



Parent/Guardian Handbook

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Dear Families, ¹

Welcome to PROCARE Family Center Inc. We are very happy that you have chosen us to care for your child(ren). We hope that this handbook will help introduce you to PROCARE and answer many of your questions.

1. Our mission is to provide a Child Care Center that offers quality services to families with children of all ages. We understand each child has individual needs and should be participating in a program that supports development such as: hand on learning, visual and vocal stimulation, personalized activities, and tools to enhance growth and learning through play.

2. Our Philosophy

Our program accepts each child and encourages them to express their full potential in all domains of the classroom and life. Building their confidence, self-esteem and independence is a crucial element in their future success. By following an emergent curriculum with a child centered approach, allows us to develop around their interest, curiosity, and desires.

Teachers are to respect each child and parent just as the children and parents are to respect the teachers. We encourage everyone to use their freedom of speech to express opinions and give feedback on the well-being of the child and program.

Our team of registered educators are warm, caring, and professional. It's our job to create a centre that is positive and a stimulating environment; your child will be treated with patience, respect and kindness, always. Daily communication between educators and parents is important as we work closely together to ensure expectations and routines are as similar as possible between home and daycare. We plan on building our professional relationship with parents by providing them with resources and tips on various parenting topics and workshops to help with the most important job in the world – raising the future generation.

Healthy snacks and lunches are provided daily. We believe what a person eats has a large impact on their energy and growth. Family participation is welcomed to enhance the experience and quality of care provided for each child.

Let's Learn and Grow together!

INITIALS:

PROCARE Family Centre Inc. Program Statement

Children are growing and adapting to life as capable and competent individuals, their brains are like sponges ready to absorb all that there is to learn, their bodies are full of energy ready to move, challenge themselves and grow, and their hearts are open for new friendships and a caring environment!

Our program is designed to encourage and support individual interest and group curiosity, to prepare each child for future academics by planning a curriculum that fosters and encourages language, music, math, and social skills. Our inclusive setting gives children a sense of home, and belonging, a place where they can express themselves freely and have a clear outline for success. A place to build new relationships and work through challenging ones with guidance from our teachers.

The safety and well-being of children, parents, and staff is our core focus. Through open dialog with parents, and visual content (Documentation, Pictures, Curriculum Plans and Community Efforts and other) we include them in our daily operation. The environment is set up with safety in mind, having open space to move without obstruction, ensuring toys are working and age appropriate, security cameras are recording to monitor play and interactions, as well ensuring surfaces and areas are frequently cleaned and disinfected throughout the day. While parents are at work, we want them to have a clear mind knowing their child is respected and cared for by all adults.

It's our goal to prepare children for the "real world" and instill qualities that will only benefit their journey! We do this by bringing in community partners to share insight, tips, and inspiration, by focusing on positive discipline methods, and encouraging individual skills sets. We believe the 4 elements of "How Does Learning Happen" break down our core philosophy. Well-Being, Belonging, Engagement, and Expression. Below will list how we install these elements into our program.

Well-Being ²

INITIALS:

Physical play is a large part of our programming and we ensure children get their fair share of fresh air. Healthy snacks and hygiene are daily discussions and self-regulation practices are taught and put into play.

Belonging

We are all about inclusion. Every child is made to feel at home and to know they are among friends in a safe space. Relationship building is a large part of our programming and crucial to our mandate.

Engagement

We harness children's natural curiosity by targeting programs and activities to their specific interest to include them in their family centre. We encourage them to explore their interests and help them focus in a world that moves way too fast.

Expression

Every child is not only encouraged, but taught to express themselves freely, whether that be verbally, artistically, or through their actions. We use their expressed interest to help teach them through play. Language plays a large role in how we teach them to interact with others.

We value the relationships we've built and look forward to creating more with new families.

We have a huge place in our hearts for the field of early childhood education, and are passionate about our important role of shaping your child's future. Our love for children, our passion for this field, and our dedication to providing quality and educational care everyday are what PROCARE really is all about.

Goals and Action:

- **To promote the health, safety, nutrition and well-being of children**

All staff will promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment, nutrition based on the Canada's Food Guide, access to drinking water throughout the day, limited transitions, eliminating any environmental issues that may cause undue stress to the child, unnecessary disruptions to play and reducing hazards that may cause injury. Educators will familiarize themselves with all information concerning any medical conditions, exceptionalities,

³allergies, food restrictions, medication requirements, and parental preferences in respect to diet, exercise and rest time.

