



Parent Handbook

Welcome



North Hastings Children's Services provides quality services and supports to enhance the wellbeing of children and families in partnership with our community.

North Hastings Children's Services operates North Hastings Children's Centre, North Hastings Children's Centre Preschool, York River School Age Program, Birds Creek Before and After School Program and the Maynooth School Age Program.

Families

When our North Hastings Children's Services (NHCS) team are able to build strong, respectful and reciprocal relationships with our families, we are able to help every child reach their full potential. Relationships are built through regular discussions and connections with our program and administration team, whether in person or by other means (e.g., notes, posting information on bulletin boards, emails or social media updates).

Sharing knowledge of your child's learning strengths, preferences and day-to-day experiences is vitally important to your child's success. This helps support us so we can provide the best possible learning experience for your child at NHCS. Team members will share information about your child's experiences with you regularly.

We welcome you to visit your child in the program at any time. Special events are planned throughout the year during program hours, to which you are invited. If you have a talent you wish to share or would like to lend a helping hand or to volunteer, please visit our centre and speak with NHCS team to discuss further.

Membership

An annual \$30 membership fee is required for families using services at NHCS and is not part of the base fee eligible for CWELCC. This fee entitles you to NHCS services including the Child Care Services, resources and free programs such as Experience Summer Camp (subject to availability) and workshops offered through NHCS.

Staff Team

Our NHCS team are trained to the highest standards in understanding the needs of children. NHCS's non-discriminatory hiring practices create teams of people from diverse backgrounds that support families from communities where our programs and centre are located. NHCS ensures that team members are warm, nurturing and caring people who connect well with children, families and community partners.

All NHCS team members meet employment requirements under the Child Care and Early Years Act. All members of the centre team hold a valid Standard First Aid Certificate with level C CPR (for infants and children), and a clear vulnerable sector criminal reference check. The team is encouraged to participate in additional training courses through NHCS and outside agencies and colleges.

College of Early Childhood Educators

The College of Early Childhood Educators is the professional self-regulatory body for registered early childhood educators (RECE) in Ontario. The College's role is to protect the public interest by setting requirements for registration to practice as a RECE, setting ethical and professional standards and holding RECEs accountable for their practice. RECEs are trained in child development and the planning and delivery of play-based learning in child care programs. NHCS staff with an Early Childhood Education diploma or equivalent qualifications degree must be current members of the College in good standing. RECEs must renew their membership with the College on an annual basis.

Students and Volunteers

NHCS actively encourages the involvement of volunteers and students on placement, who work alongside staff in providing high-quality early learning and child care in programs. Most of our students on placement come from the high school, colleges, universities and community agencies, and are studying or interested in studying to become Early Childhood Educators, Teachers with Ontario College of Teachers (OCT) designations, Child and Youth Workers (CYW), and Child and Youth Care Practitioners (CYC).

Volunteers and students on placement directly enhance the quality of care provided in our programs. The children enjoy the additional experiences that volunteers, and students bring to the program. Indigenous Elders and Community Members will attend programs to provide cultural programming and experiences. Volunteers and students are always directly supervised by NHCS team members, are not counted in the staff-to-child ratio and are never left alone with the children. A vulnerable sector criminal sector reference check is required for students on placement and volunteers who are 18 years and older.

Programs and Services

Licensed Child Care:

Infant, Toddler and Preschool

Our Child Care Centres offer full day care from 7:30 a.m. to 5:30 p.m. each weekday at two sites: 20 Hastings Heritage Way and 168 Hastings Street North in Bancroft. Full-time care is available for Infants. Full-time and limited part-time care is available for toddler and preschool programs. Children will be moved to their respective age-appropriate program as space becomes available.

School Age Programs (Grades K-6)

Our school-age programs operate on all instructional and non-instructional (PA) days through the school year. During the Winter, Spring or Summer breaks you can register for the daily program located at York River Public School. Programs do not operate on statutory holidays or snow days.

Bancroft and Algonquin Inodewiziwin EarlyON Child and Family Centres:

EarlyON centres offer free, high-quality drop-in programs for families and children from birth to 6 years old. You can learn and play with your child, meet people and get advice from our Early Childhood Educators.

EarlyON centres are open to all families and are welcoming places that offer a range of services and resources, where you can:

- join fun activities such as reading, storytelling, sing-alongs and games
- get advice from professionals trained in early childhood development
- find out about other family services in your community
- connect with other families with young children

Both Indigenous and non-Indigenous parents and caregivers have access to high quality Indigenous services that will support them in their role as their children's first teachers, enhance their well-being and enrich their knowledge about early learning and development. In particular, children and parents will both learn the Algonquin language, history and culture.

For more information about our programs and locations, please visit our website: www.nhcs.ca

Family Support:

The trained Family Support team is available to assist parents and caregivers with advice and strategies to support parenting concerns and needs. Families can self-refer or be referred by a community agency for additional support by connecting with a team member. Referrals can be made by going to www.nhcs.ca/contact and completing the online form.

Family Support Team members will initially meet with the family to understand the concerns and needs. If required the team members will also meet with schools and/or service providers, to further support the family. Using screening and assessment tools the team provides family support based on the individual needs and strengths of the family.

We currently offer a number of education and support sessions, including:

Triple P Positive Parenting Program

Make The Connection - 0 to 3 years old

Car Seat Clinics – Trained Child Passenger Safety Technicians

School Readiness

Mother Goose Literacy Programs

Developmental Questionnaires including Infant Mental Health Promotion

Infant Massage

Indigenous Learning Supports

CyberSmart Online Safety

Healthy Food and Wellness Program:

NHCS offers a number of food and wellness programs to help families make nutritious food choices, learn more about healthy eating, make the most of your food budget, and learn new recipes while having fun!

