

HUCKLEBUG PRESCHOOL INC.

FAMILY HANDBOOK

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WELCOME TO HUCKLEBUG PRESCHOOL INC.

Hucklebug Preschool Inc. is a non-profit corporation with charity status, administered by a Board of Directors. Under the Hucklebug umbrella there are five sites.

Hucklebug Preschool Inc. is financed by parent's fees, proceeds from fundraising activities, the Canada Wide Early Learning and Child Care (CWELCC) funding and provincial funding through Children's Services, Peterborough. The programs are overseen by the Executive Director and managed by a supervisor on-site who is trained in Early Childhood Education, or is otherwise approved by the Ministry of Education. All of our programs operate under the legislation set out by the Child Care and Early Years Act (CCEYA), and are monitored by the Ministry of Education.

Vision

Hucklebug's vision is to provide quality child care in the rural communities of Norwood and Havelock where children belong, families are respected and educators are valued. Hucklebug Preschool Inc. understands that play and relationship building are essential to every child's development and programs are designed around these pillars.

Program Statement

Hucklebug Preschool Inc. operates 5 quality child care sites for children 0-12 years. Our child care programs offer child lead programming based on Educator observations, where learning is made visible through pedagogical documentation. At Hucklebug we value play as the primary avenue for children's learning and development. We view children as competent, capable, curious and rich in potential; this is reflected in the work we do everyday as well as our program statement goals and approaches. Our work is guided by *How Does Learning Happen? Ontario's Pedagogy for the Early Years* (HDLH) and the Child Care and Early Years Act (CCEYA).

Hucklebug's program statement is consistent with the Minister of Educations' policy statement on programming and pedagogy issued under subsection 55 (3) of the CCEYA and Hucklebug shall review the program statement at least annually for this purpose.

Hucklebug's vision is to provide high quality child care in the rural communities of Norwood and Havelock where children belong, families are respected and Educators are valued. Hucklebug Preschool Inc. understands that play and relationship building are essential to every child's development and programs are designed around these pillars.

Our approaches to meet these goals are set out as follows:

(a) promote the health, safety, nutrition and well-being of the children;

The health and safety of the children in our care is the number one priority for Hucklebug Preschool Inc. We understand that parents/guardians experience sincere vulnerability when saying "good-bye" to their children everyday. Families hold our Educators to the highest standard and place them in a position of trust while caring for their children.

In order to meet this standard Hucklebug has developed policies that ensure children's safety, nutrition and wellbeing which include but are not limited to:

Medication Policy
Prohibitive Practices
Sanitary practices
Nutrition Policy
Anaphylaxis Policy
Health and Safety Policy
Staff Training
Sleep Supervision
Playground Policy
Emergency Management Policy

Hucklebug employees are monitored for compliance on all policies and review Hucklebug policies annually or sooner if changes are made.

Hucklebug ensures active supervision of children in our care, Educators document arrival and departure times of every child and ensure that attendance records accurately reflect the number of children in the program at all times. Not only are Educators actively supervising the children in the programs to ensure safety; they are scanning the play environments to ensure they are safe for all to enjoy.

At Hucklebug we pride ourselves on our diverse and nutritious menus for children. We strive to offer healthy meals and snacks that are nutritious, delicious and encourage children to try new foods and expand their developing palates. To do this, meals and snacks are prepared by qualified dietary educators, who engage in regular professional development in order to be abreast of best practices in the field. Hucklebug's menus follow Canada's food guide as well as recommendations from Ontario Dietitians in Public Health. Our Educators sit with children for family style meals, this helps model table manners, encourages healthy choices and creates opportunities for children and Educators to connect.

To ensure the health and safety of all, Hucklebug Preschool Inc programs are nut safe environments. Smoking or vaping of any kind is prohibited on all premises where child care is provided. Hucklebug's nutrition and smoke-free policies support these approaches in creating healthy environments for children, families and Educators.

(b) support positive and responsive interactions among the children, parents[guardians], child care providers and staff;

At Hucklebug we understand that building positive relationships are at the core of the work we do as Educators in the early years. In order for children to feel secure and learn, they must first feel safe with the adults who care for them. We cultivate these relationships by being responsive, sensitive and respectful with children and their families. How Does Learning Happen? states "Every child has a sense of belonging when he or she is connected to others and contributes to their world", connection and a sense of belonging is a goal of Hucklebug programs. Through intentional observation of the children in our care we get to know who they are and what they need from the environments we create. We understand that families are the experts on their children and work with them to build responsive relationships where Educators can show up as learners. We do this by formal and informal communication with families, for example chats at pick up, phone calls, and meetings with families.

