



Parent Manual

LULLABOO NURSERY AND CHILDCARE CENTER 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.

Parents/guardians must ensure that all information provided on their child(ren)'s registration package is truthful and accurate, including but not limited to custody documents. If it is not, Lullaboo reserves the right to enforce the Withdrawal and Discharge Policy.

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 changes made to the Parent Manual throughout the year will be reflected 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 out to the center Supervisor, they would be happy to assist you.

CENTER INFORMATION

Lullaboo cares for children from 6 weeks to 12 years of age. Centers are open Monday to Friday from 7:00AM to 6:30PM.

The Center will be closed for all statutory holidays:

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

When these dates fall on a Saturday or Sunday, the days of closure or early closing will be moved to a weekday. Families will be notified of any changes to days and hours of operation in advance.

Centers may also be closed for Professional Development (PD) days, as scheduled by the region. These days are opportunities for educators to build their knowledge and enhance quality of care and curriculum. PD day schedules will be communicated to families in advance.

ADMISSION AND FINANCIAL FEES POLICY

Center specific fee charts and payment schedules are available in the Parent Manual and on the website. Fees are due in advance as per our biweekly schedule. Fee payments include statutory holidays and days your child may be absent due to illness or vacation days and must be paid in full. No deduction will be made for any of these days in order to guarantee a spot upon your return. There is no break in your child care fee at any time of the year. Failure to provide payment prior to start date may result in loss of spot or preferred start date. Every effort will be made to accommodate preferred start date. Changes to the preferred start date need to be acknowledged in writing by parent/guardian and Supervisor; any changes may result in loss of care. Note that preferred start date depends on internal center transitions. Once you have paid the registration fee, you are subject to the Withdrawal and Discharge Policy which requires that parents/guardians provide 30 days written notice of withdrawal date.

Lullaboo reserves the right to decline any registration at its discretion, immediately and at any time. Lullaboo does not accept registrations made for a child who is scheduled to begin attending elementary school within twelve months or for a family that has not done a tour of the facility prior to registration.

Participating in an information session arranged by Lullaboo is mandatory for all families to ensure that we receive all required information in order to provide the best care for your child. Failing to participate in this session prior to your child's start date might result in loss of care. Families must contact the center a minimum of 30 days prior to your child's preferred start date to confirm all of your child's information and forms and ensure everything is up to date; failure to do so may result in loss of the preferred start date you've requested.



All payments must be made through authorized debit under the PAD agreement included in the registration package. No other methods of payment are accepted. Lullaboo is not required to provide pre-notification to parents of any changes to the amount or date of withdrawal. In the case of a missed payment, that payment and NSF fee (Non-Sufficient Funds) of \$50.00 will be applied to the next billing cycle, amounting to a double payment with applicable NSF fee(s) included. If NSF fee is incurred in the following billing cycle, all outstanding fees (regular bi-weekly payments plus NSF fees) must be paid via certified payment method within 3 business days of billing date. If a certified payment method is not submitted, immediate termination will follow and a letter informing parents/guardians of the last day of care will be sent. In case of an outstanding balance with Lullaboo, your tax receipt may be withheld until the account is paid to date. If payments are repeatedly missed, it is at Lullaboo's discretion to determine whether or not to terminate service.

When changing your child's program, our fee charts are in full effect. If you choose to change the program of your child, 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. You will be charged on a biweekly 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. Lullaboo reserves the right to change the availability of a program (i.e. due to community needs) at its discretion, immediately and at any time.

If you withdraw your child from the program and later want to re-enroll at any Lullaboo location, note that re-enrollments require the written approval of the District Manager.

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

- For Peel Region visit: <http://peelregion.ca/hsapply>;
- For York Region visit: <https://www.york.ca/support/financial-assistance/child-care-fee-subsidy>;
- For Simcoe County visit: <https://www.simcoe.ca/ChildrenandCommunityServices/Pages/fee-assistance.aspx>;
- For 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).

Canada Wide Early Learning and Child Care System (CWELCC)

Lullaboo is enrolled in CWELCC, which is an optional program which Lullaboo can opt out of at any time. If opting out, Lullaboo will provide families with notice in accordance with CWELCC agreements. The fee charts reflect approved base rates for CWELCC and are specific to each region. Fee charts and payment schedules are available in every center or can be emailed to you upon request at any time. Please note that fee charts only include the base fee and do not include any non-base fee which will be an additional charge to the fee listed. If payment is not received through CWELCC, families will be responsible for paying the full fees listed in the fee chart.

See Schedule A of this Manual for site fee charts and payment schedules.

Base Fee

The base fee covers all aspects of childcare operations, including all items a licensee is required to provide under CCEYA. This includes the following but is not limited to: registration fee, supervision by adults during operational hours, meals, play materials, equipment and furnishings, and development and implementation of individualized plans. One key fob is included in the base fee for each family.

Note: The registration fee is charged per child and is non-refundable (additional credit card fees may apply). The registration fee is paid annually at the Avenue and Bedford Campuses.

Non-Base Fee

Non-base fees are charged for optional items or services and/or when a parent/guardian fails to meet Lullaboo agreement terms. This includes the following but is not limited to:

- Non-sufficient funds (NSF) fee: Any payment returned as "NSF" or "stop payment" will be subject to a \$50.00 charge.
- Early and late fees: An early/late fee of \$1.00 per minute per child will be charged to those arriving for drop-off or pick-up either before or after program hours, on the next billing period.
- Administration fee: If a request is made to reissue a tax receipt, a \$45 administration fee will be charged for the second copy.



- Additional key-fob charges: A charge of \$50.00 will apply if a key fob is lost and a replacement is required or if a request for an additional key fob is made.
- Extra-curricular activities and field-trip charges: Parents/guardians will be notified of any extra-curricular activities or field trips in advance and will be asked to confirm if they do not want their child(ren) to participate. The applicable charge will be added to an upcoming biweekly payment, unless the family communicates to the Supervisor/designate that they will not participate by the applicable deadline.
- Center fundraisers: Lullaboo organizes various fundraisers for community organizations throughout the year including SickKids Hospital, local shelters, local food banks, etc. Fundraisers are done in the form of raffles, toy or food drives, center activities and events (i.e. summer BBQ), etc. Donations are optional and can take the form of money, services, goods, time, etc.

Confidentiality

Under the *Personal Information Protection and Electronic Documents Act (PIPEDA) 2000*, by signing the Child Registration Package you consent to the collection, use, or disclosure of personal information. If requested or required to release personally identifiable information to third parties, written consent of a parent/guardian will be required prior to release.

At the time of enrolment, Lullaboo will collect contact information (i.e. telephone numbers, emails, etc.) for the purpose of contact in the case of emergencies and regular communication regarding upcoming events, centers news and important reminders.

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. Only those employees who require access for the purpose of their work may have access to children's records (i.e. Supervisor, educators, bookkeeper, etc.).

Electronic Signature

Parents and guardians will use electronic signatures to authorize applicable forms and records. Examples include but are not limited to: child's registration package, financial commitments, bank withdrawal authorization, emergency cards, medication forms, 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.

Change of Information

It is essential that all information in your child's file is kept up to date at all times. It is the responsibility of the parent/guardian, in accordance with custody agreements, to inform the Supervisor/designate in writing (via Lullaboo app or email) of any updates to the information in the registration package and child's file on an ongoing basis. This includes but is not limited to: contact information (parents/guardians, emergency contacts and authorized pick-ups), allergies, food restrictions and feeding practices, medical conditions, support needs, family court orders and relevant information (i.e. custody orders, restraining orders, etc.).

Changes to information will only be authorized by the Supervisor/designate when made according to the above method.

Immunizations

Parents/guardians 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.

If parents/guardians object to immunize their child, they must fill out the applicable form, either the "Statement of Conscience or Religious Belief" form or the "Statement of Medical Exemption", and provide it to Lullaboo.

Refusal to provide up-to-date immunization records or the required form (upon objection to immunizations) may result in termination of care.

PROGRAM STATEMENT AND IMPLEMENTATION POLICY

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 persons 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 interest-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 responsive structured environment.

Lullaboo educators and management collaborate to build an environment which supports positive 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. Additionally, 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. 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 include: Early Interventionists, Speech Pathologists, Physiotherapists, regional quality enhancement mentors (i.e. Raising the Bar, CQIP), 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 supporting classrooms and educators and providing positive feedback regarding the classroom setting and programming. 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 ensure that classrooms are set up with defined interest areas which support individual, small and whole group learning. Classrooms are arranged in a manner that is visually appealing to children with accessible materials which are open-ended, interesting and promote choices in learning. Children are free to choose materials within the classroom which are thought provoking and interest them.

Pedagogical documentation is created and displayed throughout the center 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 enable the children to feel a sense of pride in their work. To invoke a sense of belonging, this documentation is placed at children's eye level or in photo books that children can explore to show others the work they have done and reflect on their learning. Throughout the day, families have live access to an electronic report with details about their child's day including meals, rest, 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 from How Does Learning Happen, as well as ensuring that all children, educators and families are fully engaged 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 learning 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. Staff are eligible for 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 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 self-regulate and engage positively with peers and in programming.

The following is a list of positive child guidance practices encouraged at Lullaboo:

1. Handle all situations in a professional and consistent manner. Provide children with warm, nurturing and responsive care which supports them to develop self-regulation and problem-solving skills within the safety of secure attachments and bonds with educators.
2. Be consistently engaged with children throughout all parts of the day. Interaction is a fundamental facet of the role of an educator.
3. Foster open communication and approach children as capable communicators.
4. Speak with the child at eye level in a calm voice.
5. Be clear, specific, and follow through with setting reasonable limits. Ensure the child understands the specific natural and logical consequences of their action(s), which must be developmentally appropriate.
6. Assist children to recognize and identify their emotions and engage in co-regulation to support them to build self-regulation skills.
7. Where developmentally appropriate, involve children in the conflict resolution process with peers.
8. Give the child a break from the situation by redirecting their attention to a different activity/area of their choice. Children remain engaged in the classroom as a part of the group at all times.
9. After redirecting the child, give them the opportunity to re-enter the play they were previously engaged in.
10. Children will be encouraged to learn and practice self-help skills such as: feeding themselves, helping with food preparation and distribution, dressing themselves, etc.
11. Be positive role models for children (i.e. use appropriate language, don't sit on furniture such as tables or shelves, etc).
12. Encourage positive engagement with peers, adults and the environment through positive reinforcement, modelling, reminders, and individual and group discussions.

When a child exhibits a challenging behaviour, implement positive guidance practices and follow these steps as applicable:

1. Fill out an Incident Report on iCare to inform families of what occurred and how it was addressed and resolved.
2. Inform the Supervisor/designate if all other techniques have been unsuccessful. The Supervisor will assist educators to address the situation in the classroom.
3. If necessary, a meeting with the family will take place to discuss alternate strategies for resolution.
4. With the consent of the parent/guardian, external resources may be contacted for further guidance and support (i.e. Peel EYS, Waterloo PRC, PIRS, SNAP, CMH, etc).

Prohibited Child Guidance Practices

The following is a list of child guidance practices prohibited by Lullaboo:

1. Corporal punishment of a child (i.e. physical measures such as rough handling, pulling by limb, pushing, hitting, etc.).
2. Physical restraint of a child (i.e. confining the child to a high chair, car seat, stroller or other device) for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves 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 center for the purpose of confining a child or confining a child in a room or area (i.e. washroom) 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. Harsh or degrading measures, 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 their self-respect, dignity or self-worth.
5. Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
6. Inflicting any bodily harm on children including making children eat or drink against their will.

