



Parent Manual

LULLABOO NURSERY AND CHILDCARE CENTRE INC



Parent Manual

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General Acknowledgement

Welcome and thank you for choosing Lullaboo Nursery and Childcare Center as a partner in the care of your child. We are confident that you will be pleased with your decision and we look forward to sharing in your family’s life.

The information in this manual is intended to provide you with a better understanding of our child care programs, philosophy, policies and procedures. It is important to read the entire manual. Please ensure that you understand and acknowledge Lullaboo Nursery and Childcare (Lullaboo) Parent Manual and agree to these policies and procedures. By providing payment and engaging in services provided by Lullaboo, you further confirm acceptance and acknowledgement of the Parent Manual in its entirety.

Parents should ensure that all information provided on their child(ren)’s registration package is truthful and accurate and It is parent’s responsibility to inform Lullaboo in regards to any updates to the provided information in the registration package. Parents should understand that any person listed as emergency contact or authorized pick up in my child’s profile do not have the authority to alter the child’s profile information whatsoever.

Participating in an information session arranged by Lullaboo is mandatory for all families, to ensure all the needed information for providing the best care for your child is available. Failing to participate in this session prior to the child’s start date might result in denying care.

In the event of medical emergency, while every possible effort will be made to reach parents, we require your permission to authorize any doctor of a necessary treatment in the event of such an emergency. Lullaboo may be required to contact emergency help before attempting to reach parents. Lullaboo will take and follow direction from emergency personal, such as 911 operator as required. Parents will be immediately notified after emergency help is notified first. I hereby consent to medical treatment being given to my child, if at any time such treatment is necessary due to circumstances such as accident, sudden illness or emergency. Lullaboo Nursery and Childcare Center and all staff members are hereby released from any liability due to circumstances and medical treatment received, as a result of such emergency.

We believe family partnerships are vital in creating a successful learning environment for children. We welcome any comments, suggestions, questions or concerns about the program. Please review and follow the policies and procedures outlined. Any parent manual changes during the year will get posted on www.lullaboo.ca. Thank you for choosing Lullaboo. We look forward to providing your child with a caring and enriching environment. If you have any questions, please feel free to reach supervisor of your location, they would be happy to assist you.

CENTRE INFORMATION

Lullaboo Nursery and Childcare Centres care for children 6 weeks to 12 years of age. Centres are open Monday to Friday 7:00AM to 6:30PM

The Centre will be closed for all statutory holidays

Family Day	Labour Day	New Year’s Day – (January 1 st)
Good Friday	Thanksgiving Day	
New Year’s Eve – (early closing)		
Victoria Day	Christmas Eve – (early closing)	Civic Holiday
Canada Day – (July 1 st)	Christmas Day – (December 25 th)	Boxing Day – (December 26 th)

FINANCIAL FEES

There is a \$250 registration fee for every child that is **non-refundable** to be paid upon registration (**Additional credit card fees may apply**). Registration fee guarantees care within Lullaboo on the date agreed to and confirmed by the Supervisor. Every effort will be made to accommodate requested start date. Changes to the first day of care needs to be acknowledged in writing by parent and supervisor; any changes may result in loss of preferred start date. All forms, including registration package, void cheque and immunization forms **must** be completed at least 30 days **prior** to your child’s start date. Failure to do so may result in loss of the start date you’ve requested.



Fee payments include statutory holidays and days your child may be absent due to illness or vacation days. No deduction will be made for any of these days in order to guarantee your spot upon return. There is no break in your child care fee at any time of the year. Fees are due in advance as per our fee biweekly schedule, any payment returned NSF or stop payments will be subject to a \$50.00 charge. Failure to provide payment prior to start date does not guarantee your spot. No other forms of payment will be accepted. Lullaboo is enrolled in the Canada wide early learning child care system (CWELCC) and has regional fee charts to follow in every region. Centre specific fee charts and payment schedules are available in every centre or can be emailed to you upon request at any time as they do vary in every region.

Lullaboo offers part-time programs only on set schedules of either Mon, Wed, Fri or Tue, Thurs depending on availability.

Lullaboo requires a void cheque for auto-withdrawal. Lullaboo will debit the account provided with each biweekly payment and treat each payment as if parent had personally issued a cheque. This constitutes delivery of authorization by parent to his/her financial institution. The terms and conditions are listed below:

“Terms and Conditions”

- Parents are to notify Lullaboo of any changes to account information provided.
- Lullaboo will withdraw pre-authorized payment bi-weekly to cover payment due on account.
- Lullaboo Nursery and Childcare Center relies on the representation constituted by the authorization provided that the customer’s financial institution account is, and shall be, during the currency of this authorization, in good standing with sufficient funds to cover such pre-authorized withdrawals as they become due and payable.
- This authorization may be terminated at any time by parent or Lullaboo upon written notice (30 DAYS in advance). Upon termination, any balance due thereafter shall be payable directly to Lullaboo Nursery and Childcare Center. Parents are to notify Lullaboo of any changes to account information.
- Lullaboo is not required to provide pre-notification to parents, of any changes to the bi-weekly payment.

In the case of a missed payment, the following payment and NSF fee (\$50.00) will be applied to the next billing cycle, amounting in a double payment plus all applicable NSF fees. If an NSF fee is incurred in the following billing cycle, all outstanding fees (regular bi-weekly payments plus NSF fees) must be paid via certified cheque within 3 business days of billing date. If a certified cheque is not submitted immediate termination will follow and a letter informing parents of the last day of care will be sent. If payments are continuously missed it is at the discretion of Lullaboo to determine whether or not to terminate service.

If you choose to change the program of your child, i.e. moving from full-time to part-time enrolment, no guarantee is made that the previous program will be available to you in the future. For example, a student that is reduced to 2 days per week for summer months is not guaranteed a full-time spot in the month of September.

A late fee of \$1.00 per minute per child will be charged to those arriving after 6:30 p.m. on the next billing period.

You will be charged on a bi-weekly basis once enrolment commences at the rate of the program in which your child begins the cycle in. Mid-week transitions to another classroom will not be prorated for fee credits.

In case of an outstanding balance with Lullaboo, your tax receipt may be withheld until the account is paid to date.

At any time if a tax receipt is to be reissued, a \$45 administration fee will be charged for a second copy.

For information on Fee Subsidy and eligibility, please refer to your Region for more information.

For information on Fee Subsidy and eligibility in Peel Region visit: <http://peelregion.ca/hsapply>; in York Region visit: <http://www.york.ca/wps/portal/yorkhome/support/yr/childrenservices/>; in Simcoe County visit : <https://www.simcoe.ca/ChildrenandCommunityServices/Pages/fee-assistance.aspx>; in Waterloo Region visit: <https://www.regionofwaterloo.ca/en/living-here/child-care-subsidy-calculator.aspx>

If Lullaboo becomes aware of any information that could affect a client’s ongoing eligibility for child care fee subsidy, this information will be shared with their Child Care Representative i.e. living arrangements or employment/school status.

Lullaboo will provide one key fob allowing you access to the Lullaboo centre that your child is enrolled in. If families would like an additional key, the cost is \$50.00 per additional key which is non-refundable. There is a \$50.00 fee should you lose your key and require a replacement. These keys must also be returned if you decide to leave or withdraw from Lullaboo.

ARRIVAL, DEPARTURE PROCEDURES AND ABSENT DAYS

When bringing your child to the centre, you are responsible to deliver your child to his/her educator. Please ensure their belongings are in the proper designated place. Neither the Childcare Program nor Lullaboo Nursery and Childcare Center can accept responsibility and/or



liability for the loss/damage and/or theft of any personal belongings a child may bring to the program. Children must also be signed in and out of their classroom. Persons not listed on your child’s registration package as authorized pickup will not be able to pick up your child unless we get approval from you via email. In extreme situations, the supervisor or supervisor’s designee will call you to confirm identity and then release child upon your request. If the pickup person appears intoxicated or unable to assume responsibility for the child, the centre will arrange another authorized pick up and offer to call taxi.

Daily classroom routines incorporate active indoor and outdoor play as well as rest and quiet time within a flexible, yet structured environment and we believe children benefit most when they are engaged with the programming through the day. To ensure maximum benefits and participation Lullaboo offers flexible drop off between 7-9:30 AM.

Any time your child will be absent or late from the Centre, we ask that you notify us by 9:00 a.m and for your child to benefit from the program we require that they are present during our core teaching hours (9 Am to 3 PM) . You may be asked to withdraw your child from Lullaboo if he/she has reoccurring absenteeism.

Since the focus of our program is active involvement, we recommend that children be dressed comfortably in casual, durable and seasonally appropriate clothing. Children who are not appropriately dressed will not be able to participate in our daily routine and programming. We ask that parents bring indoor and outdoor shoes, especially in the rainy/winter months to avoid slips and falls in the classroom. During the summer months, we ask that **NO** flip flops/open backed footwear is to be worn and advise that all parents provide children with a pair of shoes with a closed back for the children’s safety.

The children will be engaged in sensory play and act activities and their clothing may accidentally become soiled. We provide smocks, roll up the children’s sleeves and try our best to avoid messes, but sometimes the children are so caught up in the “fun” that their clothes do become soiled. Lullaboo will not be held responsible for soiled clothing.

Please label all your child’s clothing including boots, tops, underwear, mitts, hats, coats, and bags. Laundry markers on the tags work best.

WITHDRAWAL AND DISCHARGE POLICY

Before you withdraw your child, 30 days written notice must be given to Lullaboo Nursery and Childcare Centre. A subsidized child must attend during this notice period to receive coverage. If 30 days notice is not provided fees will continue to be charged for the 30 day period after the notice is received and all outstanding balances must be paid before the child leaves. Movement from full time to part time programs is considered to be a withdrawal and requires 30 days notice. Removal before the start of service is considered to be a withdrawal and requires 30 days notice.

You may be asked to withdraw your child from Lullaboo if he/she continually shows signs of aggression, for recurring late payment of fees, for non-payment of fees, for failure to comply with the Parent Code of Conduct or if it is felt that the Centre is not meeting the needs of your child. Lullaboo Nursery & Childcare Centre Inc. reserves the right to terminate its services upon 30 days written notice to parents. If a situation no longer benefits the safety or well-being of the child, other children, staff or the centre, this may lead us to terminate our service.

STAFF INFORMATION

The staff at Lullaboo Nursery and Childcare Centre are a team of professional, caring and loving individuals. Each one of our rooms will have a number of staff according to the Child Care and Early Years Act.

Please contact the center supervisor for information on the programs offered in every campus.