To further support responsive and positive relationships with families, Hucklebug programs host family engagement events (i.e. open houses, socials, etc.) annually. The purpose of these events is to allow social time where families, children and Educators can connect and get to know each other. Family engagement events may also present as opportunities for families, children and Educators to engage in activities that are implemented at home and shared with the group (i.e. a family traditions book).

Early Education is a profession that relies heavily on teamwork. Being part of a team means fostering relationships with colleagues. The Mentor Support Lead (MSL), works alongside the program supervisors and administration team to build a culture of support, encouragement and collaboration. The MSL collaborates with Educators to ensure they are supported by facilitating mentorship and guidance, curriculum planning and development, as well as parent and community engagement. Additionally, Hucklebug holds regular team meetings, agency meetings, inhouse network meetings and Educator check-ins/performance reviews. We understand that clear and transparent communication is one of the most effective ways to build relationships and strong teams.

(c) encourage the children to interact and communicate in a positive way and support their ability to self-regulate;

At Hucklebug we believe children are capable communicators who express themselves in many ways. We understand that communication skills are built early, even our youngest of infants are using signs to communicate and support their language development. Educators understand that all observable behaviours are a form of communication, they are continually asking “what is the child trying to tell us by the way they act?”. Self-regulation refers to the diverse ways in which children are able to handle and cope with stress. When each child’s physiological needs are met; they are rested, fed, feel safe and comfortable, they are ready to practice regulation. Educators recognize the value of co-regulation; this is done by adults “lending their calm” to children who are building these skills. By modelling and promoting appropriate stress response behaviours for children early in life, we know that children have a better chance at developing and honing these skills through adolescence and adulthood. In fact, “studies show that when Educators modelled and helped children express feelings, recognize others’ feelings and help others, children developed positive social skills such as perspective-taking, empathy, and emotion regulation and were less likely to engage in problematic behaviours.” (HDLH, 25).

Hucklebug Educators engage in various professional development activities throughout the year, these activities may have a self-regulation theme. We utilize teachings from Stuart Shanker from the Mehrit Centre, Dr. Jean Clinton, Flip It and “How Does Learning Happen?; Ontario’s Pedagogy for the Early Years” each with a self-regulation/co-regulation foundation.

(d) foster the children’s exploration, play and inquiry;

At Hucklebug we believe that play is essential to children’s learning in the early years. Through play children learn and practice the essential skills that will ready them for problem solving and “higher order thinking” later in life (HDLH 35). Our goal is to provide environments and experiences for children to explore ideas, investigate their theories and interact with others in play. To do this, Educators engage with children by taking a curious approach, validating children’s ideas, inquiries, discoveries and reflecting their thoughts in the development of programs. We view the child’s environment as the “third teacher” by purposefully designing spaces and schedules to optimize children’s play and exploration. Educators offer open-ended materials, both indoors and out that can be used in a variety ways, these materials invite investigation and complex play.

Educators encourage children to explore the world with all of their senses and provide learning environments that encourage risky play. Risky play is generally big body play that helps children extend the boundaries of their learning by taking physical risks. Doing this while adults are close by to supervise, while adult intervention is limited or encouraging. When children independently learn their capabilities in a safe environment, they learn to trust themselves and their abilities. Bienenstock et al. describe the benefits of risky play as helping children “develop resilience, executive functioning skills, self-confidence, and risk-assessment abilities. Risky play also allows children to learn to manage perceived danger, negotiate risks, understand their limits, and build emotional regulation, adaptability, and physical literacy skills.” The Educator’s role in risky play is to create environments and attitudes that allow for children to negotiate danger, while being close by to ensure safety.