Duty to Report

"Duty to report" is an individual's responsibility to report to Children's Aid Society (CAS) any knowledge or suspicion of abuse of children.

CAS defines four types of abuse as:

1. **Physical abuse** is any deliberate physical force or action, by a parent or caregiver, which results, or could result, in injury to a child. It can include bruising, cuts, punching, slapping, beating, shaking, burning, biting or throwing a child. Using belts, sticks or other objects to punish a child can cause serious harm and is also considered abuse.
2. **Neglect** occurs when a caregiver fails to provide basic needs such as adequate food, sleep, safety, education, clothing or medical treatment. It also includes leaving a child alone or failing to provide adequate supervision. If the caregiver is unable to provide the child with basic needs due to financial inability, it is not considered neglect, unless relief has been offered and refused.
3. **Emotional abuse** is a pattern of behaviour that attacks a child's emotional development and sense of self-worth. It includes excessive, aggressive or unreasonable demands that place expectations on a child beyond his or her capacity. Emotional abuse includes constantly criticizing, teasing, belittling, insulting, rejecting, ignoring or isolating the child. It may also include exposure to domestic violence.
4. **Sexual abuse** occurs when a child is used for the sexual gratification of an adult or an older child. The child may cooperate out of fear or because they want to please the adult. Sexual abuse does not need to include physical contact between the perpetrator and the child. It may include activities such as sexual intercourse, exposing a child's genitals, obscene phone calls, text messages, digital interaction, fondling for sexual purposes, watching a child undress for sexual pleasure, encouraging/forcing a child to look at or perform in pornographic pictures or videos, and child sex trafficking.

It is the responsibility of every individual who performs professional duties with respect to children (including employees, students and volunteers), to:

- Immediately report to the Supervisor any infractions of this policy, and
- Immediately report to the local CAS any knowledge or suspicion of abuse of children.

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

In the event that an individual suspects infraction of this policy, a written record should be completed as soon as possible in the individual's handwriting, using pen:

- Include the name(s) of the individual(s) involved and Supervisor.
- Do not make a rough copy and then rewrite it – 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.
- Document only the facts – do not include how you are feeling about the incident or personal thoughts (ex. what might have happened, why, etc.).
- The written record must be signed and dated by you and the person you reported it to.
- All documentation must be provided to the Supervisor to be logged for record purposes.

Contravention



Contravention of Lullaboo's Program Statement or Implementation Policy will result in the Supervisor/designate taking one or more of the following actions according to the severity of the infraction:

1. Discussion with the Supervisor.
2. A verbal warning, which will be retained in the employee file.
3. A written warning, which will be retained in the employee file.
4. Suspension without pay pending an investigation.
5. Termination of employment.

WAIT LIST POLICY

Upon completing a tour of Lullaboo, the Supervisor/designate will inform you if the start date you have requested is available or confirm the next available date of care. Should the start date you requested not be available, 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).

When a space for care becomes available, parents on the wait list will be contacted in the order in which their wait list form was submitted and the first available date of care will be offered. 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 contacted with the offer of a space for care, 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 is kept confidentially through Lullaboo's iCare system. Parents who wish to know their position on the wait list may contact the office to inquire with the Supervisor/designate who will inform the family of their position.

Please note that centers in Waterloo Region operate using the regional OneList in place of using an internal wait list.

PARENT CODE OF CONDUCT

We all have the right to a safe environment and to feel secure in our center community. Lullaboo sets clear standards of behaviour that apply to all individuals involved in our community including parents or guardians, employees, students, volunteers, and board members.

These standards apply whether they are on Lullaboo property or at center-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 adults have the responsibility to act as models of good behaviour. Foul language (i.e. swearing, name-calling, shouting, etc.) is not acceptable. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Unacceptable conduct will result in immediate intervention up to and including the family's expulsion from the center and/or police intervention. Such conduct includes but is not limited to: behaviour that interferes with or is disruptive of the daily operations of the center, harassment, intimidation and behaviour of an abusive nature of any kind towards anyone on premises. Harassment or intimidation may take the form of a written note, email, words, gestures and/or body language. No weapons, alcohol or illicit drugs are allowed on center property or at center events.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the center hallways, the parking lot or via electronic mediums such as emails, social media platforms, personal blog sites, etc.

The privacy and confidentiality of our parents, guardians, employees, volunteers and students is important to us. All concerns and comments should be addressed with the educators. If not resolved, the next step is to review the situation with the Supervisor.

Center cubbies are to be used solely for the purpose of communication between parents and center staff. They are not to be used for business promotion.

It is prohibited for any parent or visitor to use their personal devices to take photos and/or videos of any child(ren) other than your own child(ren). Families choose whether to grant photo consent for their child and Lullaboo staff follow the instructions for photo consent from each family. If a family chooses to authorize Lullaboo staff to take photos, they will be provided with photos through



the iCare mobile app. In order to respect each family's choice and privacy, no photos/videos of the children are permitted to be taken by anyone other than Lullaboo staff or their own parent/guardian.

PARENT COMMUNICATION AND CONCERNS

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 families and welcome any questions, comments or concerns.

Parent Communication

Our classroom educators, Supervisors and Directors are always available to speak with families regarding any concerns and can be reached by phone, iCare Lullaboo app messaging, email or in person. Families may also wish to submit a comment or concern through our mobile app or website.

The mobile app is a platform which supports educators to connect with families throughout the day. The application is user friendly and intuitive to use. It ensures a seamless transfer of information between families and the center. 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.

Parent Concerns and Complaint Process

Any concerns regarding your child's care or Lullaboo's operations should be brought to the attention of the classroom educator(s) first. If you are unable to discuss your concern directly with your child's educator for any reason, it may instead be directed to the Supervisor/designate. Every effort will be made to come to a mutually agreeable resolution as soon as possible. An initial response to will be provided within approximately 2 business days; however, some concerns may warrant further investigation and take more time to address fully. We will do our best to provide you with updates throughout the process of resolution. Please note that all concerns will be treated confidentially to protect the privacy of all parties involved within the parameters allowed by law.

When a concern is brought to the attention of an educator, it is their responsibility to:

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

When a concern is escalated to the Supervisor, it is their responsibility to:

1. Document the concern in the daily summary,
2. Construct and implement a resolution plan,
3. Provide a response to the parent within approximately 2 business days,
4. Document the outcome and steps taken to resolve the concern in the daily summary,
5. In the event that the Supervisor cannot resolve the concern, escalate the matter to the District Manager, and
6. If the District Manager cannot resolve the concern, escalate the matter to the Director and inform the parent.

Submitting a Complaint Online

Families can also share their questions, comments or concerns at any time by submitting feedback through the mobile app or website form on the Parents page.

On the website, you have the option to share your comments or concerns anonymously or leave your contact information to receive a response.

Any person who has reasonable grounds to suspect that a child is or may be in need of protection, must make a direct report to the local Children's Aid Society. The individual cannot rely on anyone else to report on their behalf.

WITHDRAWAL AND DISCHARGE POLICY

Before you withdraw your child, 30 days written notice must be given to Lullaboo.

Withdrawal includes the following situations:

- Withdrawal from care



- Cancellation before the start of care
- Change of program (i.e. movement from full-time to part-time program and vice versa)

Until written notice of withdrawal is provided, fees will continue to be charged. When 30 days written notice is 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. A subsidized child must attend during this notice period to receive coverage. Lullaboo reserves the right to terminate its services at its discretion, immediately and at any time, without notice. Examples of reasons may include but are not limited to: if child continually shows challenging behaviours with no signs of improvement despite support provided which have a negative effect on classroom occupants (i.e. physical aggression, etc.), for recurring late payment of fees, for non-payment of fees, for failure to comply with the Parent Code of Conduct, and/or if it is felt that the center is not meeting the needs of your child.

Upon withdrawing or being discharged from Lullaboo, ensure to take all of your child’s belongings with you. If you leave any belongings behind, you will be notified of this by the Supervisor/designate and the belongings must be picked up within 5 days. If they are not picked up within this time, they will be donated.

SUPERVISION OF CHILDREN, STUDENTS AND VOLUNTEERS POLICY

The staff at Lullaboo are a team of professional, caring and loving individuals. Each one of our classrooms is staffed with the required number of educators to meet mandatory ratios as specified in the *Child Care and Early Years Act, 2014*.

Ratios

AGE CATEGORY	STAFF TO CHILD RATIOS
Infant: 6 weeks – 18 months	1 staff for every 3 children AND 3 staff for a maximum group size of 10 children
Toddler: 18 – 30 months	1 staff for every 5 children AND 3 staff for a maximum group size of 15 children
Preschool: 30 months – 6 years	1 staff for every 8 children AND 3 staff for a maximum group size of 24 children
Kindergarten: 44 months – 7 years	1 staff for every 13 children AND 2 staff for a maximum group size of 26 children
School Age: 68 months – 13 years	1 staff for every 15 children AND 2 staff for a maximum group size of 30 children

Reduced Ratios

For programs that run six or more hours a day, reduced ratios apply for the first 90 minutes after the program starts and the final 60 minutes before the program ends each day. For programs that run less than six hours a day, reduced ratios apply for the first 30 minutes after the program starts and the final 30 minutes before the program ends each day. Reduced ratios also apply for the duration of rest periods.

Infant classrooms do not have a reduced ratio at any time. Reduced ratios never apply during outdoor time.

AGE CATEGORY	STAFF TO CHILD REDUCED RATIOS
Infant: 6 weeks – 18 months	No reduced ratios are applicable
Toddler: 18 – 30 months	1 staff for every 1 – 8 children AND 2 staff for every 9 – 15 children
Preschool: 30 months – 6 years	1 staff for every 1 – 12 children AND 2 staff for every 13 – 24 children
Kindergarten: 44 months – 7 years	1 staff for every 1 – 20 children AND 2 staff for every 21 – 26 children
School Age: 68 months – 13 years	1 staff for every 1 – 23 children AND 2 staff for every 24 – 30 children



Supervision of Children

It is the responsibility of each staff member to ensure the safety and well-being of each child attending care. Children must be supervised at all times while indoors and outdoors, including washroom routines and any time the children enter or leave the classroom. Regular ratios and reduced ratios, as per CCEYA regulations, must be maintained at appropriate times. 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 (i.e. fire drill), etc. No child will be supervised by a person under 18 years of age.

Upon arrival and departure, each child's attendance must be recorded on the classroom attendance log in iCare with accurate times. Attendance is to be logged when the child is released into the care of staff and when the child is released to the parent/guardian/authorized pick-up at departure. Upon reporting for the start of their shift, each staff member must confirm the number of children currently in attendance via head count 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 log must accompany the staff and children at all times including during outdoor time.

Supervision of Students and Volunteers

Students and volunteers will be supervised by the educators in the classroom in which they are conducting their placement or volunteering at all times. The Supervisor/designate will ensure that any student/volunteer will not be left alone with children at any point. Students and volunteers are never counted in staffing ratios in the center.

For students, a Registered Early Childhood Educator (RECE) in each classroom will be responsible for mentoring and overseeing the student. RECEs who are the students' assigned mentors take the responsibility of grading students fairly on their placement requirements. Students and volunteers are subject to all Lullaboo policies. The Supervisor must be made aware of any infraction of any policies and procedures.

