge of the condition being planned for and the procedures to be followed in the event of a related emergency.

An Individual Plan of Action will include:

- Steps to reduce the risk of causing or worsening an allergic reaction or medical condition
- A description of medical devices and how to use them
- Procedures to follow in the event of an allergic reaction or medical emergency
- Consent to administer medications for allergy reaction or medical emergency
- Expiry date of medications for allergic reaction or medical emergency
- Supports available to the child while at the childcare centre
- Procedures to follow during an evacuation or off-site field trip
- Emergency contact information

The Individual Plan of Action will be reviewed with parents/guardians on an annual basis and updated as required. All staff, volunteer parents, students and volunteers are required to read and review all allergy lists and individual plan of actions before working at

the preschool. Updates to any of the above information will be reviewed and signed off by staff, volunteer parents, students and volunteers as they occur.

## Individual Medical Plan of Action Procedure

1. Prior to enrolment or when a child is diagnosed with an allergy or medical condition, parents/guardians will meet with the preschool to discuss the plan of action to ensure the safety and wellbeing of their child.
2. Parents/guardians of an enrolled child will be provided with a copy of the Individual Plan of Action that is agreed upon.
3. Parents/guardians will be provide a training session with staff. This training will include how to recognize signs and symptoms of the condition and administer medication. The supervisor will provide the necessary training to the duty parents, students and volunteers at the preschool.
4. Parents/guardians will provide all necessary equipment and medications to ensure wellbeing of child enrolled in the preschool.
5. Parents/guardians will be responsible for administering or arranging for administration of insulin injections.
6. All parents/guardians will be required to sign a release and waiver.
7. One parent/guardian agrees to be on-call during the child's time at preschool should any questions or concerns arise.
8. Staff and volunteer parents will follow the individual plan of action and record results as per required.
9. Staff will discuss age-appropriate materials with all children, taking into consideration the developmental level of the children and the level of comfort of the child with the medical condition and his/her family.

# Anaphylaxis Policy

Anaphylaxis is a serious allergic reaction that can be life threatening. The allergy may be related to food, insect stings, medicine, latex, exercise, etc. It requires avoidance strategies and immediate response in the event of an emergency.

The Wellesley and District Cooperative Preschool is committed to reducing the risks associated with Anaphylaxis. This policy is intended to help support the needs of a child with a severe allergy and ensures procedures are in place to address anaphylaxis in the Preschool, which includes providing information, guidance and instruction on anaphylaxis and on the administration of medication to staff, volunteers and parents.

When a child is enrolled at the Wellesley Preschool, the parent will provide a written explanation of allergies. All allergies will be reported in the newsletter and posted at all designated areas. (preschool room, kitchen, binder, playground). Parents are to advise the preschool teacher if their child develops an allergy and requires medication; if there is a change to the child's individual plan or treatment or if their child has outgrown an allergy and no longer requires medication.

If a child has special dietary needs, or such severe allergies which cannot be accommodated by the preschool, then parents may request, in written form, that they will provide their child's snacks (either all or in part). All containers, lids, etc. must be labelled with the child's name. Parents will be made aware of any allergies or food restrictions that children may have. **Please note that the preschool is a peanut aware center and food items with peanuts or any nut products are not allowed.** he teacher and helpers will take care by reading labels before any snack is served. For children who will be bringing their snacks from home, extra non-perishable snacks shall be kept on hand at the preschool in case the child forgets to bring a snack. If a snack from home contains allergens, it will be returned home and a safe snack kept at the preschool will be given to the child after obtaining permission from the parents/guardians.

An individual plan, with input from the child's parent/guardian and physician, will be developed prior to the child starting school. This plan will be posted on the wall near the block room entrance.

## Anaphylaxis Procedure

**Strategy to Reduce the Risk of Exposure to Anaphylactic Causative Agents**

### The Preschool shall implement the following:

a. Communication plan to provide information on life-threatening allergies to employees, parents, volunteers and preschool children.

b. Regular anaphylaxis training for all employees, volunteers and parents who are in direct contact with anaphylactic preschool children on a regular basis

c. A requirement that the Executive ensure that, upon registration, parents, guardians and preschool children shall be asked to supply information on life-threatening allergies.

d. A requirement that the Executive, in cooperation and consultation with the teacher and the parent, develop an individual plan for each preschool child who has an anaphylactic allergy.

e. A requirement that the Executive, in cooperation and consultation with the teacher, maintain a file for each anaphylactic preschool child.

The Preschool shall, at the beginning of the school year and periodically throughout the year, make a voluntary community appeal to help keep the preschool environment allergy-safe by not sending specific allergens in snacks (eg. peanuts and nut products).

Depending on the allergies of the children attending the Preschool, the Preschool shall avoid food and other causative agents (e.g.-latex, fabrics, medicines, chemicals, etc.) that may be used for craft and sensory programming or for cleaning, and that commonly produce allergic reactions.

## Communications Plan

1. The supervisor states whether there is an enrolled child with an anaphylactic allergy.
2. All Preschool employees, parents and volunteers in regular contact with anaphylactic preschool children shall be familiar with the Preschool's Anaphylactic Policy. If applicable, they shall also be familiar with the individual plan for children under their direct supervision, including the emergency procedure to be followed if the child has an anaphylactic reaction.
3. Information about anaphylaxis and strategies that reduce the risk of exposure to triggers of anaphylaxis within the Preschool environment shall be shared with the entire Preschool community.
4. Anaphylaxis information provided by the Preschool shall present a balanced picture of anaphylaxis to avoid unnecessary anxiety or unrealistic expectations. While anaphylaxis has the potential to cause death, fatalities are rare.
5. Anaphylaxis information provided by the Preschool shall be easy to understand for everyone.
6. The Preschool shall provide on-going Anaphylaxis reminders in newsletters, bulletins, and during information events.
7. The list of banned foods and other causative agents will be posted and supplied to the Preschool community and will be revised as necessary, depending on the life-threatening allergies of the children enrolled.

## Anaphylaxis Training

1) All Preschool employees, parents and volunteers who are in contact with preschool children with life-threatening allergies must have regular Anaphylaxis training from a physician or a qualified parent on the procedures to be followed if a child has an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer medication. It is acceptable for an employee to be trained

by a physician or parent of the child with the allergy, and in turn that employee can train all other employees, parents and volunteers.

2) As a new child starts in a class where there is another anaphylactic child, his/her parent must receive anaphylaxis training. Every time a new anaphylactic child starts at the Preschool, that child's physician or parent must train a staff member, who in turn will train all other staff, parents and volunteers.
3) The Executive shall keep a log of staff, parents and volunteers who have completed anaphylaxis training.
4) Training shall include risk reduction strategies, an overview of signs and symptoms and what to do in case of an emergency.
5) All Preschool employees, parents and volunteers who are in contact with anaphylactic children should be encouraged to practice with an epinephrine auto-injector trainer device throughout the year.
6) Substitute teachers must review the individual plans for anaphylactic children in their class.

## Individual Files

1) Individual files shall be kept for, and be specific to each child with an anaphylactic allergy, with input from the child's parent and the child's physician including the emergency procedure that includes:
    - a description of the child's allergy
    - monitoring and avoidance strategies
    - signs and symptoms of an anaphylactic allergy
    - action to be taken by preschool staff in the event the child has an anaphylactic allergy
    - parent consent that allows the preschool staff to administer the allergy medication in the event their child has an anaphylactic reaction
    - emergency contact information (parent/emergency services
2) The Preschool Executive shall request at the time of registration that parents provide information on life-threatening allergies.
3) It is the obligation of the child's parent to ensure that the information in the child's file is kept up to date, including any changes to the child's individual plan or treatment or if their child has outgrown an allergy and no longer requires medication, or if their child develops an allergy and requires medication.
4) The individual plan for a child with anaphylaxis and the emergency procedures in respect of the child shall be reviewed as follows:
    a) by all employees with documentation made as such in their file before they begin their employment and at least annually afterwards, and documentation made as such in their file.
    b) by parents and volunteers who will be providing care or guidance at the Preschool before they begin providing that care or guidance and at least annually afterwards, and documentation made as such in their file.

## Other Considerations

Where the child does not self-administer their allergy medication, the Preschool staff will have the allergy medication accessible and taken on field trips. For those children who carry their own asthma medication or emergency allergy medication, the parent's permission is required for the child to self-administer allergy medication, and a copy kept on file. Staff should ensure that this child has the required medication in their possession prior to leaving the Preschool (e.g.-field trips, etc.)

## Washroom Safety Policy

Wellesley Preschool believes in helping children to be independent, while remaining committed to their personal safety. Any volunteer student shall never be left alone with a child at any time.