- Support positive and responsive interactions among the children, parents, childcare providers and staff

All staff will support positive and responsive interactions among the children, parents, and child care providers. The Directors will support this through the hiring of qualified, responsive, and well trained Early Childhood Educators who support families in their role as primary caregivers, and understand the needs of each child as an individual. The Directors will ensure any volunteers and students are using best practices and fully understand our program statement and policies prior to working with children and parents.

- Encourage children to interact and communicate in a positive way and support their ability to self-regulate

All staff will encourage children to interact and communicate in a positive way, and support their ability to self-regulate; acknowledging that each child is competent, curious and rich in potential. Staff will support self-regulation in children (defined as the child's ability to gain control of bodily functions, manage powerful emotions and maintain focus and attention) Self-regulation in early development is influenced by a child's relationship with the important adults in that child's life, including the ECEs in the program. All staff will provide the learning experiences, support and encouragement that help young children learn to self-regulate, which is a crucial component of quality care.

-Foster children's exploration, play and inquiry

All staff will foster the children's exploration, play and inquiry by providing a variety of activities, and an environment rich in content that encourages choices, and active play. Staff will take frequent observations on the group and individual children to ensure we're planning a curriculum that meets group and individual needs.

-Provide child initiated and adult-supported experiences

INITIALS:

All Staff will provide child-initiated and adult supported experiences. The Early Childhood Educators will observe the children and use that information to plan and create a positive learning environment that is based on the interests of the child, and supported by all the adults in the child care environment. Educators will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.

-Plan for and create a positive learning environment in which each child's learning and development will be supported

Staff need to learn about children through listening, observation, documentation, and discussion with others, families in particular, to understand children as unique individuals. They will observe and listen to learn how children make meaning through their experiences in the world around them, and use this to have meaningful interactions, and engage children on a daily basis.

-Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the unique needs of the children receiving child care

Each child will experience indoor, and two hours of outdoor play (weather permitting) daily, as well as a time to rest and sleep if needed, quiet and active times, always being mindful of each child's needs and parental direction.

-Foster the engagement of and ongoing communication with parents about the program and their children

Regular and ongoing communication with parents is an important component of the day. Communication may be in person, by phone, e-mail or through our online network (Sandbox Software). Communication tools and notes are also posted on our parent board. Communication needs to come from all members of the organization

-Involve local community partners and allow those partners to support the children, their families and staff

Parents will be directed to resources outside of the centre if necessary, and community partners such as early year's services, speech therapists, support services, occupational therapists, counsellors, etc., this will be an important part of the centres support to all children and their families.

INITIALS:

-Support staff or others who interact with children in relation to continuous professional learning

We view the community as a valuable resource and our educators plan learning opportunities to engage the community in our programs. We seek out opportunity to share our knowledge and to learn from others in the community.

The organization will provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support continuous professional learning.

-Document and review the impact of strategies on Children and their families

All staff will build a climate of trust, honesty and respect in the workplace, working collaboratively in order to provide a safe, secure, healthy and inviting environment for all children and their families, building and maintaining healthy professional relationships that encourage growth and offering support and mentorship.

3. Licensing

PROCARE Family Centre Inc. operates in compliance with the Child Care Centre Licensing Manual through the Ministry of Education - Ontario. We also follow all Health, Fire and Town regulations.

4. Days and Hours of Operation

PROCARE is open year round Monday through Friday from 7:30am-5:30pm

PROCARE is closed on the following holidays:

New Year's Day	Civic Holiday (August)
Family Day (February)	Labour Day
Good Friday	Thanksgiving Day
Easter Monday	Christmas Day
Victoria Day	Boxing Day

The Centre will be closed for the last week of July every summer and re-open after the long weekend in August. Christmas closure will vary each year, a notice of our closure is provided to families in October. **Payment is still required during times of closure.** The Friday before our week closure (summer and winter) We close at 12:00pm, children will have lunch before they go home. We close at noon so our team can clean, disinfect, change up the classroom and get it all ready for when we return after the break.

INITIALS:

5. Daycare Fees

Program	Amount
Registration – Non- Refundable	\$50
Deposit (towards last month of service) Both Non-Refundable	\$500 Full Time \$250 Part Time
Toddler per month Daily Rate	\$1,545.30 \$77.26
Preschool per month Daily Rate	\$1,339.29 \$66.96
Kinder/School Age per month	\$450

Part Time: Daily rates are to be calculated # of days, (x) daily fee = Each months rate. Holiday's are still paid!