(e) provide child-initiated and adult-supported experiences;

In our program’s, Educators use a play-based approach to design environments, plan activities and develop daily schedules. Educators observe and document children in their care. These observations may be formal such as; written documentation, developmental checklists or “Antecedent Behaviour Consequence (ABC)” charts, as well as informal; noticing the development of skills or the interests of the group. Educators then base their curriculum off of these observations. Educators are in a continual process of observing, documenting, planning activities and environments, then reflecting on what could change. Daily schedules are developed in a way that allows for unstructured free play, as well as adult initiated activities or invitations to play. The College of Early Childhood Educators (CECE) describe Play-Based Learning as a continuum of experiences that extend from “free play” to “guided play”. Free play is described as child initiated, unstructured, internally motivated and pleasurable. Where as guided play are activities that have some level of adult involvement to extend or embed additional learning opportunities. Within this spectrum it is found that programs are most effective when the content of learning is focused on supporting the development of strategies, dispositions, and skills for lifelong learning through play and inquiry (CECE, Play Based Learning Practice Note). Educators value the children’s interests, ideas and inquiry; incorporating and expanding on this for planned experiences for the group.

(f) plan for and create positive learning environments and experiences in which each child’s learning and development will be supported and which is inclusive of all children, including children with individualized plans;

In Early Childhood Education inclusion is the feeling and true reality of belonging. At Hucklebug we believe it is the right of every child, regardless of ability, to participate in a broad range of activities and contexts as full members of families, communities and society. Our goal is to create a welcoming space, where all children are viewed as competent, capable, curious and rich in potential. We do this by providing a variety of opportunities that are responsive to the learning, physical and developmental needs of the children in Hucklebug’s care. By building relationships with children and their families, Educators are learning about what makes them unique and what they need from the learning environments created at Hucklebug.

Our Early Childhood Educators are trained in early childhood development and are able to implement this knowledge when co-creating individualized plans for children in their care. Parents/Guardians and Educators work in partnership, Educators openly communicate with families about children’s specific needs through a child development lens. Families know their children best and are the first to be consulted when creating individualized support plans. Our Educators also work with local agencies, professionals and families to ensure we are equipped with the adequate tools, resources and knowledge required to provide inclusive learning environments for all children.

- (g) 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;

Our goal is to offer programs that address the holistic needs of each child in our care. That means there is time for structured and unstructured indoor and outdoor play, big body play, rest or quiet time and time with adults who are caring and responsive to children's individual needs. Full day programs have developed schedules that include times for rest, active play, at least two hours of outdoor play (weather permitting) and follow a flexible yet consistent schedule. All Full Day programs spend at least two hours outside each day, while before and after school programs spend at least half an hour outdoors. Learning environments are carefully and thoughtfully designed by our Educators based on the current needs and interests of the children in their care.

- (h) foster the engagement of and ongoing communication with parents about the program and their children;

At Hucklebug we recognize the importance of communicating with families. Family is of primary importance to a child's development, we recognize that "families" may include others besides parents/guardians who are involved with the child. Together, Educators at Hucklebug and families have a common interest that is the holistic well-being of the child. Our goal at Hucklebug is to develop meaningful relationships of mutual trust with families wherein families feel respect, dignity and empowered to make decisions for their children. We do this by engaging with families in variety of ways;

- family engagement events or activities planned annually where Educators, children and their families can get to know each other;
- sending photos, pedagogical documentation and messages through a parent/guardian communication app;
- communication at pick-up and drop off times
- in-depth meetings or phone calls to share information and/or collaborate with families.

Families are encouraged to call or message to check in on their child throughout the day. We have an open-door policy and love when families visit our programs or spend some time at pick up or drop off engaging with their child and their Educators. We do like to remind families of the impact of unannounced visits on their child's day. Often when children see their family at child care it means they are getting picked up for the day, when this doesn't happen it can be very disruptive to the child.

Early Childhood Educators are trained in child development, part of their practice is to interpret each child's progress to families within the framework of developmental perspective. The role of the Educator is to help families understand and appreciate the value of developmentally appropriate Early Childhood programs, while respecting, honouring and including the families' values.

- (i) involve local community partners and allow those partners to support the children, their families and staff;

Hucklebug welcomes community partners into our programs who serve children, their families and the Educators who work with them. We strive to build positive relationships with local agencies to ensure children, families and Educators have access to the resources available to them. Local agencies such as Investing in Quality Peterborough (IIQ) and Five Counties Children Centre provide professional development activities and support Educators in meeting the individual needs of children in their care. Hucklebug works very closely with IIQ who have developed a Community Systems Approach that is collaboration between IIQ and local child care agencies to "build on existing strengths of individuals [children, families and educators] and [child care] organizations, by committing to an engaged partnership in the process of developing quality assurance and professional education." (Investing in Quality, 2024).