## Washroom Safety Procedure

1. Children need to be escorted to the bathroom by a teacher when playing outside and the teacher must be notified. Ratios must be observed at all times.
2. The Preschool believes in encouraging independence as much as possible. Therefore, as little assistance as possible will be given to children who need help in the washroom.
3. If physical assistance is given to a child, the person giving the assistance will notify the teacher and the child's parent.
4. Parents are encouraged to dress their children in inner and outer wear that their children can easily put on and remove for toileting purposes and outdoor play.

## Use of Universal Precautions Policy

All staff must follow the procedures as outlined by The Region of Waterloo Public Health Department when dealing with body fluids such as blood, mucus, semen, vaginal fluids, urine and fecal matter.

## Use of Universal Precautions Procedure

The use of disposable gloves when handling such body fluids is required. Contaminated items that are disposable are sealed in a plastic bag and disposed of into the garbage. Contaminated clothing is sealed in a plastic bag and sent home for cleaning. Exposed areas must be cleaned and then sanitized with an all-purpose cleaner. Staff and children must wash hands using soap and warm water.

## Health and Safety Inspection of Indoor Environment Policy

Wellesley and District Co-operative Preschool will ensure that children play in a safe, indoor environment.

## Health and Safety Inspection of Indoor Environment Procedure

Daily, the teacher shall complete the daily indoor safety inspection which ensures that exits are clear and that the room is free from hazards.

At the beginning of every month, the teacher shall complete an indoor health and safety checklist which includes an inspection of the environment, the toys and equipment, the first aid kit, immunization and allergy information as well as ensuring that fire drills have been completed.

## Playground Safety Policy

Supervision of children on playgrounds must ensure a safe outdoor play environment, promoting creative and constructive play for children. Active supervision involves keeping an eye on all children and moving through the play area regularly. Staff ratios cannot be reduced on the playground and must be in accordance with the ratios set out in the Child Care and Early Years Act.

## Playground Safety Procedure

### New Equipment/Repairs

Any new equipment or new renovations, repairs or replacements will be installed to meet the CSA Standard with documentation in writing by a Certified Playground Safety Inspector.

### Playground Safety Log

A playground Safety Log has been developed which includes the following:

1. Playground Injury Reports must be completed in writing for each accident/injury occurring on the playground. The preschool teacher is responsible for completing this report. The report must be maintained separately from other injury reports.

2. Daily Visual Inspection of playground equipment must be carried out by the morning teacher responsible for setting up the equipment. The inspection must be done prior to the children entering the playground area. The purpose of the visual inspection is to identify defects or emerging problems. Daily visual inspection must include the following:
    - Checking the entire playground for hazardous debris or litter (ie. broken glass, animal droppings etc.)

- Checking for damage to equipment caused by vandalism
- Checking for strings or ropes of any kind and removing them

3. Monthly Maintenance Inspections must be conducted to record any hazards or defects requiring immediate attention or that requires a plan of action to resolve. The inspection shall include:
   - Checking for any damage or wear (ie. broken or missing components to equipment) When defects are observed they must be noted in writing in the log and reported to the Executive Committee. Details of the defect or problem will require a plan of action which is the responsibility of the Committee. Repairs will be completed as soon as possible. The Playground Safety Committee member is responsible for completing this task.

4. Annual Inspection – A comprehensive inspection and a written report must be completed by the teacher or supervisor. The inspection must be conducted in May and the report should be submitted to the Executive Committee. The results of the inspection and a plan of action shall be entered in a permanent record for examination by the Ministry.

## Repairs and Maintenance

Minor repairs and maintenance will be carried out by the Board of Directors. Major repairs will be contracted out. The determination of when repairs are contracted will be made by the Executive Committee.

## Procedure for Moving Children from the Preschool to the Playground

After the children are dressed for outdoors, they will line up at the door. The teacher will take a head count and verify that number with the attendance record. A teacher will then check to see that no cars are moving in the parking lot and then lead the children out the door. A volunteer parent will be in the middle of the line of children, and the other teacher will be at the end of the line. The teacher will count the children as they enter the playground and verify the number with the attendance record.

## Who May be in the Playground

No children other than those currently enrolled in preschool will be allowed in the playground area.

## Safety Policy Review

All staff must review the policy prior to commencing employment and annually thereafter. A written record of the review must be signed by the staff as well as the person who made the review and kept on file for at least two years from the time of entry.

# Parking Policy

To help keep arrival and dismissal times safe and organized for all children and families, we ask that you follow our parking guidelines:

1. **Designated Parking Only**
   Families must park in the designated parking spaces provided. Please do not block other vehicles or leave cars idling for extended periods of time.

2. **No Parking Along the Playground Fence**
   For the safety of children and to maintain clear access, parking is strictly prohibited along the playground fence. Please respect all posted **"No Parking"** signs in this area.

3. **Drop-Off and Pick-Up Safety**
   - Always walk your child to and from the preschool doors using safe pathways.
   - Please drive slowly and with caution in the parking lot, always watching for children and families.
4. **Respect and Courtesy**
   We ask families to be patient and considerate during busy drop-off and pick-up times.
   Following these guidelines helps ensure a safe and smooth process for everyone.
   We appreciate your cooperation in keeping our parking lot safe and accessible for all families.

## Serious Occurrence Policy

Wellesley Preschool is accountable to the Ministry of Education (MEDU) to demonstrate that service delivery is consistent with relevant legislation, regulations and Ministry policy. As such, any serious incidents which affect the health, safety or well-being of children will be reported following the procedure listed through the Child Care Licensing System (CCLS), tracked and followed up on as required.

This policy and procedure will be reviewed by all employees, parents and volunteers prior to employment and annually thereafter.

## Serious Occurrence Reporting Procedure

1. Determine whether an incident is deemed to be a serious occurrence using the following parameters:
    a. The death of a child who received childcare at a childcare centre, whether it occurs on or off the premises (CCLS Category: Death of a Child)
    b. Abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a childcare centre (CCLS Category: Allegation of Abuse of Neglect)
    c. A life-threatening injury or a life-threatening illness of a child who receives childcare at a childcare centre (CCLS Category: Life Threatening Injury of Illness; Sub-categories: Injury, Illness)
    d. An incident where a child who is receiving childcare at a childcare centre goes missing or temporarily unsupervised. (CCLS Category: Missing or Unsupervised Child/ren; Sub-categories: Child was Found; Child is still missing)
    e. An unplanned disruption of the normal operations of a childcare centre that poses a risk to the health, safety or well-being of children receiving care at the childcare centre. (CCLS Category: Unplanned Disruption of Normal Operations; Sub-categories: Fire; Flood; Gas Leak; Detection of Carbon Monoxide; Outbreak; Lockdown; Other Emergency Relocation or Temporary Closure)

2. Upon identifying a serious occurrence, the staff or other witness reports the serious occurrence to the Supervisor/Teacher. A child who needs immediate medical attention is cared for before following the remaining procedures.

3. Contact the parents/guardians or emergency contacts.
4. Inform all agencies as required, including but not limited to:
    -Waterloo Region Public Health
    -Waterloo Region Police Department
    -Ministry of Labour
    -Coroner
    -Family and Children's Services, as per the duty to report
    -College of Early Childhood Educators

5. Within 24 hours of becoming aware of the incident, submit the Initial Notification Report to Ministry of Education using the CCLS website.

**Please see Serious Occurrence Online Reporting Procedure below for reporting.**

If emergency services (police, fire, ambulance) are required and/or the incident is significant enough to warrant public media attention, email our MEDU Child Care licensing Program Advisor.

1. Within 24 hours, generate and complete the Serious Occurrence Notification Form in the CCLS.

2. Print and post the Serious Occurrence Notification Form in a conspicuous, highly visible place for a minimum of 10 business days from the date of the final update.

3. If necessary and upon request from the MEDU Program Advisor, update the Serious Occurrence report online and post the updated Notification Form.

4. Retain the Serious Occurrence Notification Form on file for at least 3 years.

5. Notify the Board of Directors in a timely manner, which is at the discretion of the Supervisor.

6. An Annual Summary and Analysis Report will be completed by March 1 for the previous 12 months for review at the annual licensing inspection.

**Who May Identify a Serious Occurrence and Enhanced Serious Occurrence:**

Any member, volunteer, parent, teacher, or supply teacher can identify a serious occurrence.

**In the event of a Serious Occurrence, the following must take place:**

- Notify the Ministry office within 24 hours
- Complete the Initial Notification Report online at **signin.ontario.ca**
- Notify the Program Advisor at **1-519-675-1046**

Follow up is then required within 7 days

- Complete the Inquiry Report online
- If serious occurrence is not complete within 7 days, continue to send IR until SO is concluded

The Preschool will ensure the information posted in the Serious Occurrence Notification Form protects personal information and privacy. **No child or staff names, initials, and age or birth date of child are to be used on the form, and no age group identifiers will be used**.

If the Preschool is ever unsure when to post the Serious Occurrence Notification Form, contact the local MEDU regional office.