Roles and Responsibilities of Students and Volunteers

The relationship between Lullaboo and the student/volunteer is governed by the same principles that govern employment of center employees. All students and volunteers are required to adhere to all policies and procedures and act in a professional manner while at Lullaboo.

Before the start of a placement, students must review Lullaboo's Employee Handbook and sign a Placement Offer Letter. Students are gaining important work experience and are expected to participate fully in the day to day classroom tasks including daily routine, transitions, and programming. Students are responsible to provide their assigned RECE mentor with information regarding their placement requirements, including: hours needed, all paperwork and related deadlines. Students are expected to follow the same work shifts as their assigned mentor and provide notice of any late arrivals, absences and makeup days. Students are responsible for meeting the deadlines set by their college. When providing paperwork or planned activities to their mentor, students must do so within a reasonable timeframe which allows mentors to review before approving. If photos are required for the completion of an assignment, the student must inform their mentor in advance and ensure photos do not show children's faces. The mentor will review and approve photos prior to use.

A volunteer is any individual who on a regular basis is engaged in the child care program and interacts with children in care, but is not paid by the licensee. Volunteers engage fully in the classroom and assist classroom educators with daily routine, transitions, and programming. Volunteers do not include parents who engage with their child(ren) and other children during drop-off and pick-up periods or attend a special event and do not assist with the care for or supervision of children.

SAFE ARRIVALS AND DISMISSALS

Arrivals

Daily classroom routines incorporate active indoor and outdoor play as well as rest and quiet time within a flexible, yet structured environment. We believe children benefit most when they are engaged with programming throughout the day. To ensure maximum benefits and participation, Lullaboo offers flexible drop off between 7:00 - 9:00 AM. Lullaboo strongly recommends that children are dropped off no later than 9:00 AM, as our core teaching hours are 9:00 AM – 3:00 PM.

When dropping a child off at the center, parents are responsible to:

- Drop the child off directly at the classroom door for their assigned classroom
 - If the child's assigned classroom is not open and no educator is present, parents must check with the Supervisor/designate or another staff to find out which alternative classroom the child can be dropped off in



- When dropping off, parents must speak directly with an educator to verbally confirm that the child has arrived
- Parents are asked to please remove any outdoor clothing/shoes and store them in their child's assigned cubby
- Parents are asked to please provide any relevant health information and updates to the educators when dropping off their child on a daily basis

When accepting a child into care, staff should:

- Greet the child and parent
- Ask how the child's evening and morning have been and if there are any changes to the child's pick-up procedure that day
- If the parent indicates that someone other than the child's parents will be picking up, staff should:
 - Confirm that person is listed as an authorized pick-up on the child's emergency card
 - If the person is not listed as an authorized pick-up, advise the parents to provide written confirmation of the change
 - Document the conversation in the classroom communication log
- Sign the child in to classroom attendance
- Perform a Lullaboo health check and record any applicable findings (ex. runny nose, bruise, scratch, etc.)

In Case of Delay or Absence

Any time parents determine that their child will be late or absent from the center on a day that they are scheduled to attend (whether due to a planned or unexpected reason), we require that parents notify Lullaboo and recommend that they do so as soon as they become aware. If parents initially expected to drop off their child at a later point in the day, but change their plans, they must also notify us of that change. Parents are expected to report their child's absence or delayed arrival to the center through the mobile app in the Report Absenteeism section. At the latest, we require that parents notify us by 10:30 AM on the day. If parents have not communicated to us and children do not arrive by 10:30 AM, an absent record for the day will be created and staff will follow the procedure for confirmation of the absence.

If parents do not notify us, classroom staff will follow these steps:

- If a child has not arrived as expected, Lullaboo will reach out to the family by email to notify them of their child's absence and request parents contact us to inform us of the reason for their child's absence
- If parents do not contact the center, Lullaboo will make repeated attempts to get into contact with parents
- If parents do not respond, staff will then reach out to emergency contacts listed on the child's emergency cards
- All attempts to contact parents and/or emergency contacts will be documented
- If unable to reach anyone, staff will notify center Supervisor, who will attempt to contact parents and/or emergency contacts using alternative methods until successful
- Once the child's delayed arrival or absence has been confirmed, staff will record the absence and reason in the classroom communication log.

Note that if a child has recurring absenteeism, parents may be asked to withdraw their child from Lullaboo.

Children's Belongings

Please ensure their belongings are placed in the proper designated area (i.e. assigned cubby). Lullaboo cannot accept responsibility or liability for the loss, damage or theft of any personal belongings a child may bring to the center. We recommend that you clearly label all of your child's belongings (including clothing, footwear, bags, etc.) with their name.

At Lullaboo, children engage in the daily routine including various activities (i.e. sensory, art, etc.) throughout the day and as a result 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 cannot accept responsibility or liability for soiled items.

Dismissals

Parents must provide written permission for all individuals they authorize to pick up their child from Lullaboo. These individuals must be listed as an emergency contact in the child's emergency card if they will continue to be authorized to pick up the child on an ongoing basis.



Parents must provide written permission to add, remove, or change the authorized emergency contacts. Not all emergency contacts are authorized to pick up. When requesting that a new individual be added to the emergency contacts, parents must provide the individual's full name, current address and confirm if they are authorized to pick up the child. After receiving a change request in writing, the Supervisor will update the child's emergency contacts and inform staff of the change.

If the child is the subject of a custody dispute between parents: Lullaboo will follow directions provided in legal documents (i.e. family court orders).

Steps to release a child from care:

- A child can only be released to individuals who are authorized to pick up.
- If staff do not recognize the person picking up the child, they must ask the individual to provide a piece of government issued photo identification (i.e. driver's license, passport, provincial photo card), match the information on file with the provided ID and match the ID photo with the individual's physical appearance.
- If the individual does not have government issued photo identification, the child cannot be released. If the individual wants to proceed with picking up the child, staff must ask the individual to retrieve and provide a piece of ID and can only release the child upon confirming the individual's identity by matching their ID to the information on file.
- If the individual is listed as an emergency contact but not authorized to pick up, the child cannot be released and staff must contact parent. If parents confirm that they would like to authorize the individual to pick up their child, they must provide authorization in writing (i.e. email, mobile app messaging). If parents cannot be reached, staff should inform the individual that the child cannot be released to them until and if parents provide written confirmation.
- If the individual is not listed as an emergency contact, staff must confirm that written authorization was received from the parents authorizing this individual to pick up their child. Staff must then match the name on the ID with the name provided by the parent in writing. If no written authorization was received from the parent, the child cannot be released.

Where a child has not been picked up as expected after center closes:

- If parent has not confirmed when they will be arriving, call parent(s) and if they cannot be reached call emergency contacts.
- If parent(s) or emergency contacts inform staff that they will be arriving late, staff must stay with the child until they arrive.
- If parent(s) or emergency contacts cannot be reached by approximately 15 minutes after the center closes, staff must notify Supervisor who will also try to get into contact with parent(s) or emergency contacts by alternative methods. If unable to reach them, Supervisor will contact the local Children's Aid Society (aka CAS) and follow CAS direction.

FOOD AND NUTRITION POLICY

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 foods. The menu is posted in the center and available online on our website. Any substitutions to the regular menu will be documented and posted in the center.

The center 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 Center Supervisor. Food restrictions are then added to the child's file and are posted in all required areas at the center. In the event a food restriction is not followed, staff are required to inform parents of this and create an incident report.

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.

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 center will provide blended, pureed, chopped or solid foods and homogenized milk.

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

Some food products include cautionary statements (i.e. "may contain" statement) on food labels which are used by manufacturers on a voluntary basis to alert consumers to the possible inadvertent presence of an ingredient not intended to be in the product. Food products which are labelled with cautionary "may contain" statements will not be served to children with allergies because they are at risk of experiencing life-threatening symptoms as a result of ingestion/exposure. Food products which are labelled with cautionary "may contain" statements will be served to children with food restrictions as they are not at risk of experiencing life-threatening symptoms as a result of ingestion/exposure.



Guidelines on Food Provided from Home

- We request that you DO NOT bring any PEANUT OR TREE NUT PRODUCTS into the child care center AT ANY TIME.
- In extenuating circumstances ONLY, parents may be approved to provide outside food to the center for their child's consumption. Prior to providing any food item(s) to the classroom, requests for accommodation to bring outside food into the center must be made to and approved by the Supervisor/designate. To be approved, a written list of ingredients must accompany the product and it must be sealed and within the expiry date. Parents must be cautious of allergens when bringing food to the center. Products containing peanuts or tree nuts will not be approved.
- Outside food items must be labelled with a Lullaboo label and stored out of children's reach. Children's bags and cubby areas should be checked daily for outside food and any food item(s) found will be discarded.
- Staff, students and volunteers are encouraged to eat meals provided from our kitchen with the children during classroom meal times. Should individuals choose to bring their own meals, they must eat them on their personal lunch break outside of the classroom. Food should comply with our policy guidelines and proper hand washing techniques must be followed after eating.
- Safety is of the utmost importance at all times. These guidelines for outside food will help to prevent children from accidentally consuming any food products that they may be allergic to. We ask that all families, staff, students, volunteers, and visitors adhere to these guidelines.

CHILDREN WITH INDIVIDUALIZED PLANS 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 center, 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 – Individual Allergy Plan, IMP – Individual Medical Plan, or ISP – Individual Support Plan) 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 Individual 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, varying abilities and diversity for every child and we believe that all children deserve to attend a child care center 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.

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 with all labels intact (ex. pharmacist prescription label, original container label, etc.)*. 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 a classroom educator. This form will list: the name of the medication, the dosage to be given, the time(s) to be administered (if applicable) and 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 complete and sign the required form will result in the medication NOT being administered.

Once the Medication Authorization Form is complete, the medication will be labelled with a Lullaboo Medication Label detailing all information. 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 used. This also applies for sunscreen, diaper cream, over the counter products (ex. lotion, hand sanitizer), and food.

Types of Medication and On-site Durations Permitted

Over the Counter Medication: Is only permitted to stay on Lullaboo premises for five (5) days upon which it will be sent home, unless otherwise approved by Supervisor discretion. Examples of over the counter medication include: cough syrup, Stodal, etc.

Prescription Medication: Is only permitted to stay on Lullaboo premises for the duration of the prescription as outlined on the pharmacist label. Examples of prescription medication include: antibiotics like amoxicillin, ear drops, etc.

Mild and Moderate Allergy Medication: Is permitted to stay on Lullaboo premises as long as needed until expired. When the expiry date is upcoming, parents must provide a new container of medication and a new Medication Authorization Form will be created. Examples of mild and moderate allergy medication include: Benadryl, children's allergy formula, etc.

Emergency Medication: Is permitted to stay on Lullaboo premises as long as needed until expired. When the expiry date is upcoming, parents must provide a new container of medication and a new Medication Authorization Form will be created. Examples of emergency medication include: medication for severe (anaphylactic) allergies, puffers for asthma and acetaminophen/ibuprofen for febrile seizures.

Storage of Medication: Medication must be stored according to the instructions on the Lullaboo Medication Label.

