



Parent Handbook  
Revised December 2023

## **PROGRAM STATEMENT OF BEAVER VALLEY OUTREACH & BVO PRESCHOOL**

Beaver Valley Outreach children's programs follows "How Does Learning Happen? Ontario's Pedagogy for Early Years (2014)" as the guiding document under the Child Care and Early Years Act, 2014.

We strive to include the foundations of belonging, well-being, engagement and expression in children where the goals and expectations integrate the six guiding principles of ELECT (Early Learning for Every Child Today).

1. Early child development sets the foundation for lifelong learning, behavior, and health.
2. Partnerships with families and communities strengthen the ability of early childhood settings to meet the needs of young children.
3. Respect for diversity, equity, and inclusion are prerequisites for honoring children's rights, optimal development, and learning.
4. A planned curriculum supports early learning.
5. Play is a means to early learning that capitalizes on children's natural curiosity and exuberance.
6. Knowledgeable, responsive educators are essential.

BVO children's programs also provide opportunities in 5 Domains: Social, Emotional, and Communication Language & Literacy, Cognitive & Physical (fine & gross motor)

Some of the other Ministry documents BVO refers to and implements in its programming are: Ontario Early Years Framework, Ontario Early Learning Framework, Think Feel Act: Lessons from Research about Young Children.

Beaver Valley Outreach children's programs use a play-based learning approach to create the best environment for children to learn and grow. Play-based learning allows children to learn in a way that is most appropriate for them. Each child may choose to pursue activities of their own interest, giving them the opportunity to be creative and innovative as they learn. The educators will provide opportunities to extend learning through the child's interests.

### **CHILDREN ARE COMPETENT, CAPABLE, CURIOUS AND RICH IN POTENTIAL**

Beaver Valley Outreach children's programs strives to implement flexibility in our programming so that each child can realize their full potential by indulging their capabilities and curiosities. They can try new things and explore new ideas, all while learning and developing at their own pace.

#### **Independence and self-reliance:**

Our physical set-up meets children's need to become independent and self-reliant by allowing free choice of play materials, and with the exception of routines, free use of these materials within limits.

Cubbies, tables, toy shelves, toilets, etc. are all at the child's level. The children are encouraged to be self-reliant in routines such as dressing, toileting, washing, eating, and tidying up their playthings. An educator is available for assistance when needed, but the child is made to feel responsible for the job at hand.

### **The initiative, imagination, and courage to face the situation:**

The creative part of the program is planned to meet a child's need to develop initiative, imagination and the courage to face situations. The child is given no set patterns to follow when working with paint, paper, playdough, markers, or any creative media; the children may use these materials the way they wish.

Dramatic toys (doll center, blocks, puppets, etc.) stimulate the child's imagination. Using these toys the child enjoys role-playing, building houses, roads, etc. No one tells him/her what must be constructed. We provide an environment that allows children to explore their surroundings and fosters curiosity.

In addition to an environment that is conducive to play-based learning, Beaver Valley Outreach children's programs provide a safe, caring and healthy environment for children. We strive to ensure that children feel like they belong, making friends and interacting with their educators.

We understand that each child's development differs and that factors such as family, community and life experiences influence it. In each case, we aim to integrate all areas of the child's development into our program in an all-inclusive way.

Our goals for children, consistent with the Ministry of Education pedagogy, include the following:

- Every child has a sense of **belonging** when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and **well-being**.
- Every child is an active and **engaged** learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who **expresses** himself or herself in many ways.

To foster learning and support children's interests, Beaver Valley Outreach children's programs offer a variety of daily activities such as language and physical literacy, numeracy, music, outdoor play, science, nature, technology, rest time, blocks (fine motor and gross motor) and creative arts.

Our programs are intended to:

- encourage children to interact and communicate in a positive way and support their ability to self-regulate
- foster the children's exploration, play and inquiry
- provide child-initiated and adult-supported experiences
- offer opportunities to create relationships with others in the program

## **HEALTH, SAFETY, NUTRITION AND WELL-BEING OF CHILDREN**

Early years sets the foundation for children's health and well-being. By ensuring that health and safety, nutrition are being met helps to ensure the well-being of our children.

### **A sense of closeness and belonging:**

The educators are consistent and gentle. Consistency is ensured for the children by being with the same group of friends and educator during the days. Each child is given individual attention during the day and special attention should he/she need it. The child feels comfortable and valued.

### **Health and safety:**

Health and safety of adults and children is extremely important to us. BVO Preschool meets and strives to exceed all health and safety requirements of the Ministry of Education and local government bylaws.

The staff of BVO Preschool have completed on line training for Whimis, Health and Safety, First Aid and CPR

Each month a Health and Safety check is completed at BVO Preschool and documented.

In the event of an injury or accident, first aid will be administered. An accident report will be completed and given to the parent with a copy being retained in the child's file. In the event of an accident which requires medical attention, the parent/guardian will be notified immediately of the situation and asked to pick up the child or asked to meet one of the staff at a designated hospital. All serious occurrences are documented and reported to the Program Advisor.

Each month BVO Preschool practices a fire drill/ evacuation procedure. It is important that each child has shoes or slippers on all times. In the event that evacuation is required, we will proceed to Beaver Valley Community School at 189 Bruce St. S. If it is not accessible we will proceed to BVO at 64 Bruce St. Our fire procedures are posted by the main doors in the preschool. All staff are aware of their duties for fire and evacuations.

BVO Preschool is a peanut/nut, seafood (including shellfish) and cinnamon free environment as we have children/family and staff members who attend our school that have severe allergies. It is very important that you inform the staff of any allergies that your child is suspected of having. Allergies can be life threatening even with minimal exposure.

A child/ staff who has an anaphylactic allergy or medical condition is required that the parents meet with the supervisor to develop an individualized anaphylaxis/ medical plan for the child. All staff, co-op students, and volunteers must be trained by either the child's parents or the child's family physician on the procedures to follow in the event of an anaphylactic reaction or medical emergency. This policy will include a description of the allergy, signs, and symptoms of anaphylaxis to look for, medication, administration, emergency protocol, and emergency numbers.

We ensure that all children and staff wash their hands after using the toilet and before snacks and meals. Children will be reminded to wash as necessary and if they are requiring assistance staff will help them as needed.

BVO Preschool is cleaned on a daily basis. Staff ensure that all floors are swept, carpets are vacuumed and bathrooms are sanitized. We have a cleaning schedule for all staff to follow. We also have a third party cleaning person who comes in three times a week to clean. We use cleaning products which have been approved by Public Health as safe to use around children.

Dress up clothes are changed, washed and inspected weekly. Dress up hats will be put away in the event of an outbreak of head lice and will be replaced with other toys. Toys and equipment are checked and disinfected weekly. The water table is disinfected each day.

Each child that is in attendance for a full day will have a rest period not exceeding two hours in length following the mid-day meal. After 1 hour preschool children that cannot sleep may get up from their cot to play quietly.

Each child has a cot labelled with their name. If children share a cot the sheet will be changed before the other child uses the cot. We ask that a blanket be sent for your child to keep at school. Blankets and sheets are laundered weekly. Children may bring a cuddly toy from home for their rest. Staff help children settle for their rest.