Example: 3 days a week x Toddler rate at \$75 a day. x4 (or 5 weeks depending on month) = \$900. If the month has a holiday, date is still added to the total calculation.

spots are subject to change of days, or loss of daycare spot. 2 month notice will be given.

Post Dated Cheques up to 6 months

Parents will receive sixty days (60) notice of any rate changes. Monthly Fee's increase every year in March, the increase % depends on cost of living.

6. NSF (Non-Sufficient funds)

There will be a \$50 fee to cover any NSF "returned cheque" charges made to PROCARE Family Centre. The director will contact you to arrange immediate payment. Frequent failure to pay can result in dismissal from the program.

7. Extra Fees

Wipes – \$10 every 2-3 Months PROCARE does not provide wipes, however, we do order them in bulk for convenience. We'll send a reminder on Storypark, in the Newsletter and on the invoice requesting the fee of \$10. This fee DOES NOT apply for parents whose children are potty trained.

Diapers - \$20 a Month We order the Pampers brand, if your child has a sensitivity/allergy to pampers, you may bring in your own diapers, if they don't we require your child to be on our diaper program. If your child uses cloth diapers, we can accommodate but there are specific directions that must be discussed before implementing cloth diapers.

Pull Ups - \$22 a Month We order Pampers Pull Ups from Costco. A box of pull ups is a little more expensive than a box of diapers, that's why \$2 has been added to the fee. If your child has a sensitivity/allergy to Kirkland brand, you can bring in your own pull-ups, if they don't we require your child to be on our pull up program.

Pull Up at Naptime and/or Outdoor Play - \$8 a Month If your child is potty trained and only requires a pull up at Nap time and/or Outdoor play, we use the Pampers brand and charge \$8 a month.

Guest Speakers, Activity Fee & Field Trips - \$200 This fee will cover the yearly expense of extras in our program such as: music teacher, kids yoga, field trips, Holiday Party, Mothers Day Tea Party, Fathers Day Breakfast and other. Please speak with Director for payment options.

8. Late Payments on Fees

Will result in a \$5.00 charge per 5 minutes after 5:30pm. Parents will be invoiced at the end of the month. If you arrive at 5:25pm and do not leave until 5:35pm, you will be charged the \$5 late pick up as the centre is closed and should be empty by 5:30pm.

9. Income Tax Receipts

Receipts for income tax purposes are issued at the end of the year. Please indicate whom the receipt should be made out to on the registration form.

10. Arrival and Pick Up

INITIALS:

Drop off times are any time after 7:30a.m./before 10am. and Pick up times are any time after 3pm/ before 5:30p.m. ⁵ If you are not planning to attending daycare, please send us a message through Storypark by 9:30am, this helps our Chef meal prep accordingly.

Appointments: If your child has an appointment in the morning, we request that they are dropped off by 11:00am, this way they can have lunch with the group and get ready for nap. We don't want to cause a disruption for the other children in our program should a drop off be difficult for a child during lunch or just before nap. Please ensure you communicate with the Teachers and Directors about any appointments. Note: There are no afternoon drop offs, if your child was away for the morning and not dropped off by 11am, they are to stay home for the day.

Parents are responsible for assisting their child(ren) with removal of outdoor shoes, and other outdoor wear. It's to be placed away on their hook or in their bins in a neat and organized manner. Parents are also responsible for helping them put on their indoor shoes and escorting them to the classroom/teacher. Always ensure your child is signed in at arrival and pick up on the mandatory attendance, as well, ensure a teacher has acknowledge your departure. At Pick up time, should your child just have an accident or a dirty Diaper, parents are responsible to change them unless one of our PROCARE Teachers offers and is available with ratio to make the change for you. Pick up time is busy for everyone, so once the child's parent has arrived, they are now taking over responsibility and supervision.

If someone other than a parent or legal guardian is picking up, please make sure:

- The educators are informed the morning of
- Written permission through Storypark with persons full name has been sent.

INITIALS:

- Person picking up is on the authorization list, or has been given permission for that day has at least 1 piece of identification.