- Emergency Medication must be with children at all times. The emergency medication must be kept in the Emergency backpack out of children's reach, ready for administration or emergency evacuation at any time. During small grouping, if the child stays indoors and the emergency backpack is brought outdoors with the group going to the playground, the emergency medication must be moved and stored in the Emergency Medication Basket out of reach of the children.
- Non-Emergency Medication must be stored either in the Medication Lockbox in the classroom out of children's reach (ex. cupboard, shelf, fridge, etc.) or in the Medication Lockbox in the kitchen fridge if the medication needs to be refrigerated.

Administration of Drugs and Medication

1. Proper hand hygiene should be followed prior to administering medication and gloves should be worn.
2. Before administering the medication, ensure that it is for the correct child. Check the name and dosage to ensure it matches the Medication Authorization Form and pharmacist label.
3. The Supervisor or designate (i.e. Lullaboo staff) are to administer medication to the children in the center.
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 area with the least possible interruption.



5. After administering medication, document the administration on the Medication Authorization Form on iCare including: the time, who administered the medication, the dosage amount and observations after administration (i.e. "I administered and no reaction observed").
6. Unused portions of medication should be returned in the original container to the parent of the child.
7. Medication Authorization Forms will be kept on file in iCare.

If Medication is Administered Incorrectly

Medication Not Administered as Scheduled: Staff must make a courtesy call to parents to inform them of this to determine what the next steps will be (ex. parent may delay the next dose they plan to administer at home, etc.).

Medication Administered to the Wrong Child: Staff must document this on the Medication Authorization Form, create an incident report for the child who was erroneously given the medication, notify the Supervisor and monitor that child for adverse effects. Staff must inform the parents of the child who was erroneously administered medication as soon as possible. If adverse symptoms are evident upon erroneous administration of medication, staff must call local Emergency Medical Services. Staff must also inform the parents of the child who the medication belongs to and determine what the next steps will be.

Medication Dosage Administered Incorrectly: Staff must document this on the Medication Authorization Form, notify the Supervisor, inform the parents as soon as possible and monitor the child for adverse effects. If adverse symptoms are evident upon incorrect administration of medication, staff must call local Emergency Medical Services.

Over-the-Counter Products

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, 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 with all labels intact (i.e. original container label)*. Diaper creams must be unused in order to prevent cross-contamination and reduce the spread of germs.

All over-the-counter products must be labelled with a Lullaboo Over the Counter/Sunscreen Label with all information filled out. It is recommended that the label be placed on the container without covering expiry date or ingredient list. If the container is too small to fit the label, it is recommended that the container is placed in a ziplock bag and the label is affixed to the outside of the bag.

It is recommended that sunscreen be applied to all exposed areas of children's skin no more than 20 minutes prior to children going outside. Gloves must be worn when applying sunscreen and a new pair of gloves must be worn for the application of sunscreen for each individual child.

If an Over-the-Counter Product is Administered Incorrectly

If an over-the-counter product (ex. diaper cream, sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer) is administered to the wrong child: Staff must create an incident report, notify the Supervisor, inform the parents as soon as possible and monitor that child for adverse effects. If adverse symptoms are evident upon erroneous administration of an over-the-counter product, staff must 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.

Medical devices should be stored according to the instructions on the Medication Form.

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

Devices that are reused and remain at the center must be cleaned and disinfected on a regular basis according to manufacturer instructions. Any devices which parents take home (ex. daily, weekly, etc.) should be cleaned by parents at home according to manufacturer instructions.

Steps for cleaning:

- 1) Wash hands with soap and water before and after handling 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 from the medication form.

ILLNESS POLICY

Upon arrival to the center, staff complete a health check for all children to identify any possible contagious symptoms, which is then documented in iCare. In the case of a failed health check (i.e. due to a bruise, cut, 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 and unable to participate in daily activities upon arrival to the center and will inform the Supervisor.

An illness report will be created for children who develop an illness while at the center, which will document: observed symptoms, temperature readings, and actions taken.

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. To support everyone's health and safety, it is ultimately at the discretion of the Supervisor to determine whether a child should or should not remain in the center.

When a staff or parent of a child reports that the staff/child has been diagnosed with an infectious illness, the Supervisor should refer to Public Health website to review their guidelines. They will use the list of communicable diseases to determine if the illness is a reportable disease or not. If the diagnosed illness is not on the list, reporting is not required. If the diagnosed illness is listed as a reportable disease, Supervisor must contact Public Health and provide them with the required information and follow their direction.

Symptoms to Look For and Changes in Behaviour

- Two (2) or more episodes of diarrhea and/or vomiting
- Elevated temperatures of 37.8°C or higher, unrelated to a known cause
 - Temperature should be taken 3 times at 15 minute intervals and reading(s) must be recorded in the illness report
 - If related to a known cause, the causative agent cannot be a potentially communicable disease (i.e. flu, etc.) AND parent must inform the center of the known cause prior to the appearance of the symptom
- Flushing, pallor or listlessness
- Difficult or rapid breathing – this is especially important in infants under six months old
- Excessive 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
- Unusual irritability and fussiness
- Unusual fatigue and lethargy and unable to participate in the daily program

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 center as soon as possible. Staff should inform Supervisor/designate prior to calling parents to request pick up.
2. An illness report must be completed and signed by staff and Supervisor and acknowledged by parents. Reports are emailed to parents and available to be printed by request.
3. The child should be separated from other children in a designated area (i.e. office, etc.) to avoid the spread of illness.
4. If the parent or guardian notifies staff that they will be delayed coming to pick up the child, staff should make the child feel comfortable (i.e. by offering food, water, a cot to sleep/rest, etc.). Ventilation in the room will be increased, if possible (i.e. open windows).



5. The child will be asked to stay home for the period of communicability (this is the time frame when a person with an infectious disease is contagious or capable of spreading the disease to others) until they have been symptom-free for:
 - a. 48 hours for vomiting or diarrhea, or
 - b. 24 hours for all other symptoms.
6. Supervisor may request a doctor's note to confirm it is safe for the child/staff to return or require an longer period of absence.
7. In case of lice, Lullaboo requires the child or staff to either:
 - a. Provide proof of treatment from a lice clinic or medical professional, or
 - b. Stay home for a period of 72 hours and get treatment.
8. If a staff is ill, they must contact the Supervisor and they will arrange for coverage.

****Note:** At the discretion of the Supervisor/designate, Lullaboo may seek medical attention for the child, in which case the parent must arrange to meet the Supervisor/designate at the local hospital as soon as possible.

What To Do During An Outbreak

An outbreak is the sudden rise of cases of illness in excess of what is normally expected.

Lullaboo will keep a daily record of children's and staff illnesses and their symptoms through iCare.

The Supervisor is responsible to review all illness reports and to follow these steps if there is an outbreak (enteric or respiratory):

- a. Notify Public Health and use regional reporting system (i.e. Line List, etc.) to record all cases which are part of the outbreak. Follow Public Health's requirements and recommendations 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 forms from parents.
- d. Report changes associated with the outbreak and provide updated information about outbreak on a daily basis using regional reporting system.
- e. Follow Public Health requirements to notify families and staff attending the center of the outbreak (i.e. by posting outbreak notification signs, outbreak advisory letter, etc.).

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

- Diarrhea/Vomiting (more than two (2) episodes)
- Bloody diarrhea
- Nausea
- Stomach cramps
- Elevated temperature of 37 .8°C or higher
- Undiagnosed skin rashes or infections
- Headache
- Unusual irritability and fussiness

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

- Runny nose
- Sneezing
- Nasal congestion
- Cough
- Sore throat
- Atypical hoarse voice
- Elevated temperature of 37 .8°C or higher
- Headache
- Sore muscles
- Unusual fatigue and lethargy
- Unusual irritability and fussiness



Establish Control Measures During Outbreak:

1. 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 center until they have been symptom free for the required period of time according to regional Public Health guidelines and the type of outbreak.
2. Encourage good personal hygiene practices for parents, staff, and children. Practice proper and frequent hand washing.
3. Follow regional cleaning and disinfecting guidelines.
4. Increase the frequency of cleaning and disinfecting for common areas and high touch surfaces (i.e. door handles, handrails, sinks, toilets, etc.).
5. Clean and disinfect toys on a daily basis. Toys that are mouthed should be immediately removed from use and cleaned and disinfected prior to reuse.
6. Stop group sensory play activities (i.e. water play, playdough, etc.).
7. All sleeping equipment (cots, cribs, mattresses) must be cleaned and disinfected immediately after an outbreak is declared. Until the outbreak is declared over, clean and disinfect sleeping equipment twice a week at minimum and whenever visibly soiled.
8. Staff should be assigned to a dedicated classroom and not move between classrooms.
9. Stop any internal transitions for children between classrooms.
10. Personal Protective Equipment (PPE) must be worn when there is a risk of exposure to pathogens (i.e. when diapering, toileting, cleaning bodily fluids, etc.).
11. Soiled clothing must not be rinsed or washed at the center. Place the clothing in a securely tied bag with child's name, away from children (i.e. cubby area) and send it home.

Declaring an Outbreak Over

The outbreak will be declared over by the outbreak investigator from Public Health.

SLEEP SUPERVISION POLICY

Prior to the child's start date, parent consent for rest time is completed in the registration form. Classroom staff will place children to sleep in a manner consistent with authorized parent instructions and these guidelines:

1. Parent 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 not to sleep during the day, but the child is falling asleep at the table, staff will provide rest time for this child.
2. Rest time will not exceed two (2) hours in our toddler, preschool, senior preschool or school age classrooms. Infants may sleep longer as some children require more than one (1) nap throughout the day. Children may choose to sleep, rest or engage in quiet activities during rest time based on their individual needs.
3. Lighting in the sleep area or room must allow for direct visual monitoring. Lights can be dimmed, but staff must be able to see children clearly.
4. Direct visual checks will be performed for each sleeping child in infant and toddler classrooms at intervals of approximately 30 minutes. Staff will look for signs of distress or unusual behaviour (i.e. increased/decreased breathing sounds, tossing and turning, change of skin colour, etc.) and record this information in iCare. Staff must make sure they can always see the child's face while sleeping; blankets and sleep items must never cover a child's face. Children who are currently asleep are identified through iCare sleep logs.
5. Each child in care will have a crib or cot which is labelled with their name and has a clean sheet. Cots are arranged 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. Children sleep in a head-to-toe formation.
6. Guidelines for infant classrooms:
 - When three (3) or more infants are in the sleep area, a staff is physically present in the sleep area to supervise the children.
 - Infants must sleep in their assigned cribs and at no point in time are infants to be left sleeping in bouncy chairs, swings or any place other than the crib. Products that maintain an infant in a seated position are NOT intended for infant sleep. When



sleeping in a seated position, an infant's head can fall forward and their airway can become blocked. Accordingly, if an infant falls asleep in a bouncer or swing, they should be moved to their crib in a timely manner.