### **Nutrition:**

BVO Preschool follows Canada's Food Guide to develop menus. Our menus are prepared by our cook and supervisors. Menus are prepared on a five week rotational basis and are changed in the spring and fall. The menus are planned with ensuring that all the food groups and requirements are met. The cook attends workshops and has their Food Safety Certificate which helps ensure proper preparation of our snacks and meals.

Menus can be viewed on the parent communication board and on our website. Children are never forced to eat, but rather encouraged to taste each of the foods presented.

Any food/drink containers that are sent in with children must be labelled for health and safety reasons. All families that supplement their child's diet must fill out a form that states the reason for the supplement. Allergies, special dietary needs should also be noted so food can be prepared appropriately. In the event of severe allergies such as wheat, milk, eggs etc. you may be asked to bring an alternative food. BVO Preschool is a peanut/nut, seafood (including shellfish) and cinnamon free environment. Those families who bring alternate snacks and lunches must ensure that they do not contain nut, seafood or cinnamon products. Staff will ensure that any food being brought in do not contain any of these allergens.

### **Supporting Positive Responsive Interactions among the Children, Parents and Child Care Providers**

BVO Preschool works with families and children as a team. We foster collaborative and co-operative relationship between children and the adults. We believe that relationship of trust is the basis of a good foundation for this team to work towards the children meeting

their maximum potential. We promote a sense of belonging for children and their families in our programs by creating positive communications and partnership with families. Staff ensure that children and parents are greeted on arrival in the morning and welcome them into the room. This also provides a time for parents to share any information in regards to their child. At the end of the day staff will share with the parent how their child's day was and say good bye to the child. Staff use the Hi Mama program to document children's day and these reports are sent home daily. Staff empower the children to resolve conflicts, learn responsibility along with social skills.

BVO Preschool is committed to working collaboratively with all of our community partners to meet the best interest of the children and their families.

### **Encourage the Children to Interact and Communicate in a Positive Way and Support their Ability to Self-Regulate**

BVO Preschool's inclusive programming leads to children's sense of belonging. Progressive learning environments and practices, focused on play-based learning, encourage children's self-expression, communication, self-regulation and their ability to deal with stress.

As they learn how to remain and return to a state of calm in stressful situations, they are best able to control their emotions, pay attention, ignore distractions and understand the consequences of their actions.

BVO Preschool staff role model appropriate behavior; provide support to children through communication. The staff do not solve the issues but provide support for them to deal with the issue.

### **Foster the Children's Exploration, Play and Inquiry;**

The program focuses on play-based learning where learning happens when children manipulate, explore and experiment. Purposeful play-based learning enables children to investigate, ask questions, solve problems, and engage in critical thinking.

Play is responsive to each child's unique learning style and capitalizes on his or her instinctive curiosity and vision. Our plans are developed over a period of a week or two and planned to coincide with the interests of the children.

Puzzles used for spatial concepts, matching, sorting, seriation, and counting games are provided. Science concepts are taught and explored through play. Stories, poems, songs, games and finger plays are used daily for language development.

Children articulate their ideas and use language to express them.

BVO Preschool respects, fosters, responds, supports and includes different cultures and languages. In our inclusive learning environments, we welcome children of all abilities.

Inclusive learning environment in our programs is implemented by

- acknowledging diversity and valuing the culture and first language of all children
- environment that is accessible to each child

- recognize each child as unique and working with the families around their developmental needs

Staff will extend and support the interest of the children by using and providing materials within the center.

### **Provide Child Initiated and Adult Supported Experiences**

In our program, positive adult-child interactions is an ongoing practice. Staff work closely with the children to extend their learning by encouraging them to build upon their existing awareness. Staff develop programs that support early learning following the child's lead and curiosity.

Our staff recognize and support the uniqueness in each child, engage with the children as co-learners during their exploration of the environment, provoke their curiosity and guide positive interactions, engage in a positive approach to support children's emotions, know when to intervene and stimulate thinking and are committed to building self-awareness, regularly reflect on practices as they engage in new learning experiences, both individually and with colleagues.

### **Plan for and Create Positive Learning Environments and Experiences in which each Child's Learning and Development Will be Supported**

Our staff meet the child's need to develop trust in the world and people by providing staff who are cheerful and happy to see them each day, and are consistent in their classroom conduct. The rules are always the same. The day is conducted in a familiar pattern. Everything is planned following the child's lead and interest.

If this is the child's first experience away from home he/she will find it to be one of quiet consistency. Staff do not expect too much of a child, but are there to lend support necessary to the child to accomplish each new task as they are ready. All staff are able to add opportunities throughout the day that they feel are of interest. We have routines but they are flexible so that we can follow the interests of the children. Staff work together as a team supporting each other.

### **Incorporate Indoor and Outdoor Play, as well as Active Play, Rest and Quiet Time, into the Day and give Consideration to the Individual Needs of the Children receiving Child Care**

Each day, weather permitting at BVO Preschool, each child enjoys two hours of outdoor activity 1hr in the morning and 1hr in the afternoon. Learning to run, jump, climb, and take turns is a healthy way to participate in group activities while developing coordination and strength. Each child is encouraged to be active while outside so that while indoors we can play smaller activities. Our day is broken up into small group activities as well as free play and between quiet and busy play. We provide opportunities for sleep or rest time every day between 1pm and 3pm. We have routines but they are flexible so that we can follow the interests of the children.

Each child is an individual and treated as such. The group is small enough so that no child is overlooked. The child is not rushed into an activity for which he/she may be unprepared. Routines are conducted by guiding small numbers of children from one activity to another; the child accomplishes each task at his/her own rate. At the end of each day the child leaves with a feeling of satisfaction. Staff support the children through the transitions and their play as needed. Staff document the children's interests which then helps them to provide activities of interest.

### **Foster the engagement of and on going communication with parents about the program and their children**

BVO Preschool encourages and practices open communication with the families. We aim to foster outreach, engagement and communication with families about our program and their children's learning experiences. Staff will provide information to parents on upcoming events, outside agencies that may provide support when/where needed and all other pertinent information about their child's well-being. We communicate with parents through e blasts (email), notes and documentation. Each child has a portfolio on Hi Mama with documentation on skills they have been working on. Sharing knowledge is integral to the success of your child. Respect, empathy, trust and honesty are core values in all our interactions with families. In addition to the daily interaction with program staff, we offer many opportunities for parent feedback and involvement—such as surveys, open houses and parent orientation. Parents are welcome in the center at any time. We use parent input to improve our programs and services.

The partnerships with the families supports our program in many ways:

- helps meet the child's needs as families know their children best, and are the first and most powerful influence on learning and development.
- building a powerful relationship by understanding family structures, values, language and their culture.

### **Invite local community partners and allow those partners to support the children, their families and their staff**

BVO Preschool is committed to involving and engaging local community partners in supporting children, families and staff.

BVO Preschool supports volunteers and students from the community and provides placement, training, learning opportunities and practical work experience, in the areas of programming and management. Volunteers and students on placement enhance the high-quality care and individual attention given to the children in the programs but will not take the place of a staff.