## Serious Occurrence Online Reporting Procedure

Before reporting a Serious Occurrence online, review the Serious Occurrence Policy and Procedure.

Serious occurrences must be reported within the Child Care Licensing System (CCLS) within 24 hours of becoming aware of a Serious Occurrence. If the serious occurrence is not reported within 24 hours, the Supervisor must provide rationale for the delay.
The site can be found at Signin.ontario.ca
Enter teacher or supervisor email followed by their password
Verify with a code sent to the corresponding email.

On the site, click on the box “Child Care Licensing System”.

Click on “Continue”

Enter the One-key Pin to enter the site and click submit.

On the next page, click the Serious Occurrences tab on the left and a drop-down menu will appear.
Click “Report a Serious Occurrence”.

Select the appropriate Day Nursery.

The *Serious Occurrence Details* window will appear.

Read the notice at the top of the window before entering the incident information, beginning with the child information.

If the incident does not involve all the children, a table appears.
Enter the child’s first and last initials and indicate the age group.

Enter the Serious Occurrence information.
Do not use names, ages or dates of birth in any areas on the form.
Click “Save and Next”

The *Supporting Documents* window appears.

Upload any supporting documents as applicable (eg. A photo, public health report, a water test, etc.)

Click next and the *Review and Submit* window appears.

Review the information. If changes are required, click “revise”. The Serious Occurrence section opens at the first page. Click “Save and Next” to go to the next page. Make any changes.

Click “Next” and then “Submit”. The *Declaration and Consent* window appears.

If you agree with the declaration statement, select “I agree”. Click “Submit” and then “Generate serious occurrence notification form”.

The *File Download* window appears Click “open” and select the document.
The document will open in MS Word. The following information will be populated:

-the program name
-the current date
-the date of the occurrence
-the type of serious occurrence

The following information needs to be entered:

- a one sentence description of the serious occurrence
- The action taken by the operator

Print the form, then sign, date and post the form. Close Word.

Notification Forms are posted within 24 hours of becoming aware of a serious occurrence. The Notification Form will be posted near the childcare license and licensing summary chart for a minimum of 10 business days from the last date of entry. All Notification Forms will be kept on file for at least three (3) years from the date of the serious occurrence and will be made available to current and prospective parents, licensing and municipal children’s services staff upon request.

Click “exit”. The report will be submitted and a confirmation email will be sent. The preschool’s program advisor will review the post and will contact the Centre if revisions, additional information or a serious occurrence update report is required.

If the preschool becomes aware of more information, an update report is required, regardless if the program advisor requests one. The update must be submitted within 7 days. Only active serious occurrences may be updated. If an update is required for a closed occurrence, submit a new report.

## Updating a Serious Occurrence

Click “Serious Occurrences” and then “Update a Serious Occurrence Report:

The *Update a Serious Occurrence Report* window appears.

Click “Update”.

Click “Expand” to view the details of the initial report. This information is to read only and cannot be changed. Scroll down to the “Update an Existing Serious Occurrence” section on the screen.

Enter the updated information. Click “Save and Next” and upload any supporting documents.

Click “Next” and the *Serious Occurrence Update* window appears.

Review the information and click “Submit”.

The *Declaration and Consent* window appears.

If you agree with the declaration and consent, select “I agree”. Click “Submit” and then “Exit”.

Within 24 hours, an update to the notification form is posted. Updated notification forms remain posted for 10 business days.

## Financial Integrity Policy

At the Wellesley Coop Preschool, financial integrity is a priority, and the board is responsible, to the members, to always maintain financial integrity. Wellesley Preschool has put into practice the following procedures to ensure financial integrity.

1. There will always be two signers for every cheque written.
2. The preschool will hire a bookkeeper and/or accountant as well as have board members with financial skills.
3. At every monthly board meeting, the board members will review the current profit/loss balance sheet as well as monthly bank statements.
4. The board will prepare a yearly budget to present to the general membership. Once the budget is approved, the board will review it periodically to ensure that the preschool is staying within the budget goals.
5. Wellesley Preschool receives funding from the Region of Waterloo. The board will be responsible for insuring monies are distributed appropriately as per regional guidelines.

## Applying to the Preschool

*Parents/Caregivers must apply to the wait list by submitting an online application through **OneList Waterloo Region.** (www.regionofwaterloo.onehsn.com)

## Withdrawal and Refund Policy

If you need to withdraw your child from Wellesley Cooperative Preschool before the start date, please provide **written notice** to the Membership Chairperson or the Supervisor. Refunds are provided as follows:

- **Notice given one month before the start date:** 100% of the first month's tuition refunded.
- **Notice given two weeks before the start date:** 50% of the first month's tuition refunded.
- **Notice given less than two weeks before the start date:** No refund.

Once the school year has started, families wishing to withdraw their child(ren) from the preschool program must provide **at least (4) weeks written notice** to the supervisor and/or membership chairperson prior to the child's final day of attendance. **Tuition fees remain payable during the four-week notice period,** regardless of whether the child attends.

If the preschool is able to fill the vacated space with another child earlier than the end of the notice period, tuition fees beyond the child's final day of attendance may be waived at the discretion of the board.

# Wait List Policy

In accordance with the Child Care and Early Years Act (2014), the following wait list policy was developed to provide a clear overview of how Wellesley Preschool determines the order in which children on the wait list are admitted into the program and how wait list information is managed. Parents/Caregivers are provided with their child's wait list status when requested and can review the preschool's Wait List Policy in the Parent Handbook.

Through the online application, some details regarding the program are available for parents. Once the application has been completed on OneList, an application date is automatically generated in the online system which will help to determine your child's status on the wait list at the preschool. In addition, once the application is completed, an email notification is generated to the preschool Membership Chairperson, advising them that a new application has been completed. The Membership Chairperson will log in to view the application and will send out a welcome email to the parent confirming that the application was received, and an idea of the potential wait list time, within 1 week of receipt of the application.

Parents can log in to their online application at any time to view their current applications, update any information, or withdraw their application. There is no fee charged to parents to apply to the wait list and parents/caregivers can apply to up to 10 childcare programs online.

# Waitlist Procedure

The preschool Membership Chairperson, reviews wait list information online through the OneList Administration site on an ongoing basis. Any conversations with parents/caregivers on the wait list are noted in the comments section of the wait list application within the online administration site for reference purposes.

If a parent/caregiver enquires about the status of their application on the wait list, administrators will provide information about the program and spaces that are available, or that may be coming available, but personal information about wait list applications is never disclosed to maintain privacy and confidentiality for all families.

As childcare spaces become available at the preschool, administrators follow up with parents to offer childcare spaces in priority order.

**Priority order is as follows:**

1. Children already enrolled or siblings of children already enrolled have priority

2. Once a parent has been contacted regarding an available space, parents are asked to provide confirmation that they want to register within one week

3. If a response is not received from a parent within the specified time frame, the administrator may remove the application on the OneList Administration site.

4. Families that respond after the specified time has expired, and confirm that they want to register, would have their application moved back to “active” on the OneList Administration site, with their original application date reinstated, and be placed in priority for the next available space, if the original space offered has been filled.

5. If a parent/caregiver confirms that care is no longer required or just requests to be removed from the wait list, administrators can remove the application, noting the conversation with the parent in the comments section.

Once enrolment forms are received for registration and the first months tuition and a start date is in place for the child, the child is “placed” in the program and removed from the “Active” wait list online within the OneList Administration site.

## EMT Policy

The Wellesley and District Cooperative Preschool will accept Email Money Transfers (EMT) for fees including tuition, registration, fundraising and Cooperative Fees. In the event of prepayment for cooperative fees (instead of post-dated cheques) the fees will be refunded, if applicable, at the end of the school year.

## EMT Procedure

The Preschool has Cooperative Service Fees which total $100.00 which is to be submitted with a child’s registration package towards the 2 mandatory Annual meetings. If a meeting is missed, $50.00 per meeting will be deposited/kept by the Preschool. If a meeting is attended, $50.00 per meeting will be returned to the family after each meeting if paid by cheque or at the end of the preschool calendar year if paid by EMT, to reduce bank transfer surcharge fees.

If an e-transfer for tuition is not received on the first day of the required month:

1st occurrence: no fee will be charged to the family. Funds are to be transferred within 48 hours or the family will be moved to the 2nd occurrence.

2nd occurrence: a $15.00 fee will be charged to the family. This fee will be added to the e-transfer which is required immediately. A warning will be issued that a third occurrence will remove further eligibility to utilize e-transfer as a method of payments. If funds are not received within 24 hours the family will be moved to the 3rd occurrence.

3rd occurrence: a $30.00 fee will be charged to the family. This fee will be added to the tuition payment which is due immediately. No further eligibility to utilize e-transfer as a

method payment will be allowed. Cheques, guaranteed funds, or cash is required before the child may return to preschool. Any fees charged are non-based fees and are not eligible for CWELCC reduction

## Recording and Reporting Suspected Child Abuse Policy

Wellesley Preschool is committed to taking a pro-active approach regarding the prevention of child abuse through:

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

The following policy and procedures are designed to make staff, students and volunteers aware of their responsibilities for the recognition reporting and documentation of suspicions of child abuse or a child exposed to family violence.