- It is recommended that infant cribs have a mattress with a fitted sheet and no gaps between the mattress and the sides. Cribs should be free of bottles/sippy cups, pillows, bumper pads, sleep/head positioners, and duvets/quilts/comforters. Toys should not be placed in the crib except when stuffed toys are provided to the child to assist them to fall to sleep and should be removed once the child falls to sleep.
7. 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. These guidelines lower the chance for Sudden Infant Death Syndrome (SIDS):
- It is recommended that children younger than 12 months are to be placed on their backs for sleep in cribs. Parents may request otherwise with a doctor's written recommendation and this **MUST** be documented in the child's file prior to being implemented.
 - Should a child who is placed to sleep on their back roll onto their side or stomach during sleep, it is NOT necessary to reposition them onto 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.
 - Parents will authorize what, if anything, the child is to use during sleep (i.e. blanket, swaddle, sleep sack, soother):
 - Overheating is a risk for SIDS. It is recommended that infants are placed to sleep in simple, fitted sleepwear that is comfortable at room temperature.
 - If a sleep sack is used, it is recommended that it should be sized properly to protect the infant from slipping down inside the sleep sack.
 - Swaddled infants have an increased risk of death when they roll. If swaddling is used, it is recommended that the infant should always be placed on their back and swaddling should be discontinued when the infant shows signs of trying to roll.
8. Children older than 12 months must be placed for sleep in a manner that is consistent with parent authorization and these guidelines:
- Parents will authorize how children are to be placed in their crib or on their cot (i.e. back, stomach, or side), if rest time is to be reduced or if no nap is required.
 - Parents will authorize what items should be used during rest time when using a crib (i.e. blanket, swaddle, sleep sack, soother) or a cot (i.e. blanket, stuffed toy, pillow, soother).
 - Parents will be consulted respecting their child's sleeping arrangements at the time the child is enrolled with Lullaboo, upon transition to another classroom, turning 1 year of age, turning 18 months of age, and upon parent request.

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

Winter Cut-Off (including wind chill)

Infants

Colder than -10°C. The supervisor will use their discretion regarding the length of time outside, wind gusts, sunshine and how the children are coping. 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.

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 $+25^{\circ}\text{C}$ when on a walk. However, if the temperature readings are between $+25^{\circ}\text{C}$ and $+28^{\circ}\text{C}$ 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 $+32^{\circ}\text{C}$. 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 $+32^{\circ}\text{C}$ and $+35^{\circ}\text{C}$ 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 center. 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 centers.

In the event of serious inclement weather, every effort will be made to keep the center 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 center is open and weather conditions are quickly deteriorating, Lullaboo may determine that the center 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.

Weather Appropriate Attire

Since the focus of our program is active involvement, we recommend that children be dressed comfortably in casual, durable and weather 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. At all times, we ask that NO flip flops/open-backed footwear is worn and advise that all parents provide children with a pair of shoes with a closed back for children's safety.

RESIDING AND VISITING ANIMALS POLICY

Lullaboo will follow the regional Public Health guidelines and requirements for the *Management of Animals in Child Care Settings, 2018*, or as current for any residing or visiting animals.

Residing Animals

Parents/guardians should be notified about any residing animals prior to registration (i.e. fish).

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 animals 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 two months. For the routine cleaning and disinfecting, the fish will be temporarily 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 are assigned for food preparation or hand washing.

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

Infection Prevention and Control Measures

Any time a special event involving animals is booked for the center, the following guidelines will apply:

- DO NOT allow children to kiss or put their face close to animals
- DO NOT allow children to approach animals while they are eating or drinking
- DO NOT allow animals to approach children while they are sleeping
- Children must thoroughly wash their hands IMMEDIATELY after the visit - educators must supervise the hand washing procedure for each individual child and support children hand-over-hand to wash hands thoroughly using the proper procedure
- Educators must clean any areas in the classroom that come into contact with animals using the cleaning and disinfecting procedure (including required contact times)

Guidelines for Animal Bites

Procedures if bitten or scratched by a domestic animal (i.e. cat or dog) or a wild animal (i.e. 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, attempt to get more information (i.e. owner's name, address and/or phone number)
- Complete an incident report

Report the incident to regional Public Health unit following the regional guidelines.

VISITOR POLICY

A visitor is any person who visits the center and does not assist with the care for or supervision of children (i.e. parent doing a tour, contractor, delivery person, repair technician, etc.). Parents and guardians of children enrolled in our programs are not considered visitors when participating in special events (i.e. Father's Day breakfast, pumpkin decorating, etc.) and classroom programming. Other persons do not include: Ministry of Education program advisors, fire/health inspectors, CAS investigators, quality assurance analysts, or other inspectors.

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

SPECIAL EVENTS AND ACTIVITIES

At Lullaboo we often have special events at the center:

- 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.



All other persons, as defined in CCEYA, visiting the center(s) must sign an Offence Declaration and have identity verified via government issued identification or provide a third party attestation from their employer. Other persons include but are not limited to: entertainers, sport/activity instructors, community helper presenters (including parents), resource teachers, occupational therapists, speech pathologists, etc. Other persons do not include: Ministry of Education program advisors, fire/health inspectors, CAS investigators, quality assurance analysts, or other inspectors.

From time to time with parent consent children may leave the premises of the Lullaboo 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 center and every precaution will be taken for the safety of the children. In the event of accident or injury, Lullaboo and all staff members are hereby released from any liability.

Birthdays

Every child's birthday is special and is celebrated at the center. Due to food allergies and restrictions, we do not permit outside food to be brought into the center. Birthday packages are available for purchase on the website and include a birthday cake specially made by our on-site chef. Due to safety concerns and potential hazards, if you would like to provide loot bags, we ask that you confirm with the Supervisor in advance to receive approval. It is up to every family to decide whether to accept any items from other families.

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 center
3. Life-threatening injury /illness of a child who receives child care at a child care center
4. An incident where a child who is receiving child care at a child care center goes missing or is temporarily unsupervised
5. An unplanned disruption of the normal operations of a child care center that poses a risk to the health, safety or well-being of children receiving child care at the child care center.

Serious Occurrence Procedures

1. Immediate Actions

- 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/Illness 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) A report is to be provided to a Program Advisor of any serious occurrence in any child care center operated by the licensee within 24 hours of the supervisor becoming aware of the occurrence.
- c) 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.
- d) 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.
- e) 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.
- f) 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.
- g) 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.
- h) 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.

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.

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 center. Lullaboo 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 Safety Plan). In an emergency situation staff must make every effort to ensure that all children are accounted for and supervised at all times.

We encourage you to review the Fire Systems Layout for the campus, posted on the main center board and in each classroom in preparation for a potential emergency situation.

Each center 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. 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 authorities including police, fire and ambulance.



Communication Process

Supervisor/designate will contact District Manager to inform them of the emergency situation. The District Manager will guide the Supervisor to advise local Public Health and Ministry of Education's Program Advisor (PA). Local Public Health must be contacted when there is an emergency (excluding lockdown and hold and secure). Ministry of Education PA must be contacted to file a Serious Occurrence Report when there is an unplanned disruption to normal operations (including lockdown). The District Manager will also contact the Director of Operations and head office to inform them of the situation. Once the required parties are contacted, get their recommendations and assess the situation to determine next steps.

Depending on the circumstances, the following should be contacted:

Fire:

- Emergency Services 911 – fire, police, ambulance
- Lullaboo Facility Manager

Gas Leak:

- Emergency Services 911 – fire, police, ambulance
- Lullaboo Facility Manager, who will contact others as needed:
 - Local Gas Company

Flood:

- Lullaboo Facility Manager, who will contact others as needed:
 - If flooding due to plumbing system malfunction: Plumber (ex. AV Mechanical Inc.)
 - If flooding due to dishwasher malfunction: Dishwasher company (ex. Hobart)
 - If flooding due to sprinkler malfunction: HVAC company (ex. Bresil Climate Services, Consult Mechanical)

Water Interruption or Shortage:

- Lullaboo Facility Manager, who will contact others as needed:
 - Plumber (ex. AV Mechanical Inc.)

Sewage Backup:

- Lullaboo Facility Manager, who will contact others as needed:
 - Plumber (ex. AV Mechanical Inc.)

Power Outage:

- Lullaboo Facility Manager, who will contact others as needed:
 - Hydro company
 - Electrician, if not an external hydro issue (ex. Ramsey Electric LTD)

As soon as reasonably possible during an emergency the Supervisor will communicate with all families informing them of the situation, any applicable instructions, and the known next steps. In the event the center has been evacuated to the off-site location (see list of Emergency Evacuation Sites below), staff will also contact families 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 center 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 families an email with details on when and how normal operations will resume as soon as this is determined. If the problem is not corrected by the start of the next school day, families will be contacted and will need to make other arrangements for their children for the day. Lullaboo will remain closed until the facility is safe to resume normal operations.

On an ongoing basis, families 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.



Emergency Evacuation

For emergencies that require evacuation of the child care center such as fire, detection of carbon monoxide, gas leak, public safety instances (as recommended by police, fire, or EMS), 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/designate and all other staff of the event as quickly and safely as possible through the paging system (accessed on the phones) or verbally (where paging system is not available). 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 perform a head count out loud
- Check the entire classroom including washrooms and sleeping area to ensure no one is left behind and close doors when leaving
- The staff in each classroom must take:
 - Classroom iPad with access to iCare software including: attendance, emergency cards, and IMP/ISP/allergy/food restriction lists
 - Emergency backpack with first aid kit
 - Emergency medications
 - Medication box and key
- Designated staff must assist individuals with medical and/or special needs who require special assistance (*see further details below*)
- Leave the building through the nearest emergency exit and proceed to the meeting place
- Once at the meeting place, staff will take attendance to ensure all children are present, perform a head count out loud, and inform the Supervisor of any staff or children missing
- Remain calm and follow instructions provided by Supervisor and emergency authorities

Supervisor/Designate Responsibilities During an Evacuation

- Follow direction/guidance from emergency authorities and the responding agency (police, fire, EMS)
- In case of fire, alarm is automatically activated and informs everyone present that the building needs to be evacuated
- In case of other emergency requiring evacuation, activate the fire alarm to inform everyone present that the building needs to be evacuated
- Alert staff of the evacuation by using the paging system or verbally and provide instruction: "URGENT CODE RED: Evacuation in progress. Immediately evacuate the building using the nearest emergency exit."
- Guide individuals to the emergency exits when it is safe to do so
- Check all rooms and ensure no one is left in the building
- Take first aid kits and printed copies of IAPs/IMPs/ISPs from main center board and evacuate
- Call 911 for medical aid/assistance as needed, or other appropriate local emergency response agencies
- Confirm driveways are clear for emergency authorities to access the building and wait for their arrival
- Inform emergency personnel of any individuals whose whereabouts are unknown
- At the meeting place, perform a head count out loud and compare with attendance record (connect office iPad to a cell phone's hot spot to access iCare)
- 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 center to verify that everyone has left the building
- Call District Manager to inform them of the emergency, District Manager will inform Director of Operations and head office

If emergency personnel/health authority/Supervisor determine it is unsafe to return to the center and resume normal operations, all staff and children will proceed to the designated evacuation site. The location for the evacuation site is posted on the main center board for easy reference. Upon arriving at the evacuation site, staff must take attendance and do a head count out loud to ensure all



children are accounted for. Staff should encourage children to keep calm and engage them in activities where possible. Staff will conduct visual checks and head counts to ensure constant supervision. Staff must keep attendance as children are picked up by parents and remain present until all children have been picked up.