### **Support staff, home child care providers or others who interact with the children at a child care center or home child care premises in relation to continuous professional learning**



BVO Preschool is committed to hiring, training and fairly compensating staff. Our non-discriminatory hiring practices provide individuals of all backgrounds the opportunity for employment. All staff are respected, supported and treated fairly.

All full time staff working with children have completed Early Childhood Education and are registered with the College of Early Childhood Educators; have current first aid; criminal reference check; completed Whimis, Health and Safety training. All program staff attend mandatory professional meetings and are committed to continuous professional learning. All staff are responsible for keeping track of their continued education and will report all workshops to the college for the CPL program. We provide opportunities for staff to attend meetings/ workshops.

### **Document and review the impact of the strategies set out in clauses a to j on the children and their families**

BVO Preschool recognizes that pedagogical documentation is a way for our program staff to learn about how children think and learn. Our staff make daily observations of children in the program and use this information to enlighten their future planning.

The purpose of our documentation is also:

- to value children's experiences and help them to reflect back on those
- experiences in their learning environment
- to learn together with the children involving the meaningful adults in their life
- to reflect and monitor appropriate development as the children grow
- for program staff to co-plan with children about learning
- to keep an open and ongoing dialogue with families about children's experience
- a self-reflection opportunity for program staff, as they participate in continuous professional learning
- promoting responsive relationships

Staff will document through Hi Mama and weekly program plan. At staff meetings there will be discussion on the daily aspects of the center, if there are any successes/ problems.

BVO Preschool Program Statement is reviewed annually by the Executive Director and Program Supervisors to ensure that it is aligned with the Minister's policy statement.

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## **BVO Preschool Parent Manual**

### **BVO Preschool History**

BVO Preschool is a non-profit organization that opened its doors in September 2011. We fall under the umbrella of Beaver Valley Outreach, a community based organization of staff and volunteers that provide quality programs, services and events to enhance the social, environmental and economic well-being of people in the Town of the Blue Mountains. Beaver Valley Outreach has been in operation since February 1983. BVO Preschool is a licensed centre, we follow strict regulations outlined by the Child Care and Early Years Act (CCEYA). Our Board of Directors determines all Preschool policies and is comprised of members of our community. The staff is qualified in Early Childhood Education or equivalent.

### **Philosophy**

BVO's Preschool strives to provide a positive learning environment for your child that enhances his/her level of development. Through play experiences and the guidance of ECE trained staff; your child will be exposed to situations that will stimulate:

- curiosity, initiative and independence;
- self-esteem and decision-making capabilities;
- interaction with and respect for others;
- physical activity that develops gross motor skills;
- communication skills;
- Fine-motor development.

In the teaching of young children, it is important to encourage as much independence as possible in routines and activities. Our child-centred program strives to help the children see themselves as self motivated, self-directed problem solvers. We also provide a balance of teacher directed activities so children learn to follow directions and develop listening and other necessary communications skills.

The teacher and assistant act as positive role models, displaying appropriate and creative methods of communication, socialization, and problem solving and behaviour management.

BVO's Preschool is set-up to allow optimal freedom of movement and flexibility of program in which children can explore and manipulate materials and other resources available to them. The environment also encourages and supports creativity, imagination and most important, varying sorts of social interactions.

A familiar routine is followed to develop confidence, to promote learning through familiarity and so they develop responsibility. As each child is unique and functions and copes in different ways, BVO Preschool experience will be different for each child.

## **BVO Preschool Parent Manual**

### **Values**

Beaver Valley Outreach and BVO Preschool is a charitable, not-for-profit, community – based organization of staff and volunteers dedicated to "making good things happen in our community". We are committed to providing quality programs and services, which will enhance the well being of families and individuals in the Town of The Blue Mountains. At BVO Preschool we are committed to caring for your child in a safe and nurturing learning environment.

Each child is unique and develops at their individual rates. Each child has its own individual needs. A positive environment accentuates what children can do, not what they can't do. Self help is encouraged and praised, leading to independence and growth of self-esteem. Children enjoy and need routines so that they know what to expect throughout the day. Creative problem solving is an important part of the learning process learning environment. Experiencing natural consequences leads to discovery. Children are encouraged to expand their interests and abilities, and our program must provide stimulation appropriate to their level of development. Teachers are here to help and children should be aware that they can ask for help at anytime. Children are encouraged, but never forced. Guns and violent play is not permitted at our preschool. Children are shown the dignity and respect that we as adults expect. All parental concerns will be addressed.

## **BVO Preschool Parent Manual**

### **Fund raising**

As a non-profit charitable organization, fundraising is an integral part of keeping our preschool functioning. Our educational teaching materials, our basic classroom set up, our outdoor playground, field trips and special activities all depend on fundraising.

Some of the fundraising projects that we participate in are Scholastic Book Orders and Mabel's Labels.

BVO Preschool must have the enthusiastic help of parents, staff, BVO Board of Directors and Volunteers to continue to present a first class environment for the children. As a part of our school parents are strongly encouraged to be involved in fundraising activities. Parent volunteers to help with fundraising activities are essential for making our fundraising efforts successful and to help keep our program viable. We need each family to get involved in one way or another.

## **BVO Preschool Parent Manual**

### **Days and Hours of Operation**

BVO Preschool is in operation five days a week Monday through Friday between 8 a.m. to 530 p.m.

### **Statutory Holidays**

The Preschool will be closed for the following statutory holidays: New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday on the first Monday in August, Labour Day, Thanksgiving, Christmas Day, & Boxing Day. If Christmas Eve or New Years Eve falls on a school day the centre reserves the right to close early. Christmas Holiday hours will be posted in advance.

The Board of Directors reserves the right to announce closure of the centre due to low enrolment or unforeseen circumstances.

### **Inclement Weather**

In the case of inclement weather the safety of all our children, parents, and staff are of great concern. Just like our children and parents, if the weather is bad our staff may not be able to make it in or home from work. If a storm develops over the course of the day, you may want to pick up your child early so that everyone can make it home safely. All families must have an emergency contact that will be responsible for caring for *your* child if you are unable to pick them up.

Announcements of closure will be made as early as possible on the Hits 106 (106.5) and Peak FM (95.1) radio stations, and A Channel News. As well you will receive a notice via Himama about a closure.

If in doubt please call the centre before venturing out into the storm. No reduction in fees will be made unless the Centre is closed for the day.

**Please always notify the centre if your child will not be attending.**

## **BVO Preschool Parent Manual**

### **Enrolment**

BVO Preschool has facilities to accommodate the following age groups:

15 Toddlers- 12 months to 2 ½ years old

24 Preschoolers/Kindergarten-2 1/2 to 5 years old

### **Enrolment Procedures**

Once your child (ren)'s enrolment in BVO Preschool has been confirmed, it is the responsibility of each parent/guardian to provide the following documents to the supervisor prior to the child(ren)'s start date:

1. Completed application form
2. Completed health history
3. Photocopy of updated immunization card
4. 1 completed copy of the BVO Preschool Emergency Card
5. Consent to photograph
6. Trip consent
7. Consent to use Himama App to communicate
8. Consent for CWELCC program

To maintain clear licenses at our centre, we are required to ensure that all children are up to date with all Public Health recommended immunizations. If parents choose not to have their children immunized then we require a completed copy of the Immunization Exemption form from the Public Health Department.