An emergency food bank is available for those in need. We are grateful to United Way Hastings Prince Edward for making these programs possible.

Youth Programs:

Youth Advisory Board

Our goal is to connect with a variety of youth across North Hastings so that we have equal representation, that all voices are heard, and that the work we do continues to be truly youth led. Individuals from existing North Hastings youth groups are encouraged to advocate for their group's own values, ethics, and beliefs while influencing adults and other youth in the community.

Experience Summer Camp

Summer camp runs for eight weeks each summer. Children ages 6-12 have the opportunity to participate in arts and crafts, games, sports, field trips, and theme-days in a fun day-camp setting. The fully integrated camp is free to NHCS members and has a very high camp-counsellor to child ratio, ensuring campers are well cared for and have lots of support and fun.

Intersections

Intersections is a voluntary program that works with young individuals and/or their families to reduce and prevent further contact with police services or child welfare and improve well-being. The program is for young individuals who are at-risk of becoming justice or child protection involved. After initial police contact or child welfare contact, an Intersections Coordinator works with the young individual and/or their families to discuss their needs and to navigate and coordinate appropriate services.

Our Shared Commitment Lunch Clubs

NHCS offers lunch clubs during recess and nutrition breaks, at all the North Hastings Schools. The goal of this club is to work with youth through a school based violence prevention and community awareness program and engage them in pro-social activities, to develop and cultivate meaningful, healthy relationships with peers and adults.

Yourspace

A new program space operated by NHCS and facilitated by over 20 community service providers offering a space for youth aged 12 to 24, including those with complex needs, to receive assistance to get connected with wrap-around supports and resources. This space is funded by United Way Hastings and Prince Edward.

Hours of Operation

Licensed Child Care:

North Hastings Children's Centre and the North Hastings Children's Centre Preschool operate daily, Monday to Friday 7:30 AM to 5:30 PM.

Our School Age Programs operate as follows:

Birds Creek Before School: 7:30 AM to school bell

Birds Creek After School: school bell to 5:30 PM

Maynooth After School: school bell to 6:00 PM

York River After School: school bell to 5:30 PM

York River School Age Program – during winter, spring or summer breaks and PA Days York River will operate 7:30 AM to 5:30 PM.

Office Administration Hours: 8:00 AM to 4:30 PM

Bancroft EarlyON and Algonquin Inòdewiziwin Programs:

Programs are available Monday to Saturday at various times and locations in North Hastings communities. Please see the website for current program timings and details on the website calendar at www.nhcs.ca/calendar.

Statutory Holidays and Closures:

North Hastings Children's Services and Programs are closed on the following statutory holidays:

New Year's Day	Family Day	Good Friday
Easter Monday	Victoria Day	Canada Day
Civic Holiday	Labour Day	Thanksgiving Day
Christmas Day	Boxing Day	

Communication

Email

Our office communicates primarily with families through email. Information on our programs, changes to our policies, and updates throughout the school year are sent via email. NHCS also sends emails about camps and new programs, but only with your consent. Please ensure the email address you have on file with NHCS is always up to date. You are encouraged to use a personal email address for receiving emails from NHCS, as NHCS emails may be blocked by corporate accounts.

Website

You can access program information at any time by visiting www.nhcs.ca. Up to date information on programs, closures and other news can be found throughout our website.

Social media

NHCS embraces the world of social media as a tool for communicating timely information with families. Centre and program information, news, events and updates are regularly posted on our Facebook and Instagram account. We also add information, which updates parents on topics of interest. In emergency situations, updates are regularly posted on social media.

Registered early childhood educators (RECEs), by virtue of their professional role and responsibilities, hold positions of trust and responsibility with regard to children under their professional supervision. RECEs understand the importance of maintaining professional boundaries with children, families and colleagues. They are aware of dual relationships and identify and declare conflicts of interest when they arise and take action to prevent harm to children or their families.

Standard V: A, Code of Ethics and Standards of Practice, 2017

NHCS team members are advised not to befriend families on social media to ensure compliance with the College of Early Childhood Educators.

Newsletters and Flyers

From time to time, NHCS will announce events, news and other information through posters in programs, or through flyers that are sent home with your child or are posted on the Parent Information Board.

Friendly chats

Take a few minutes each day to speak with our program staff about your child. We encourage all parents and staff to work together in building strong, reciprocal relationships that help provide the best possible learning opportunities for each child.

Storypark

Information for each child in the program, documenting their learning experiences, is posted on Storypark, which you can review at any time.

Telephone

If you have any questions or concerns about our programs our NHCS team can be reached Monday to Friday, between 8:30 a.m. and 4:30 p.m. at 613-332-0179.

Ministry of Education

Licensed Child Care Programs

Under the *Child Care and Early Years Act, 2014 (CCEYA)* child care means the following:

- The provision of temporary care for, or supervision of, children less than 13 years of age, except when provided in an exempt circumstance.

The CCEYA sets out the legislative framework for child care and early years services in Ontario including rules and regulations for:

- Licensed child care centres
- Licensed home child care; and
- Unlicensed child care providers

Licensed child care programs must meet and maintain specific provincial standards set out in the legislation and regulation. These standards provide for the health and safety, and quality experiences of children.