Authorizing individuals to pick up your child

On the enrolment form, you will find a line asking for the names of the individuals who are authorized to pick up your child. You may authorize as many individuals as you wish in writing on your form. We will not allow your child to leave with an unauthorized person; this is for the safety and protection of your child. We will check the ID of the person listed to pick up your child. Please remember to keep this form updated with your current phone number and address changes.

11. Absences/ Holidays

If your child will not be attending daycare on any of the days he/she is expected to be in, please be sure to Storypark the team and let us know before 10am. You can also leave a voicemail at 613-695-7762.

12. Withdrawal

If you desire to cancel enrolment, you must give four weeks' notice, if you're withdrawing before the end of year of registration, deposit is not returned or put towards the last month. Contract is year to year.

13. Discharge Policy

Your child may be discharged if:

- A problem continues which negatively affects other children in attendance at PROCARE, such as threats directed towards children, staff or self.
- Student enrolment fees have not been paid for 3 months
- Failure to meet PROCARE policies
- A Parent is not cooperating with the staff or program policies in the Handbook or verbal/Storypark posts. Director will have a meeting with the Parent(s), if issues continues their child may be discharged from the centre.

PROCARE is a **BULLY FREE** centre and has zero tolerance for: Physical abuse, passive aggressive behaviour, being disrespectful towards students and/or staff. directing the rules of the program after attempts to correct this

behaviour. The safety and wellbeing of children and staff is PROCARE's responsibility - Students are subject to termination from the program.

14. Transportation and Parking

- At no time is a staff member to drive a child to or from PROCARE Family Centre Inc. without written permission from Parent and Director.

- Parents are responsible for parking in permitted zones, or PROCARE Parking lot. If Parking is an issue right at the daycare, you can park on Byron or other side streets and walk over. We do encourage families who reside in our neighbourhood to walk, bike or use public transit.

INITIALS:

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15. Integration Period

We understand that finding the right daycare is a difficult decision to make. That is why our staff work hard to ensure that the transition is smooth, reassuring, and as stress free as possible for the child, making it a little bit easier on the parents as well.

Day 1: Morning care, pick up before lunch (9am- 11:30)

Day 2: Morning Care and Lunch, Pick up before nap (9am-12:00)

Day 3: Morning Care, Lunch and Nap time. Pick up after snack (9am-3:00)

Parents are welcome to call or email any time throughout the day to check in on their child.

Integration from Toddler to Preschool: We follow the same 3 day system as the integration into our centre. Your child will have extra happy visits in the Preschool Room before their integration dates starts.

INITIALS:

16. Illness

We take all precautionary measures to prevent the start-up and spreading of illness, and your cooperation with our policies will be of great help. If your child has:

- A fever of 37.3 C (99.1F) or greater from the armpit, accompanied by behaviour changes or other signs or symptoms of illness will require child to stay home 24h or until medical evaluation indicates inclusion in the Centre. **Temperature Check: Armpit - 37.3C or 99.1 F. Orally - 37.5C or 99.5F. Ear - 38.0C or 100.4. Rectum - 38.0C or 100.4F. Please Note: We ONLY test temperature by the Armpit.**

- Symptoms or signs of possible severe illness, such as; uncontrolled coughing, irritability, persistent crying, unusual lethargy, wheezing, Vomiting, diarrhea or other unusual signs will require the child to go home and rest.

- Eye discharge (white or yellow) or pink eye; until 24 hours after starting treatment; if treatment is not sought then when the discharge clears

- Respiratory illness
please keep him/her home, in all fairness to all the other children.

Your child may return when:

1. They are fever or symptom free for at least 24 hours before returning to daycare
2. They have been treated by a doctor or a doctor permits them to return to the Centre. ⁷

You can return with a signed doctor's note. ⁸

If your child becomes ill while at the centre, then you will be called to come pick up your child.

INITIALS:

Exposure to communicable diseases and any infectious illness should be reported promptly to the centre, so our staff can look for any early symptoms. The centre will notify parents when a child has been exposed to an infectious disease.

17. Medication Policy

Medication prescribed or ordered by a physician or dentist will be administered during the time the child is at centre. Parents will need to give written authorization and instructions by filling out a Medication Permission Form. This form needs to be filled out before the child will be given any medication at the centre. All medications brought to the centre should be in its original container. They need to be properly labeled

- With the child's name and medication name
- Time and amount to be administered.