All forms must be signed and dated by the parent/guardian. The supervisor may also ask for additional information pertinent to each child, such as special needs etc. The supervisor has the right to delay admission until all forms are received completed, signed and dated.

In order to keep records correct, current and to meet health, safety, and licensing needs, annual updates for each child will be required.

## **BVO Preschool Parent Manual**

### **Orientation**

We understand that you may have many questions or concerns when making the decision to place your child(ren) in preschool. In order to alleviate some of the concerns, we invite parents and children to come and visit our centre prior to registration. This provides an opportunity to meet with a Supervisor of the centre, program staff, children and other families. This is also a time to observe the program in action, discuss any issues such as the child(ren)'s individual needs, program content, philosophy, guidance techniques, staff qualifications, centre policies, etc.

Once you decide to register at BVO Preschool, we encourage you and your child(ren) to come back for another visit before commencing. This provides your child(ren) with an opportunity to become familiar with the school before starting on a regular basis. Parents are encouraged to contact the preschool at any time during the first few days to ensure that everything is going well. The teachers will provide feedback about your child(ren)'s day and encourage open communication at all times throughout the week.

### **Waiting List Policy**

Since the BVO Preschool is a non-profit organization, it is essential that we maintain full enrolment in our centre at all times. Since our financial viability is dependent on remaining full, we can only "save" spaces if they are paid in full.

We maintain a waiting list for those families interested in care that cannot be placed immediately. When space is available, a Supervisor will contact the next individual on the list, according to the priority policy and space availability. If the family is interested, the supervisor will set up an orientation interview.



# Parent Issues and Concerns Policy

## Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

## Definitions

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Staff:* Individual employed by the licensee (e.g. program room staff).

*Parent/Guardian:* Any person with children in their care that are a part of our centre.

## Policy

### General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by BVO Preschool and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

### Confidentiality

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

## *Conduct*

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

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

## **Concerns about the Suspected Abuse or Neglect of a child**

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

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

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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:		Steps for Staff and/or Licensee in responding to issue/concern:
<b>Program Room-Related</b>  E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the supervisor or licensee.	-	- Address the issue/concern at the time it is raised  or - arrange for a meeting with the parent/guardian within 5 business days.  Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<b>General, Centre- or Operations-Related</b>  E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the supervisor or licensee.		- the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b>	Raise the issue or concern to - the individual directly or - the supervisor or licensee.  All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.		Provide contact information for the appropriate person if the person being notified is unable to address the matter.  Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:		Steps for Staff and/or Licensee in responding to issue/concern:
<b>Student- / Volunteer- Related</b>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> <li>-</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>		<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

## **BVO Preschool Parent Manual**

### **Subsidized Daycare**

Subsidized Daycare funding is available through the County of Grey to families who qualify. Please speak to a supervisor for more information if you are interested in applying for this funding.

### **Withdrawal or Termination of Services**

When a family chooses to withdraw their child(ren) from the preschool, 2 weeks' notice is required. If a family wishes to make changes to the enrolment schedule, two weeks' notice is also required.

### **Absence**

If your child is absent from the centre on their regular scheduled day, regular payment applies for this absence.

### **Extenuating Circumstances**

If you feel that you have circumstances that are not covered by the above policies, please submit a letter of explanation to the BVO Preschool Supervisor for consideration.

### **Vacation Days and Absence**

You must notify supervisor if you will be absent or away on vacation. You will be billed for all scheduled days.

## **Child Care Centre Safe Arrival and Dismissal Policy and Procedures**

Name of Child Care Centre: BVO Preschool

Date Policy and Procedures Established: November 2023

Date Policy and Procedures Updated:

### **Purpose**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what

steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

## **Policy**

### **General**

- BVO Preschool will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization on our registration form or by email a name can be added.
- BVO Preschool will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

### **Additional Policy Statements**

Children may only be released to an adult over age 16 years of age and must be listed on child's registration form or an email/himama message must be sent by parent for another authorized person to be added to list.

## **Procedures**

### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - greet the parent/guardian and child.
  - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on child's registration form or on our Permission to Pick up form (which is on each classroom's clipboards). or where the

individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., hand written note or email/himama message).

- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

#### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
  - inform the Supervisor and they must commence contacting the child's parent/guardian no later than 930am unless child does not normally arrive before this time. Staff shall Send a himama message, if no response by 10am supervisor will send an email.
  - If no response by 1030am a phone call to mom, dad and emergency contact will be made by supervisor

If no one can be reached BVO Preschool will document the attempts made to connect with family and will have a face to face conversation the next day about importance of following up to messages/phone calls. If no response received by next day when child should arrive a call to our local police department to see if they can do a wellness check.

2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

#### **Releasing a child from care**

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

**Where a child has not been picked up as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by parent discussed pick up time, the staff working with child, shall check for any messages on himama, phone or with supervisor and then shall contact the parent/guardian by phone and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must call the person that was to pick up child. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact by phone child's emergency contact if still in care by closing time 530pm.

**Where a child has not been picked up and the centre is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 530pm, staff shall ensure that the child is given an activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall ask parent to contact said individual and notify them that child is still in care and centre is closed.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact child's emergency contact
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 630pm the staff shall proceed with contacting the local Children's Aid Society (CAS) Bruce Grey Child and Family Services 519-371-4453. Staff shall follow the CAS's direction with respect to next steps.

**Dismissing a child from care without supervision procedures**

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.



## BVO Preschool Parent Manual

### Fees

BVO Preschool has opted into the CWELCC program and is following their guidelines in regards to fees. Our fees have been reduced by 52.75% as of Jan 1<sup>st</sup> 2023

Fees are posted on our website [www.bvo.ca](http://www.bvo.ca)

#### Our Payment Policy

1. Upon registration, a payment schedule will be set up with supervisor. Payments can be made weekly, bi-weekly or monthly by cash or cheque or e-transfer. We will have reduced fees of 50% starting January 1<sup>st</sup> and pre-billing will coincide with the CWELCC process.
2. E-Transfers can be made to [payment@bvo.ca](mailto:payment@bvo.ca) . If paying by cash or cheque it can be paid to a supervisor. A statement will be provided at the end of each month and will reflect payments made or balances owing. If balance is outstanding more than 30 days we reserve the right to refuse care.
3. If balances are not paid or payment plan has not been made you will receive first notice of termination of care. If no attempts to make a payment plan are made within 10 days then you will receive your termination letter. Care will be terminated until outstanding balances are cleared. If you are using another BVO program your care will be terminated in that program as well. You will not be able to register for another BVO program until your balances are paid.
4. You are required to pay for days that your child is scheduled for. Whether absent due to sickness or vacation you will be billed for all scheduled days.
5. You will not be required to pay for a day that the centre has to be closed due to weather or other circumstances.
6. You will be charged for statutory holidays (if the holiday falls on a day your child would normally attend).