CLASSROOMS	STAFF TO CHILD RATIOS
INFANT 6 WKS-18 MONTHS	3 Staff for every 10 Children
TODDLER 18-30 MONTHS	1 Staff for every 5 Children
PRESCHOOL 30-44 MONTHS	1 Staff for every 8 Children
KINDERGARTEN 44 MONTHS-7YRS	1 Staff for every 13 Children
SCHOOL AGE 68 MONTHS-13YRS	1 Staff for every 15 Children



REDUCED RATIOS

Reduced ratios apply between the hours of 7:00AM to 8:30AM, nap time (depending on the classroom) and between 5:30PM to 6:30PM. Reduced ratios NEVER apply for infant classrooms or during outdoor time.

NAME OF AGE CATEGORY	NUMBER OF CHILDREN IN ROOM	NUMBER OF STAFF REQUIRED
TODDLER	1-8	1
	9-15	2
PRESCHOOL	1-12	1
	13-24	2
KINDERGARTEN	1-20	1
	21-26	2
PRIMARY/JUNIOR SCHOOL AGE	1-23	1
	24-30	2

ACTIVITIES OFF THE PREMISES

From time to time with parent consent children may leave the premises of the Lullaboo Nursery and Child Care Centre to participate in excursions to places of interest, planned as part of the children's program. This includes walks through the surrounding neighbourhood and community playground(s). Parents will be notified of field trips in advance (i.e. zoo, farm, etc.). It is understood that supervision will be provided by members of the staff of the child care centre and every precaution will be taken for the safety of the children. In the event of accident or injury, Lullaboo Nursery and Child Care Centre and all staff members are hereby released from any liability.

At Lullaboo we often have special events at the centre:

- Picture Day: Once a year. Parents have the option of purchasing a variety of well-priced packages.
- Fundraising: Annual events for SickKids Hospital, etc.
- Community Helpers: Visits from police, doctors, firefighters, nurses, etc.
- Specialized Children's Programs: i.e. Reptilia, The Humane Society, Children's Entertainment, etc.
- Family Engagement: Career days, joining classroom activities, etc.

VISITOR POLICY

The following is the visitor policy during the hours of operation at Lullaboo Nursery and Childcare Centre. Parents and guardians of children enrolled in our programs are not considered visitors.

1. All visitors who are to be interacting with children must sign an Offence Declaration form and have identity verified via government issued identification.
2. Visitors attending for a tour of the facility do not need to sign; however, they must remain with the supervisor/designate at all times.
3. Visitors are not to be left alone when in the company of a child who is in Lullaboo's care.
4. Inappropriate behavior or language will NOT be tolerated.
5. Visitors should try and schedule their appointments in advance with the supervisor/designate in order to avoid interruption of scheduled classroom activities.
6. Failure to abide by these may rules may result in the visitor being escorted off the premises.



SUPERVISION OF CHILDREN AND VOLUNTEERS AND PLACEMENT STUDENTS POLICY

Supervision of Children

It is the responsibility of each staff member to ensure the safety and well-being of each child in attendance at Lullaboo Nursery and Childcare Centre. Children must be supervised at all times while indoors and outdoors, including washroom routines and any time the children leave or enter the classroom. No child is to be supervised by a person under 18 years of age. Children are not to be left alone under any circumstance at any point in time. Head counts must be done regularly throughout the day, such as when transitioning to/from outdoor play, washroom breaks, emergency procedures (e.g. fire drill), etc.

Upon arrival and departure, each child's attendance must be recorded on the classroom attendance log in iCare with accurate times and head counts are to be done during all transitions. Attendance is to be done immediately upon arrival when the child is released into the care of staff and when children are released to the parent/guardian/authorized pick-up at departure. Upon reporting for the start of their shift, each staff must confirm with the staff-on-duty the number of children currently in attendance, and then verify and match it with iCare attendance. Any absences including vacation and illness must be noted in the classroom communication log. The attendance must accompany the staff and children at all times including outdoor time.

Emergency cards in iCare should be reviewed with the child's parent/guardian.

Roles and Responsibilities of The Licensee and Supervising Volunteers and Placement Students

Volunteers and placement students will be supervised by the centre staff in the room in which they are volunteering or conducting their placement at all times. The centre supervisor will ensure that at no point will a student/volunteer be left alone with children by monitoring the staffing and scheduling of the room and making necessary changes.

For students, a Registered Early Childhood Educator in each classroom will be responsible for overseeing and orienting the student with their role and responsibilities. Volunteers and placement students are never counted in staffing ratios in the centre. Classroom Early Childhood Educators who are the students Host Teacher are to take the responsibility of grading the student fairly on the college requirements. The supervisor must be made aware of any break in these policies and procedures. Volunteers and students are subject to all Lullaboo policies.

Roles and Responsibilities of Volunteers and Students

Placement students from a recognized college obtaining their ECE are to be completing their placement as per their College's requirements. All students are required to adhere to all policies and procedures and act in a professional manner while at Lullaboo Nursery and Childcare Centre. Students are gaining important work experience and should participate fully in the day to day tasks.

Volunteers engage fully in the classroom and assist classroom educators with daily routine, transitions, and programming.

The relationship between Lullaboo Nursery and Childcare Centre and the volunteer/placement student is governed by the same principles that govern employment of centre employees. An acknowledgement of the company's employment handbook and a Placement Offer Letter is to be completed before start of placement.

SLEEP SUPERVISION POLICY

Prior to the child's start date, parent consent for rest time and sleep practices is completed in the registration package and parents are advised of our sleep supervision policy at that time.

- Children **younger** than 12 months must be placed for sleep in a manner consistent with the recommendations set out in the document "[Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada](#)" published by Public Health Agency of Canada unless the child's physician recommends otherwise in writing . Lullaboo is obligated to ensure all children are placed for sleep in a manner consistent with these guidelines:
 - Parents will indicate their agreement in the Registration Package for children younger than 12 months to be placed on their backs in the crib and this must be followed.



- It is recommended that children younger than 12 months are to be placed on their backs in cribs for sleep to lower the chance of Sudden Infant Death Syndrome (SIDS), however parents may request otherwise with a doctor’s written recommendation and this MUST be documented on the Registration Package prior to the start of care.
 - Parents will indicate in the Registration Package what (if anything) the child is to use during nap (i.e. light blanket, swaddle blanket, sleeping sack, soother) or if the child is to have a reduced or extended nap or no nap.
 - Parents will be consulted respecting their child’s sleeping arrangements at the time the child is enrolled at Lullaboo, upon transition to another classroom or upon a parent’s request.
 - It is important to always place children to sleep in the manner in which is outlined in their registration package. Should a child who is to be placed to sleep on their back roll onto their side or stomach it is NOT necessary to place them on their back again. Children under 12 months of age who are able to roll from their back to their side or stomach are at a lower risk for SIDS.
2. Children **older** than 12 months must be placed for sleep in a manner that is consistent with the Registration Package provided by parents at the start of care or any documented updates regarding a child’s sleep. Lullaboo is obligated to ensure all children are placed for sleep in a manner consistent with these guidelines:
 - Parents will indicate in the Registration Package or any documented updates regarding a child’s sleep, how children are to be placed on their cot or crib (i.e. back, stomach, or side) and what they are to use during nap (ie. blanket, stuffed toy, pillow, or soother) and if nap is to be reduced or no nap is required.
 - Parents will be consulted respecting their child’s sleeping arrangements at the time the child is enrolled at Lullaboo, reaches over 12 months, upon transition to another classroom or upon a parent’s request.
 3. Lullaboo will take into consideration instructions given from parents regarding their children’s sleep and rest periods. These instructions will be followed as closely as possible but Lullaboo also needs to take into consideration the needs of the individual child. For example, if a parent has provided instructions for the child to not to sleep during the day but the child is falling asleep at the table, Lullaboo will provide rest time for this child.
 4. Infants **must** sleep in their assigned cribs and at no point in time are infants to be left sleeping in the bouncy chairs, swings or any other place other than the crib. Under no circumstances are pillows, heavy blankets, bottles/sippy cups, stuffed toys and/or crib bumpers to be used in an infant sleep room.
 5. When three (3) or more infants are in the sleep room, a staff is physically present in the sleep room to supervise the children and conduct direct visual checks.
 6. The iCare system is in place to identify children in the sleep room.
 7. During day time and overnight care sleep time, direct visual and physical checks will be performed for each sleeping child in an infant and toddler age group while being physically present beside the child and looking for signs of distress or unusual behaviour (increased/decreased breathing sounds, tossing and turning, etc.) and checks are recorded in iCare as per the following timelines:
 - For the Infant/Toddler age groups – direct visual and physical sleep checks should be completed approximately every 30 minutes.
 8. All direct visual and physical checks must be documented on our iCare system with any observance of significant changes in a child’s sleep pattern or behaviours while sleeping (i.e. increased breathing sounds, tossing and turning, change of skin colour, etc.) being documented in the comment section of iCare. Any change in a child’s sleep pattern, including not sleeping, must be documented in the child’s daily report to inform parent(s) of this change. Staff should monitor children with significant changes in their sleeping pattern or behaviours more frequently during sleep.
 9. Lighting in the sleep room must allow for direct visual monitoring. Lights can be dimmed, but staff must be able to see children clearly.
 10. Each child in care will have a crib or a cot labelled with their name with a crib/cot sheet. This label is to be applied to the actual crib in a manner that allows staff and parents to be made aware of whom each crib belongs to. No child is to be put in a crib or on a cot without a clean bedsheet.
 11. During daytime, Sleep time will not exceed two (2) hours in our toddler, preschool, kindergarten or school age classrooms. Infants may sleep longer as some children require more than one (1) nap throughout the day Children in these age groups may choose to sleep, rest or engage in quiet activities during sleep time based on their individual needs.
 12. Children’s cots are arranged in a head-to-toe formation with the cribs/cots 46 cm (1.5 feet) apart with an aisle of at least 92 cm (3 feet) to ensure children and staff can safely evacuate in case of an emergency.
 13. Staff must make sure they can always see the child’s face while sleeping; blankets and sleep toys must never cover a child’s face.



PARENT ISSUES AND CONCERNS POLICIES AND PROCEDURES

At Lullaboo, we strive to give children the best possible care and encourage families to take an active role in their child's care. We value the feedback we get from our families and welcome any questions, comments or concerns. Our classroom educators, supervisors and directors are always available to speak with families regarding any concerns and can be reached by phone, email or in person. Families may also wish to submit a concern or comments through our website (further details on this process is provided below).