### Duty to Report (Section 72 Child and Family Services Act)

In accordance with the Child and Family Services Act, it is the responsibility of every person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to Family and Children's Services if s/he suspects that child abuse has occurred or if a child is at risk of abuse. An individual's responsibility to report cannot be delegated to anyone else. A child is defined as a person from birth until his/her 16th birthday.

### Failure to Report

It is an offence under the Child and Family Services Act for a professional to contravene one's reporting responsibilities. The penalty imposed (a fine of up to $1,000.00) emphasizes that a child's safety must take precedence over all other concerns.

### Confidentiality

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

### Protection from Liability

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

# Recording and Reporting Suspected Child Abuse Procedure

## Reporting Suspected Child Abuse

1. Any staff, student or volunteer parent who suspects that a child has been abused or is at risk for abuse should immediately call a child protection agency. The person who suspects the abuse must call him/herself – do not ask anyone to help you decide if a report should be made or to make the report for you. Do not discuss your suspicions with anyone else until you have spoken with a child protection worker. Telephone the Family and Children's Services of Waterloo Region 519-576-0540

2. A report to a child protection agency can be made any day, at any hour. However, if reporting after regular business hours, you will likely be required to leave a message, your name and return telephone number with an answering service. Indicate if your call is urgent. You need to wait for a return call from an after-hours protection worker. Leaving a message with an answering service is not considered a report – you must speak directly to a child protection worker. If you believe the child is in immediate danger, do not wait for a call back, phone the police.
3. Access immediate medical attention if a child has sustained injuries. Where injuries are suspected to have been caused by child abuse or family violence, do not inform the parent of the intention to access medical care for the child, until you have spoken to a child protection worker and have been directed to do so.

4. If there are any concerns or doubts regarding making a report of suspected abuse, a consultation may be made with a worker from a child protection agency. If the allegation is against another child in the centre, the Supervisor will consult with a child protection worker as to how to best protect, supervise and support both the victim and the alleged abuser, and the other children.

5. It is the responsibility of the person who suspects child abuse to follow through on the report to a child protection agency, and his/her supervisor will provide support and direction. When making the report, you may remain anonymous but should answer any other relevant information such as your phone number to the child protection worker.

6. If there are further suspicions of abuse or new information with respect to a child, s/he must immediately make another report to Family and Children's Services, regardless of any previous report(s).

7. Information normally considered confidential cannot be kept in confidence if it is related to a suspicion of abuse; all staff, students and volunteers must follow through on the legal duty to report.

8. No staff, student or volunteer parent or member of the board of directors will advise someone not to report suspicions of child abuse or try to stop the person from reporting or consulting with a child protection agency. There will be no sanctions nor

reprimands for anyone who consults/reports suspicions of child abuse. However, disciplinary action will result if there is an attempt to stop someone from following through on the legal duty to report.

## Discussing the Situation with a Parent/Caregiver

A suspicion of child abuse will not be told to a parent/caregiver or child. Discussing any suspicions of child abuse or family violence with a parent/caregiver/child before consulting with a child protection worker could jeopardize the safety of the child and/or contaminate the investigation.

In situations where the cause of the child's injuries, the nature of the disclosure, or the behaviours observed are not clear, consult with a child protection worker before speaking to a child/parent to discuss the appropriateness of clarifying a situation and to obtain direction. If it is appropriate to clarify any information, this should be done in a non-threatening, casual way. For example, asking a child "How did you get that bruise?" or asking a parent, "Sharon said you were going on a trip. Where to?"
Do not offer explanations, suggestions or details as to how an injury or incident might have happened, and do not name the possible abuser.

1. Use an interested and concerned tone of voice
2. Avoid accusatory questions or statements.
3. Ask what happened, and how it happened, rather than why.
4. Ask open-ended questions.

If someone other than the parent/caregiver is the suspected abuser, consult with the child protection agency as to who should notify the child's parent/caregiver. If it is decided that it is appropriate for the staff person to inform a parent(s) of the report, emphasize to the parent both the concern for the child and the legal obligation to report suspicions of abuse.

## When Family and Children's Services/Police Conduct an Investigation on the Premises

When child abuse or family violence has been reported, the authorities may request permission from Wellesley Preschool to interview a child on the premises. All efforts will be made by staff to cooperate with outside agencies in order for the investigation to be completed with the least disruption to the day-to-day operations of the Centre

1. If the authorities have told any staff/student/volunteer of the intention to come to Wellesley Preschool, the Supervisor is to be notified immediately.

2. The Supervisor will arrange for an appropriate private location for the interview to be conducted. When the authorities arrive, the Supervisor will ask for identification.

3. If a child protection worker/police officer arrives unannounced, the Supervisor will ask for identification and call his/her respective office to confirm that s/he is a representative of the child protection agency/police service.

4. The child protection worker/police officer may determine that it would be in the best interest of the child to conduct an interview without the prior knowledge of, and without the child's parent(s) present. Everyone involved must respect this decision and not speak to the parent(s) until further notice.

5. The Supervisor will prearrange with the authorities if a support person from Wellesley Preschool can be present when the child is being interviewed; this decision rests with a child protection worker and/or police officer. Any support person who agrees to attend the interview will be reminded by the Supervisor that s/he may be required to attend and testify in court proceedings related to the case.

6. If, after interviewing a child, a child protection worker or police officer feels it is necessary to apprehend the child, the Supervisor/staff/students/volunteers will cooperate. The Supervisor will clarify with the authorities who will be responsible for contacting and informing parent(s).

7. If the child does not return when expected, the Supervisor will immediately inform the Child Protection Agency.

8. The Supervisor will document the names of the child protection worker and/or police officer, the date, time, how long the authorities were at the Centre and any relevant outcome. The documentation will be kept in a secure place, separate from the child's general file.

## When Family and Children's Services/Police Conduct an Investigative Telephone Inquiry

Should a staff member receive a call from a child protection worker and/or police officer who telephones Wellesley Preschool to gather information with respect to the protection of a child, the staff person will follow the steps below.

1. Ask the person on the telephone for his/her full name, telephone number and the agency s/he represents.

2. To ensure the person calling is a child protection worker/police officer, the staff member will inform the person calling that s/he will be called back immediately.

3. The staff member will inform the Supervisor that they are required to return a phone call to a child protection agency/police division so that the Supervisor can arrange for staff coverage.

4. The staff member will immediately call the person back, confirming that the telephone number is that of a child protection agency and/or police division, and that the individual inquiring about a child is a representative of said agency.

5. A staff member may answer questions posed by a child protection worker/police officer and provide information over the phone if the information is related to suspicions of abuse and the protection of the child.

6. The staff member will document the telephone call, including the date, time and length of call, the name of the child protection worker/police officer. All documentation is to be forwarded to the Supervisor to be kept in a secure location, separate from the child's general file.

## Confidentiality and Disclosure of Information to Others

Any information related to a suspicion or report of abuse is confidential between the person directly involved, the person making the report and a child protection agency or police service. The Supervisor, in consultation with a child protection agency, will give direction regarding the appropriate sharing of information with staff/students/volunteers/ the Board of Directors. Discussing any information with others related to a situation of suspected abuse outside the designated individuals is a breach of confidentiality, and my leave you liable for slander.

In a case where a child has been apprehended by a child protection agency, the Supervisor will speak to a worker to determine if the child will return to the Centre. The Supervisor will advise the staff and determine the best way to explain the situation to other children. This will be done is such a way as to balance the child's/family's right to confidentiality with the concerns of others at Wellesley Preschool.

## Responding to Allegations of Misconduct or Suspected Child Mistreatment made against People Working in the Setting or other Children Attending the Program Policy

Wellesley and District Co-operative Preschool will take appropriate measures to protect the children in its care.

## Responding to Allegations of Misconduct or Suspected Child Mistreatment made against People Working in the Setting or other Children Attending the Program Procedure

### If a Staff/Student/Volunteer/Duty Parent is Suspected of Child Abuse

1. If a staff/student/volunteer parent/volunteer suspects another person in the centre of abusing a child who participates in services provided by Wellesley Preschool, s/he has an obligation to call Family and Children's Services.

2. The staff/student/volunteer making the allegation will follow the reporting procedure outlined previously.

3. No internal investigation is to occur until authorities have been contacted – authorities will determine if an investigation is indicated or if Wellesley Preschool can proceed according to their own policies and procedures.

4. The person suspected of abuse will not be told by anyone about the suspicion, the intention to report or that a report has been made until after consultation with a child protection worker and/or police officer and/or legal counsel for direction.