18. Child Accident Form

Our staff take every effort to ensure the safety of your child. Unfortunately accidents do occur. In case of that event, an accident form will be filled out by Pro-Care staff for every detected injury that occurs. A copy with your signature will be retained for your child's file. A child coming into PROCARE with injuries may require an accident form, so that both the parent and PROCARE staff are aware that it did not occur at the Centre. In the event a child gets injured in our care, a copy of the accident report will be given to the parent.

19. Prohibited Practices

Immediate suspension and/or termination of employment will result in the case of a staff member, student or volunteer using any prohibited practices:

- corporal punishment of the child;
- 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;

- locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- Inflicting any bodily harm on children including making children eat or drink against their will.

20. Snacks and Lunch

Each child will be given healthy snacks and lunch. All food served at the Centre will meet nutritional guidelines. Menus will be posted in the centre and on Storypark. If your child has restrictions or allergies, we'll set up a meeting with our Chef to discuss what food will need to be provided by parents, the monthly fee stays the same. Our Kitchen is inspected by the Health department every 3 months, we notify parents once the inspection happens.

In the situation where children do not participate in the provided lunches & snacks, a lunch brought from home is necessary.

Please observe the following guidelines when sending a bag lunch and a snack from home:

- Please ensure the contents of bag lunches meet the requirements of the "Canada's Food Guide". Example: Turkey and cheese on multigrain bun, apple, carrot sticks and milk.

- Please remember due to severe allergic reactions we are a PEANUT/ NUT FREE facility, All food labels must be read to ensure that the food product has not been contaminated with nuts or nut products. A list of allergies will be posted in each classroom. Parents may be required to avoid bringing in other foods related to children's allergies or illnesses and will be informed if this does occur.
- Please send in a labelled water bottle and lunch box for your child daily.
- Please avoid food choices high in sugar and salt, as they provide very little nutritional value, as well as promote tooth decay. Staff will monitor the contents and the consumption of the lunches, and be vigilant in communicating any concern regarding nutritional adequacy.
- Parents will be asked to provide ice packs for children's lunches that require refrigeration. If a child forgets their ice pack, PROCARE Family Centre will either provide one or those lunches will be stored in the Centre refrigerator for the day.
- If a child forgot his/her lunch, a call to the parent will be placed and an arrangement for a substitute will be decided between PROCARE Family Centre and the parent. If PROCARE Family Centre is providing the food, the lunch on the menu will be provided. Parents will be responsible for any cost incurred.

Pick Up and Drop Off Snacks: Please do not feed your child inside the centre at pick up or drop off times. We don't want other children getting upset that they can't have what others are eating. It's challenging to monitor all the food brought in from home during those busy times, and it's our priority to keep all children safe, we have anaphylactic children to different ingredients which can make food a concern that does not come from our Kitchen. Please give your child snack before entering the centre or as soon as they leave (in the stroller, car or home).

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INITIALS:

21. Family Involvement

PROCARE newsletters will be provided monthly along with a calendar. It will include information on our program plans, upcoming events and theme days. It may also include messages or requests specifically for parents.

Informal parent participation in the centre is always welcome. Parents are invited to visit the centre at any time. On some occasions, such as field trips, parent's help may be requested. If you have a talent or skill, and you would like to share with the children, we'd be happy to schedule you as a guest speaker for circle time!

22. Social Media

Please follow our Social Media pages:

Twitter: @Procareottawa

Facebook: ProCare After School Centre

LinkedIn: ProCare After School Centre

We do not post any pictures of the children's faces; you will see pictures of the activities or back of the children. You will also find current and informative articles/blogs to read. We also post about upcoming events and workshops.

Please refer to our Photo/Video consent form in the registration package for usage approvals and guidelines.

23. Volunteers

PROCARE welcomes volunteers! Volunteers are important and can often serve as a mentor in your child's life. All volunteers are required to have a criminal records check.

On occasion there may be students who are in need of training for required courses. These students will be doing extras for your child, such as reading stories, art activities, and helping with your child's development. We welcome parents and grandparents to observe at any time. They may even share an interest with the children such as a hobby or a book. Volunteers are supervised at all times and will not be left alone with a child.

INITIALS:

24. Clothing

Please dress your child according to the weather with appropriate hats, mittens, and coats during the winter months and **label** them with their name. Be sure your child has indoor shoes to wear. This helps keep our centre clean! During summer months, please send them with a bathing suit, towel and hat.

Dress your child in clothing that is not valuable so that they feel free to participate in all activities. We are not responsible for damaged clothing, We do provide art shirts and encourage the children to wear them.