All fee payments are recorded by supervisor(s) upon receiving. Receipts will be issued for each payment.

Annual receipts will be issued for income tax purposes.

**NSF Cheque Policy**

**In the event that a cheque is returned to BVO Preschool due to non-sufficient funds, the following will come into effect:**

1. You will be informed of the N.S.F cheque.
2. Ten days will be given for repayment of the N.S.F cheque.
3. There will be an additional \$25.00 administration charge.

If your cheque is returned for the third time, then you must pay your fees by money order, certified cheque or cash.

## **BVO Preschool Parent Manual**

**BVO Summer Fun Daycamp Registration: This program is a BVO run program. It is separate from Preschool and is run at BVCC our local arena.**

In order to best support the community, maintain financial viability and plan our summer operations according to enrolment the following policies will apply:

1. Registrations for summer camp will begin in the spring on a first come first serve basis.
2. Registration is completed on line at the BVO web site.
3. Post-dated cheques must accompany all registrations for the months of July and August. If additional care is required above and beyond the original registration the child's additional care needs will be accommodated as space permits but cannot be guaranteed.
4. Prepayment is required.
6. Cancellation to registration will not be refunded unless two weeks advance notice is provided in writing to the supervisor of the BVO Summer Fun Day camp.

### **BVO Summer Fun Daycamp Fees**

1. Fees for the summer months will be issued with the summer registration form in the spring. Prepayment of fees is due at the first of each month for the summer period and should be submitted with the registration forms.
2. Several field trips are planned as part of the summer program. There will be an additional fee for these trips to help cover costs.

## BVO Preschool Parent Manual

### Program Description

BVO Preschool offers a variety of programming opportunities for the children in our care. Throughout the day the children participate in free play, learning centers, learning circles, songs, stories, outdoor play and community walks, meals, and rest period. As of September 2013 our centre began integrating the E.L.E.C.T. Curriculum which is child driven learning allowing staff to focus on outcomes of activities and look for specific skills rather than the finished product. The 5 skills we will focus on are: Social, Emotional, Communication (Language & Literacy), Cognitive & Physical.

\*If you have any questions about this curriculum please speak with a supervisor or visit the website

[http://www.children.gov.on.ca/htdocs/English/topics/earlychildhood/early\\_learning\\_for\\_every\\_child\\_today.aspx](http://www.children.gov.on.ca/htdocs/English/topics/earlychildhood/early_learning_for_every_child_today.aspx).

### Daily Schedule

#### Preschool

8:00-9:30 Free Play  
 9:30-9:45 Snack (open til 10am)  
 9:45-10:00 Get ready For Outside  
 10:00-11:00 Outside  
 11:00-11:15 Circle  
 11:15-12:00 Group Activities & Free Play  
 12:00-12:30 Lunch  
 12:30-1:00 Washroom & Stories  
 1:00-3:00 Rest time  
 3:00-4:00 Free Play  
 4:00- 4:15 Snack  
 4:15- 4:30 Washroom  
 4:30- 5:30 Outside

#### Toddler

8:00-9:30 Free Play  
 9:30-9:45 Snack  
 9:45-10:30 Circle  
 10:30-10:45 Group activities & Free Play  
 10:45-11:00 Washroom (diapering) Ready for Outside  
 11:00-11:45 Outside  
 11:45-12:00 Washroom  
 12:00-12:30 Lunch  
 12:30-1:00 Washroom & Stories  
 1:00-3:00 Rest time  
 3:00-3:15 Washroom  
 3:15-3:30 Snack  
 3:30-4:30 Free Play  
 4:30- 5:30 Outside

\*The program schedule may change depending on weather, scheduled activities etc.

## BVO Preschool Parent Manual

### Learning through Play (E.L.E.C.T)

**Dramatic Play Centre:** The dramatic play centre helps children to enhance social interaction. It provides the opportunity for them to explore real life events. Everyday living is explored through the house centre where children can make dinner in the kitchen, bath a baby doll, or play restaurant. As the themes change, the dramatic play centre can become a workshop with tools and construction hats, a pet shop, or a jungle. Symbolic play helps children expand their language, communication, problem solving, abstract thinking and reasoning skills.

**Building Centre:** Blocks are an important play area for children. All of the essential elements of development are covered such as cognitive, social, physical and emotional domains. Skills such as measurement, balance, patterning, and bridging are practiced. Subdivision, which is the mental ability to separate a larger unit in to smaller segments, is strengthened. Also the concept of constructing multidimensional structures is enhanced.

**Book Nook:** The book nook is a quiet, comfortable centre where children can look at pictures, practice reading words, feeling the texture of the pages, and expressing creativity in telling their own story about the pictures they see. This centre provides an emotional and intellectual respite for the children with appealing books at their eye level.

**Technology:** Teachers use tablets during circle time or during the day for activities. Mastery of tasks, which motivates them to proceed to the next level, cooperation, turn taking, and helping one another. Computers can promote school readiness, cooperation, and social interaction, reading and writing skills.

**Language & Literacy:** Interest in literacy begins before a child is ready to go to school. Children practice printing their names using symbols or scribbles until they learn the proper form of letters. The language & literacy centre encourages children to practice printing and recognizing letters using paper and pencils, stencils, alphabet tracing, magnetic letters, and a chalk board.

**Science:** Science is an open ended sensory learning activity. Children investigate a variety of items from nature, learn cause and effect outcomes, problem solving skills, gathering information, forming conclusions, and exploring within safe limits. Possible learning experiences may include why an ice cube melts inside, leaves changing colours, how a bird's nest is made, animal homes, and many other interesting topics.

**Sensory Centre.** The sensory centres are another form of scientific learning. The children explore through their senses with the use of play dough, sand, water, and bubbles. They learn about different textures, and manipulating materials into shapes or structures. Measuring, pouring, digging, sifting, and exploring the

observable properties of substances promote knowledge and allows them to experiment.

**Logical Concepts:** This centre includes items such as puzzles, modular materials, stacking cups, counting bears, unit blocks, buttons, and mosaic shapes. By using these materials the children can master many skills. Serration is a concept that helps children place objects in a logical order. Using buttons, counting bears, or mosaic shapes can achieve classification of items such as sorting by size, shape, or colour. Grouping of objects, understanding quantity or number concepts, rational counting, temporal concepts of past, present and future, spatial concepts or how objects occupy space, conservation or that objects remain the same even if they look different.

**Outdoor Activities:** Each day we enjoy outside for 1 hr in the morning and 1 hr in the afternoon. This is mandated by CCEYA and must be followed unless there is inclement weather. BVO Preschool loves to go out in all kinds of weather so children get to explore their world and be creative and imaginative. We provide different pieces of equipment to use around the yard so that all children can use their differing motor skills.

**Creative Art:** Creativity involves looking at things in new ways. The children are encouraged to explore their originality and uniqueness in the art that they prepare. A scribble on a piece of paper is a beautiful work of art, even if adults cannot see the resemblance to real life. As children develop their skills, art will begin to take form and be recognizable. Through the use of paint, markers, crayons, paper and glue the children practice forming unique combinations in their creations.