Licensed child care providers must have a program statement that is consistent with the Minister of Education's Policy Statement, which sets out *How Does Learning Happen? Ontario's Pedagogy for the Early Years* as the document to guide programming and pedagogy. *How Does Learning Happen?* reflects the Province's view of children as competent, capable, curious and rich in potential and provides a positive framework to support children and families

North Hastings Children's Services Program Statement

Welcome to North Hastings Children's Services (NHCS) where we are more than a daycare! We are here to support you and your family and provide the resources you need so that you can fully embrace this incredible time in your life where you see your children emerge into thoughtful, caring, and responsible individuals. Here at NHCS we believe that your child has a fundamental right to grow and learn with cooperative peers and caring professional adults, in a space where your child is regarded as unique, competent, capable, curious and rich in potential. It is these views that determine our approach to you and your child, influence all our interactions, build relationships between us, guide our learning, create involvement in our community that you can have the benefit of and direct how we will program.

Consequently, we are striving to set up welcoming environments in our programs and services where you can be actively involved in your child's learning, identify and resolve challenges, and contribute to yours and theirs well being and belonging. We want to hear about your observations of your child and share in your knowledge and experiences with your child so that a mutually beneficial connection between home and your child's program can occur.

As part of this endeavor, we offer a safe and healthy environment with nutritious meals and snacks, and rest or quiet time is incorporated into their day. Active indoor and outdoor play is encouraged year-round and daily. Opportunities to experience nature every day and to care for and interact with the natural world enhance children's connections to the world around them. Your children are always supervised, and this allows us to observe their social interactions, see what activities interest them, and note when they appear to be the most challenged or engaged. We in turn use these observations as opportunities to join them in play, foster their exploration, support their self-initiated activity, expand learning, and mediate their peer interactions as needed.

We understand that when your child is actively engaged in an activity of their own choosing, they are calm, attentive and happy. Therefore, it is your child's interests and expressions that guide us as co-learners with your children to uncover what is important to them so that we can plan for and provide opportunities in various environments for their firsthand investigation of materials, objects, and phenomena that allow your child to stay engaged as they follow their natural curiosity to its conclusion.

We also recognize that all children have the capacity to express themselves effectively verbally and non-verbally in their actions and interactions with their family, peers, and educators. By responding to your child's verbal and non-verbal cues we share in their experience of the world, and we act to reduce stressors, modulate responses, provide language, and model communication strategies that are consistent with the abilities of your child.

The Programs will include cultural celebrations and will also include careful acknowledgment, respect and an understanding of difference and complexities of the Indigenous worldview, culture and language.

Here at NHCS we know that all children progress at their own pace and by joining your child where they are at, we are establishing a way of interacting with your child that works for all children including the child with special needs. Through daily routines and activities that include a variety of materials that are accessible to all children we invite each child to engage with each other to create an environment of inclusion that allows each child to have meaningful interactions in their world and contribute to their growth and development and emerging sense of self with each other. "Viewing children as active participants in their own development allows educators to move beyond preconceived expectations of what a child should be learning and focus on what they are learning" (CMEC, 2012).

In our classroom licensed for Family Grouping we plan for and create positive learning environments and experiences where each child's learning and development will be supported while maintaining allowable ratios and age groups.

We create linkages between ourselves, your children and family, educators and resource personnel, and the community through our participation in programs, events, and information sharing nights both on and off site, and you will have the opportunity to interact and communicate with people from local agencies and businesses in our community with whom we have formed reciprocal relationships

and who are visible in various ways in the programs we offer. Information regarding our programs and the resource in our community is always accessible via your child's educator, the family resource personnel in both our on and off site programs, cubby leaflets, bulletin boards, the information centre on the premises, and our website.

Pedagogical documentation is an approach being implemented throughout our programs here at NHCS as part of our continued commitment to support professional learning through engagement, communication, and reflection from our program staff and encourage interaction between ourselves and you who access our services. "Pedagogical documentation is about more than recording events - it is a means to learning about *how* children think and learn" (HDLH, p.21) during the course of their experiences in everyday moments and share this learning with other learners be they the child, parent, or educator, using examination and interpretation together. For us it is a departure from the world of 'make and take', memorization without understanding (rote learning), and describing an occasion as "(blank) had fun in the park today", to capturing your child's daily experiences using various formats so we can recognize, value, reflect on and find *meaning* in what your child does and what they experience. In short it is a way of listening to children. We anticipate that we will learn and grow together as we embark on this process of new learning and application and enact this means of communication about, for and with your children. North Hastings Children's Services will take an active approach to support educators in their practice with continuous professional learning opportunities including Orientation, Resource Supplies and Qualification Upgrading.

We acknowledge that the goals and approaches for North Hastings Children's Services articulated in this Program Statement are consistent with the Ministry of Education's Ministers Policy Statement issued on June 8, 2015, on Programming and Pedagogy naming "How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)" and is responsive to the needs of the children we care for, their parents, our educators and resource personnel, and the needs of our community as articulated by the Board, and our community partners. Further, How Does Learning Happen? (HDLH) is a professional learning resource for educators and administrators in early years settings intended to guide program development, pedagogy and practice. Parents can access a copy of this resource through this <http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf> or from the educators and resource personnel at North Hastings Children's Services.

Program Implementation Statement

The Program Statement goals and approaches provide guidelines for programming, training and implementation, serving as standards for evaluation. Educators use an implementation rubric to assist in measuring the implementation of the goals and approaches identified in the Program Statement.