Supervisor/Designate Responsibilities After an Evacuation

- Create a summary log of the lockdown event in the office communication log
- File Serious Occurrence report in CCLS to notify Ministry of Education Program Advisor of the event

Emergency Evacuation Sites

LULLABOO CAMPUS	EVACUATION LOCATION
CHURCHILL (8015 FINANCIAL DR., BRAMPTON)	Lullaboo Queen, 1450 Queen St W, Brampton, ON L6X 0B2
QUEEN (1450 QUEEN ST. WEST, BRAMPTON)	Lullaboo Wanless, 760 Wanless Dr, Brampton, L7A 0A9
MISSISSAUGA (5329 NINTH LINE, MISSISSAUGA)	Lullaboo Heartland, 5510 Mavis Rd, Mississauga, L5V 2X5
ELGIN (180 ELGIN MILLS RD. WEST, RICHMOND HILL)	Lullaboo Maple, 1410 Major Mackenzie Dr., Maple, L6A 4H6
MAPLE (1410 MAJOR MACKENZIE DR., VAUGHAN)	Lullaboo Elgin Mills, 180 Elgin Mills Rd. West, Richmond Hill, M6H 1A2
BEACHES (1450 QUEEN ST. EAST, TORONTO)	Lullaboo College, 860 College Street, Toronto, M4E 1G8
HEARTLAND (5510 MAVIS RD., MISSISSAUGA)	Lullaboo Mississauga West, 5329 Ninth Line, Mississauga, L5M 5X5
CAMBRIDGE (90 PINEBUSH ROAD, CAMBRIDGE)	École élémentaire catholique Saint-Noël-Chabanel, 640 Trico Dr., Cambridge, ON N3H 5P2
BRADFORD (508 HOLLAND STREET WEST, BRADFORD)	St. Angela Merici Catholic School, 109 West Park Ave., Bradford ON L3Z 0A7
WANLESS (760 WANLESS DRIVE, BRAMPTON)	Lullaboo Queen, 1450 Queen St W, Brampton, ON L6X 0B2
HOMESTEAD (FLETCHERS BLVD, BRAMPTON)	Lullaboo Wanless, 760 Wanless Dr, Brampton, L7A 0A9
COLLEGE (860 COLLEGE STREET, TORONTO)	Lullaboo Beaches, 2316 Queen Street East, Toronto, ON M4E 1G8
BRISTOL (1760 BRISTOL RD WEST, MISSISSAUGA)	Lullaboo Mississauga West, 5329 Ninth Line, Mississauga, L5M 5X5
MEADOWVALE (6677 MEADOWVALE TOWN CENTER, MISSISSAUGA)	Lullaboo Mississauga West, 5329 Ninth Line, Mississauga, L5M 5X5
AURORA (16 FIRST COMMERCE ROAD, AURORA)	Lullaboo Elgin Mills, 180 Elgin Mills Rd. West, Richmond Hill, L4C 4M2
MILTON EAST (9980 DERRY ROAD, MILTON)	Lullaboo Mississauga West, 5329 Ninth Line, Mississauga, L5M 5X5
MILTON WEST (7419 TREMAINE ROAD, MILTON)	Lullaboo Mississauga West, 5329 Ninth Line, Mississauga, L5M 5X5
AVENUE (1133 AVENUE ROAD, TORONTO)	Lullaboo Bedford, 11 Bedford Park Ave., Toronto, M5N 2E7
BEDFORD (11 BEDFORD PARK AVE., TORONTO)	Lullaboo Avenue, 1133 Avenue Road, Toronto, M5M 1H9



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 center 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 center. 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 assistive devices, (i.e. wheelchairs, crutches) as they will require these devices once outside the building.

Lockdown and Related Events

In the event of a public safety incident or emergency that could impact Lullaboo occupants, the police of the jurisdiction will notify Lullaboo of the situation.

“Lockdown” is defined as an emergency situation which prevents the safe evacuation of the childcare center and requires steps to isolate people from danger by requiring everyone to remain inside the building. Lockdown should only be used when there is a major incident or threat of violence within the center, on the premises, or near the facility.

Whoever receives information of a situation requiring a lockdown will immediately notify all individuals at the center to commence the lockdown procedure using the paging system (accessed on the phones) or verbally (where paging system is not available). There should be no hesitation in announcing the lockdown and the decision to call the lockdown should be made immediately by whoever receives the information, whether in office or classroom, and should not be delayed for the purpose of checking with administration before commencing the lockdown. Whoever commences lockdown must also call 911 and notify emergency authorities of the emergency situation.

A lockdown is lifted by the Supervisor/designate when they receive confirmation from emergency authorities that it is safe to do so, announced using the paging system or verbally.

Staff Responsibilities 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.

Staff who are outdoors must ensure that everyone who is outdoors proceeds to a secure area. If the threat is off premises, staff should proceed indoors and secure themselves in their classroom or another room. If the threat is on premises, staff should proceed to the designated external secure area.

If visitors (ex. parents, Resource Consultant, therapist, etc.) are present, include them in your classroom group and guide them to the designated secure area.

Once inside a secure area (ex. classroom, staff room, washroom, etc.), individuals should:

- Follow direction from emergency authorities and the responding agency (ex. police, fire, EMS)
- Close room door and barricade securely to ensure door cannot be opened (use furniture such as shelves and tables)
- Stay away from doors and windows
- Turn off lights in classroom and washroom
- Close blinds
- If there is a window in the classroom door, consider covering window
- Consider playing loud music on the classroom computer to block out any sounds that may be made by children
- If the classroom phone rings, do not answer the call and let it ring
- Turn off sound and vibration for cell phone, but keep cell phone turned on
- Be aware of sight lines (windows, doors, shared washrooms or other shared spaces)
- Get out of line of sight and take cover if available (get behind something solid)
- Take emergency bag and cell phones into secure area
- You may take supplies for staff and children (ex. toys) into the secure area



- Remain absolutely quiet
- Do a visual head count (not out loud) and take attendance
- Remain calm and encourage children to remain calm and quiet, wait for further instruction from Supervisor or emergency authorities

Supervisor/Designate Responsibilities During Lockdown

- Inform everyone in the building of the lockdown through the paging system and provide instruction:
 - "ATTENTION ATTENTION ATTENTION: Lockdown in effect. I repeat, lockdown in effect. Close and barricade doors, turn off lights, close blinds, move into secure area, remain absolutely quiet."
- Inform everyone outside of the building on premises (ex. in playgrounds) of the lockdown:
 - Threat Inside Building: Inform via iPad and provide instruction:
 - "ATTENTION ATTENTION ATTENTION: Lockdown in effect. I repeat, lockdown in effect. All individuals outdoors must go to designated external secure area and secure themselves. Get out of line of sight and take cover."
 - Threat Outside Building: Inform via iPad or by going outdoors to speak with individuals directly and provide instruction:
 - "ATTENTION ATTENTION ATTENTION: Lockdown in effect. I repeat, lockdown in effect. All individuals outdoors must return indoors and secure themselves. Close and barricade doors, turn off lights, close blinds, move into secure area, remain absolutely quiet."
- Ensure external doors are securely closed and lock them (if possible)
- If visitors (ex. parents, Resource Consultant, therapist, etc.) are present, include them in the lockdown procedure and guide them to a secure area
- Secure yourself in a secure area (ex. office, staff room, washroom, etc.) by closing and barricading door (using furniture such as shelves and tables), turning off lights, closing blinds, and covering windows in doors
- Disable key fob system
- Be aware of sight lines (windows, doors, shared washrooms or other shared spaces)
- Get out of line of sight and take cover if available (get behind something solid)
- If the center phone rings, do not answer the call and let it ring
- Turn off sound and vibration for cell phone and laptop, but keep cell phone turned on
- Call 911 for medical aid/assistance as needed, or other appropriate local emergency response agencies
- Follow direction from emergency authorities and the responding agency (ex. police, fire, EMS)
- Inform staff of the lockdown via center WhatsApp group by sending this message: "ATTENTION ATTENTION ATTENTION: Lockdown in effect. If you are off premises, it is not safe to return to the center at this time. Wait for further instruction."
- Inform District Manager of the lockdown, District Manager will inform Director of Operations and head office
- Once children and staff are secured, District Manager will inform parents of the lockdown via email with the following instructions: "Our site is currently in a lockdown. In an abundance of caution, we request you stay away from the facility until we communicate that the lockdown is lifted. In the interim, please direct any questions to _____ (name of District Manager OR supervisor of nearest site if District Manager is participating in lockdown) at (xxx) xxx-xxxx, or in person at _____ (select nearby site)."
- Remain calm and follow further directions from upper management and emergency authorities

Procedures to End Lockdown

In all cases where police have responded, the decision to end a lockdown shall only be made after approval of the on-scene police. Site management will use the paging system or verbally (where paging system is not available) to inform all individuals of the end of the lockdown, repeating the following message: "Attention, attention, attention: All staff, lockdown is now lifted by order of _____ (name of Supervisor/designate). I repeat, lockdown is now lifted, lockdown is now lifted. Resume regular routine".



Supervisor/Designate Responsibilities After Lockdown

- Go to each room in person to check all facility spaces and unlock any doors that were locked
- Re-enable key fob system
- Inform District Manager of the end of the lockdown
- Inform staff of the end of lockdown via center WhatsApp group
- Inform parents through email that the lockdown has been lifted
- Create a summary log of the lockdown event in the office communication log
- File Serious Occurrence report in CCLS to notify Ministry of Education Program Advisor of the event

Run, Hide, Defend Strategy

The Run, Hide, Defend strategy may be useful to apply in a lockdown situation.

If you encounter an active attacker, the actions you take before help arrives could save your life. Your first thought should always be: "What's important now? *Run, Hide, Defend?*"

Run: If you are alone and have the opportunity, run away from the attacker. Don't let indecision slow you down. If the attacker stands between you and an exit, move quickly to safety and find a place to hide. Leave your belongings behind. Help others to stay out of harm's way. If you are in ratio and with a group of children, follow the directions to "Hide".

Hide: If you cannot run to safety, make it difficult for the attacker to see, hear or find you. Move quickly but remain calm. Lock doors and barricade yourself. Turn off any lights. Turn off cell phone sounds and vibration, but keep cell phone turned on. Be prepared to run or fight if you are found.

Defend: You may find yourself face to face with the attacker. Defending yourself is your last resort, but it may also afford you the chance to run or hide. Be prepared to defend yourself and identify defensive skills or tools. Remember, your actions before police arrive may save your life.

Hold and Secure

"Hold and Secure" is defined as a response to a threat/incident in the general vicinity of the child care center but not on or very near to center property; these are generally community concerns and not site-specific concerns. It should be used when it is necessary to secure the child care center due to an ongoing situation outside and not related to the child care center (i.e. a bank robbery occurs near the center but not on property). In this situation, the child care center continues to function normally with the exterior doors being monitored closely and all children will remain inside the center until such time as the situation is resolved.

A hold and secure is lifted by the Supervisor/designate when they receive confirmation from emergency personnel that it is safe to do so. The announcement to end the hold and secure will be made using the paging system (accessed on the phones) or verbally (where paging system is not available).