25. Donations

PROCARE opens its doors to donations of toys, books, etc. All donations that are in good, working condition will be much appreciated. It is our goal to provide children with a fun, educational and stimulating environment.

26. Fundraisers

From time to time PROCARE may do fundraisers to raise money for needed toys, supplies, educational materials, or upgrades/repairs to the centre and yard. Fundraisers are a positive way to show community and family support.

The last Sunday Jan, Feb, March, Apr, May, Sept, Oct, Nov and first Sunday of December we host a charity event raising canned food, toys, hygiene products and money for The St.Joes Women's Centre here in Ottawa. This fun event runs from 2:30-4:30pm and has different party themes each month. We hope to see you and your little ones at one of our Charity parties!

27. Waiting List

Thank you for your interest in adding your name to PROCARE Family Centre Inc. waiting list. PROCARE Family Centre Inc waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

Please Provide the following information for you file on the waiting list:

- Parents first and last names
- Best contact telephone number(s) and or email addresses
- Your expected start month
- Your child's name
- Date of Birth (unborn children may be added to the list with expected month and year of birth)

1)There is no Charge to Parents/applicants for being on the waiting list

2)To fill available spaces we contact families, whose child is age eligible for the space available.

3)it is important to keep your information as up to date as possible, including the date when you require care.

We do have some priorities that we consider when inviting new families to join us.

1)Children currently enrolled and moving to the next age group.

2)Siblings of children currently enrolled

27.Emergency Management Policy

We have set in place an Emergency Management Policy for all staff to review and sign off annually. This policy includes all procedures to keep the children and teaching team safe. Our 'Emergency Back Pack' is located near the side entrance, and will be brought with us in the event of an actual emergency. Our meeting place is at Fisher Park School - 250 Holland Ave.

Parents will be contacted/notified by StoryPark and Phone call.

27.Parent Issues and Concerns

Policy

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care

providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by documenting the concern, investigating it (reviewing our classroom security cameras) and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

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

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a Child

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children’s Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the Child and Family Services Act.

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/ Concern:	Steps for Staff and/or Licensee in Responding to the Issues/ Concerns:
<ul style="list-style-type: none"> - Food and Water intake - Sleep - Behaviours - Separation anxiety when a child starts 	<ol style="list-style-type: none"> 1. At drop off or Pick up, speak with your child’s teacher regarding the issue/ concern. 2. E-mail the Directors to inform them of your issue/ concern if parent/guardian did not feel it was resolved when speaking with the educator 3. Set up a meeting to discuss in person strategies/ actions that will be taken 	<ol style="list-style-type: none"> 1. Respond to the paren/guardian in an educated and kind manner. Listen to their issue/concern, answer best you can, if you do not have the answer. Let them know you will get the Directors to contact them. 2. Actively update the parent/ guardian throughout the day by using the STORYPARK app. Send them pictures/videos/notes. Only 1 teacher at a time is to be posting on STORYPARK for parents. 3. Document through observations and notes in the child’s file.

Thank you for choosing to join our PROCARE FAMILY CENTRE! We look forward to learning, growing and making wonderful memories with your family.

THE ABOVE WRITTEN POLICIES FROM PAGES 1 - 20 ARE PROVIDED TO YOU AS A CONVENIENCE AND TO AVOID ANY MISUNDERSTANDINGS. IF YOU DO NOT UNDERSTAND ANY POLICY OR PROCEDURE, PLEASE ASK.

****Please note: Rates are subject to change every year in March. % will depend on the increase of living ****

INITIALS:

After Hours Fee: The Centre closes at 5:30 pm. All children should be out of the Centre by 5:30 pm. Parents should arrive no later than 5:20 pm to allow enough time to visit with the teacher, and to collect the child's belongings. Service beyond that time necessitates paying staff overtime. Consequently, a \$5 fee will be charged for each 5 minutes past closing time.

Special Provisions Fee: When circumstances require special diets, equipment or staffing, there will be additional charges for those items. This will be discussed with parents before implementing.

**PROCARE Family Centre
PARENT CONTRACT**

I have read and understand the policies and procedures outlined in the PROCARE Family Centre Parent Handbook.

Our start date for child care services will be:_____.

I understand that a two weeks written notice is needed to end my child care services.

Parent/Guardian Signature Date

** Please return this form signed and dated with registration