The rubric provides a tool for self-assessment, allowing the educator/administrator to recognize growth in the implementation of specific approaches into their classroom practice, based on the 4 foundations of [How Does Learning Happen? Ontario's Pedagogy for the Early Years \(2014\)](#)

~The four foundations ensure optimal learning and development. These foundations inform the goals and expectations for program. "How does Learning Happen?" Ontario's Pedagogy for the Early Years 2014-page 8~

Educator Approach

NHCS Educators assist children in becoming self-directed learners, effective communicators, critical thinkers, and cooperative contributors in the program, as well as society by developing:

- Responsive relationships
- Learning through exploration, play and inquiry
- Co-learning strategies
- Using the program environment as the 3rd teacher
- Pedagogical Documentation
- Reflective practice and collaborative inquiry

Supporting Responsive Relationships and Positive Behaviour

Children enrolled in NHCS programs are expected to have respectful and responsible attitudes towards others, and towards equipment and facilities.

We guide behaviour in a positive and caring way, which fosters each child's self-esteem. Minor behavioural issues are dealt with daily by staff. NHCS will work to support each family as much as possible.

NHCS Educators and staff set the stage for positive behavior, by building connections (establishing a responsive relationship) with each child by:

- Observation and self-reflection
- Being at the child's level for face-to-face interactions
- Using a pleasant, calm voice and simple language while making eye contact
- Providing warm, responsive physical contact
- Being a play partner with a younger child and following their lead, engaging in give and take actions and conversation.
- Demonstrating flexibility.
- Helping the child understand the expectations, by providing simple but clear explanations, consistent with the abilities of the child.
- Taking the time to engage the children in the process of resolving problems and conflicts.
- Viewing challenging and/or disruptive behavior as an opportunity to reflect on *where* and *how* the child(ren) *could be successful* and direct the child there.
- Allowing children to learn from their mistakes and accept responsibility for their own decisions/actions/choices.
- Demonstrating that mistakes or temper tantrums are viewed as opportunities for reflection and educator/child learning.
- Clearly stating *what* the child has done well when acknowledging the child for their accomplishments.

Resolving conflict

One of the ways NHCS staff supports children to resolve conflicts is as follows:

1. Approach calmly, stopping any hurtful actions

- Staff place themselves between the children, on their level
 - They use a calm voice and gentle touch
 - They remain neutral, rather than taking sides
2. Acknowledge children's feelings
 - "You look really upset."
 3. Gather information
 - "What's happening? What's the problem?"
 4. Restate the situation
 - "So, what's happening is... So, the problem is..."
 5. Ask for ideas and solutions and choose one together with the children
 - Staff engage with the children to develop child-initiated solutions
 - "What can we do to solve this problem?"
 6. Be prepared to give follow-up support
 - Staff stay near the children
 - "You worked out the issue together!"

Prohibited Practices

The following forms of behaviour management shall **not** be permitted by anyone including staff, students, volunteers and parents during the operation of a program.

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

Quality

We are dedicated to making your family's experience at NHCS a great one, and we always strive to go the extra mile. NHCS has an established history of building enriching, developmentally-appropriate programs.

Policies and Procedures

Ontario Regulation 137/15 6.1(1) Every licensee shall ensure that the policies, procedures and individualized plans it is required to have under this Regulation are implemented at each child care centre it operates and at each premises where it oversees the provision of home child care.

This provision requires that licensees implement and ensure that policies, procedures and individualized plans are implemented by employees, volunteers and students to support the delivery of the child care program.

- Playground Safety Policy
- Anaphylactic Policy
- Sanitary Practices Policy
- Sleep Supervision Policy
- Serious Occurrence Policy
- Medication Policy
- Supervision of Volunteers and Students Policy
- Individual Plan for Children with Medical Needs
- Program Statement Implementation Policy
- Staff Training and Development Policy
- Fire Safety/Evacuation Procedures
- Police Record Checks/Vulnerable Sector Check Policy
- Policies and Procedures for Monitoring Compliance and Contraventions
- Waiting List Policy
- Parent Issues and Concerns Policies and Procedures
- Emergency Management Policies and Procedures

Copies of these policies can be found on our website at www.nhcs.ca/childrens-centre-policies and made available in paper format upon request.

Child Care Centre Registration and Enrolment

Registration is based on availability of spaces. Families will be offered the opportunity to be placed on the waitlist if no spaces are available (Please see our Waitlist Policy).

Children registered in After School Programs will not automatically be registered for the School Age Summer Program and full day programs.

Confirmation email will be provided for children with confirmed enrolment. Parents will be required to sign a service agreement contract prior to their child starting at the centre, this will include an attendance schedule and associated costs.

Prior to admission, all the following information and guidelines must occur:

- An orientation of the program
- Review Parent Handbook
- Enrolment Package completed and submitted
- Emergency contact information
- Immunization information given and approval received from Public Health
- Photo and media approval
- Organization Membership
- Any allergy/dietary/concerns and sleep instructions identified
- Individualized Support Plan (if applicable) developed for children with additional needs
- Fee Subsidy information (if applicable)
- Payment arrangements

Waitlist Policy

North Hastings Children's Services (NHCS) maintains a fair and transparent waitlist so that prospective families can determine when a child care space will become available. NHCS does not charge a fee or deposit for placement of a child on a waitlist. Families are asked to complete the online children's centre application form on the NHCS website at www.nhcs.ca/application-form

Guidelines:

The following criteria are to be taken into consideration when determining the placement of a child on a waitlist:

- Full Time programming takes precedence over Part Time programming
- Currently enrolled in NHCS Child Care space
- Siblings of children already attending a NHCS Licensed Child Care Program
- Date registration application has been submitted
- Start Date
- General Public

Procedure:

1. Toddler and Preschool spaces are rolling registration.
2. School Age Program spaces are secured provided a new registration form has been completed before the last day of School.
3. Once a child is placed on a waitlist the guidelines (above) will be considered. A family may request to know specifics of waitlist and will be provided to the family while maintaining confidentiality of all parties.
4. All families will be contacted within 2 days of receiving application form.
5. Families will be contacted by the Child Care Coordinator if a space suitable for the age of their child becomes available.
6. Families have 48 hours to respond when a space is offered.