5. The Supervisor will consult with a child protection worker and/or police officer and/or legal counsel as to what, if anything, should be done to protect a child(ren) receiving service from Wellesley Preschool from further contact with the alleged abuser.

6. Allegations of abuse against a staff person/student/volunteer parent/volunteer are considered a serious occurrence. The Supervisor will notify a program advisor of the Central West Division of The Ministry of Education, within 24 hours of the occurrence, and submit a preliminary Inquiry Report within 7 days and continue with the Serious Occurrence Procedure. The Supervisor will notify the Municipality and submit requested documentation.

7. The Supervisor will immediately notify the President of the Board of Directors, who in consultation with the Supervisor, Family and Children's Services and/or the Police and/or legal counsel will determine what action, if any, will be taken with respect to the job responsibilities of the staff person against whom allegations have been made. Any student/volunteer/volunteer parent suspected of child abuse will be required to refrain from any duties at Wellesley Preschool until the investigation is completed.

8. Following consultation, the Supervisor will meet with the person against whom allegations have been made to discuss any changes in duties, responsibilities etc. The Supervisor will follow up with a written confirmation of any decisions and the reasons for such, a copy of which is to be given to the person against whom an allegation is made, and a copy to be retained on file.

## Responding to Discriminatory Incidents Policy

Wellesley Preschool recognizes that every person has the right to be treated fairly and equally and will therefore maintain a work environment that is free from discrimination, including harassment.

## Responding to Discriminatory Incidents Procedure

There will be no discrimination for reasons of race, creed, ancestry, citizenship, religion, sex, age, family status, marital status, sexual orientation, social condition or disability. This statement is designed to ensure that all employees and volunteer parents can enjoy an environment free of harassment: where parents and staff feel that they can come forward with a complaint or to seek advice; where complaints are seriously investigated and acted upon if valid; and where the rights and privacy of all individuals are protected.
The preschool will actively investigate any complaint of harassment. If it is substantiated that harassment has occurred, appropriate action will be taken. The preschool is prepared to terminate the teacher or end ties with a family if either is found to be guilty of harassment.

## Emergency Management, Fire Drills and Emergency Evacuation Policy

As outlined in the Child Care and Early Years Act, we are required to conduct a monthly fire drill to ensure the safety of all children. This procedure will also be used in case of any emergency.

## Emergency Management, Fire Drills and Emergency Evacuation Procedure

1. Whoever discovers the fire pulls the alarm. (in a fire drill, the teacher will blow a whistle) In the case of a different type of emergency, all staff will be informed as quickly as possible.

2. The children are to be gathered into one group (at the bottom of the stairs) to do a headcount and exit the building as quickly as possible in case of fire or another emergency. In the case of an environmental emergency (tornado), the children will be gathered into the block room, away from windows and doors.

3. The teacher will take the attendance book, cell phone, keys and emergency backpack. The assistant teacher will make sure doors are shut on the way out of the preschool.

4. Once outside, for a fire drill, the children will line up at the playground fence, the teacher will do another headcount. In the event of a real emergency evacuation, the teacher will lead the students to our emergency shelter at 146 David St. Wellesley.

5. The assistant teacher is to call 911.

6. All fire drills will be noted in the attendance book and will be noted as well, in the Fire Drill Log.

7. In emergencies, the teacher will remain involved with the children, while the assistant teacher contacts parents to inform them of what has happened and to instruct them to pick up their children as soon as possible at the emergency shelter.

8. Head counts will be done periodically to ensure children's safety. Aswell, several books will be in the emergency backpack to maintain appropriate supervision of the children. Any individual program plans for children will be followed to maintain a sense of calm. Additional support will also be provided to any child or adult who has special needs in respect to the emergency.

9. Normal operations will resume when an "All Clear" is given from an authority that it is safe to return to the preschool. Attendance will once again be taken when children are back in their program room. Parents will be notified as soon as possible that an "All Clear" has been given. If normal operations do not resume the same day as the emergency, information as to how and when normal operations will resume will be given to parents/guardians as soon as it is determined.

10. After the emergency is over, the board and teachers will meet to discuss the emergency. Possible discussions with the church may also need to be held. Following these discussions, a meeting with the entire membership and staff will be held to debrief and communicate any concerns as well as how normal operation of the preschool will be resumed.

11. Support will be given to staff and children who may have experienced stress during the emergency through counselling services as needed as well as support at the preschool, via storybooks, etc.

## Power Outage Procedure

In the event of a power outage, staff will prioritize the safety, supervision, and comfort of all children.

### 1. Gather and account for the children

- Staff will gather the children together at the bottom of the stairs.

- The teacher will take the attendance and complete a headcount to ensure all children are accounted for.
- The teacher will then lead the children upstairs to an area with better lighting.

**2. Bring emergency supplies**

- The second staff member will bring the cell phone, keys and emergency backpack.
- The second staff member will follow the children upstairs and assist with supervision.

**3. Assess the situation**
Once upstairs, staff will assess the environment and determine whether it is safe and appropriate to continue the program. Staff will consider:

- Whether there is adequate lighting to safely supervise the children;
- Whether the temperature and conditions inside are appropriate;
- Whether the playground can be used safely; and
- Any information available from the utility company regarding the expected duration of the outage.

**4. Determine whether the program can continue**

- If it is safe and appropriate to continue the program, staff may continue to supervise the children upstairs or in the playground while waiting for the power to return.
- Staff will wait **30 minutes** to determine whether power is restored.
- If the power is not restored within 30 minutes, or if the utility company provides an estimated restoration time of more than 30 minutes, parents/guardians will be contacted to arrange for their child(ren) to be picked up.
- If at any time conditions become unsafe or unsuitable for the children, parents/guardians will be contacted immediately for pickup.

**5. Communication with families**

- Parents/guardians or emergency contacts will be contacted by phone.
- Staff will continue to supervise the children until they are safely released to an authorized parent/guardian or emergency contact.
- Attendance will be maintained throughout the process and updated as children are picked up.

**6. Closure and Serious Occurrence Reporting**
If program closes due to an emergency, relocation, or an unplanned disruption of service that poses a risk to the health, safety, or well-being of the children, the supervisor/designate will determine whether the situation meets the criteria for a **Serious Occurrence** and complete the required reporting in accordance with the centre's Serious Occurrence Policy and Ontario requirements.

## Responding to and Reporting Child Illness, Health Concerns, Accidents and Injuries Policy

The Wellesley and District Cooperative Preschool is committed to protecting the health of all staff and students by reducing the risks associated with communicable diseases. The intent of this policy is to prevent the transmission of communicable disease, to respond and report child illnesses, health concerns, accidents and injuries.

## Responding to and Reporting Child Illness, Health Concerns, Accidents and Injuries Procedure

Definitions in this Policy:

a) "Communicable Disease" means a communicable disease as defined by the Waterloo Region Health Department.
b) "Medical Officer of Health" means the Medical Officer of Health of Waterloo Region.
c) "Preschool" means the Wellesley and District Cooperative Preschool.

Strategy to Reduce the Risk of Exposure to Communicable Disease - The Preschool shall implement the following:

- If a child has or may have a reportable communicable disease, or is infected with a communicable disease, this shall be reported to the medical officer of health as soon as possible.
- Symptoms of ill health are to be documented in the daily health check and details to be written in the daily logbook.
- A report to the medical officer of health is noted in the daily written record.
- Any recommendations made by the medical officer of health about the reporting of a communicable disease are to be recorded in the daily written record.
- A copy of any report made by the medical officer of health shall be kept on file, if applicable.
- An outbreak of a Communicable Disease shall be reported as a serious occurrence.
- Any accident or injury that occurs, involving a child, shall be written up on an accident report. Details to be noted on the form and treatment given noted.
- Parents are to sign the accident report and the report filed in the child's information file. A copy or the report will be provided to the family.

## Safe Arrival and Dismissal of Children from the Program Policy

The Wellesley Preschool begins at 9:00 a.m. and ends at 12:00 p.m. The preschool will ensure children are released only to a child's parent/guardian or an individual that the parent/guardian has provided written authorization for. Wellesley Preschool will not release any children from care without supervision. As well, where a child does not arrive to the preschool as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## Safe Arrival of Children and Dismissal of Children from the Program Procedure

Our morning preschool program, for children between the ages of 2 ½ to 5 years, operates between the hours of 8;30Am. and 12:00 p.m. If you arrive at the preschool prior to 8:30 a.m. you are requested to remain upstairs until 8:25 a.m. at which time you may proceed downstairs. Children must be brought directly to the classroom with their outdoor clothing removed and shoes put on by the parent. Under NO circumstances should a child be sent into the centre alone and expected to find the classroom. Parents must ensure that the teachers or a volunteer parent is aware of your child's arrival. The preschool's responsibility begins when the child is signed in. Every child shall wash their hands before entering the preschool room either at the sink in the washroom or with sanitizer at the downstairs coat rack.