Hucklebug also collaborates with other local agencies such as;

- Lakelands Public Health Unit
- City of Peterborough Children's Services
- Local School Boards
- Local Colleges that offer ECE courses/apprenticeships
- Local Libraries
- Kawartha Haliburton Children's Aid Society

(j) support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning;

Hucklebug expects all permanent/contract Educators to participate in minimum number of professional development hours, according to our Staff Training and Development Policy. It is highly encouraged that all Call-In educators attend offered professional development opportunities and in-services in order to stay current with best practices and most current research in the early learning field. Hucklebug implements this by offering financial reimbursement to eligible Educators for approved professional development activities. Hucklebug supervisors participate in local network meetings with other local child care agencies. Educators are asked to share what they learn at professional development opportunities with other Educators.

Hucklebug is connected with community resources such as *Investing in Quality (IIQ)*, that organize a variety of free professional development opportunities. These opportunities are shared with educators who are encouraged to utilize local networks, trainings and conferences. Hucklebug may work collaboratively with IIQ to offer in-services tailored to the specific training needs of the agency or Hucklebug site.

Hucklebug sites will hold regular (i.e. monthly) team meetings and/or staff meetings where part of the agenda may be opportunities for reflective practice and collaborative inquiry. Team meetings and/or staff meetings are essential for growth, development and collaboration within Hucklebug teams and foster quality child care programs. During these meetings Educators may be asked to share what they learn at professional development opportunities with other Educators. Employees will receive compensation for attending staff meetings.

All Educators who are hired by Hucklebug must hold current First Aid and CPR. All dietary educators and supervisors must have a valid Food Handlers certificate. Recertification in both First Aid and Food Handlers certificate are covered for reimbursement in accordance with our Staff Training Policy.

(k) document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.

Educators engage in Pedagogical Documentation, where one of the goals of this documentation is to observe, assess, and reflect on how programming and curriculum is meeting the needs of the children in our care. In some approved circumstances, educators have paid programming time that is used to document and plan. Supervisors are regularly observing, monitoring and mentoring educators in alignment with Hucklebug's Monitoring Compliances and Contraventions policy and Program Statement Implementation Policy. This is done, in part, to ensure that program statement goals are being met and to ensure that they have a meaningful impact.

To measure the impact of the approaches set out in our program statement Hucklebug uses the results of Educator Surveys and Family Surveys (which happen on alternate years). Supervisors, Directors and educators review the results of the surveys to help pin point areas of improvement in program delivery. In order to assess and reflect on our environments Educators complete

Environmental Assessment Tools, these tools help ensure we are aligning with best practices and promote collaborative goal setting. Educator Interaction tools are completed annually then reflected on throughout the year. This tool helps educators think critically about their practice and set personal/professional goals.

Often the survey results, Environmental Assessments, Educator Interaction Tools are used to guide the goals created in our program's Quality Enhancement Plans. Quality Enhancement Plans are created at each site annually in collaboration with Investing in Quality Peterborough. Through this process sites set meaningful and intentional goals for their programs, these goals are based on educator and family feedback, specific needs of the agency and children in our programs. The Quality Enhancement Plan process offers a space for critical reflection which includes the review of the strategies set out in the program statement.

Educators, supervisors and the administration team take part in annual or bi-annual performance reviews. Part of the review process allows space for employees to discuss what they feel is working and what could be improved within the programs.

The annual review of the program statement will ensure relevance of the goals and approaches as our agency evolves year to year.

Child Care Programs

Hucklebug Preschool Inc has three full-day licensed child care centers under our umbrella. Our programs follow a play-based model, offering a mix of child-lead programming and adult initiated provocations. This programming is implemented by skilled Educators who engage in pedagogical documentation, reflective practice and collaborative inquiry to support their curriculum development. Hucklebug Educators create warm and inviting indoor environments that offer a variety of activities including sensory, big body, dramatic and constructive play. The outdoor environments at our centers are an extension of our indoor learning environments. Children spend at least two hours outdoors each day (weather permitting) climbing, riding, gardening, and exploring natural playscapes in all seasons. Our full day programs are listed below.