Any concerns regarding your child's care or the operations of Lullaboo should be brought to the attention of their classroom educator first. If you are unable to discuss the issue directly with your child's classroom educator for any reason the issue may be directed to the supervisor. Every effort will be made to come to a mutually agreeable resolution of an issue or concern as soon as possible. An initial response to the issue or concern will be provided within 2 business days; however, some issues may warrant further investigation and take more time to address fully. In this case, the person who raised the concern will be informed of the resolution status throughout the process. Please note that issues and concerns will be treated confidentially to protect the privacy of all parties involved within the parameters allowed by law.

When an issue is brought to the attention of an educator it is the responsibility of the educator to:

1. Document the concern in the communication log
2. Report the concern to the centre supervisor
3. In consultation with the supervisor develop a plan to address or resolve the issue
4. Provide a response to the parent within 2 business days
5. Document the outcome and steps taken to resolve the issue in the communication log
6. In the event the educator cannot resolve the concern they will escalate the matter to the supervisor and inform the parent.

When an issue is escalated to the centre supervisor the supervisor will:

1. Document the concern in the daily summary
2. Construct and implement a resolution plan
3. Provide a response to the parent within 2 business days
4. Document the outcome and steps taken to resolve the issue in the office communication log
5. In the event that the centre supervisor cannot resolve the issue it is to be brought to the attention of the district manager
6. If the district manager, cannot resolve issue it is to be brought to the director's attention and parent informed of status.

Submitting a Complaint Online

Families can also voice their questions, comments or concerns at anytime by completing an online form found on our website at www.lullaboo.ca:

1. Go to "Parents" tab
2. Select "Contact Us"

You have the option to voice your comments or concerns anonymously or leave your contact information to receive a response

The person who has the reasonable grounds to suspect that a child is, or may be, in need of protection must make the report directly to a Children's Aid Society. The person must not rely on anyone else to report on his or her behalf.

Parent Communication

The iCare Lullaboo app is also available as a platform which supports childcare educators to stay connected with families on a daily basis. The application is exceedingly user friendly and intuitive to use. It ensures a seamless transfer of information between childcare centres and families. As soon as an event is saved in the child's log, it is immediately synchronized with each parent and caregiver account. Both efficient and effective, iCare makes the daily routine in the classroom run smoothly. It also ensures privacy and security for all data shared with parents. The iCare App makes communication with families easy. Educators record all information in children's logs in real time throughout the day. Families are then able to view the daily report at any time during the day, whenever they would like to check in. This report includes everything from food and sleep logs to daily programming and children's interests. Families appreciate being able to learn about their child's day at a glance, giving them peace of mind.

PROGRAM STATEMENT POLICY AND PROCEDURES



Lullaboo Program Statement

At Lullaboo we trust that through education and open-mindedness we can build an environment which reflects the diversity of our communities and supports intercultural understanding, respect, and connection. We aim to support children to become compassionate, inquiring, and responsible individuals who understand their role as citizens in our communities and the world.

We view children as competent and curious individuals who are rich in potential and capable of complex thinking and self-regulation. Our curriculum philosophy is founded on inquiry and concept-based learning and we believe that children learn through play, exploration and questioning. Children are able to clarify and expand their understanding of themselves and the world around them through interacting with their families, peers, educators, and the materials in their environment. Daily classroom routines incorporate active indoor and outdoor play as well as rest and quiet time within a flexible, yet structured environment.

Lullaboo educators and management collaborate to build an environment which supports positive responsive interactions among all individuals along with providing multi-faceted opportunities for learning. Developmentally appropriate learning experiences are child-initiated and adult-supported, adapted with consideration for children's individual needs. Through the process of observation, documentation, and reflection educators encourage children to engage in deeper exploration. Educators advocate for children's best interests as they support children's learning and guide them to reach their full potential. Sequentially, Lullaboo believes that adults, like children, deserve to have opportunities to expand their knowledge and fulfill their career aspirations. Everyone's professional development is encouraged at Lullaboo, ensuring that children are surrounded by knowledgeable and qualified educators.

We recognize health and well-being as a part of daily learning and while using a holistic approach we promote the social, emotional, cognitive, and physical well-being of every child in our care. We view families as experts who best understand their children and engage them through ongoing communication as part of our open-door policy. We encourage families to play an active role in supporting their children's learning and development, which benefits every child's learning journey. We emphasize nutrition by following Health Canada's food guide and promote a healthy, safe, and nutritionally enriched program as the foundation for the well-being of children in our care.

We welcome local community partners who work to support children, families and educators. Some of the partners that Lullaboo works with are: Community Living, PIRS, Early Interventionists, Speech Pathologists, Physiotherapists and Raising the Bar, etc. These partners support children by giving educators strategies to improve a child's skills; whether it be social, speech, cognitive or physical skills, as well as providing positive feedback regarding the classroom setting. Our learning environments and experiences support each child's learning and development and are inclusive of all children including children with individualized plans.

Lullaboo has built a learning community founded on intercultural understanding which works collaboratively to support children to reach their full potential and truly flourish. We hope that every child builds on the foundation of knowledge and skills they have gained here, carrying it forward in their lives to become caring, reflective, and open-minded thinkers who seek to make a positive difference in their communities and the world.

Implementation Policy

Ensuring that Lullaboo's Program Statement is adhered to is paramount to the standard of quality that Lullaboo strives for. By expressing the Program Statement fully, we ensure that all members of our learning community feel a strong sense of belonging and engagement which is important for overall well-being.

In order to create a supportive learning environment for all children, we approach the classroom as the "third teacher". Educators will ensure that classrooms are set up with defined interest areas which support individual, small and whole group learning. Classrooms will be arranged in a manner that is visually appealing to children as well as making materials accessible which are open ended, interesting and promote choices in learning. Children are competent and curious individuals who are rich in potential and capable of complex thinking and will choose materials within the classroom that are thought provoking and interesting to them.

Pedagogical documentation will be created and displayed throughout the centre for all individuals to showcase the interests, projects and programming which children participate in on a day-to-day basis. Documentation is visible both in hallways as well as around the classrooms to allow the children to feel a sense of pride in the work that they have participated in or completed. This documentation will be placed at the child's eye level or placed in photo albums that children can explore to reflect on their learning, show others the work they have done, and to feel a sense of belonging. Throughout the day, families have live access to an electronic report with details about their child's day including meals, sleep time, interests and activities they have participated in.



Educators use this documentation to review and reflect on children's ongoing interests, learning, and work. Open communication between all team members is important in implementing the Four Foundations as well as ensuring that all children, educators and families feel a sense of engagement within the classroom.

Lullaboo believes that children deserve to be surrounded by knowledgeable and qualified educators. Adults, like children, deserve to have the opportunities to further their knowledge, understanding and expand on their career aspirations. We provide support to all new employees through a mentorship program, supporting them through their first days and weeks of employment, as well as providing ongoing coaching and training to all staff through internal training and development opportunities. Lullaboo also promotes and supports each staff's professional development by encouraging staff to attend workshops, seminars or take courses through a recognized training agency such as a college or university. Each staff has up to \$1000.00 per year to spend on education and upgrading their professional skills. We support Educator Assistants by encouraging our staff to enroll in the ECE apprenticeship program to acquire their ECE diploma.

Positive Child Guidance Practices

Throughout the day, there will be times when children have difficulty self-regulating their emotions or coping with a situation. Responses to support and redirect children should be:

1. Related to the nature of the troublesome behaviour;
2. Appropriate for the developmental level of the child;
3. Used in a positive and consistent manner and;
4. Designed to assist the child to learn and demonstrate an appropriate behaviour.

The following is a list of positive child guidance practices permitted and encouraged at Lullaboo Nursery and Childcare Centre:

1. Through clear communication, direct the child's attention to the activity or area that is appropriate at that time. Staff must foster open communication and see children as capable communicators. Under no circumstances should physical measures be used to direct the child.
2. Speak with the child at eye level. Give the child a chance to try again now or later. Staff will speak with the child in a calm voice giving the child the opportunity to explain his/her motives.
3. Be clear, specific, and follow through with setting reasonable limits. Ensure the child understands the specific natural and logical consequences, which must be developmentally appropriate.
4. Separate the child from the situation by redirecting them and refocusing his/her energy on a different activity of their choice. The child remains in the classroom as a part of the group at all times.
5. After redirecting the child, give them the opportunity to re-enter the play they were previously engaged in.
6. An Incident Report will be filled out by the staff on iCare to inform families about what occurred and how it was addressed and resolved.
7. Inform the centre supervisor/designate if all other techniques have been unsuccessful. The centre supervisor will assist educators to address the situation in the classroom. If necessary, a meeting with the family will take place to discuss alternate strategies for resolution.
8. With the consent of the parent/guardian, external resources may be contacted (i.e. Region of Peel support, SNAP, CMH etc).
9. Staff are expected to handle all situations in a professional and consistent manner. Providing children with warm, nurturing and responsive care supports them to develop self-regulation and problem-solving skills within the safety of secure attachments and bonds with educators.
10. Staff must be consistently engaged with children throughout all parts of the day. Interaction is a fundamental facet of the role of an educator.
11. During meal times, children should be encouraged to try all food served to them. A small portion should be served to start and additional portions should always be offered. Staff members will not force a child to eat at any time nor will they refuse to serve children food or additional portions.
12. Children will be encouraged to learn and practice self-help skills such as feeding themselves, helping with food preparation and distribution, and dressing themselves, etc.
13. Staff must be positive role models for children (i.e. staff should use appropriate language, shouldn't sit on furniture such as tables or shelves, etc).

Note: If all alternative measures are unsuccessful, including a meeting for discussion with the family, the centre supervisor will formally request that the child's parents/guardians withdraw him/her from the program.



Prohibited Child Guidance Practices

The following is a list of child guidance practices prohibited by Lullaboo Nursery and Childcare Centre:

1. The corporal punishment of a child;
2. Physical restraint of a 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 centre for the purpose of confining a child or confining a 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 a 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.

Contravention of Lullaboo Program Statement or Implementation Policy will end up in:

1. Discussion with the supervisor;
2. A verbal warning that will be retained in the employee file;
3. A written warning that will be retained in the employee file;
4. Suspension without pay pending an investigation; and/or
5. Termination of employment.

In 2015, changes to the Early Childhood Educators Act, 2007 (ECEA) came into effect. Included in these changes are new requirements for employers to submit mandatory reports to the College of Early Childhood Educators.

Duty to Report

In accordance with Lullaboo's Positive Child Guidance Practices, it is the responsibility of every person working or volunteering, including a person who performs professional or official duties with respect to children, to immediately report to the centre supervisor any infractions of or non-compliance to this policy. It is also the responsibility of those individuals to immediately report to the local Children's Aid Society any knowledge or suspicion of abuse, including neglect, of children.

Failure to report to your supervisor may result in immediate termination of your employment or volunteer placement within the centre. Children's safety must take precedence over all other concerns.