**Emails and Hi Mama Program:** Whenever there is important information to pass along to all parents you will receive an email from preschool. Our Hi Mama program is our way of communicating our day to day activities and skills we are working on. It is a great way for you our parents to see what is happening in your child's day.

## BVO Preschool Parent Manual

### Teacher/Child Ratios

BVO Preschool is licensed daycare and follows legislation's outlined in the Child Care and Early Years Act (CCEYA).

#### **Staff /Child ratios are as follows**

12 months to 2.5 years (Toddler)	1 staff member to 5 children
2.5 years to 6 years (Preschool)	1 staff member to 8 children
4 years to 12 years (Summer Camp run @ BVCC)	1 staff member to 15 children

For safety reasons, when school age and preschools are on field trips, these ratios are reduced to the following.

2.5 to 6 years (Preschool & Kindergarten)	1 staff member to 5 children
4 years to 12 years (Summer Camp)	1 staff member to 10 children

### Student/Volunteer Policy

We have a supervision policy, which states that volunteers and students do not have unsupervised access to children in our childcare centre, and students and volunteers will not take the place of a paid staff. All volunteers will get a criminal reference check that includes the Vulnerable Sector Screening prior to volunteering at our centre.

## **BVO Preschool Parent Manual**

### **Arrival Procedure**

Parents are asked to arrive with their child no earlier than the program hours (8:00 am.) and no later than (1030 am.) Please escort your child into the centre and a staff member will greet you upon your arrival. This is the time our responsibility begins. Please give us any relevant information concerning your child's well being. If something has upset your child at home before arriving at the centre, please inform the staff so that it may be talked about or your child may be comforted.

If your child experiences any anxiety when you leave, the staff is highly trained in dealing with these feelings. If after a short while your child is still unsettled, we will contact you. We want to provide a happy experience for all involved.

In order to help children who may experience separation anxiety we offer the following advice:

Make sure the child has visited the centre prior to the first day of attendance.

Allow time to stay with your child for a few minutes.

Parents who feel confident in the staff and program tend to pass this confidence onto their child. Never sneak out without saying good-bye

Begin your own routine, e.g.: a hug, a kiss and a wave. Ask staff for assistance.

### **Dismissal Procedures**

The registration form specifies to whom your child may be released. If there is a change of plans and a designated individual on the registration form is picking up your child you must inform the staff. Written notice is preferred. However verbal permission over the phone will be accepted if an emergency occurs. Otherwise your child will not be released until the parent has been contacted by telephone. Staff reserves the right to request to see photo identification before a child is released. This system is in place for your child's protection. Again, parents must enter the centre and inform the staff when they are leaving with their child. Please do not allow your child to run ahead of you out of the building and into the parking lot. We want to ensure that everyone is safe.

Children may not leave the building alone or with siblings unless they are 16 years of age or considered a responsible individual. BVO Preschool will not be held responsible for the children after they have been released to designated individuals.



## BVO Preschool Parent Manual

### Late Fees

BVO Preschool's hours of operation are 8:00 a.m. -5:30 p.m. We understand that late pick up of a child is occasionally unavoidable (e.g. weather, accidents, personal emergencies etc.), However, we would appreciate a phone call to inform staff of such instances. This allows the staff to prepare the child for a longer day and comfort them if necessary. Our staffing schedule is very tight and late arrival could mean that our child/teacher ratio is over the limit. Not only is this difficult for staff, but our license could be jeopardized. If you know earlier in the day you will be late please phone us so we can make every effort to assist. If there is often a difficulty in picking up the children on time, families are requested to make alternate arrangements for pick up. **(For example have another family member or friend pick up the child (ren) instead). Please inform the staff of such arrangements**

**Remember:** We want you to arrive safely & without speeding tickets.

In order to meet the regulations outlined by the Child Care and Early Years Act (CCEYA), our schedules must run on time. Upon entering the building, the person picking up the child will be asked to sign a Late Fee Acknowledgment form. **The charge for this fee is \$5.00 every 5 minutes** and is to be paid directly to the staff member that was required to stay late. All late fees are due immediately upon receipt of the notice & must be paid in full before your child can return. After three late fee charges the parent and supervisor will meet to discuss the situation.

## BVO Preschool Parent Manual

### Health Policy (Sickness)

In order to maintain a safe and healthy environment for the children and staff at BVO Preschool, each family must adhere to the following policies.

When a child displays signs of unusual fussiness, restlessness, or irritableness, parents/guardians will be contacted so the child can be picked up early, and a doctor's appointment can be made.

Children who develop any of the following symptoms during the day will be considered in ill health. Parents/guardians will be contacted immediately and asked to pick up their child from the preschool.

**Diarrhea (twice)**

**Vomiting**

**Fever (+ 38C or 100F)**

**Red and runny eyes**

**Unexplained or untreated rashes**

**Extreme colds (thick mucous from nose and/or throat)**

**Complaints of ill health that the staff or supervisor feel a call to the parent is warranted**

Children will be unable to return to preschool until they are **symptom free for 24 hours. (48 hrs if gastrointestinal)** The exclusion time may change depending on the disease and/or consultation with Public Health. These are guidelines that are set by the Grey Bruce Health Unit.

If a child develops an illness during the day and is waiting to be picked up, the preschool will make every effort to isolate the child from his/her peers to help prevent the spread of germs to others in the centre. When a child returns to the preschool after an illness it is expected that the child will be able to participate in all aspects of the program. If your child comes down with a contagious disease please notify the centre.

Parents are asked to contact the preschool if their child is going to be absent from the program for whatever reason. In this event, other families requesting additional days or children on the wait list may be contacted.

Please note that as we have opted into the CWELCC program. As of Jan 1<sup>st</sup> 2023 we will be at a 50% reduced fee and will no longer be accepting doctor's notes due to illness, you will be required to pay the daily fee for any missed days.

## BVO Preschool Parent Manual

### Medication Policy

It is the policy of BVO Preschool that **ONLY** medication prescribed by a physician may be administered to a child by staff.

The medication must be in its original container labelled with the child's name, name of medication, dosage, date of purchase, instructions for storage and administration. It is the responsibility of the parents/guardian to bring in the medication and give it to a staff member so that it can be placed in a locked medication box. The parent/guardian must also fill out and sign a Medication Administration Form. Please ask the staff for this form when you bring in the medication.

The staff of BVO Preschool will not administer any medication that is non-prescription (e.g.: cough syrup, Tylenol, etc.) If a parent/guardian feels that such non-prescription medication is essential, the parent/guardian can bring in a signed note from the doctor, labelled from the pharmacy indicating the name of the medication and the instructions for administration to the child.

### **The No Nit Policy**

BVO Preschool has adopted a No Nit Policy as suggested by the National Pediculosis Association. As the public health standard it intends to keep children lice free and nit-free in school/preschool.

Pediculosis (head lice) represents one of the most common communicable childhood diseases.