Staff Responsibilities During Hold and Secure

- Lower blinds and continue regular indoor daily routine
- All individuals outdoors are to return indoors
- No one in the building will be allowed out of the building
- Remain calm and wait for further instruction from Supervisor or emergency authorities

Supervisor/Designate Responsibilities During Hold and Secure

- Follow direction from emergency authorities (police, fire, EMS)
- Inform everyone in the building of the hold and secure through the paging system or verbally and provide instructions:
 - "URGENT CODE RED: Hold and secure in progress"
 - "Lower blinds and continue regular indoor daily routine"



- "No one in the building will be allowed out of the building"
- "Remain calm and wait for further instructions"
- Inform everyone outside of the building (ex. on playgrounds) of the hold and secure via iPad or by going outdoors to speak with individuals directly and provide instructions:
 - "URGENT CODE RED: Hold and secure in progress"
 - "All individuals outdoors are to return indoors and continue regular indoor daily routine"
 - "No one in the building will be allowed out of the building"
 - "Remain calm and wait for further instructions"
- Ensure external doors are securely closed and lock them
- Disable key fob system
- Inform staff of the hold and secure via center WhatsApp group by sending this message: "URGENT CODE RED: hold and secure in progress. If you are off premises, it is not safe to return to the center at this time. Wait for further instruction."
- Inform District Manager of the hold and secure, District Manager will inform head office
- Remain calm and follow further directions from upper management and emergency authorities

Procedures to End Hold and Secure

The decision to end a hold and secure shall only be made after receiving confirmation from police that the potential threat has ended. Site management will use the paging system or verbally to inform all individuals of the end of the hold and secure, repeating the following message: "All staff, all staff, hold and secure is now lifted by order of _____ (name of Supervisor/designate)".

Supervisor/Designate Responsibilities After Hold and Secure

- Inform everyone in the building of the end of the hold and secure through the paging system or verbally and provide instructions: "Lift blinds and resume regular daily routine"
- Go to each room in person to check all facility spaces and unlock any external doors that were locked
- Re-enable key fob system
- Inform District Manager of the end of the hold and secure
- Inform staff of the end of hold and secure via center WhatsApp group
- Inform parents through email that a hold and secure occurred and has ended
- Create a summary log of the hold and secure event in the office communication log

Shelter in Place

"Shelter in Place" is defined as the act of seeking safety indoors when there is an external danger. It should be used for a situation (ex. environmental, weather-related, etc.) where it is necessary to keep all occupants within the child care center to protect them from an external situation. Examples may include natural disasters, extreme weather conditions, explosions, etc.

A shelter in place is lifted by the Supervisor/designate when they receive confirmation from emergency personnel or news media that the threat has passed and it is safe to do so. The announcement to end the shelter in place will be made using the paging system (accessed on phones) or verbally (where paging system is not available).

Staff Responsibilities During Shelter in Place

- Stay away from windows
- Close blinds
- Follow instruction to either take cover (ex. under tables) OR continue regular indoor daily routine



- No one in the building will be allowed out of the building
- Remain calm and wait for further instruction

Supervisor/Designate Responsibilities During Shelter in Place

- Follow direction from emergency authorities (ex. police, fire, EMS)
- Inform everyone in the building of the shelter in place through the paging system or verbally and provide instructions:
 - "URGENT CODE RED: Shelter in place in progress"
 - When environmental-related (ex. major earthquake, explosion) and the building remains intact, "Stay away from windows and take cover (ex. under tables), remain calm and wait for further direction"
 - When weather-related (ex. storm, tornado, etc.), "Stay away from windows and otherwise continue regular indoor daily routine, remain calm and wait for further direction"
 - "No one in the building will be allowed out of the building"
- Inform everyone outside of the building (ex. on playgrounds) of the shelter in place via iPad or by going outdoors to speak with individuals directly and provide instructions:
 - "URGENT CODE RED: Shelter in place in progress"
 - "All individuals outdoors are to return indoors"
 - "No one in the building will be allowed out of the building"
 - "Remain calm and wait for further direction"
- Inform staff of the shelter in place via center WhatsApp group by sending this message: "URGENT CODE RED: shelter in place in progress. If you are off premises, it is not safe to return to the center at this time. Wait for further instruction."
- Inform District Manager of the shelter in place, District Manager will inform Director of Operations and head office
- Remain calm and follow directions from upper management and emergency authorities

Procedures to End Shelter in Place

The decision to end a shelter in place shall only be made after receiving confirmation from applicable emergency authorities or news media that the potential threat has ended. Site management will use the paging system or verbally inform all individuals of the end of the shelter in place, repeating the following message: "All staff, all staff, shelter in place is now lifted by order of _____ (name of Supervisor/designate)".

Supervisor/Designate Responsibilities After Shelter in Place

- Inform everyone in the building of the end of the shelter in place through the paging system or verbally and provide instructions: "Resume regular daily routine"
- Go to each room in person to check all facility spaces
- Inform District Manager of the end of the shelter in place
- Inform staff of the end of shelter in place via center WhatsApp group
- Communicate with parents that a shelter in place occurred and has ended
- Create a summary log of the shelter in place event in the office communication log

Contingency Plan

In the event of a power outage, flood, water main break or sewage leak happening during operating hours Lullaboo will assess the situation and may close the center for the rest of the day.

In the event of a power outage, flood, water main break, gas shutoff, or sewage leak happening outside of operating hours, Lullaboo will assess the situation and may choose to remain closed until the issue is resolved satisfactorily.



Flood

In the event of a water leak where the amount of water does not disrupt classroom/center operations, classes will be cleaned and disinfected and children will be allowed to stay/return.

If the center is completely flooded and there are structural issues that require attention, the center will be closed and will remain closed until the building is pronounced safe. In the event of such emergency Communication Process and Procedures After an Emergency will be followed.

Water Interruption or Shortage

In the event of water interruption or shortage at the center below temporary steps need to be followed:

Drinking Water: Where water is no longer available, water jugs and water bottles will be purchased by Lullaboo for consumption.

Food: In the event a water interruption or shortage happens before meals are served, alternative measures will be taken to provide children with meals (i.e. lunch will be provided from an outside company, ensuring food restrictions and allergies are accommodated). Disposable dishes can be used and discarded or regular dishes can be used and cleaned once interruption or shortage is over.

Hygiene: Where water is no longer available, water jugs (with spigots if available) and water bottles will be purchased by Lullaboo for hand washing, including during the diaper change process and for sanitary purposes. When hands are not visibly soiled, hand sanitizer can be used.

Water to flush toilets: During washroom use, toilets can be flushed by dumping a full bucket of water to clear the bowl.

Returning to normal operations after water interruption: Advise your Public Health Inspector. When the water is back on, if it is cloudy or the plumbing makes noise, the taps can be flushed until the water is clear and cold to the touch and any vibration or noise has stopped.

*If water interruption or shortage lasts more than 12 hours, the center will close until issue is resolved and normal operations can be resumed.

Gas Shutoff

In the event of a gas shutoff at the center below temporary steps need to be followed:

Equipment: Ensure that the stove is turned off and remains turned off during the gas shutoff.

Food: In the event a gas shutoff occurs before breakfast and lunch are prepared, breakfast can be prepared and served cold, as there are options which do not require cooking in the oven or on the stovetop. 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 accommodated). In the event a gas shutoff occurs after breakfast and lunch are prepared, afternoon snacks can be prepared and served cold as per usual practice, as they do not require cooking in the oven or on the stovetop.

Dishwashing: During a gas shutoff, some centers may not have access to hot water. If the center does not have access to hot water, then dishwashing cannot be done. To serve meals, disposable dishes can be used and discarded or regular dishes can be used and cleaned once gas shutoff is over.

Loss of Heat: When outdoor temperatures are low, children and staff will conserve body heat by dressing in layers and using blankets.

*When room temperature is between 20 and 32 degrees Celsius and a gas shutoff lasts more than 12 hours, the center will close until issue is resolved and normal operations can be resumed. If room temperature reaches below 20 degrees Celsius, the center will close until the issue is resolved and normal operations can be resumed.

Sewage Backup

If affecting a portion of the facility: Vacate the affected classroom(s) and relocate the children to different unaffected classrooms. Affected classroom(s) will be decontaminated by cleaners. If multiple classrooms are affected and there is not enough space in the remaining unaffected classrooms, families will be contacted and asked to pick up their children as soon as possible. Keep classroom doors of affected classrooms closed and do not re-enter until issue is resolved and classroom has been decontaminated.

*If sewage backup lasts more than 12 hours, the affected classrooms will remain closed until issue is resolved and normal operations can be resumed. Families will be informed and asked to make alternative arrangements for care if possible.



If affecting the full facility: Center will be closed and families will be contacted to pick up their children immediately.

Power Outage

Documentation: Record attendance manually by creating a written record for children's attendance. Provide a verbal daily report to families upon pick-up (ex. meals, diapering, rest time, etc.). Record any incidents and/or illnesses in written format, notify parents, get parent signature upon pick-up, and upload to child's communication log once iCare system is operating. Maintain a communication log for the day and record any information as needed (ex. parent concerns, staff concerns, etc.).

Food: 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 accommodated). Disposable dishes can be used and discarded or regular dishes can be used and cleaned once power outage is over. 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. Once regular operations are resumed, temperatures of all foods in the fridge and freezer will be checked to ensure they fall within food safety guidelines. Items that do not fall within those guidelines will be discarded. If the power outage lasts over 24 hours, all food in the fridge will be discarded. If the power outage lasts over 48 hours, all food in the freezer will be discarded.

Light: When natural light is available, most daily tasks can proceed. Classrooms that have a diaper change table in the main area of the class, lit by natural light, will complete all diaper changes at that change table. Classrooms that have a washroom lit by natural light will continue to use the washroom as usual. Electric battery-operated lights will be provided to use washrooms which are not lit by natural light as well as any other areas not lit by natural light (ex. kitchen, staff washroom, staff room). During times of the year when the sun sets earlier than our regular closure time and sufficient natural light is not available in order to continue regular operations, parents will be asked to pick up their children early.

Loss of Heat: When outdoor temperatures are low, children and staff will conserve body heat by dressing in layers and using blankets.

Loss of Air Conditioning: When outdoor temperatures are high, drinking water will be available at all times, children and staff will be encouraged to drink water frequently, and shades will be drawn on the sunny side of the building.

*When room temperature is between 20 and 32 degrees Celsius and a power outage lasts more than 12 hours, the center will close until issue is resolved and normal operations can be resumed. When room temperature exceeds 32 degrees Celsius or reaches below 20 degrees Celsius, the center will close until the issue is resolved and normal operations can be resumed.

If temporary measures are not sufficient to meet operating needs, a backup generator may be brought in to enable normal operations to continue or the center will be closed.

Procedures After an Emergency

The Director of Operations and Supervisor/designate will work with applicable authorities (i.e. health, building, education) to rectify the emergency situation and resume normal operations as soon as possible.

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 center. 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 center to meet with individuals after regular operations resume. Children will continue to be monitored for signs and symptoms of distress in the weeks after the emergency and appropriate intervention will be sought when needed.

Procedures for Emergency Preparation

Safety drills are conducted to prepare children and staff to achieve maximum safety in the event of an emergency situation (ex. fire, internal threat, etc).

Fire Drill

Each center conducts a fire drill on a regular basis (ex. approximately once a month) following their individual site fire plan. Each center has a designated meeting point outside of the facility for drills. Supervisors begin the drill by activating the fire alarm. Classes follow their designated exit route and gather at the designated meeting point. Supervisors end the drill by deactivating the fire alarm.



Drills are sometimes conducted impromptu to test preparedness. Supervisors observe how procedures are followed and provide feedback and guidance to staff. Once complete, the drill procedure is logged.