In the event that a staff, student, or volunteer suspects infraction of this policy, a written record will be completed as soon as possible in the individual's handwriting, using pen only. Document only the facts - do not include how you are feeling about the incident or personal thoughts about what might have happened.

- Include the name(s) of the individuals and centre supervisor.
- Do not make a rough copy and then rewrite in good - the original recording of the facts is your documentation. If you make a mistake, do not use white-out, instead cross out and initial any errors and then continue on.
- Sign and date the written record and the person you reported to must also sign and date it.
- This is to be done every time a staff/student/volunteer has reason to suspect that policy infractions or non-compliance has occurred.
- All documentation is to be forwarded to the supervisor to be kept in a secure place.

EMERGENCY MANAGEMENT POLICIES AND PROCEDURES

An emergency is any unforeseen and urgent situation in which an immediate response and action is required to ensure the safety of all individuals in the child care centre. Lullaboo Nursery and Childcare Centre will take steps needed to ensure the safety of all children, employees and any other person present during an emergency by following this policy as well as procedures outlined in other relevant



documents (i.e. fire plan). In an emergency situation staff must make every effort to ensure that all children are accounted for and supervised at all times.

Please ensure to review the fire safety plan including the fire plan layout when you are on premises.

Each centre at Lullaboo has a telephone service as a means of obtaining emergency assistance. These telephones are used to communicate with each classroom, the office, parents and in case of an emergency, emergency services will be contacted. In the case of an emergency, staff are permitted to have their cell phones on them to aid in communication with parents and ensure that all parents of children onsite have been contacted. An up-to-date emergency contact list is available with the numbers to all emergency personnel including police, fire and ambulance as well as the nearest poison control centre, and a taxi service.

Emergency Evacuation

For emergencies that require evacuation of the child care centre such as fire, detection of carbon monoxide, gas leak, etc., staff and children will proceed to the designated safe meeting place outside of the building as performed during regular fire drills. The staff member who becomes aware of the need to evacuate must inform the supervisor and all other staff of the event as quickly and safely as possible. In the case of fire, the staff will pull the fire alarm.

Staff Responsibilities During an Evacuation

- Assemble children in a line along the wall, and leave the building through the nearest emergency exit and proceed to the meeting place.
- Check the entire classroom including bathrooms and sleeping area to ensure no one is left behind and close doors when leaving
- The staff in each classroom must take:
 - o Classroom iPad with access to iCare software including: attendance, emergency cards, and IAP/ISP/IMP/food restriction lists
 - o Emergency backpack with first aid kit
 - o Emergency medications
 - o Medication box and key
- Designated staff must help individuals with medical and/or special needs who require special assistance (*see further details below*).
- Once at the meeting place, staff will take attendance to ensure all children are present, and inform the supervisor of any staff or children missing.
- Remain calm and follow instructions provided by supervisor and/or emergency personnel.

Supervisor Responsibilities During an Evacuation

- Alert staff of the evacuation and guide individuals to the emergency exits when it is safe to do so
- Take first aid kits
- Call 911 for medical aid/assistance as needed, or other appropriate local emergency response agencies.
- Inform emergency personnel of any individuals whose whereabouts are unknown.
- At the meeting place, perform a head count and compare with attendance.
- Confirm driveways are clear for emergency personnel to access the building and wait for their arrival.
- Ensure no one re-enters the building until it is safe to do so.
- If permitted by emergency personnel, conduct a walk-through of the child care centre to verify that everyone has left the building.
- Call Directors and head office to inform them of the emergency.

If it is deemed unsafe to return to the centre and resume normal operations by emergency personnel, a health authority, or the supervisor, all staff and children will proceed to the designated evacuation site. The location for the evacuation site is known by the supervisor and posted on the information board near the main entrance of the building. This information is also available on the campus website for each location. Upon arriving at the evacuation site, staff must take attendance to ensure all children are accounted for. Staff should encourage children to keep calm and engage them in activities where possible. On an ongoing basis, staff will conduct visual checks and head counts to ensure constant supervision. Staff must also keep attendance as children are picked-up by parents and remain present until all children have been picked-up.



Emergency Evacuation Sites

LULLABOO CAMPUS	EVACUATION LOCATION
CHURCHILL (FINANCIAL DR., BRAMPTON)	5329 Ninth Line, Mississauga, L5M 5X5
QUEEN (QUEEN ST. WEST, BRAMPTON)	5329 Ninth Line, Mississauga, L5M 5X5
MISSISSAUGA (NINTH LINE, MISSISSAUGA)	5510 Mavis Rd, Mississauga, L5V 2X5
ELGIN (ELGIN MILLS RD. WEST, RICHMOND HILL)	1410 Major Mackenzie Dr., Maple, L6A 4H6
MAPLE (MAJOR MACKENZIE DR., MAPLE)	180 Elgin Mills Rd. West, Richmond Hill, L4C 4M2
BEACHES (QUEEN ST. EAST, TORONTO)	2308 Queen Street East, Toronto, M4E 1G8
HEARTLAND (MAVIS RD., MISSISSAUGA)	5329 Ninth Line, Mississauga, L5M 5X5
CAMBRIDGE (90 PINEBUSH ROAD)	Idea Exchange Hespeler, 5 Tannery St. E, Cambridge, N1C2C1
BRADFORD (508 HOLLAND STREET WEST)	Bradford West Gwillimbury Library, 425 Holland St., W, Bradford, L3Z 0J2
WANLESS (756 WANLESS DRIVE)	1450 Queen St W, Brampton, ON L6X 0B2
HOMESTEAD (FLETCHERS BLVD)	1450 Queen St W, Brampton, ON L6X 0B2
COLLEGE (860 COLLEGE STREET)	2308 Queen Street East, Toronto, M4E 1G8
BRISTOL (1760 BRISTOL RD WEST)	5329 Ninth Line, Mississauga, L5M 5X5
MEADOWVALE (6677 MEADOWVALE TOWN CENTER)	5329 Ninth Line, Mississauga, L5M 5X5
AURORA (16 FIRST COMMERCE ROAD)	180 Elgin Mills Rd. West, Richmond Hill, L4C 4M2
MILTON EAST (9980 DERRY ROAD)	5329 Ninth Line, Mississauga, L5M 5X5
MILTON WEST (7419 TREMAINE ROAD)	5329 Ninth Line, Mississauga, L5M 5X5

Procedures for Persons Requiring Assistance

In addition to the above, the supervisor must be aware of and keep a log of any staff or child requiring special assistance in the child care centre in the event of an emergency. For each individual who requires assistance, a designated staff member must be assigned to assist them in the event of an emergency, as of their first day in the centre. The designated staff will have training on any additional requirements in case of evacuation i.e. handicap exits.

During an emergency evacuation, the staff member will assist the person with special needs to exit the building in a timely manner. Whenever possible special needs persons should be moved to the exit with their assistance devices, for example, wheelchairs, or crutches, as they will require these devices once outside the building.

Lock Down and Related Events

All staff in our centre on a regular basis need to know how to protect themselves and how to protect children in the event of a major incident or threat of school violence. In the event of a serious situation local police will notify Lullaboo via telephone of the situation. In the



event of a lockdown no parents, staff or children will be allowed in or out of the building and all key cards and key fobs will be disabled by the office immediately.

“Lockdown” should only be used when there is a major incident or threat of violence within the centre or in relation to the child care centre. In the case of a lockdown all doors that are able to be locked should be and all blinds should be lowered. Plans should emphasize the importance of locking down as quickly as possible.

At the first indication of a major incident of school violence, notification must go to the office and the lockdown commenced immediately. Staff and children outdoors will be instructed to return to their classrooms. Parents will be made aware of the lockdown via email or phone.

“Hold and Secure” should be used when it is necessary to secure the child care centre due to an ongoing situation outside and not related to the child care centre (i.e. a bank robbery occurs near the centre but not on property). In this situation, the child care continues to function normally with the exterior doors being monitored closely and all children will remain inside the centre until such time as the situation is resolved.

“Shelter in Place” should be used for an environmental or weather-related situation where it is necessary to keep all occupants within the school to protect them from an external situation. Examples may include chemical spills, blackouts, explosions or extreme weather conditions.

Effective Practices

All staff (especially those working in the main office) should be aware that when the office receives information of a situation requiring a lockdown, whoever receives that information, will immediately notify all classrooms announcing the lockdown. There should be no hesitation in announcing the lockdown and the decision to call the lockdown should be made immediately by whoever receives the call to the office and should not be delayed for the purpose of checking with administration before announcing a lockdown.

Classroom/Other Secure Area-Procedures During Lockdown

In the case of a lockdown, all doors should be immediately locked and staff should gather everyone in the immediate vicinity into their classroom or other secure area, but only if it is safe to do so. Once inside a secure area, staff and students should:

- stay away from doors and windows
- turn off lights
- close blinds
- be aware of sight lines
- if there is a window in the classroom door, consider covering window
- take cover if available (get behind something solid)
- remain absolutely quiet
- staff to take attendance
- no cell phone use unless necessary to communicate regarding the incident; cell phones should be shut off or put on vibrate.

As washrooms can be locked students need to get inside the washroom with the staff member and turn off the lights and lock the doors and keep quiet.

Procedures to end a lockdown:

Plans to conclude a lockdown will vary by location. It may be a room-to-room visit from police/school administration with some sort of an identification process, so that the occupants of a locked room know that whoever is giving them the all-clear is authentic. Local plans should include procedures for ending lockdowns at off-site evacuation locations. In all cases where police have responded, plans should clearly indicate that the decision to end a lockdown shall only be made after approval of the on-scene police.

The process for ending a lockdown would be implemented with the same level of authenticity used for initiating one.

Communication with Parents/Guardians

As soon as reasonably possible during an emergency the supervisor will send a group email to all parents informing them of the situation, any applicable instructions, and the known next steps. In the event the centre has been evacuated to the off-site location, staff will also contact parents by phone to alert them of the need to pick-up their child(ren) and provide the address of the evacuation site. In addition, the supervisor will forward incoming phone calls to head office (905-884-1501) or the nearest operating centre if the evacuation occurs at head office.



If normal operations do not resume on the same day an emergency situation has taken place, the supervisor must send all parents and guardians an email with details on when and how normal operations will resume as soon as this is determined.

On an ongoing basis, parents will be encouraged to ensure contact information is kept up to date so they can be reached easily by staff in the event of an emergency.

Procedures After an Emergency

The Directors and supervisor will work with applicable authorities (i.e. health, building, education) to rectify an emergency situation and resume normal operations as soon as possible. The supervisor is responsible for reporting unplanned disruptions in the normal operations of the child care centre to the ministry of education via a Serious Occurrence report within 24 hours. All requests for information from media should be directed to the Director of Operations. Staff should not respond to media inquiries directly.