We understand that head lice are a very difficult and frustrating situation to deal with. However, it is important for families raising children to acknowledge head lice as a serious problem. We can help prevent the spread of head lice to other children by assuring that the health programs of our preschool are maintained.

### **Current Policy**

Head checks will be done monthly for all children to ensure that the preschool is clear of head lice. If a child is scratching or complaining about their head, they will be checked immediately.

If head lice or nits are found, parents will be contacted and the child will be sent home from the preschool.

The child will be unable to return to preschool until **all** head lice, lice eggs (nits) and egg cases have been removed as it is difficult to distinguish between new and dead nits.

A routine check of the child will be conducted upon return to the daycare by one of our staff members to ensure the child is nit free.

## **BVO Preschool Parent Manual**

### **Hygienic Practices**

Children will be instructed to wash their hands after using the toilet and before snacks and meals.

Water, liquid soap and disposable towels will be available at all times in the washrooms for washing up and the children will be instructed to use them as necessary

Washrooms are sanitized daily.

Eating utensils are sanitized after each use.

Dress up clothes are changed, washed and inspected weekly. Dress up hats will be put away in the event of an outbreak of head lice and will be replaced with other toys.

Toys and equipment are checked and disinfected weekly. Sand and water tables are rotated frequently and the water table is disinfected after each use.

### **First Aid**

All of our staff has valid First Aid and CPR certification. In the event of a minor injury or accident, first aid will be administered. Parents will be asked to read and sign an accident report. In the event of a serious accident which requires medical attention, the parent/guardian will be notified immediately of the situation and depending on the severity and be asked to pick up the child in order that he/she be taken to the hospital. Or he/she will be asked to meet one of the staff at a designated hospital. In order to avoid payment for treatment a parent or alternate must arrive at the hospital as soon as possible to present the child's health card. The preschool will not be held responsible for any fees incurred at the hospital when a health card is not presented.

All serious occurrences are reported to the Program advisor. Incidents will be recorded on serious occurrence forms by the supervisor who will in turn report the incident to our Ministry Program Advisor.

## BVO Preschool Parent Manual

### Allergies

BVO Preschool is a peanut/nut and cinnamon free environment. Please do not send any snacks to preschool that contain nut or cinnamon products. We have children/family and staff members who attend our school that have severe allergies. It is very important that you inform the staff of any allergies that your child is suspected of having. Allergies can be life threatening even with minimal exposure. The most common anaphylaxis reaction is to peanuts.

**PLEASE BE SURE OF THE ALLERGIES IN THE PRESCHOOL PRIOR TO BRINGING FOOD FOR YOUR CHILD.**

### Anaphylaxis/ Medical Condition

If your child has or develops a **severe allergy** that may result in an anaphylactic reaction it is required that the parents meet with the supervisor to develop an individualized anaphylaxis policy for your child. All staff, co-op students, and volunteers must be trained by either the child's parents or the child's family physician on the procedures to follow in the event of an anaphylactic reaction. This policy will include a description of the allergy, signs, and symptoms of anaphylaxis to look for, medication, administration, emergency protocol, and emergency numbers.

If your child has or develops a **medical condition** it is required that the parents meet with the supervisor to develop an individualized medical condition policy for your child. All staff, co-op students, and volunteers must be trained by either the child's parents or the child's family physician on the procedures to follow in the event of an emergency. This policy will include a description of the signs, and symptoms to look for, medication, administration, emergency protocol, and emergency numbers.

### Food & Nutrition

While at the preschool the children enjoy a healthy morning snack, lunch and an afternoon snack. Our weekly menus are prepared and posted on the parent information board. A wide variety of food choices are offered for the children to experience. Children are never forced to eat, but rather encouraged to taste each of the foods presented. If you have any menu ideas or recipes that you would like to share with the preschool, please let staff know.

### Special Dietary Needs

If you send any food or drink or containers each item must be labelled for health and safety reasons. If your child has a particular dislike please note this on your application form. Allergies, special dietary needs should also be noted so food can be prepared appropriately. In the event of severe allergies such as wheat, milk, eggs etc. you may be asked to bring an alternative food to be left at the preschool.

## BVO Preschool Parent Manual

### Positive Behaviour Practices

All issues surrounding the need for behaviour management must conform to our goal of providing a safe, healthy and positive environment for children.

According to CCEYA, the following forms of discipline shall not be used as they are prohibited practices:

- Corporal punishment of a child;
- Physical Restraint of a child such as confining a child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision. Unless physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is only used as a last resort and only until the risk of injury is no longer imminent.
- Use of a locked or lockable room for the purpose of confining a child.
- Deliberate harsh or degrading measures that humiliate a child or undermine a child's self-respect;
- Deprivation of a child's basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- Inflicting any bodily harm on children including making children eat or drink against their will.

When discipline becomes necessary it is always:

- Implemented as soon as possible after the troublesome behaviour.
- Appropriate for the development level of the child and the nature of the behaviour.
- Used in a positive and consistent manner to assist the child in learning the appropriate behaviour and developing positive self-discipline
- Discussed with parents if a difficult situation arises.

**Remind:** The child should be reminded of the expected behaviour.

**Redirect:** If inappropriate behaviour continues, the child should be redirected to an alternative area or activity.

**Remain:** The child should be asked to take a 'special' place beside the teacher as a 'helper'. In this way the teacher can model correct behaviour.

## **BVO Preschool Parent Manual**

### **Code of Conduct**

The staff of BVO Preschool offers programs that are educational, fun and safe for all children. In order for us to achieve our program expectations, the staff, children and parents must work together in a partnership by adhering to the following code of conduct.

Children are encouraged to achieve self-discipline by learning to make choices that produce socially acceptable consequences. It is important that all consequences imposed by adults are carefully considered as they represent what is taught to the children. Providing positive consequences that encourage children as they learn self-discipline is emphasized. When a child's behaviour is inappropriate, the consequence is based on the frequency and severity of the individual child's actions. The effectiveness of the consequence may differ between individuals. An effective consequence is a natural, logical outcome that is seen to be fair for the individual situation. This allows the child to effectively learn from the experience and continue the program in an appropriate manner.

### **Examples of Behavioural Issues**

Persistent opposition to authority. Refusing to comply with reasonable expectations and follow guidelines in the centre. Constant refusals to use appropriate language and displaying appropriate behaviour. Constant refusal to respect staff, children and the property of others.

### **Consequence**

Child is reminded that he/she is acting inappropriately and will be advised as to the consequence of their behaviour. Parents will be notified of the inappropriate behaviour. Privileges may be taken away i.e. field trips, computer time, and special activities. Parents will be called to pick up their child if his/her behaviour becomes unmanageable. Parents will be asked to meet with the teacher and Supervisor to discuss the child's behaviour and their assistance will be required in any possible solutions. The Director of Programming may be involved in the meeting. A behaviour contract will be written for the child to adhere to. If the action decided upon is loss of privileges, the loss will continue until trust, cooperation and compliance to the behaviour contract is complete.

If no improvement is recorded after the period stated in the behaviour contract then section 2.4 of our manual would be followed.