The Preschool is also required to sign each child out at the end of the day. If anyone other than the parent/guardian or usual authorized individual is picking up your child, written notice must be given. Your child will only be released to persons on your authorized pick-up list and with proper photo identification. In the event of custodial disputes, the preschool must have legal documentation regarding child custody arrangements. An authorized person should be 18 years or older. Please make sure your child is picked up promptly by 12:00 p.m.

### Accepting a Child into Care:

When accepting a child into care at the time of drop-off, staff in the room must:

- Where the parent/guardian has indicated that someone other than the child's parent/guardian or usual authorized individual will be picking up, the staff must confirm that the person is named on the child's pick-up list on file. Where the individual is not listed, staff must ask the parent/guardian to provide authorization for pick-up in writing (eg. Note, text or email)
- Document the change in pick-up procedure in the daily written record.
- Sign the child in on the classroom attendance record.

## Where a Child has not arrived in Care as Expected:

Where a child does not arrive at the Preschool and the parent/guardian has not communicated a change in drop-off (eg. A voice message, text message or email) staff in the room must:

- Commence contacting the child's parent/guardian no later than 9:15 a.m. Staff shall send a text message to a parent/guardian and if no response is received by 9:25 a.m. another text message or phone call will be sent to an alternate contact.
- If by 9:30 a.m. no contact has been made confirming the child's absence, the emergency contact will be called with instructions to call the preschool back concerning the whereabouts of the child.
- Once the child's absence has been confirmed, staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.
- If staff are unable to contact any of the above-mentioned contacts and are unable to confirm the child's absence from the preschool by 9:45 a.m., the non-emergency police will be contacted at 519-570-9777.

## Releasing a Child from Care:

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or usual individual that the parent/guardian has provided written authorization that the preschool may release the child to. Where the staff does not know the individual picking up the child:

- Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

## Where a Child has not been Picked Up as Expected (before centre closes)

Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within 30 minutes of expected time, staff will send a text message to the parent/guardian and advise that the child is still in care and has not been picked up.

Where the staff has not heard back from the parent/guardian or authorised individual who was to pick up the child, the staff shall wait until the program closes and then refer to procedures under "where a child has not been picked up and program is closed".

## Where a Child has not been Picked Up and the Center is Closed

- Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 12:05, staff shall ensure that the child is given an activity to do, while awaiting their pick-up.
- Staff shall proceed with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first, then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
- If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the emergency contact person on file for the child.
- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file by 12:30, the staff shall proceed with contacting the local Children's Aid Society (CAS) in Kitchener at 519-576-0540. Staff shall follow the CAS's direction with respect to next steps.

## Late Fee Policy

- Children must be picked up **promptly by 12:00 p.m.** to avoid distress and disruption.
- **A late pick-up fee of $1.00 per minute**, will be charged past the dismissal time, based on the preschools phone clock. Late fees are not covered under CWELLC and are charged as a non-base fee. Parents will be asked to sign a late pick-up form, and fees must be paid before the child can return to preschool. Any disputes should be directed to the preschool President.
- If you are late due to an emergency, please call the preschool to inform staff.

## Late Pick Up Fee Procedure

1. On the first occurrence, the parent will be asked to sign the late pick-up form when they arrive to pick up their child. This signed warning will stay in a binder that the teacher will maintain. Late fees are required before the child may return to preschool.
2. Upon the second occurrence, the parents will receive a second written notice. Late fees are required before the child may return to preschool. Should payment of the fines become an issue it will be the responsibility of the Treasurer to collect them.
3. If parents continue to be late, the Executive has the option to ask the parents to withdraw their child from the preschool.

# Professional Development Policy

## Purpose:

To ensure all staff maintain and enhance their professional knowledge, skills, and competencies in accordance with licensing requirements, best practices in early childhood education, and the College of Early Childhood Educators (CECE) standards.

## Policy:

**Full-Time RECEs:** All full-time Registered Early Childhood Educators (RECEs) are required to complete a minimum of **8 hours of professional training** per year.

2) **Part-Time RECEs:** All part-time RECEs are required to complete a minimum of **3 hours of professional training** per year.
3) **Eligible Training:** Professional development may include workshops, webinars, conferences, courses, or other learning opportunities that are relevant to early childhood education and support staff growth.

## Procedure:

The preschool supports staff in accessing professional development opportunities. Staff are encouraged to select training that aligns with their interests and classroom goals.

- The preschool may provide financial support for workshops, courses, or other approved training opportunities. An amount set out by the Board of Directors in the contract is available to cover the cost of workshops, seminars, etc.
- Staff are responsible for recording all completed professional development hours on the provided documentation sheet, including the date, topic, provider, and proof of completion, and submitting it to the supervisor promptly.
- The Supervisor will maintain records of all staff professional development hours.
- Non-compliance with this policy may affect performance evaluations and could impact licensing requirements under the CECE standards.

## Responsibility:

It is the responsibility of each RECE to plan and complete their required professional development hours, ensure documentation is accurate, and submit records on time.

Wellesley Co-operative Preschool supports the teacher in training and development as an opportunity for improving current work performance, providing enrichment and preparing individuals to meet future organizational needs. As part of the preschool's commitment to running a high-quality program and as part of the teacher's CPL (continuous professional learning), full time RECE's will be required to complete at least 8 hours of professional development over and above their First Aid and CPR certification.

Staff in childcare centres who must be First Aid and CPR certified may have a three-month time period to obtain their certification, as long as at least one employee, with a current First Aid and CPR certification, is available to respond in an emergency at all times and that the staff member obtains the certification as soon as possible and that the length of time is justified.

## Professional Development Procedure

Upon completion of a workshop, the teacher shall fill out a form outlining details of the workshop. This form will be shared with the supervisor and shall be placed in the staff members file onsite.

## Mileage Policy

If you use your personal vehicle for approved work-related travel (not your regular commute), you may be eligible for mileage reimbursement based on the CRA's tax-free rates. You can claim mileage when you drive to seminars, attend professional development, or participate in field trips outside your regular work location (calculated from your regular place of work to the temporary event location and back) Travel between your home and regular workplace is considered a non-deductible personal commute and is not eligible for reimbursement. Additionally, trips to purchase snacks or supplies are not claimable. Reimbursement is calculated using the CRA's current rates: $0.70 per kilometre for the first 5,000 km driven, and $0.64 per kilometre for any additional distance. To claim mileage, simply fill out a Mileage Claim Form, making sure to include the date of travel, destination, reason for the trip, and the total kilometres driven. Submit your completed form to the board within 30 days of the trip. Approved claims are typically processed and paid with your next payroll cycle. Please remember to get approval for your trip before you go to ensure it qualifies for reimbursement.

## Quality Assurance Activities Policy

The Wellesley Co-operative Preschool will continuously deliver a maximum quality childcare program in its service to the community by following the Quality Assurance Cycle as described below as well as participate in the "Early Years Engage – Continuous Quality Initiatives Program" for Waterloo Region.

## Quality Assurance Activities Procedure

- A parent survey will be conducted annually in January with occasionally a small follow up survey possibly being done in April
- Health and Safety monitoring checklists (both indoors and out) will be completed monthly.
- In the spring an annual planning and visioning session will take place and accomplishments and goals will be discussed and forms filled out annually by the Board of Directors and Teacher.

## Privacy Statement Policy

The Wellesley and District Co-operative Preschool is committed to protecting the privacy of the personal information of its members, and other stakeholders. We value the trust of those we deal with and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

During the collection of information for membership purposes, we gather personal information. Anyone we collect such information from can expect that it will be carefully protected and that any use dealing with this information is subject to consent. Our privacy practices are designed to achieve this.

### Defining Personal Information

Personal information is any information that can be used to distinguish, identify, or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Exceptions: business contact information and certain publicly available information such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information.

### Privacy Practices

Personal information gathered by our organization is kept in confidence. Our personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to prevent its being lost or destroyed.

## Updating of Privacy Policy

We will annually review our privacy practices and update our policy.
Every member of the Wellesley Preschool shall sign off on this privacy statement policy regarding confidentiality. Every child shall have it noted in their file regarding whether permission is granted for photos to be taken by the preschool only with the preschool's camera. Parents may use their own personal photography devices with only their own child/ren.

Legislation provides that the Preschool may disclose your personal information without your knowledge or consent if the disclosure is:

- required to comply with a summons of warrant issued or an Order made by a court, personal or body with jurisdiction to compel the production of information or to comply with the rules of Court relations to the production of records of information that is publicly available.
- made to a person who needs information because of an emergency that threatens the life, health or security of an individual and we will inform the individual in writing without delay as otherwise required by law

## Vulnerable Sector Criminal Reference Check (VSC) Policy

The Ministry of Education has made it mandatory that a VSC be completed for the following positions:

- All staff members and supply staff employed by the preschool
- All volunteers working with the children (including volunteer parents)
- All Board members of the preschool

## Vulnerable Sector Criminal Reference Check (VSC) Procedure

As a person working with children, volunteer parents and volunteers must fill out the online form for a volunteer vulnerable sector check. The VSC needs to be no older than six months before their child's start date.