Families and staff will be debriefed on the details of an emergency event by email correspondence within 7 days. In some cases, signage may be posted throughout the centre. In an effort to support staff and families who have experienced distress from an emergency situation a psychiatrist, social worker or counselor may visit the child care centre to meet with individuals after regular operations commence. Children will continue to be monitored for signs and symptoms of distress in the weeks after the emergency and the appropriate intervention will be sought when needed.

Contingency Plan

In the event of power outage, fire, flood, water main break or sewage leak, Lullaboo Nursery and Childcare Centre might close the centre for the day. Depending on the circumstances, the supervisor will contact the Director of Operations to inform them of the situation at 905-884-1501 x3000.

In the event of a flood where the amount of water is not too much, classes will be cleaned and disinfected and children will be allowed to stay/return. If the school is completely flooded and there are structural issues that require attention, the school will be closed and will remain closed until the building is pronounced safe. Staff and children will be taken to the evacuation site and picked up by their parents/guardian.

In the event of water shortage at the centre, where water is no longer available, water jugs and water bottles will be purchased by Lullaboo for the children to consume and for children and staff to wash their hands.

In the event of a power shortage where the building remains open due to natural light, fridges and freezers are NOT to be opened. Tape will be placed over the fridge and freezer doors to ensure no one opens either the fridge or freezer to reduce the risk of food spoilage. Additionally, in the event a power outage happens before lunch is served, alternative measures will be taken to provide children with lunch (i.e. lunch will be provided from an outside company, ensuring food restrictions and allergies are met).

If the problem is not corrected by the start of next school day, parents will be contacted and will need to make other arrangements for their children for the day. Lullaboo will remain closed until the school building is dry and/or safe to resume normal operations.

WAIT LIST POLICY

Upon completing a tour of Lullaboo Nursery and Childcare Centre, the supervisor or tour designate will inform you of the next available date of care or whether the start date you have requested is available. Should the start date you requested not be available due to registrations and you are looking for care, you may choose to be placed on a wait list, with no deposit required. Lullaboo's wait list does NOT secure a spot for your child(ren). By filling out a wait list form, you understand and acknowledge that you are being placed on a wait list with no secure or guaranteed start date. Lullaboo will contact you in the order in which your wait list form was submitted to the office and present to you the first date of care that becomes available. In the case an in-house family or staff is in need of a spot they may receive priority over new families. Humanitarian and compassionate grounds apply to people with exceptional cases based on supervisor discretion.

When an opening becomes available, parents will be contacted in the order in which their wait list form was submitted and the first available date of care will be offered. Should Lullaboo not be able to reach you within 24 hours, your spot will be forfeited and you will be placed at the end of the wait list. A completed registration will secure the childcare spot offered to you. The registration needs to be completed within 24 hours of contact to secure the available childcare spot. Failure to complete registration and pay the registration fee within this timeframe will result in the forfeit of the available childcare spot and you will be placed at the end of the wait list.

Should you decide that you do not want the next available date of care that is offered to you, Lullaboo will contact the next family on the wait list, thereby forfeiting your spot on the wait list.

A record of the wait list will be kept confidentially through Lullaboo's iCare system. Parents who wish to know their position on the wait list are to contact the office where the supervisor or designate will inform the family verbally of their number in line.



PARENT CODE OF CONDUCT

We all have the right to be safe and feel safe in our school community. Lullaboo's Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our centre community including parents or guardians, volunteers, educator, and/or board members.

These standards apply whether they are on Lullaboo property or at centre-sponsored events and activities.

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

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

Behaviour that interferes with or is disruptive of the daily operations of the centre or harassment or intimidation or of an abusive nature of any kind towards a child, student, parent, staff or educator will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.

No weapons are allowed on centre property or at centre functions. Alcohol and illicit drugs are not allowed on centre property or at centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.

The privacy and confidentiality of our parents, guardians, educators, volunteers and students is important to us. All concerns and comments should be addressed with the educators. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor.

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

School cubbies are to be used solely for the purpose of communicating between parents and centre staff. They are not to be used for business promotion.

At the time of enrolment, Lullaboo will collect personal information such telephone numbers and emails with the intention of communicating with parents about upcoming events, centres news or important reminders. Additionally, telephone numbers will be used for emergency contact use. Under the Personal Information Protection and Electronic Documents Act (PIPEDA), by signing the Child Registration Package you consent the collection, use, or disclosure of personal information. Lullaboo will never distribute any personal information to outside agencies and will only send communication via email for centre updates.

Birthdays

Every child's birthday is special and is celebrated at the centre. Due potential food allergies and restrictions, we ask that you speak to the centre supervisor prior to bringing any food to the centre. Any food brought into the centre without knowledge of the educators or supervisor will be discarded immediately. For safety concerns and hazards any toys or loot bags that are brought into centres need to be approved by the supervisor prior to entering the centre.

SMOKE FREE POLICY

Lullaboo Nursery and Childcare Centre is a smoke free building, including the playgrounds whether the children are present or not, according to the Smoke Free Ontario Act. Smoking will not be permitted on Lullaboo Nursery and Childcare Centre property or within 65 feet of the playground.

PARKING

Each centre has designated parking at its location (Where the city permits). Please ensure that children are closely monitored at all times while in the parking lots to ensure their safety. We ask that parents do not park in-front of the centres doors as this may pose a safety concern for emergency personnel who may need access to the centre in an emergency. Lullaboo asks all parents to park in the marked parking spots.

Adequate Lighting

Each center has adequate lighting at the entrance, exits, parking area and drop off/pick up area, as needed during extended hours and overnight care



YOUR ELECTRONIC SIGNATURE

Parents, guardians, and/or authorized pick-ups shall use electronic signatures to authorize applicable forms, designated records and release consent. Examples include but are not limited to children registration package, financial commitments, bank withdrawal authorization, medication forms, illness reports, accident reports, emergency cards, etc.

In no event shall Lullaboo, or any author of the content entered, be responsible or liable for errors, omissions or damages of any kind resulting from use of the content.

PHOTOS

As part of our daily programming children are involved in several adventures throughout the day. We love to share these moments with our parents, as they are essential building blocks for our children's growth. By signing the photo consent you are permitting Lullaboo educators to take pictures of your child, potentially with other children in the picture, and giving permission to include it in children's electronic daily reports. This authorization also provides consent for your child's photos to appear in other children's daily reports and our displays, classroom blogs, website, social media, classroom documentation, and learning portfolios.

*If you do not give permission to have your child's photo taken you will not receive any photos of your child with daily reports.

CONFIDENTIALITY POLICY

All information about your child and family members provided to Lullaboo staff is kept confidential. Information collected is the minimum needed to serve the purpose of the service provided and the right of every child and family's privacy is recognized to the greatest extent possible. Parents have access to their child's records and will be informed of who may have access to the records on an internal basis (i.e. staff, bookkeeper etc.). At that time, an appropriate written consent of a parent will be required prior to the release of personally identifiable information to third parties.

CHANGE OF INFORMATION

If you have a change of address or telephone number, it is essential that we have that information in your child's file. All emergency information must be kept up to date, including your work or school number, numbers of emergency contacts and authorized pick-ups. Please remember to keep us informed of any changes to any of this information so that you can easily be reached if necessary. If your child is involved in a custody dispute you need to inform the centre in writing and provide any documents requested.

CHILDREN BEING BUSSED TO SCHOOL

If your child is being picked up and or dropped off at the centre by a third-party bus company, we will ensure that drivers are aware of which door to come to pick up children and drop them off. We will ensure that the bus drivers know that children cannot be released from the bus until a staff member goes outside to escort them from the bus. Children getting on buses from the centre will be escorted out by a staff member and put onto the bus. It is the responsibility of the parents to arrange a bus for the child, not the centre's responsibility. If children are scheduled to come with the bus and are not going to attend childcare on a specific day, parents are responsible for contacting the centre 1 hour before arrival time. If children do not arrive on the bus at their scheduled time the centre will contact the transportation company and parents within 10 minutes of scheduled drop off.

Lullaboo provides transportation services within some of the offered programs. In this case, bus services are provided by Lullaboo's own fleet of vehicles. CSA approved child seats are provided by Lullaboo when required and the driver will ensure that children have their seat belt and approved seats prior to driving. Parents are required to provide the centre supervisor with child weight and height to ensure appropriate CSA seats are provided. When necessary, private taxi services may be required. Staff members will accompany children at all times. Parents wishing to participate in this service are required to sign a release form.

Lullaboo provides school transportation to area schools depending on the demand at each Lullaboo location. Communication will be sent out prior to the school year surveying parents on which school their child(ren) will be attending and transportation will be decided upon. Enrollment in the before and after school program is restricted to children with younger siblings enrolled **full-time** in Lullaboo's Infant through Preschool programs. Once the final communication is sent out to parents it will be based on a **first-come, first-served basis**.

IMMUNIZATION POLICY



Parents must provide updated immunization records before starting with Lullaboo and once enrolled records must be updated within a reasonable timeframe. All records must be from a medical officer of health. Any immunizations or immunization records that are not up-to-date and provided to Lullaboo may result in termination of care.

If parents object to immunize their child, they must fill out the “Statement of Conscience or Religious Beliefs” form or “Statement of Medical Exemption” form and sign and date the Immunization Records section in the Child Registration Package.

NUTRITION AND FOOD POLICY

We are a peanut-free/nut-free facility and Lullaboo strictly adheres to this policy at all times.

Our menus are planned to meet children’s nutritional needs based on Canada’s Food Guide, the Child Care and Early Years Act and Canada’s guidelines for healthy foods. We respect and try our best to accommodate special diets and food restrictions. The four weekly menus are posted and available online on our website. Any substitutions to the regular menus will be documented and posted in the centre for thirty days.

The centre provides four healthy meals including morning breakfast, a hot lunch, and two afternoon snacks served after nap time. Children do not need to bring food from home and any food restrictions are to be discussed with the Centre Supervisor. Food restrictions are then added to the child’s file and are posted in all required areas at the centre. In the event a food restriction is not followed, staff are required to inform parents of this and create an incident report.

Children under two years of age will be provided with homogenized milk, children over two years of age will be provided with 2% milk unless otherwise authorized by parents. For infants, parents are to provide formula and/or breast milk and any specialty items. Once a child begins to eat solid food the centre will provide blended, pureed, chopped or solid foods and homogenized milk.

Many children suffer from allergies and parents are asked to inform the centre if your child has any allergies at the time of registration and/or upon discovery.