**BVO Preschool Parent Manual****Meeting Children's Special Needs**

In an attempt to both identify and meet the needs of all children, it is imperative that the staff work in conjunction with parents to ensure that care is consistent and geared to the child's individual needs. Preschool staff has experience working with outside agencies and are able to include any outside agencies to work as a team to help meet the needs of your child. In establishing children's needs and in ensuring that BVO Preschool is able to provide the appropriate care for all the children the following guidelines will apply.

1. Parents will be asked to identify any special needs (medical or other) upon registration.
2. Parents will be asked to identify any other agencies involved with the child upon registration.
3. Parents of summer camp children will be asked to sign a "consent to disclose" form so that the camp staff can work cooperatively with the school staff in planning a program for the child.
4. Staff will inform parents on a consistent basis of their child's growth and development through both written and verbal communication.
5. Staff will ensure that parents are made aware of any concerns on a timely basis.
6. Staff will meet with parents (and other agencies when applicable) in order to communicate development and set goals for the child.
7. Staff will notify parents immediately of any behaviour, which either threatens the safety of the child, the other children, or staff, which cannot be controlled within the resources of the centre. These behaviours include violent, aggressive behaviours, running away from the centre and other extreme behaviours.

In the event that after following these guidelines, the staff feels that they are unable to meet the needs of the child, parents will be given notice that care can no longer be provided by BVO Preschool. Parents will be given 30 days notice to find alternate care unless behaviours of the child threaten the safety of the other children or staff. In this case the child will be removed from the program immediately.

**BVO Preschool Parent Manual****Clothing**

It is always a good idea to send extra clothing to school regardless of the child's age. A child may have an accident such as not getting to the washroom on time, or they could spill their juice on themselves at snack time. Although teachers reassure children that accidents happen, children often feel embarrassed when a situation like this occurs. When they do not have their own clothes to change into, they feel even worse. Please ensure that there is at least one full change of clothes for your child at all times at preschool. Remember to label everything that your child brings to preschool, as the staff cannot always remember which items belong to whom.

**Indoor/Outdoor Shoes**

Children are required to have a pair of indoor shoes or slippers to be kept in their basket at the preschool. Bare feet are not permitted in the preschool for health and safety reasons.

**Seasonal Clothing****A water bottle labelled with child's name should be sent with your child daily.**

Please ensure to send appropriate clothing for the weather as we go outside in all types of weather.

**Spring:** Snow/splash pants to keep clothes clean, boots, hats, and mittens.

**Summer:** Sun hats, and outdoor running shoes

**Fall:** Splash pants, outdoor running shoes or boots, hats and mittens.

**Winter:** Snow pants, hats, extra mittens, socks and boots.

**Summer Safety**

As warm, summer weather approaches please send a change of clothing for the child.

Please apply sunscreen to your child prior to bringing them to preschool/camp.

**We would like you to be aware of some safety issues and ask your cooperation in the following areas:**

We would ask that you leave a bottle of sunscreen with your child's name on it at the preschool so that the staff can re-apply before playing outdoors for the afternoon.

**A water bottle labelled with child's name should be sent with your child daily.**

A hat must be sent with your child on a daily basis. The staff will ensure that the children wear their hats outdoors and on field trips.

A pair of running shoes must be provided for outdoor play. We have found that when the children wear sandals, the risk of injury increases. Climbing and running in sandals can result in slips and twisted ankles, etc. If you would prefer to send your child in sandals, please leave a pair of running shoes at the preschool/camp. The staff would be happy to have your child change shoes for outdoor play.

Light coloured clothes are preferred as they reflect the sun better.

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### **Rest Time**

The CCEYA requires each child 44 months that is in attendance for a full day to have a rest period not exceeding two hours in length following the mid day meal, in order to maintain our license. Children under 44 months of age that cannot sleep may get up from their cot after 1 hour of quiet rest time.

A cot is provided for the children's rest period. We ask that a blanket be sent for your child to keep at school. Blankets will be laundered weekly. The children may bring a cuddly toy from home for their rest period.

Children 44 months of age and older are not required to have rest. A cot will be offered to them if they are tired. While the staff is helping the younger children go down for their rest period, the other children may read books or play with quiet toys. Once the resting children are settled, the teachers will facilitate quiet educational activities such as worksheets, logical concepts and crafts with the other children for the remainder of the rest period

### **Toys from Home**

BVO Preschool provides a wide variety of age appropriate, fun and educational toys for the children to enjoy while in our care. We encourage children to leave their personal toys at home. If however you choose to bring toys from home our policy is to facilitate non-violent, unbiased play. We ask that you please adhere to this policy and only allow children to bring toys that support this non-violent play. All toys from home should be clearly labelled with the child's name.

While the staff will make every effort to ensure that the child's toy is kept safe, please be aware that we will not be held responsible for lost or damaged home toys.

### **Lost & Found**

Please make sure to check the classroom regularly if you are missing any personal belongings. We are not responsible for lost and found items.

### **Field Trips**

Field trips are a very special part of our program. Notice of field trips will be given in writing at least two weeks before the trip date. A permission form must be signed by a parent or guardian and returned to staff prior to trip day. As a non-profit organization, a trip fee will be required to help pay for our admissions and bus costs. Parent volunteers are welcomed to accompany us on the field trips.

## BVO Preschool Parent Manual

### Fire

BVO Preschool practices monthly fire drills and evacuation procedures. For this reason, shoes are necessary at all times. In the event that evacuation is required, we will proceed to Beaver Valley Community School at 189 Bruce St. S. If not accessible we will proceed to BVO at 54 King St.E. Fire procedures are posted in key locations in the preschool.

### Emergency Situations

In the event of an emergency situation such as fire or flood requiring the children to be evacuated from the centre, the children will be taken to our emergency shelter which is the:

**Beaver Valley Community School** 189 Bruce Street, Thornbury or **BVO** 54 King Street E, Thornbury

In the event that the entire neighbourhood is evacuated due to an accident involving the risk of widespread contamination, we will follow the direction of the Beaver Valley Community School Emergency Evacuation Plan. Parents will be contacted immediately to pick up your child and instructions given as to where we will be.

### ***Emergency Management Policy***

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: the grassy area across from our parking lot.

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: 189 Bruce St. Thornbury Beaver Valley Community School or if not available we will proceed to BVO 54 King St E. Thornbury.

**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.**

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, Jennifer or Sherrie will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by Jennifer or Sherrie in the daily written record.

All parents will be contacted via phone as well as updating our voice mail at preschool to notify parents of our safe location.

#### **4.17**

### **Serious Occurrences**

All serious occurrences are to be reported to the program advisor with the Ministry of Education, Barrie Region, Quality Assurance and Licensing Unit within 24 hours of the start time of the incident that program staff deems to be a serious occurrence. In the case of a serious occurrence serious occurrence notification form will be posted for 10 days in a conspicuous place at BVO preschool or near an entrance commonly used by parents, so that all families are informed. If you have any questions about a posted serious occurrence, please speak to preschool supervisor.

## **BVO Preschool Parent Manual**

Please detach and return the following form:

I have read and fully understand the policies and procedures outlined in this handbook.

Signature of Parent/Guardian

Date:

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