As a teacher or supply staff, a new vulnerable sector criminal reference check must be obtained every five years and an Offence Declaration each year before that.

As a Board member, you must obtain your VSC within 21 days of the date you were voted in as a Board member.

Staff, volunteers, board members and all volunteers will give a copy of the VSC to the teacher and Membership Chairperson who will confirm the receipt of a valid VSC and place the VSC into that person's file.
In the years where a new VSC is not needed, said staff or volunteers must sign off on a offence Declaration form. The Offence Declaration must be signed within15 days after or six months before the original VSC or the previous Offence Declaration. Where a person takes a leave of absence and then returns to their position, Wellesley Preschool will require a new VSC or offence declaration upon the person's return if they would have provided a VSC or offence declaration during the period of leave.
In the event of a positive VSC the information will be used by the Board of Directors in deciding the suitability of the person for the position of teacher or volunteer. This information will not be used or divulged for any other purposes. An original copy or true copy of the VSC will be kept on file for each staff or volunteer at the preschool. In the case where a VSC has not been finalized, the receipt giving proof that a VSC has been requested may be used as proof until the finalized VSC has been shown. The receipt will be kept on preschool premises until said VSC is received. In addition, until the VSC is received that person shall not be left alone with a child at any time.

All information received through the VSC will be kept private and confidential. Files will be kept in the preschool filing cabinet which shall be kept locked. All identifying information not pertaining to the preschool, will also be kept confidential.

## Safe Water Policy

Wellesley District Co-operative Preschool is committed to providing safe and clean water for the children in its care.

## Safe Water Procedure

Wellesley Preschool is required to flush the water weekly.

- All flushing must be undertaken before the facility opens for the week.
- The last cold water taps on each branch or run of plumbing (the tap in the men`s washroom in the basement) must be opened and allowed to run for at least 5 minutes. If there is a filter or other water treatment device on this tap, and it can be bypassed, the filter must be bypassed during the 5-minute flush.
- Following the 5-minute flush, all taps and drinking water fountains that are likely to be used for human consumption or food preparation must be flushed for at least 10 seconds.
- If a tap or water fountain that is turned on for flushing has an aerator, the aerator must not be removed.
- If a filter or other device that treats water is installed on or near the tap and it is practicable to bypass the filter or other device without removing it, the filter or other device must be bypassed during the period that the cold water is turned on.
- The operator of a school, private school or a day nursery shall ensure that a record is made of the date and time of every flushing required by section 2 and the name of the person who performed the flushing.

The regulation requires that all owners of Day nurseries built before 1990 will test between May 1st and October 31st annually.

The laboratory conducting sample analysis is required to report test results that exceed the drinking water lead standard to the operator of the school, private school or day nursery, the Medical Office of Health, the Ontario Ministry of the Environment Spills Action Centre and the MEDU.

- If a sample indicates elevated lead levels, the operator shall undertake corrective action as per the direction of the Medical Officer of Health. The operator must maintain records on flushing and testing and have these records available for inspection by any member of the public.
- The operator must keep flushing and testing records for a period of seven years.

## Smoke Free Policy

The Wellesley and District Cooperative Preschool is committed to protecting the health of all staff and students by reducing the risks associated with tobacco smoke and vaping. Secondhand smoke can increase the risk of lung cancer, heart disease and other illnesses. Members and staff must therefore comply with the Ontario Smoke Free Act.

## Smoke Free Procedure

Definitions:
In this Policy, “Preschool” means the Wellesley and District Cooperative Preschool.
“Smoking” includes smoking tobacco and/or holding a lighted tobacco product, or vaping.

Strategy to Reduce the Risk of Exposure to Tobacco Smoking:

The Preschool shall implement the following:

a) Smoking and/or vaping is always prohibited in the premises and on the playground of the Preschool whether or not children are present.
b) “No Smoking” signs shall be posted at all entrances, exits and washrooms at the Preschool.

Enforcement of the Smoke Free Ontario Act
Enforcement of the Smoke Free Ontario Act is the responsibility of tobacco control inspectors from local public health units.

## Employee Personal Business Policy

Wellesley and District Co-operative Preschool recognizes and respects that staff and parents may own or be involved in businesses outside of the preschool. However, staff and parent members may not use the preschool's time or resources for these outside business interests.

This includes the following:

- handing out flyers, invitations or pamphlets related to the outside business
- using the preschool's materials/resources (paper, photocopier, etc.) to promote or conduct business
- using the preschool's name in any material associated with the outside business
- using the preschool's space for the outside business

Note: Staff and parent members may post flyers on the Parent's Information Board as approved by the Board of Directors.

## Dress Code Policy

The Wellesley Co-operative Preschool requires employees and parent volunteers to observe a standard of grooming and dress that projects a professional appearance and is conducive to working with children. Any type of clothing that restricts the ability to sit appropriately on the floor with the children is not suitable. As well, all staff and parents must expect and be prepared for clothing to come into contact with the elements of a childcare setting, such as paint, glue, dirt, etc.

Casual clothing defined as jeans, sweatshirts and pants, t-shirts, shorts (not shorter than mid-length between the knee and top of the leg) is permitted. Casual clothing must be in good repair. **Tops and bottoms must overlap**.
Clothing that is NOT suitable includes, but is not limited to:

- strapless tops and dresses
- tops that expose a bare mid drift or are low cut
- cut off shorts
- visible undergarments
- clothing containing images or words that may be suggestive, derogatory, or promote substance abuse in any way
- torn or dirty clothing

Failure to comply with this dress code as set out shall result in being asked to return home and change clothing to something more appropriate or to wear a cover-up shirt provided by the preschool.

# Workplace Harassment and Violence Policy

The Wellesley Co-operative Preschool is committed to providing a work environment in which all individuals are treated with respect and dignity as well as to the prevention of workplace violence and is ultimately responsible for worker health and safety. The Preschool will take whatever steps are reasonable to protect its workers from workplace harassment and violence from all sources.

## Workplace Harassment:

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.
Examples of workplace harassment include, but are not limited to:

- bullying
- intimidation
- offensive jokes or innuendos
- deployment or circulation of offensive pictures or materials
- offensive or intimidating phone calls

Workplace harassment will not be tolerated from any person in the workplace. Everyone in the workplace must be dedicated to preventing workplace harassment. The Board of Directors, the teacher and volunteer parents are expected to uphold this policy and will be held accountable by the Board of Directors.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in the workplace – a comment or conduct that is known or ought reasonably to be known to be unwelcome. Harassment may also be related to a form of discrimination as set out in the Ontario Human Rights code, but it does not have to.

There is a workplace harassment program that implements this policy. It includes measures and procedures to protect workers from workplace harassment. This policy is not intended to limit or constrain the reasonable exercise of Board functions in the workplace.

Workers are encouraged to report any incidents or workplace harassment and are asked to follow the complaint procedure.

The Board of Directors will investigate and deal with all concerns, complaints or incidents of workplace harassment in a fair and timely manner while respecting workers' privacy as much as possible.

Nothing in this policy prevents or discourages a worker from filing an application with the Human Rights Tribunal on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. A worker also retains the right to exercise any other legal avenues that may be available.

## Workplace Violence:

No employee or any other individual affiliated with the Preschool shall subject any other person to workplace violence or allow or create conditions that support workplace violence.

Examples of workplace violence include, but are not limited to:

- threatening behaviour such as shaking fists, destroying property or throwing objects
- verbal or written threats that express an intent to inflict harm
- physical attacks
- any other act that would arouse fear in a reasonable person in the circumstances

Acts of violence can take the form of physical contact. Acts of violence may occur as a single event or may involve a continuing series of incidents. Abuse in any form erodes the mutual trust and confidence that are essential to the Preschool's operational effectiveness. Acts of violence destroy individual dignity, lower morale, engender fear and break down work unit cohesiveness.

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to Board Members, the teacher and volunteer parents. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents or raise concerns. The Wellesley Co-operative Preschool Board of Directors, as the employers, will ensure this policy and the supporting program are implemented and maintained and that all workers have the appropriate information and instruction to protect themselves from violence in the workplace.

The teacher will adhere to this policy and the supporting program. The teacher is responsible for ensuring that measures and procedures are followed by the volunteer parents and that volunteer parents have the information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats.

The Board of Directors pledges to investigate and deal with all incidents and complaints or workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

## Workplace Harassment and Violence Program

The Wellesley and Co-operative Preschool believes in the prevention of harassment and violence and promotes a workplace in which all people respect one another and work together to achieve common goals. Any act of harassment or violence is unacceptable conduct that will not be tolerated. This program applies to all activities that occur while on premises or while engaging in preschool business, activities or social events.