Guidelines on food provided from home

- No food is allowed to be brought into the centre at any time unless arrangements have been made with the Centre Supervisor. List of ingredients must accompany the product in writing. The Supervisor will approve the item once determining the food source and ensuring the product is peanut/nut free. Parents must be cautious of allergens when bringing food to the center.
- Children’s bags and cubby areas will be checked daily for outside food and any item found will be discarded unless approved by the supervisor. A Lullaboo label is required for any outside food item and must be stored out of children’s reach. These rules for outside food will prevent any children from accidentally consuming any food products that they may be allergic to. Safety is of the utmost importance at all times. We ask that all families adhere to these rules.
- In all literature sent home to parents, we request that **NO PEANUT OR TREE NUT PRODUCTS ENTER THE CHILD CARE CENTER AT ANY TIME**. As with other policies of the center staff, students, volunteers, and any outside agency personnel that repeatedly comes into the center, parents and children are expected to comply. Staff, students and volunteers are asked to eat with the children the food that is provided by our own kitchen. Should staff, students or volunteers require supplemental meals, they are asked to eat them in the staff room on their personal lunch breaks and food must comply with our Allergy and Anaphylactic Policy, and proper hand washing techniques are followed before leaving the staff room.
- A Lullaboo label is required for any outside food item and must be stored out of children’s reach. The Lullaboo label includes: Name of child, Ingredients, Storage Instructions and expiry date.
- These rules for outside food will prevent any children from accidentally consuming any food products that they may be allergic to. Safety is of the utmost importance at all times. We ask that all families adhere to these rules

Each child under one year is fed in accordance with written instructions from a parent of the child. Bottles will not be given to infants while they are lying down. Children under one year should be held at a 45-degree angle or greater when feeding and an adult should always hold the bottle until the child is able to do so independently. Bottles should never be propped against something or left in a child’s mouth when they are falling asleep or sleeping.

WEATHER AND TEMPERATURE POLICY

Indoor Temperature

Lullaboo will ensure that the indoor temperature will be maintained at a level of at least 20 degrees Celsius (68 degrees Fahrenheit). All thermostats are adjustable as needed throughout the year.



Outdoor Temperature

Infants

Colder than -10°C. Supervisor will use their discretion to assess the conditions of sidewalks and roadways if children are going for a walk and assess the playground condition if they are staying within the playground confines. Wind gusts should not exceed 40 km/hour.

Toddlers

Colder than -15°C. The supervisor will use their discretion for temperatures between -15°C and -20°C and regarding the length of time outside, wind gusts, sunshine and how the children are coping.

Preschool, Kindergarten and School Age

Colder than -18°C. The supervisor will use their discretion for temperatures between -18 and -20°C and regarding the length of time outside, wind gusts, sunshine and how the children are coping.

Summer Cut-Off (including humidex)

Infants

Hotter than +25°C when on a walk. However, if the temperature readings are between +25°C and +28°C the supervisor will use their discretion when using the playground (limit time outdoors, seek shade, offer water and water play). All children are to wear sunscreen unless parents have permitted otherwise with written consent.

Toddlers, Preschool, Kindergarten and School Age

Hotter than +32°C. During the hotter months, educators are to ensure the children have water ready to go outside with them. However, if the temperature readings are between +32°C and +35°C the supervisor will use their discretion (limit time outdoors, seek shade, offer water and water play, squirt bottles, etc.). All children are to wear sunscreen unless parents have permitted otherwise with written consent.

We also exercise caution when the air quality is poor. All children will remain indoors when the air quality index is 50.

The use of sunscreen is encouraged throughout the year as the weather dictates. Parents are asked to apply sunscreen to their child in the morning and the teachers will reapply it in the afternoon (as long as the parent has signed emergency card indicating the use of the sunscreen). A bottle of sunscreen is labeled and kept at the centre. Please check the expiry dates on the sunscreen. Lullaboo does not accept sunscreen with arachidyl alcohol (peanut oil). Aveeno sunscreens other than the Aveeno BABY brand have been known to include this ingredient, therefore we are unable to accept them.

Inclement Weather

Lullaboo's foremost concern is to ensure the safety of our students, families and staff and to ensure that every possible measure has been taken to prevent injury and to maintain a safe environment, inside and outside our centres.

In the event of serious inclement weather, every effort will be made to keep the centre operational during regular hours. However, Lullaboo reserves the right to deem whether or not it is safe to operate when necessary.

Closure announcements will be emailed to families and posted on 680 news local media reports as soon as possible. Please check your email or check the 680 News Radio Station.

If the centre is open and weather conditions are quickly deteriorating, Lullaboo may determine that the centre must close during normal hours of operation. Parents will be called and required to pick up their children as soon as possible.

Parents/guardians need to be aware that families will not be reimbursed for days missed due to severe weather conditions.

ILLNESS POLICY

Upon arrival to the centre, Lullaboo Nursery and Childcare Centre will complete a health check of all children to identify any possible contagious symptoms and documentation is kept in iCare. In the case of a failed health check due to a bruise, cut or scrape, etc. staff must ask parents for information and document this on the failed health check in iCare. Staff members will not admit children showing signs of illness



upon arrival at the centre and when children are not able to participate in daily activities. The staff member will inform the centre supervisor immediately of any children who are asked not to be admitted.

An illness report will be created for children who develop an illness while at the centre, documenting any/all symptoms, temperatures and actions taken as well as parent follow up. The child is then to be separated from other children to avoid the spread of illness.

If a child develops a serious illness and appears to require immediate medical attention or the child's parent cannot pick the child up immediately, arrangements will be made to have the child examined by a legally qualified medical practitioner or registered nurse. For the benefit of all it is ultimately the Supervisor's discretion as to whether a child should or should not remain in the centre.

SYMPTOMS TO LOOK FOR AND CHANGE IN BEHAVIOUR

- Vomiting or diarrhea two (2) or more episodes of diarrhea/vomiting)
- Elevated temperatures of 37.8°C or more (temperature must be taken 3 times 15 min apart to ensure accuracy)
- Unusual irritability, fussiness and restlessness and unable to participate in the daily program
- Flushing, pallor or listlessness
- Difficult or rapid breathing - this is especially important in infants under six months old
- Severe coughing
- Undiagnosed skin rashes or infections
- Sore throat or trouble swallowing
- Grey or white stools
- Headache and stiff neck
- Red eyes or ears with noticeable yellow or green discharge

Please refer to guidelines for common communicable disease chart or refer to reportable diseases chart for further information from your applicable regional health authority.

ACTIONS TO BE TAKEN WITH AN ILL CHILD/STAFF

1. The child's parent or guardian will be notified immediately and asked to pick the child up from the centre as soon as possible. Supervisor or designate MUST approve prior to calling parents for pick up.
2. An illness report is to be completed and signed by staff and supervisor and acknowledged by parents. Reports are emailed to parents and available to be printed when requested by parents.
3. If the parent or guardian notifies the staff that he/she will be a certain length of time before coming to pick up the child, staff are required to make the child feel comfortable in a quiet separate place within the classroom by offering food, water, a cot to sleep/rest, etc. Staff will do their best to separate the child due to illness; as waiting for child's parents to take them home.
4. The child will be asked to stay home for the period of communicability until they have been symptom free for 24 hours and 48 hours for vomiting or diarrhea (this is the time frame when a person with an infectious disease is contagious or capable of spreading the disease to others).
5. Supervisor or designate may at any time require a doctor's note for a child to return to the centre
6. If a staff is ill, they must contact their supervisor and they will arrange for coverage as per regional Public Health guidelines.
7. Should the supervisor suspect something contagious, a doctor's note or an increased symptoms free time period may be implemented.
8. In case of lice Lullaboo requires the staff or children to either;
 - a) Provide a proof of treatment note from a lice clinic or medical professional
 - b) Stay home for a period of 72 hours and get treatment

**Note: At the supervisor or designates discretion, Lullaboo may seek medical attention, in which case the parent must arrange to meet the supervisor/designate at the local hospital immediately.



WHAT TO DO DURING AN OUTBREAK

What Is an Outbreak?

- Refer to regional public health guidelines.

Typical Symptoms to Look for In an Outbreak of Enteric Illness Are:

- Diarrhea/Vomiting (more than two (2) episodes of diarrhea/vomiting)
- Bloody diarrhea
- Vomiting
- Nausea
- Stomach cramps
- Undiagnosed skin rashes or infections
- Elevated temperatures of 101° F or 38.5° C or more (temperature must be taken 3 times 15 min apart to ensure accuracy)
- General irritability, fussiness and restlessness
- Malaise
- Headache

****Note:** Symptoms such as cough, runny nose, sneezing, nasal congestion, sore throat, and hoarseness are not usually associated with enteric illness and may be due to respiratory illness. Lullaboo Nursery and Childcare centre will keep a daily record of children and staff illness' and their symptoms on the health check section.

Centre supervisor is responsible to review all illness reports and if there is an outbreak to follow these steps:

- a. **Notify Public Health and Create Line list outbreak.** Follow their recommendations and requirements to manage the outbreak.
- b. Provide public health with the necessary information regarding children and staff.
- c. Facilitate the collection of stool specimens from ill children after obtaining consent form from parents.
- d. Report changes associated with the outbreak and provide updated information about outbreak daily using the line list (regional reporting system).
- e. Communicate the necessary information to families of children attending the centre.

Establish Control Measures During Outbreak

1. Exclusion: If a child is ill, contact the parent to take the child home and advise them to see a physician. Exclude ill children and staff from the childcare centre until they have been symptoms free for 48 hours (for most situations).
2. Encourage good personal hygiene practices for parents, staff, and children. Practice proper and frequent hand washing.
3. Follow regional disinfecting guidelines.
4. Increase the frequency of cleaning and disinfecting of common areas and high touch surfaces (door handles, handrails, sink and toilets).
5. Clean and disinfect toys on daily basis. Toys that are mouthed should be immediately removed from use, cleaned and disinfected prior to reuse.
6. Stop group sensory play activities such as water play, playdough, etc.
7. During an outbreak all sleeping equipment (cots and mattresses) must be cleaned and disinfected minimum of twice a week or when visibly soiled. Once an outbreak is declared, all cots must be cleaned and disinfected immediately.
8. Staff should be assigned to their dedicated room and not move between rooms.
9. Stop any internal children transitions between classrooms.
10. Personal protective equipment is worn when there is a potential for exposure to pathogens (i.e. diapering, toileting, cleaning bodily fluids, etc.)



11. Soiled clothing must not be rinsed or washed at the centre. Place them in a securely tied bag and send it home.

Declaring an Outbreak Over

The outbreak will be declared over by the outbreak investigator of public health.

RESIDING/VISITING ANIMALS AND ANIMAL BITES POLICY

Lullaboo will follow the regional public health guidelines and recommendations for the Management of Animals in Child Care Settings, 2018, or as current for any residing or visiting animals.