If a space is declined, or there is no reply, we will offer the space to the next child on the list.

A family may fail to respond, or decline a space, twice and retain their spot on the waitlist.

A 3rd offer with no response, or the decline of a space, will result in the child being removed from the waitlist.

7. It is the family's responsibility to ensure their contact information remains up-to-date.
8. Once a space becomes available the first child care fee payment will be requested to confirm start date.

Staffing Ratios

Children are grouped by age so that broad developmental similarities in interest, skills and attention may be considered in program planning, physical space and equipment.

The number of program staff required is the minimum number needed to supervise and care for the children and provide programming which fosters learning and healthy development.

Age category	Age range of age category	Ratio of employees to children	Max number of children in group
Infant	Younger than 18 months	3:10	10
Toddler	18 months or older but younger than 30 months	1:5	15
Preschool	30 months or older but younger than 6 years	1:8	24
Kindergarten	44 months or older but younger than 7 years	1:13	26
Primary/Junior School Age	68 months or older but younger than 13 years	1:15	30
Junior School Age	9 years or older but younger than 13 years	1:20	20
Family Age Grouping	Younger than 12 months	1:3	
	12 months or older but younger than 24 months	1:4	
	24 months or older but younger than 13 years	1:8	

Each family age group must not exceed 15 children and no more than six children under two years of age.

The Children's Centre is licensed to accommodate the following children:

- 30 Toddlers – 18 months up to 30 months
- 39 Kindergarten Children – 44 months up to 7 years
- 13 Family Age Group – under 13 years old

Director approval is granted for mixed age grouping pursuant to subsections 8(2) & (3) of Ontario Regulation 137/15.

The Children's Centre Preschool is licensed to accommodate the following children:

24 Preschool – 30 months up to 6 years

30 Primary/Junior School Age – 68 months up to 13 years

Director approval is granted for mixed age grouping pursuant to subsections 8(2) & (3) of Ontario Regulation 137/15.

The Birds Creek Before and After School Program is licensed to accommodate the following children:

30 Primary/Junior School Age – 68 months up to 13 years

Director approval is granted for mixed age grouping pursuant to subsections 8(2) & (3) of Ontario Regulation 137/15.

The Maynooth School Age Program is licensed to accommodate the following children:

30 Primary/Junior School Age – 68 months up to 13 years

Director approval is granted for mixed age grouping pursuant to subsections 8(2) & (3) of Ontario Regulation 137/15.

The York River School Age Program is licensed to accommodate the following children:

20 Kindergarten - 44 months up to 7 years

30 Primary/Junior School Age – 68 months up to 13 years

Director approval is granted for mixed age grouping pursuant to subsections 8(2) & (3) of Ontario Regulation 137/15.

Inclusion

We are committed to inclusive child care programs that promote positive and healthy environments and experiences for all children, in an environment where diversity is accepted and appreciated.

To support children who may have additional learning needs, we work in collaboration with the family and Resource Consultants from Family Space and Quinte Children's Treatment Centre to address any supports, including informing the development of Individual Support Plans and inclusive planning in the programs if required.

Arrival and Departures

It is recommended that the children arrive before 9:30AM. To ensure that the transfer of responsibility for a child from parent to staff or staff to parent is made in a safe and consistent manner, we ask that:

1. All children are to wash their hands immediately after entering the classroom.
2. The parent or adult arriving with the child accompanies their child to the program room and notifies the staff that the child has arrived.
3. The staff will acknowledge the child's arrival with a verbal greeting. This will signify that the transfer of responsibility from the parent to the staff has taken place.
4. At departure time the parent/adult picking up the child will notify the staff that they have arrived to pick up their child. They will greet the child in the program room. Only those identified as authorized will be able to pick up the child unless parent or guardian provides notice in writing. Identification may be required.

Late Pick-up

The Child Care Centre licensed programs operate 7:30AM to 5:30PM Monday-Friday. In line with our licensing requirements, programs must close at 5:30PM. To avoid late pick up charges, please arrive at the centre no later than 5:20PM (5:50PM for Maynooth School Age Program). It is the parent's responsibility to make alternate arrangements if they are unable to pick up their child. If a child is not picked up by 5:30PM, child care staff will contact the parent and/or the emergency contact provided.

A late pick up fee of \$1.00 per minute for the first 15 minutes; and \$5.00 per quarter hour thereafter will be applied to the next regularly scheduled payment. This is not a base fee and is not included in CWELCC.

If parents and emergency contacts cannot be reached by 6:00 p.m., as a last resort, staff will contact the appropriate Child Protection Agency.

If late pick up occurs regularly, the Child care Coordinator will meet with the parent/guardian to discuss and determine whether the Centre's hours meet the family's needs. If continued lateness is expected or continues, the Coordinator may advise the family that it is necessary to find an alternative program and a notice to withdraw from the program may be issued for unresolved patterns of lateness.