Lockdown Drill

Each center conducts a lockdown drill on a regular basis (ex. approximately once per year). Before the drill, Supervisors will check if any parents are present in the building and if so, ask for them to step out while the drill is conducted. Supervisor will post employee(s) at entrance(s), who will inform parents/visitors of the lockdown drill in progress and ask that they remain outdoors and wait until the drill is completed to enter the building. Supervisors will then start the drill by informing staff using paging system (accessed through phones) or verbally. Staff will close and barricade classroom doors, turn off classroom lights and close blinds, stop routine, guide children to the designated secure area out of line of sight, and encourage children to remain calm and quiet. Staff and children will remain in their classrooms until Supervisor ends the drill by informing staff using paging system or verbally. Supervisor will inform employee(s) posted at entrance(s) and any parents/visitors waiting outdoors may then enter the building. Drills are sometimes conducted impromptu to test preparedness. Supervisors observe how procedures are followed and provide feedback and guidance to staff. Once complete, the drill procedure is logged.

CRIMINAL REFERENCE CHECK/ VULNERABLE SECTOR CHECK POLICY

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

Lullaboo shall obtain a vulnerable sector check from:

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

1. The VSC must be current to the position (i.e. employee, student or volunteer) the candidate is applying for at Lullaboo.
2. For employees, the VSC should be dated no earlier than six (6) months before the date it is obtained by licensee and can be either an original VSC or a true copy of the document
3. For students and volunteers, Lullaboo will accept an original VSC or a true copy of the document, except that,
 - (a) if more than six months but less than five years have passed since the day the VSC was performed, the student or volunteer must also provide an offence declaration that addresses the period since that day; and
 - (b) Lullaboo may not accept a copy of a VSC if five or more years have passed since the day it was performed and in this case, the student or volunteer must provide a new VSC or true copy.
4. If a person has previously obtained a VSC and was terminated for six or more months and then employment subsequently resumes, a new VSC is required prior to resuming employment.
5. 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.
6. 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 required to submit a new VSC upon returning to work if five years have passed since the day the VSC was performed. Also, if the staff has not submitted an offence declaration for the current calendar year, then a new offence declaration must be submitted.
7. 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 is not required.

Where an individual previously completed an educational placement with the licensee and is then hired by the licensee as an employee, this is considered a break in employment and a new VSC is required. An employee, 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; and
3. An offence declaration (OD) form is completed; and
4. Lullaboo will put one or more additional measures in place to protect children who interact with the person until the VSC is obtained such as: obtaining an offence declaration, not being left alone with children and always being supervised, etc.



Failure to provide the VSC within 3 months of employment will result in immediate dismissal, unless as stated above, the length of time required to obtain a VSC justifies it and measures 1 to 4 are fulfilled.

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 15th 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.

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

Other Persons 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 which are listed in subparagraph 1 ii of subsection 9 (1) of the CCEYA.

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 (ex. employee, student, volunteer) under 19 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 age.

Any individual **who turns 18 years old while in a position** where they interact with children at the child care center will be asked by Lullaboo to provide a statement which discloses every previous finding of guilt under the Youth Criminal Justice Act (YCJA), if they received an adult sentence, or confirms that there are no such findings.

Any individual **who turns 19 years old while in a position** where they interact with children at the child care center will be asked by Lullaboo to apply for a VSC within one month after their 19th birthday. The individual must provide Lullaboo with evidence of their application for a VSC (ex. receipt for submission of a VSC application).

Individuals who acquire a position in which they interact with children who are over 18 years and 1 month of age but have not yet turned 19 years of age:

When a person is over 18 years and 1 month of age but has not yet turned 19 years of age when they acquire a position in which they interact with children, they are required to meet the same requirements that apply to adult employees, students or volunteers. These individuals are not exempt from meeting VSC requirements due to their age.

If a person acquires a position in which they interact with children and are between the ages of 18 years and 1 month and 19 years at that time, they must provide a VSC as required. They will not be required to provide a VSC within one month after they turn 19 years of age. They are required to meet the same requirements for providing annual offence declarations and new VSCs before the fifth anniversary of the most recent VSC.

Vulnerable Sector Check Retention and Accessibility

Lullaboo uses one of the following as documentation to meet VSC requirements:

- 1) Original VSC
- 2) True copy of a VSC (in hard copy or digital format)

*True Copy: A photocopy or a digital copy of an original document that is signed, either physically or digitally, and dated by the individual who reviewed it, which confirms that the original was reviewed and that the copy matches the original document.

All VSCs, ODs, attestations and statements of findings of guilt under YCJA 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 Years Act. This information will be



kept confidential and only accessible to administration staff and other regulatory bodies (e.g. Ministry of Education, College of Early Childhood Educators, Law enforcement authorities or a Children's Aid Society).

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 necessaries)
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 VSCs 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 submitted.

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

MISCELLANEOUS

Smoke-Free Environment

Lullaboo is a smoke free facility, including the playgrounds whether the children are present or not, according to the *Smoke Free Ontario Act, 2017*. Smoking will not be permitted on Lullaboo property or within certain distance of the premises as per municipal smoking by-laws.

Parking

Each center 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 centers doors as this may pose a safety concern for emergency personnel who may need access to the center 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



Schedule A

Payment schedule applicable to all regions.

2024 Payment Date	Enrollment Period		2024 Payment Date	Enrollment Period		2024 Payment Date	Enrollment Period	
	Start	End		Start	End		Start	End
29-Dec	01-Jan	12-Jan	03-May	06-May	17-May	06-Sep	09-Sep	20-Sep
12-Jan	15-Jan	26-Jan	17-May	20-May	31-May	20-Sep	23-Sep	04-Oct
26-Jan	29-Jan	09-Feb	31-May	03-Jun	14-Jun	04-Oct	07-Oct	18-Oct
09-Feb	12-Feb	23-Feb	14-Jun	17-Jun	28-Jun	18-Oct	21-Oct	01-Nov
23-Feb	26-Feb	08-Mar	28-Jun	01-Jul	12-Jul	01-Nov	04-Nov	15-Nov
08-Mar	11-Mar	22-Mar	12-Jul	15-Jul	26-Jul	15-Nov	18-Nov	29-Nov
22-Mar	25-Mar	05-Apr	26-Jul	29-Jul	09-Aug	29-Nov	02-Dec	13-Dec
05-Apr	08-Apr	19-Apr	09-Aug	12-Aug	23-Aug	13-Dec	16-Dec	27-Dec
19-Apr	22-Apr	03-May	23-Aug	26-Aug	06-Sep	27-Dec	30-Dec	10-Jan

Regional Fee Charts

Note: Below listed fees are base fees only, and does not include any non-base fee.

Peel Region/York Region Fee Chart

	Lullaboo Market Fee	CWELCC (-52.75%)	Effective Amount Payable
Registration Fee	\$250	\$131.88	\$118.12
Infant Daily Rate (up to 18 months)	\$118.00	\$62.25	\$55.76
Infant 2 Days (up to 18 months)	\$448.00	\$236.32	\$211.68
Infant 3 Days (up to 18 months)	\$672.00	\$354.48	\$317.52
Infant Full Time (up to 18 months)	\$860.00	\$453.65	\$406.35
Toddler Daily Rate (up to 30 months)	\$87.00	\$45.89	\$41.11
Toddler 2 Days (up to 30 months)	\$332.00	\$175.13	\$156.87
Toddler 3 Days (up to 30 months)	\$498.00	\$262.70	\$235.31
Toddler Full Time (up to 30 months)	\$665.00	\$350.79	\$314.21
Preschool Daily Rate (up to & incl. 5 yrs.)	\$82.00	\$43.26	\$38.75
Preschool 2 Days (up to & incl. 5 yrs.)	\$312.00	\$164.58	\$147.42
Preschool 3 Days (up to & incl. 5 yrs.)	\$468.00	\$246.87	\$221.13
Preschool Full Time (up to & incl. 5 yrs.)	\$630.00	\$332.33	\$297.68



Simcoe County/Region of Waterloo

	Lullaboo Market Fee	CWELCC (-52.75%)	Effective Amount Payable
Registration Fee	\$250	\$131.88	\$118.12
Infant Daily Rate (up to 18 months)	\$115.00	\$60.66	\$54.34
Infant 2 Days (up to 18 months)	\$428.00	\$225.77	\$202.23
Infant 3 Days (up to 18 months)	\$642.00	\$338.66	\$303.35
Infant Full Time (up to 18 months)	\$860.00	\$453.65	\$406.35
Toddler Daily Rate (up to 30 months)	\$82.00	\$43.26	\$38.75
Toddler 2 Days (up to 30 months)	\$312.00	\$164.58	\$147.42
Toddler 3 Days (up to 30 months)	\$468.00	\$246.87	\$221.13
Toddler Full Time (up to 30 months)	\$665.00	\$350.79	\$314.21
Preschool Daily Rate (up to & incl. 5 yrs.)	\$78.00	\$41.15	\$36.86
Preschool 2 Days (up to & incl. 5 yrs.)	\$292.00	\$154.03	\$137.97
Preschool 3 Days (up to & incl. 5 yrs.)	\$438.00	\$231.05	\$206.96
Preschool Full Time (up to & incl. 5 yrs.)	\$630.00	\$332.33	\$297.68

Toronto – Beaches & College Campuses

	Lullaboo Market Fee	CWELCC (-52.75%)	Effective Amount Payable
Registration Fee	\$250	\$131.88	\$118.12
Infant Daily Rate	\$141	\$74.38	\$66.62
Infant 2 Days	\$540	\$284.85	\$225.15
Infant 3 Days	\$810	\$427.28	\$382.73
Infant Full Time	\$1,120	\$590.80	\$529.20
Toddler Daily Rate	\$127	\$66.99	\$60.01
Toddler 2 Days	\$484	\$255.31	\$228.69
Toddler 3 Days	\$726	\$382.97	\$343.04
Toddler Full Time	\$1,000	\$527.50	\$472.50
Toddler Half Day Daily Rate	\$74	\$39.04	\$34.97
Toddler Half Day 2 Days	\$284	\$149.81	\$134.19
Toddler Half Day 3 Days	\$426	\$224.72	\$201.29
Toddler Half Day Full Time	\$600	\$316.50	\$283.50
Preschool Daily Rate	\$120	\$63.30	\$56.70
Preschool 2 Days	\$460	\$242.65	\$217.35
Preschool 3 Days	\$690	\$363.98	\$326.03
Preschool Full Time	\$950	\$501.13	\$448.88
Preschool Half Day Daily Rate	\$74	\$39.04	\$34.97
Preschool Half Day 2 Days	\$284	\$149.81	\$134.19
Preschool Half Day 3 Days	\$426	\$224.72	\$201.29
Preschool Half Day Full Time	\$600	\$316.50	\$283.50



Toronto – Avenue & Bedford Campuses

	Lullaboo Market Fee	CWELCC (-52.75%)	Effective Amount Payable
Annual Registration Fee (due in September)	\$200	\$105.50	\$94.50
Infant Full Time	\$934.20	\$492.80	\$441.41
Toddler Daily Rate	\$125.53	\$66.22	\$59.31
Toddler 2 Days	\$502.13	\$264.87	\$237.25
Toddler 3 Days	\$713.28	\$376.25	\$337.02
Toddler Full Time	\$966.07	\$509.60	\$456.47
Preschool Daily Rate	\$111.77	\$58.96	\$52.81
Preschool 2 Days	\$495.45	\$261.35	\$234.10
Preschool 3 Days	\$785.25	\$414.22	\$371.03
Preschool Full Time	\$945.94	\$498.98	\$446.96