Procedures if bitten or scratched by a domestic animal (e.g. cat or dog) or a wild animal (e.g. bat or racoon):

- Immediately and thoroughly clean the wound with soap and water, then flush the area (if possible) with water for 15 minutes.
- Contact parents and suggest seeking medical attention immediately if bitten, scratched or exposed to the wild animal's saliva.
- If there is an animal owner, we will try to get more information (e.g. owner's name, address and/or phone number).
- Complete an incident report

Report the incident to regional public health unit following the regional guidelines.

All animal food and treats should be stored in the cupboards and away from human food. Animal food and treats should be inaccessible to children and children should not feed them directly with their hands. Fish should be fed once a day and hand hygiene should be performed after feeding the fish.

The fish tanks and filters should be cleaned every 2 months and for the routine cleaning and disinfecting the fish will temporarily be relocated.

The equipment used for cleaning the fish tank should be labelled and only used for this purpose and stored in an area away from children's food and food preparation. In case of any spills the area will be cleaned and disinfected immediately. Tank water should not be discarded in any sink that is used for food preparation or hand washing.

In case a child puts their hand in a fish tank or has any contact with the animal, hand hygiene will be performed.

Parents/guardians should be notified about any residing animals prior to registration.

MEDICATION POLICY

Intake of Medication: parents who intend for their child to have any medication must first bring it to the office for intake. Medication must come in its original container/package. Upon intake, the parent will be asked to fill out an electronic Medication Authorization Form in full and sign it. This form will then be signed by the supervisor as well as the classroom educator. This form will explain the details of the medication including the name of the medication, the dosage to be given, the time(s) to be administered and/or a description of when it is to be given (i.e. "when temperature reaches 38°C"). If medication is used on an "as needed basis" the instructions on the Medication Authorization Form must clearly indicate which symptoms must be present in order to administer medication. This form MUST be filled out prior to the administration of ANY medication. Failure to provide the office with the required form will result in the medication not being administered. Once Medication Authorization Form is complete, the medication will be placed in a zip lock bag and a Lullaboo Medication Label detailing all information will be attached.

When filling out a label for Medication, if the expiry date only includes the month and year, the last day of the month will be marked. This would apply for sunscreen, cream, food and medication.

Over the Counter Medication: Will only be permitted to stay on Lullaboo Nursery and Childcare premises for five (5) days upon which it will be sent home, unless otherwise approved by supervisor discretion.

Prescription Medication: Will be permitted to stay on Lullaboo Nursery and Childcare premises for the duration of the prescription as outlined on the pharmacist label.

Mild and moderate allergy medication: Will be permitted to stay on Lullaboo Nursery and Childcare premises as long as needed. For example, Benadryl.

Medication Linked to IMP and ISP: Will be permitted to stay on Lullaboo Nursery and Childcare premises as long as needed.

Emergency Medication: Children who require emergency medication due to a severe allergy will be posted on our list of children with an Individual Allergy Plan (IAP). Medication for severe (anaphylactic) allergies, puffers for asthma and acetaminophen/ibuprofen for febrile seizures are considered emergency medication.



Storage of Medication: will be in accordance to the medication label.

- Emergency Medication is to be kept with children at all times. During small groupings, if the child is on the playground, emergency medication must be kept in the emergency backpack out of reach of the children. If the child is inside, the emergency medication must be kept in the Emergency Medication bin out of reach of the children.
- Non-Emergency Medication is to be kept in accordance to the medication label. Medications must be kept out of reach of children and placed in the Medication Lockbox in the cupboard or in the fridge.

ADMINISTRATION OF DRUGS AND MEDICATION

1. Proper hand washing practices should take place prior to administering medication and gloves must be worn.
2. Ensure that the medication being administered is for the correct child by checking the name and dosage and ensuring it matches the Medication Authorization form and pharmacist label.
3. The centre's supervisor or Lullaboo staff is to administer medication to the children in the centre.
4. Medication should be administered in a well-lit area and, where possible, it is preferable to remove a child from the activity area to administer medication in a quiet environment with the least possible interruption.
5. After administering medication, document on the Medication Authorization Form on iCare the time, by whom the medication was administered, the dosage amount and observations after administration (i.e. "I administered and no reaction observed").
6. Unused portions are to be returned in the original container to the parent of the child or discarded safely with parental permission.
7. Medication Authorization Forms will be kept in iCare.

If Medication is Administered Incorrectly

Medication administered at incorrect time: staff are to call parents immediately to inform them of this to determine what the next steps will be.

Medication administered to wrong child: staff must document this on the Medication Authorization Form, create an incident report for the child who was given the medication and must notify the supervisor. The supervisor must inform the parents as soon as possible. If adverse symptoms are evident upon accidental administration of medication, staff should call local Emergency Medical Services.

Medication dosage administered incorrectly: staff must document this on the Medication Authorization Form and notify the supervisor. The supervisor must inform the parents as soon as possible. If adverse symptoms are evident upon accidental administration of medication, staff should call local Emergency Medical Services.

Over-The-Counter Products – Diaper Cream, Sunscreen, Moisturizing Skin Lotion, Lip balm, Insect Repellant and Hand Sanitizer

For the administration of over-the-counter products such as diaper cream, sunscreen, moisturizing skin lotion, lip balm, insect repellent and hand sanitizers, a blanket authorization form must be completed during the child's registration process. Once received from the parent or guardian of a child, all listed over-the-counter products will be deemed to have been authorized for use by staff at Lullaboo. Staff will follow manufacturer's specifications and instructions provided by parent to apply the product to the child. The over-the-counter product must be received in its original container or package.

All over-the-counter products must be labeled with a Lullaboo Cream/Sunblock Label with all information filled out and placed on the bottle, tube, etc.

Sunscreen must be applied to all areas of child's exposed skin 20 minutes prior to children going outside. A new pair of gloves must be worn for the application of sunscreen to each child.

If Listed Over-The-Counter Product is Administered Incorrectly

Over-The-Counter Products (such as: Diaper Cream, Sunscreen, Moisturizing Skin lotion, Lip balm, Insect Repellant and Hand sanitizer) administered incorrectly: staff are to call parents immediately to inform them of this to determine what the next steps will be.

Over-The-Counter Products administered to wrong child: staff must create an incident report and notify the supervisor. Once the supervisor is made aware, the staff must inform the parents as soon as possible. If adverse symptoms are evident upon accidental administration of over-the-counter product staff should call local Emergency Medical Services.



MANAGEMENT OF MEDICAL DEVICES

For inventory purposes any medical device provided from home should have a medication form that specifies manufacturer Instructions and expiry dates.

Cleaning and disinfecting reusable medical devices will reduce the risk of transmitting infectious diseases.

Devices that are reused must be cleaned and disinfected after every use following the steps below:

- 1)Wash hands with soap and water before and after touching the medical device.
- 2)Discard all single use accessories from the device.
- 3)Clean and disinfect the device following manufacturer instructions.
- 4)Store the device following instructions of the medication form.

CHILDREN WITH INDIVIDUAL ALLERGY PLAN, MEDICAL PLAN AND SUPPORT PLAN AND INCLUSION POLICY

Based on the requirements stated in the CCEYA should a child require additional support or accommodation to participate in the daily activities at the centre, parents must provide Supervisor/Designate with training specific to the medical needs or accommodations needed and work with the Supervisor and community partners in this regard. The Supervisor/Designate will train all staff, students and/or volunteers or those who parents could not train directly. In most cases this will result in the creation of an individualized plan i.e. IAP, IMP or ISP for the child which will be shared with all parties that may interact with the child and posted in required areas. Parents are responsible for notifying the Supervisor about, consenting to, and sharing information regarding any allergy or medical condition or any support needed for their child. Parents must provide any special equipment such as hearing aids, glasses, prescribed medication, braces, walkers, etc. which are necessary to permit the child to participate in activities. An Individualized Support Plan (ISP) will accompany any and all children who require additional support or accommodations. The ISP will be kept in the child's file to reference as needed. ISPs will be developed in consultation with a parent of the child, the child (if appropriate for the child's age) and any regulated health professional or any other person who works with the child in a capacity that would allow the person to help implement the plan. These individuals include speech and language pathologists, early interventionists, physiotherapists, physicians, etc. Overall, Lullaboo prides itself on helping children reach their full potential and strives to achieve this by supporting the four foundations; belonging, engagement, expression and well-being, to ensure children can grow and flourish in their environment. We celebrate uniqueness, abilities and diversity for every child and we believe that all children deserve to attend a child care centre that is inclusive to all individuals and that they participate in a program that is individualized to their specific learning requirement.

At Lullaboo we view children as competent and curious individuals who are rich in potential and capable of complex thinking. Lullaboo educators and management team provide a variety of classroom materials and learning opportunities with the children's interests in mind to help guide the children reach their full potential and make educated choices. We believe that all children have the right to quality care and education in a safe and healthy environment and we support all children to reach their full potential.

We welcome local community partners and allow these partners to support the children, their families and staff. These community partners are to support the children in their environment giving educators strategies to improve a child's skills; whether it be speech, physical, social or cognitive skills as well as providing positive feedback regarding the classroom as a third teacher. Educators attend professional learning opportunities related to inclusion and special needs when possible and will benefit from the support of our Program Coordinators.

Lullaboo will make every effort required to assist any child and family who may have additional support needs to participate fully in our program in a meaningful and purposeful manner by working with the families and outside agencies as necessary and the support of our Program Coordinators. Should extra support be needed, Lullaboo will attempt to contact the correct bodies and provide as much information to parents as required. Should any supports, aids, adaptations or other modifications to the physical, social and learning environment be necessary, Lullaboo will make any and all attempts to complete these modifications, within possible reason. These supports, aids, adaptations or modifications will be used in a safe and knowledgeable manner, getting training for staff, students and volunteers when necessary. Every effort is made to support new and existing placements with outside support agencies. If all capacity building efforts within the Continued Placement Process have been implemented and the needs of a child are not being met or should the safety of any child or staff be in jeopardy because of the medical needs of a child not being met, parents may be asked to withdraw their child from care.

The inclusion policy is reviewed annually to ensure it remains relevant, effective and appropriate and it will be



SERIOUS OCCURRENCE POLICY

Identification of a Serious Occurrence:

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

SERIOUS OCCURRENCE PROCEDURES

1. Immediate Action

- a) Health and safety of children and staff are addressed immediately.
- b) Ask for assistance from other staff, students or volunteers.
- c) If needed, obtain help by dialing 9-1-1
- d) Notify the supervisor/designate.
- e) Parents are contacted immediately after.
- f) Ensure that staff members with knowledge of incident are interviewed and Incident Report is completed. When there is allegation of abuse/neglect no investigation or questioning is to be conducted, unless recommended by local Child Protection Agency.
- g) Ensure notification of any death to police, CAS (as applicable) and family or others as appropriate.
- h) Inform company Director.
- i) Serious occurrence is reported on [CCLS Website for reporting serious occurrence within 24 hrs.](#)
- j) Print and post the Serious Occurrence Notification Form for 10 business days from CCLS.