Any late fees will be billed to the family (including families with a child care fee subsidy) through the North Hastings Children's Services office – please ensure that you make these payments through the regular payment process. The NHCS staff will not accept cash/cheque payments for these late fees.

Emergency Contacts

Families will be asked to provide two (2) emergency contacts, and two (2) additional contacts for authorized pick up. Authorized persons must be 18 years and older unless provided in writing and the authorization is kept on file.

In the event that you need to connect with the NHCS School-Age Program staff, please call the NHCS contact number at the school, and a staff member will be happy to assist. If you call the main NHCS phone line at 613-332-0179 and follow the prompts to the program, you wish to speak to you will be directed to the site phone.

Parents/guardians are responsible for ensuring that all emergency contact information is current and up-to-date.

Nutrition

A daily nutritious midday meal and 2 snacks are provided for children in the child care centre. Snacks are provided for the morning and after school components of the Before and/or After School Program.

Weekly menu plans are posted for the current week and following week on the kitchen board for the family's information and to assist in menu planning at home.

If your child has any food restrictions, allergies or dietary requirements, please identify these to Child Care Coordinator who will explore providing an appropriate alternative. Although the Centre can make some menu changes, parents may be required to provide alternative food and drink for children who cannot eat the meals prepared at Centre. All food items must be clearly labelled with the child's name and date. Signs are posted and notes are sent home to all parents with children attending the program to advise that there are children attending the centre who are at risk for potentially life-threatening allergies and the foods and causative agents to be avoided.

Parents of infants 12 months and younger, must supply written instructions regarding feeding schedules and clearly label bottles & baby food.

On non-instructional days (P.D Days, and school breaks), the School Age Program provides a nutritious midday meal along with 2 snacks.

Rules for Parents - that bring food for their child(ren)

All food and beverage that is provided by the parent of a child must:

- Meet the nutritional recommendations of the Canada Food Guide;
- Have containers labelled with the child's name and date;
- Respect North Hastings Children's Services allergy awareness procedures, including prohibited foods (e.g., peanuts);
- Practice proper food storage procedures;
- Have written instruction provided by the parent for all children younger than 12 months of age.

Excursions and Field Trips

Special field trips are organized throughout the year to various places of interest. Parents are notified through social media, calendars and notices. Consent forms which state that a child/ren may participate are required for each trip.

We regularly go for local walks through town & down the old railroad tracks. These outings do not require written consent as consent is given upon registration.

Outdoor Play and Activities

Outdoor play is an important component of our programs, and we provide activities no matter what the weather. It is important that children come dressed for the weather to enjoy the advantages of playing outdoors.

The Ministry of Education requires that children are outside involved in play activities for a minimum of one hour in the morning and again during the afternoon program.

Children thrive where they can engage in vigorous physical play in natural outdoor spaces. In addition to providing physical benefits, active play outdoors strengthens functioning in cognitive areas such as perception, attention, creative problem solving, and complex thinking.

[\(HDLH? Ontario's Pedagogy for the Early Years. 2014.\)](#)

Being active can help young children stay healthy, improve movement skills, have fun and feel happy, develop self-confidence and improve learning and attention.

As described in How Does Learning Happen?, research suggests that allowing children to actively explore and investigate what they are naturally curious about, to test their limits, take manageable risks appropriate for their age and abilities, and engage in creative problem-solving is critical for children's physical and mental health and well-being.

Not all outdoor play needs to be high energy or focused on gross motor skills. Children benefit from a variety of opportunities to engage with the natural world, including exploration, investigation and observation of the environment.

A growing body of research suggests that connecting to the natural world contributes to children's mental, physical, emotional, and spiritual health. Children should be provided opportunities to engage with nature regardless of where the child care centre is located. All varieties of natural environments provide opportunities to enhance children's sense of wonder and joy in the world around them, from large urban centres with small patches of green space to rural programs with vast fields and forests.

Parents are asked to ensure their children are dressed for the weather, including a hat, have sunscreen and a water bottle, waterproofs and rubber boots.

NHCS will review Public Health alerts to ensure children remain safe.

Clothing and Personal Possessions

Suitable clothing for active and sometimes messy play is important so your child can enjoy their day at NHCS. Please keep in mind our playground may have mud, snow, etc. Please dress children so they will be comfortable. Every child will need a pair of indoor shoes and a spare set of clothing, which will be kept in their cubby. Please clearly label your child's clothing.

If your child is in diapers, ensure a sufficient number for the day as well as wipes are sent to the centre. (Minimum of 5 diaper changes per day.)

Please ensure children's possessions and toys remain at home to prevent loss or breakage. NHCS is not responsible for personal items brought into the centre.

Rest Times and Sleep

As mandated by the Child Care and Early Years Act 2014, the children enrolled in the Infant, Toddler and Preschool program at North Hasting Children Services (NHCS) have a rest time or nap after lunch each day and/or based on each child's individual needs.

Upon enrolment, parents are consulted regarding their child's sleeping patterns, concerns and preferences and are encouraged to inform staff of any techniques or comfort items used to help ease the transition to sleep (e.g., specific stuffy; blanket).

Parents are encouraged to communicate to the staff either through daily conversations and/or telephone calls and any significant changes in a child's sleeping patterns or behaviours during sleep will be discussed with parents.