The Wellesley and Co-operative Preschool is committed to:

a) investigating reported incidents in an objective and timely manner
b) taking necessary action to respond to those incidents
c) providing support for complainants

For the purposes of this program, included are Board Members, all staff, volunteer parents, student teachers, support staff and contract employees.

## Workplace Harassment and Violence Complaint Procedure

1. Prior to filing a formal report of the incident, a person subjected to workplace harassment or violence, The Complainant, should let their objections to the behaviour be known to the alleged offender (The Respondent) directly or with the assistance of a third party.

2. A Complainant may ask for support from the Teacher of the Board of Directors to communicate their objections to the incident and/or to prepare and submit a formal complaint if they choose.

3. The Complainant should carefully record details of the incident including the date and time of the incident, the nature of the incident and names of people who may have witnessed the incident. This document is the Complainant's personal record and property.

4. The complainant may choose to file a formal complaint that documents their concerns to the Board of Directors.

## Confidentiality

Strict confidentiality is required to properly investigate an incident and to offer appropriate support to all parties involved. Any individual who becomes aware of an incident should not disclose the details of the incident to any third party without prior consultation with the Complainant. Gossiping about an incident seriously undermines the privacy of all parties involved and will not be tolerated. Those with questions or concerns about an incident should speak to the Teacher of the Board of Directors.

## Personal Electronic Device Policy

Personal phone calls, as well as the use of Personal Electronic Devices (cell phones, I-Pods, Smartphones, Digital Cameras) during class session time, can interfere with employee and volunteer parent performance and the safety of the children.

Employees and volunteer parents must restrict personal phone calls and may not use their personal electronic devices during class session time except in emergency situations where a personal phone call to the employee or volunteer parent is required. Employees and volunteer parents are asked to ensure that friends and family members are aware of this policy.

Wellesley Preschool will not be liable for the loss of personal electronic devices brought into the school.

## Personal Electronic Device Procedure

Personal Electronic Devices should be silenced before the class begins and may not be used until the end of the class session time. Any violations of this policy by an employee or volunteer parent may lead to a warning from the board of directors and further disciplinary action.

***NOTE: Parents who are not volunteering may use their personal electronic devices as the occasion arises. However, only pictures of their own child/ren, may be taken with these devices, according to the preschool's privacy statement.

# Volunteers and Students Policy

## Volunteers and Students

Volunteers and placement students are valued members of her preschool community and contribute to a positive learning environment. The Supervisor or Classroom Teacher acts as their mentor providing orientation and ongoing feedback.

# Volunteers and Students Procedure

Adult volunteers, college students, and teachers who have direct contact with children, must provide a vulnerable sector criminal reference check (VSC). High school Co-op students are exempt but will always be supervised.

Volunteers and students are required to review the parent handbook, program policies and allergy information annually and sign a form confirming their understanding.

Volunteers and students are encouraged to participate within their comfort level but must always be supervised by staff and are not included in staff-to-child ratios.

Only preschool staff may have unsupervised access to children. Volunteers and students are never left alone with a child. They must report any injuries or concerns involving themselves or children immediately to the supervisor or teacher.

All volunteers must submit the following before participating in any volunteer days:

- A completed **Pre-Employment Health form**
- **Immunization records**, including proof of **Tetanus/Diphtheria vaccination within the past 10 years.**
- A **one step TB skin test** is recommended within one month of the start date but is not mandatory.
- **A Vulnerable Sector Check (VSC)**- must be dated no more than 6 months prior to the child's start date.

Once completed, a VSC is valid for **five years**, provided you remain an active member or associate member and submit an **annual offence declaration**. If a parent is exempt from immunization due to religious or conscious-based reasons, an exemption form may be requested from the membership chairperson.

**Note-** No one will be permitted to volunteer until all forms, including immunization, Form A and VSC are submitted and approved

## Member Conduct and Standing

all preschool members are expected to be in good standing, which includes:

- Demonstrating a cooperative and respectful attitude
- Adhering to the preschool's Program Statement
- Communicating respectfully in all matters relating to the preschool

If a member is found not to be in good standing, efforts will be made to resolve the issue through respectful conversation. In extreme cases, membership may be revoked without notice, and any remaining fees will be refunded.

## Accessibility Policy

The Wellesley Co-op Preschool is committed to serving all members of the community including people with disabilities.

We will communicate with people with disabilities in ways that consider their disability. Staff will become familiar with different assistive devices that may be used by people with disabilities within our organization. We welcome support people and service animals into our facility.

Staff and Board Members will familiarize themselves with the Accessibility for Ontarians with Disabilities Act, 2005 and ways in which to interact and communicate effectively with people with various disabilities.

If a child or parent/guardian is having difficulty accessing our facilities, plans will be made in consultation with the teacher, Board of Directors and the Wellesley Mennonite Church. Every effort will be made to accommodate the person with disabilities.

Any policy of the Wellesley Co-op Preschool that does not respect and promote the dignity and independence of any person with disabilities will be modified or removed.

Community members who wish to offer feedback on the way that the Wellesley Co-op Preschool provides service to people with disabilities may contact the President of the Board of Directors verbally, in person or by telephone, by e-mail or by leaving a card in our suggestion box.

## Photography Policy

The photography policy states that parents and caregivers may not take photographs of their child (or any other child) at the Wellesley and District Co-operative Preschool, except for special events or field trips. Volunteer parents must not take pictures with personal devices while on duty – the Preschool Tablet is available for pictures. In addition, any photos provided by the Wellesley Preschool must not, under any circumstances, be posted on social media and/or the internet in any way.

## Monitoring Compliance and Contraventions Policy and Procedure

The Wellesley Cooperative Preschool is committed to providing a safe, stimulation environment. therefore, all staff, students, volunteers, supply teacher and volunteer parents are expected to follow the program statement, policies, procedures and individualized plans.

As required by the Child Care and Early Years Act, 2014, all policies and procedures and more specifically the below mentioned policies, will be reviewed before employment or placement, upon any revision and annually thereafter. The supervisor or a board member will document the dates the training took place on the current tracking form.

Contravention of any policy or procedure will be disciplined as outlined in the Program Statement Implementation Policy, under “Contravention of Policy”.

1. Each teacher, parent, volunteer, or student is responsible for his/her actions while at preschool.
2. All staff, volunteers and students are required to review all policies and procedures, and program statement before employment or placement begins.
3. Every adult on premises is responsible for the monitoring of the welfare of the children attending the program. Thus, they are required to submit a complaint verbally or in writing to the Board if they have firsthand knowledge that the Program Statement and/or Policies and Procedures have been violated. Said complaint is to be brought to the attention of any Board member within 24 hours of said occurrence. This way the complaint can be dealt with by the Board immediately, effectively, and confidentially.
4. Every adult is responsible for ensuring that complaints are dealt with in a confidential manner.
5. Every teacher and teacher helper will be observed once a year as to their interactions and whether they comply with the Preschool’s policies and procedures and program statement. These records will be kept in the filing cabinet for at least 3 years.

# Parental Issues and Concerns Policy

The welfare of our children and community are important to us as a preschool and therefore, items of concern need to be dealt with in a confidential manner. Parents/Guardians are encouraged to take an active role in the preschool and regularly discuss what their child(ren) are experiencing with the program. As supported by the preschool's program statement we support positive and responsive interactions among the children, parents/guardians, childcare providers and staff and foster the engagement of and ongoing communication with parents/guardians about the program and their children. If you have any issues or concerns regarding the preschool, feel free to contact the teacher, supervisor or any member of the Board of Directors confidentially.

# Parental Issues and Concerns Procedure

1. **Initiate Contact**
   A parent may contact the teacher, supervisor or any member of the Board of Directors in person or by email. All issues and concerns raised by parents/guardians are taken seriously by the preschool and will be addressed. If the issue or concern is not resolved, it will then be taken to the next board meeting with written documentation provided by the parent.

2. **Documentation**
   Any staff member, if contacted about an issue/concern, should note the issue/concern in the daily logbook as well as communicating the issue/concern to the supervisor or a board member.

3. **Confidential Discussion**
   The teacher/Board of Directors/parents are only to discuss problems with the appropriate individuals and in the forum of a board meeting. Parents should not discuss the nature of the problem with others except for the Board Members to clarify the issue or to bring the complaint to the attention of the appropriate people.

4. **Resolution Timeline**
   After the Board has met and discussed the problem brought forth the parent will be given a response as to how the issue or concern will be resolved within 2 days of the meeting by the original board member or teacher contacted about the problem. Issues/concerns may also be reported to other relevant regulatory bodies (eg. Local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, College of Social Workers, etc.) where appropriate.

5. **Escalation to External Authorities**
   If necessary, concerns may also be directed to the appropriate external agencies, such as:
   - Local Public Health Department

- Ministry of Education or other relevant ministries
- Police or Dire Department
- College of Early Childhood Educators