2. Steps in Reporting a Serious Occurrence

- a) File a Serious Occurrence Report using the Child Care Licensing System (CCLS).
- b) Serious Occurrence Reporting Submission: Supervisor or designate will report the serious occurrence on the CCLS website under (Serious Occurrence tab. Report A Serious Occurrence) using their unique user name and password, website <https://www.earlyyears.edu.gov.on.ca/ChildCareWeb/public/login.xhtml>. Complete all required fields on CCLS, and when uploading supporting documentation to ensure its accuracy and completion, do not block out or white out any information.
- c) Generate and complete the Serious Occurrence Notification form in CCLS. To help support the protection of privacy and personal information, no full child or staff name(s) should be used, instead use initials; and no age or birthdate of child, and no age group identifier to be used (i.e. Infant, toddler, preschool etc.) are to be used on the serious occurrence notification form.
- d) Print and post the Serious Occurrence Notification form in a conspicuous place highly visible to parents for at least 10 business days from the date of the final update.

****NOTE:** Supervisors may wish to save a copy of the Serious Occurrence Notification form as an MS Word document should any updates be required at a later date.

- e) If necessary, update the Serious Occurrence Report online (i.e. when new information is available, or Program Advisor requests an update) and post the updated notification form. Within seven business days of submitting the Initial Serious Occurrence Report, go to Serious Occurrence and click on Update A Serious Occurrence Report(s), this must be completed and using the CCLS website.
- f) Complete and submit Update Serious Occurrence on CCLS. Submit the Serious Occurrence update report even if information and/or actions have yet to be completed. Include an explanation that a further follow-up report will be provided.
- g) Retain Serious Occurrence Notification form on file for at least three years.



If for any reason supervisors cannot access CCLS they MUST still notify their program advisor via telephone or email within 24 hours of becoming aware of the occurrence and complete a Serious Occurrence report in the CCLS as soon as the system becomes available.

- h) A report is to be provided to a program advisor of any serious occurrence in any child care centre operated by the licensee within 24 hours of the supervisor becoming aware of the occurrence.

3. Record Retention

Reports are kept for three years.

Duty to Report

Some serious occurrences, most notably an allegation of abuse or neglect, will give rise to a duty of report that a child may be in need of protection. If a licensee or staff member has reasonable grounds to suspect that a child is, or may be, in need of protection, they must report this to the local children's aid society in accordance with section 72 of the Child and Family Services Act.

The person who has the reasonable grounds to suspect that a child is, or may be, in need of protection must make the report directly to a children's aid society. The person must not rely on anyone else to report on his or her behalf.

In 2015 changes to the Early Childhood Educators Act, 2007 (ECEA) came into effect. Included in these changes are new requirements for employers to submit mandatory reports to the College of Early Childhood Educators.

There are seven categories applicable to child care that should be reflected in supervisor policies.

CRIMINAL REFERENCE CHECK/ VULNERABLE SECTOR CHECK POLICY

Who and when a Vulnerable Sector Check or offence declaration is required

Every licensee shall ensure that there are written policies and procedures with respect to vulnerable sector checks that address the process of obtaining a vulnerable sector check or attestation.

Every licensee of a child care centre shall obtain a vulnerable sector check from:

- (a) Every employee, before the person begins their employment.
- (b) Every volunteer or student who is on an educational placement with the licensee, before the person begins interacting with children at the child care centre.

1. The VSC must be current to the position the candidate is applying for at Lullaboo Nursery and Childcare Centre no earlier than six (6) months before the date of hire.
2. If a person has previously obtained a VSC and has been terminated for more than six (6) months and then employment subsequently resumes, a new VSC is required prior to resuming employment.
3. If a person has previously obtained a VSC and has been terminated for less than six (6) months and then employment subsequently resumes, an "Offence Declaration" form must be signed prior to resuming employment.
4. Leaves and absences (e.g., sick leave, parental leave, summer closures, etc.) are not considered breaks in employment. Staff who are on parental leave or approved medical leave are not always required to submit a new VSC. The supervisors will use their discretion and review the current VSC to advise if a new VSC is required. However, in case the annual time for submitting a new Offence declaration has arrived these staff are also required to submit a new offence declaration.
5. A staff directly employed by a multi-site licensee may work at several sites. If this staff stops working at one of these sites for a period of time, but remains employed by the licensee for the other sites, there is no break in employment and a new VSC not required.
6. Where an individual previously completed an educational placement with the licensee and is then hired by the licensee as a staff, this is considered a break in employment and a new VSC is required.

A staff, student or volunteer may begin employment, educational placement or volunteer position who has not provided a VSC if:

1. A VSC is applied for as soon as reasonably possible, whereby Lullaboo will accept a receipt.



2. The length of time required to obtain a VSC justifies it;
3. A declaration form is completed; and
4. In both (1) and (2) Lullaboo will put additional measures in place to protect children who interact with the person until the VSC is obtained such as not being left alone and always being supervised.

Failure to provide the VSC within 3 months of employment will result in immediate dismissal.

A new VSC is required to be submitted to the supervisor on or before every fifth (5th) anniversary after the date of the most recent VSC.

Each employee is required to sign a new “**Offence Declaration**” every calendar year by January 31st except in a year in which a VSC is obtained. Each offence declaration shall address the period since the most recent offence declaration or VSC and must be obtained by a supervisor no later than fifteen (15) days after the anniversary date of the most recent offence declaration or VSC. Additionally, staff will complete an offence declaration on their General Performance Review.

Any staff, student or volunteer is to provide Lullaboo with an offence declaration as soon as reasonably possible any time he or she is convicted of an offence under the Criminal Code of Canada.

Other Individuals at Lullaboo

Any person who provides child care or any other service to a child who receives care at Lullaboo will be asked for:

- An offence declaration from the person; or
- An attestation from the person’s employer or from the person or entity who retained the person’s services that,
 1. The employer, person or entity has obtained and reviewed a VSC from that person,
 2. The VSC was performed within the last 5 years, and
 3. The VSC did not list any conviction for any offences under the Criminal Code of Canada.

An offence declaration or attestation is done no later than 15 days after the anniversary date of the most recent offence declaration or attestation if the person continues to provide such child care or other services.

Individuals under 18 years of age:

No person is required to provide or obtain a VSC or OD in respect of a person who is under 18 years of old.

When a person turns 18 years of old, the person must apply to obtain a VSC within one month after the person turns 18 years old. Where a person is over 18 years and older, they are required to meet the same requirements for providing annual offence declarations and VSCs before the 5th anniversary of the most recent VSC that apply to adult employees, students or volunteers..

Vulnerable Sector Check Retention and Accessibility

Lullaboo uses one of the following as documentation to meet vulnerable sector check requirements:

- 1)Original Vulnerable sector check
- 2)True copy of a vulnerable sector check (in hard copy or digital format)

Information from this check will only be used in the process of determining if an applicant is suitable for a specific position and to meet requirements of the Child Care and Early Year Act. This information will be kept confidential and only accessible to administration staff and Program Advisor.

What to Do with a Positive Vulnerable Sector Check

Lullaboo understands its obligation to Section 5, paragraph (1) of the Ontario Human Rights Code, which prohibits discrimination against an individual for purposes of employment by reason of a pardoned Criminal Code conviction or a standing conviction for a provincial offence. Lullaboo will not discriminate against an individual in this situation unless there is a bona fide reason relating explicitly to the position being applied for and with due consideration given to the need to accommodate applicants where possible.

Individuals with outstanding Criminal Code convictions for certain offences will not be accepted by Lullaboo for a direct service position with vulnerable sector. These offenses include, but are not necessarily limited to, the following:

1. Section 151 (sexual interference)



2. Section 163.1 (child pornography)
3. Section 215 (duty of persons to provide necessities)
4. Section 229 (murder)
5. Section 233 (infanticide)
6. Physical assault
7. Current probations or probation orders forbidding the individual from having contact with children under the age of fourteen (14)
8. Offences under the Child and Family Services Act relating to abuse of children
9. Outstanding convictions or charges pending for any offense deemed violent, whether or not it involved weapons

Individuals may be excluded from positions within Lullaboo as a result of other information gained during the police records check and/or through the screening process as a whole, or as a consequence of other factors identified through the screening process.

Positive VSC with offences other than what is listed above shall not automatically disqualify a potentially successful candidate; however, based on management discretion Lullaboo may require these candidates to obtain a new VSC yearly within fifteen (15) days of the anniversary date of the previous VSC provided.

The following are examples of circumstances which may affect our decision to hire:

- The nature and number of conviction(s)
- The length of time since the conviction(s)
- Any efforts for rehabilitation
- References and work record
- Relevance of the conviction(s) to the position
- The risk posed by the candidate to the children

CWELCC PROGRAM FEE CHARTS

Lullaboo is enrolled in the Canada wide early learning child care system (CWELCC) and has regional fee charts to follow in every region. Centre specific fee charts and payment schedules are available in every centre or can be emailed to you upon request at any time as they do vary in every region.

REGION OF PEEL	Lullaboo Market Fee	CWELCC (25%)	Effective Amount Payable
Infant Daily Rate (up to 18 months)	\$118.00	\$29.50	\$88.50
Infant 2 Days (up to 18 months)	\$448.00	\$112.00	\$336.00
Infant 3 Days (up to 18 months)	\$672.00	\$168.00	\$504.00
Infant Full Time (up to 18 months)	\$860.00	\$215.00	\$645.00
Toddler Daily Rate (up to 30 months)	\$87.00	\$21.75	\$65.25
Toddler 2 Days (up to 30 months)	\$332.00	\$83.00	\$249.00
Toddler 3 Days (up to 30 months)	\$498.00	\$124.50	\$373.50
Toddler Full Time (up to 30 months)	\$665.00	\$166.25	\$498.75
Preschool Daily Rate (up to & incl. 5 yrs.)	\$82.00	\$20.50	\$61.50
Preschool 2 Days (up to & incl. 5 yrs.)	\$312.00	\$78.00	\$234.00
Preschool 3 Days (up to & incl. 5 yrs.)	\$468.00	\$117.00	\$351.00
Preschool Full Time (up to & incl. 5 yrs.)	\$630.00	\$157.50	\$472.50