NHCS follows Health Canada's recommendations in relation to sleep positions, ensuring that children up to their first birthday are placed on their backs for sleep, to reduce the risk of Sudden Infant Death Syndrome (SIDS). The requirement for an infant sleep position may only be waived if a medical doctor/physician recommends differently in writing.

Bottles will never be propped against something or left in a child's mouth when they are falling asleep or asleep.

Serious Occurrences

In the event of a Serious Occurrence (e.g., accident, complaint, allegation, etc.), the following steps will be taken:

1. Immediate attention is to be provided as required. Provide First Aid or call 911.
2. Staff will report the occurrence to the Child Care Coordinator, or the person in charge immediately.
3. This person(s) in collaboration with the Executive Director, are responsible for conducting a preliminary inquiry which includes:
 - (a) contact the parents involved;
 - (b) ensure all persons having knowledge of the occurrence remain at the site until

excused;

(c) contact the Program Advisor at the Ministry of Education within 24 hours of the incident.

4. The Executive Director is required to send a report to the Program Advisor assigned by the Ministry of Education.
5. A follow up is then to be conducted with parents and involved staff in the daycare.
6. All serious occurrences will be posted on the Parent Information Board for 10 business days.

Emergencies and Inclement Weather

NHCS has emergency management policies and procedures for our programs. In the event of an emergency and we have to vacate the building, our designated places of shelter are;

- Main Centre (20 Hastings Heritage Way): 168 Hastings Street North: route is through the park across the bridge.
- Preschool - 168 Hastings Street North: Main Centre (20 Hastings Heritage Way)
- York River Public School: North Hastings Community Centre
- Maynooth Public School: Maynooth General Store
- Birds Creek Public School: Birds Creek Community Centre

Should there be a power outage, inclement weather or a threat to the health and safety of the children and staff, every effort will be made to contact parents as soon as possible through telephone and social media.

When the buses are cancelled our Early ON programs and School-Age Programs are cancelled.

Health and Wellbeing

The following health policies and procedures have been developed to ensure your child's health and safety

Immunizations

Children entering the Children's Centre must meet requirements set out by the Health Unit. All children registering for the first time must have their immunization or exemption assessed by the Health Unit before starting the first day of the child care program. It is the parent's responsibility to ensure documentation is provided of updates to immunization records.

For further information about immunization requirements please call the Hastings County Health Unit at 613-332-4555.

Effective August 29, 2016, parents of children who object to immunization due to religious/conscience or medical reasons must complete a standardized Ministry approved form. Child Care Centre's must retain these forms in children's records and have these forms available for review by ministry staff at all times. Ministry approved forms for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e., notarized)

Illness

To minimize the spread of infectious illnesses we ask that you keep your child at home for 24 hours if they seem unwell and are experiencing:

- fever, flushing, pallor or listlessness (24 hours fever free without aid of medication)
- red or discharging eyes or ears
- undiagnosed skin rashes or infections
- unusual irritability, fussiness and restlessness
- lice or nits

and 48 hours if they are experiencing:

- diarrhea or vomiting (48 hours symptom free)

The child care program adheres to the recommendation of the local health unit regarding communicable illness and sanitary procedures. Should there be a communicable illness at the centre it will be posted on the Parent Information Board, website, email and/or social media platforms.

Reporting Absences

You must keep your child at home for at least 24 hours if they have an infectious or serious illness which could infect others in NHCS.

Ensure any absences due to illness are reported to the Child Care Coordinator.

A doctor's note may be required for your child to return to the child care programs.

Administration of medication

Staff at NHCS will administer medications only if the following conditions are met:

1. Medication must be in the original container, and clearly labelled with;
 - the child's name
 - name of the medication
 - the dosage
 - date of purchase and expiration, if applicable
 - instructions for storage and administration of the drug
2. Parents must complete a medication information form for each prescribed and non-prescribed medication authorizing the administration of the medication that sets out the times the drug or medication is to be given and amounts to be administered. The medication is recorded when administered.
3. Medication must be given directly to staff member for storage.

Due to the frequency and their longer term daily usage, sunscreen, diaper creams, and lip balms have a blanket authorization in the Enrolment Package from a parent and can be administered without a medication form as long as they are non-prescription and/or they are not for acute (symptomatic) treatment, whether they have a drug administration number (DIN) or not.

Anaphylaxis

In our centre we have children who are at risk of potentially life-threatening allergies and anaphylaxis is a severe allergic reaction caused by foods, insect stings, medications, latex or other substances.

It is the responsibility of the parent to:

1. Inform the Child Care Coordinator of child's allergy or asthma.
2. Before the child attends the centre, complete medication forms and the Anaphylaxis Emergency Plan which includes a photograph, description of the child's allergy, emergency procedure, contact information, and consent to administer medication. The

Anaphylaxis Emergency Plan should be posted in key areas and a copy attached to the child's emergency card. All staff will be trained on the child's Emergency Plan.

3. Ensure that updated medications are provided to the centre before existing medications reach their expiry date or child isn't permitted in the program.
4. Advise the centre in writing if your child has outgrown an allergy or no longer requires an epinephrine auto-injector. (A note from the child's allergist or physician is also required).

**Epi Pen needs to have a Pharmacy Label with the child's name and dosage

Administration

Base Fee Schedule – Effective January 1, 2023

Program	Age	Rate per day
Before School	44 months or older but younger than 68 months	\$11
	68 months or older but younger than 73 months	\$11
	73 months or older but younger than 13 years	\$11
After School	44 months or older but younger than 68 months	\$12
	68 months or older but younger than 73 months	\$12
	73 months or older but younger than 13 years	\$13
Before and After School	44 months or older but younger than 68 months	\$12
	68 months or older but younger than 73 months	\$12
	73 months or older but younger than 13 years	\$24

Full Day School Age	44 months or older but younger than 68 months	\$17.48
	68 months or older but younger than 73 months	\$17.48
	73 months or older but younger than 13 years	\$37.00
Full Day Preschool	30 months or older but younger than 6 years	\$17.96
Full Day Toddler	18 months or older but younger 30 months	\$19.37
Full Day Infant	Younger than 18 months	\$28.82

Please note: for the purpose of the Canada Wide Early Learning Child Care System, fees such as the membership fee and the late fees are considered non-base fees.

Child Care Fee Subsidy

Fee subsidies are available through Hastings County Children's Services to eligible families. More information is available at [Child Care Subsidy - Hastings County](#) or by calling 613-771-9630 or 1-866-414-0300.

Families receiving partial fee subsidies are required to pay the family fee portion to the NHCS on a monthly basis at the beginning of each month (see Billing and Payments).

If you are a family in receipt of a child care fee subsidy, please ensure all information required by Hastings County Children's Services is up-to-date. Failure to do this can result in the loss of your fee subsidy and any further child care costs will be at the full-fee rate, and fee payments will be the responsibility of the parent.

Please note it is the family's responsibility to notify Hastings County Children's Services of any changes to your circumstances or if a family is withdrawing their child from a NHCS program.

In the event that Hastings County withholds child care fee subsidies, NHCS will invoice the family at the full fee rate. Payment must be paid to NHCS within 30 days from date of notice, otherwise a late fee applies.

Billing and Payments

- Payment is prior to care received.
- Overdue accounts will be subject to late fees. Accounts 90 days in arrears will result in termination of care and involvement with a collection agency.
- Late pick up will result in a \$1/minute invoiced late fee or the amount of \$5.00 for each quarter hour or any portion thereof past scheduled closing time. This charge will be added to your next scheduled payment.

- There will be applicable charges for any NSF cheques.
- Please review your bill and contact administration staff to discuss any disputes within 30 days from the date of the invoice.
- Payments can be paid with cash, cheque or online banking with TD Trust, Bank of Nova Scotia or Kawartha Credit Union.

Child care fees are billed twice a month, (on the 15th & the last day of the month). Parents/Guardians will be billed for the days your child is scheduled for. Payment is due prior to care being received.

Part time spaces require 2 full days a week minimum attendance and changes to schedules are subject to Child Care Coordinator approval.

Tax Receipts

NHCS issues tax receipts in February. You will receive a copy of your latest tax receipt with your regular scheduled invoice. If you have questions or concerns about your tax receipt, please call our Finance Administrator at 613-332-0179 or email office@nhcs.ca.

If your child has withdrawn from the program during the previous year, your tax receipt will be mailed to the address on file.

Withdrawal

If a family wishes to permanently withdraw from the program, two (2) weeks written notice must be provided indicating the last date of attendance.

If notice is not received, full program fees will be charged for the two weeks after withdrawal.

If you are a family in receipt of a child care fee subsidy, please ensure all information required by Hastings County Children's Services is up-to-date. Failure to do this can result in the loss of your fee subsidy and any further child care costs will be at the full-fee rate, and fee payments will be the responsibility of the parent.

Discharge from Child Care Programs

A child's care may be terminated by NHCS under the following circumstances;

- Accounts 90 days in arrears.
- Inability to meet the child's needs.
- Immunizations not kept current.
- Required medication not provided e.g., anaphylaxis medication

Questions or Concerns

Child Abuse or Neglect

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*.

North Hastings Children's Services

Should you have questions or concerns about North Hastings Children's Services, please feel free to speak with the Executive Director, Jessica Anderson by email at janderson@nhcs.ca or by calling 613-332-1079.

Parent Issues and Concerns Policy

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

All issues and concerns raised by parents/guardians are taken seriously by North Hastings Children's Services 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 two 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 Child Care Coordinator and/or licensee.

Concern Procedure

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:
<p>Program Room-Related</p> <p>E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly or - the Child Care Coordinator or Executive Director/licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within two business days.
<p>General, Centre or Operations Related</p> <p>e.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the Executive Director/licensee. 	<p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received. - the name of the person who received the issue/concern.
<p>Staff, Child Care Coordinator, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the Child Care Coordinator or licensee. <p>All issues or concerns about the conduct of staff, etc. that puts a child’s health, safety and well-being at risk should be reported to the</p>	<ul style="list-style-type: none"> - 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

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:
	supervisor as soon as parents/guardians become aware of the situation.	<p>the parent/guardian regarding next steps or referral.</p> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
Student/Volunteer Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the Child Care Coordinator and/or Executive Director/licensee. <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>Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Executive Director.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g., local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcareontario@ontario.ca

General Office: 613-332-0179 x101

Financial Administrator: 613-332-0179 x135

Child Care Coordinator's: 613-332-0179 x103 and x102

Early Years Manager: 613-332-0179 x105

Youth & Family Support Manager: 613-332-0179 x142

Indigenous Coordinator: 613-332-0179 x106

Executive Director: 613-332-0179 x104

Alternatively, you can send an email to North Hastings Children's Services Office: office@nhcs.ca

Donations

North Hastings Children's Services is a registered charity, and we rely on donations for our programming supplies, field trips and equipment.

If you would like to make a donation, we will gladly issue a charitable receipt for tax purposes.