- **Hucklebug Child Care Centre - 45 Alma Street, Norwood**
(705) 639-2340 – hccc.hucklebug@gmail.com
 - At this location we have 67 licensed spaces for infant to preschool aged children
 - We have 5 playrooms with over 15 full time educators
- **Hucklebug Rural Roots Child Care – 44 Elm Street, Norwood**
(705) 639-0751 – rrcc.hucklebug@gmail.com
 - We are located within Norwood District High School and have 39 licensed spaces for toddler and preschool aged children
 - We have 2 playrooms with 6 fulltime educators
- **Hucklebug Stepping Stone Child Care – 55 Mathison Street East, Havelock**
(705)778-5232 – ssp.hucklebug@gmail.com
 - We are located within Havelock & Belmont Public School and have 38 licensed spaces for toddler and preschool aged children
 - We have 2 playrooms with 6 fulltime educators
 - We also operate a Before and After School Program

School Age Programs

Hucklebug Preschool Inc. has three School Age Programs (SAP). Our SAP programs offer before and after school care to children in junior kindergarten to age 12. Hucklebug SAP programs offer full-day camps during the summer months, March Break, Winter Break and non-instructional days. Programs are led by Registered Early Childhood Educator site supervisors and supported by a passionate group of Educators. The Educator teams create learning environments that challenge and engage older children. The programs serve nutritious morning and afternoon snacks. On non-instructional days families must pack a labeled, nut-free bagged lunch. Our school age programs are listed below.

- **Norwood District Public School – School Age Program, Norwood**
(705)875-7157 – sap1.hucklebug@gmail.com
 - We have 2 play spaces with 4 part time educators
- **St. Paul Catholic Elementary School – School Age Program, Norwood**
(705)875-7139 – sap2.hucklebug@gmail.com
 - We have 2 play spaces with 3 part time educators
- **Havelock Belmont Public School – School Age Program, Havelock**
(705)872-2529 – ssp.hucklebug@gmail.com
 - We have 1 play space with 2 part time educators

Child to Educator Ratios

(Approximate Ages)

Infants 6 weeks – 18 months. There is a ratio of three children for every educator with a maximum group size of 10 children.

Toddlers 18 months – 2.5 years. There is a ratio of 5 children for every educator with a maximum group size of 15 children.

Preschool 2.5 years – 3.8 years. There is a ratio of 8 children for every educator with a maximum group size of 24 children.

JK/SK Before & After School 3.8 years – 7 years. There is a ratio of 13 children for every educator with a maximum group size of 26 children.

School Age Program 6 – 12 years. There is a ratio of 15 children for every educator with a maximum group size of 30 children.

During arrival, departure and sleep times Hucklebug may utilize reduced ratios, this is done in accordance with the requirements set out in the CCEYA.

Board of Directors

Hucklebug operates with a volunteer Board of Directors. The Board meets at least quarterly; to become a member, individuals are voted in for an annual term at Hucklebug's Annual General Meeting in the spring. The purpose of the Board of Directors is to maintain strong, viable, non-profit child care programs in the Norwood and Havelock area. They set policy for the operation of our non-profit programs. The elected Board Members will have voting privileges at all Director, Special and General Meetings. The elected positions are: President, Vice President, Treasurer, Secretary, and

Parent Director(s). If you are interested in information regarding the Board of Directors or how to become a member, please reach out by email to hucklebugboard@gmail.com.

Canada-Wide Early Learning and Child Care System (CWELCC)

Hucklebug is participating in the Canada-Wide Early Learning and Child Care System (CWELCC) which provides funding to participating licensed child care programs to help reduce fees for parents/guardians of children under the age of six. CWELCC supports inclusive child care and gives families access to more affordable and high-quality child care options.

As a parent or guardian of a child under the age of six, you do not need to apply to get a fee reduction. Effective January 1, 2025, along with implementation of the new, cost-based funding approach, base fees for child care in CWELCC-enrolled programs will be capped at a maximum of \$22 per day for eligible children. CWELCC-enrolled programs charging \$22 per day or less for eligible children must maintain current fees (as of December 31, 2024).

Child Care Fees

Base Fees Before CWELCC Enrollment:

Age Group	Full Day
Infant	\$44.25
Toddler	\$39.00
Preschool	\$34.75

School Age Program	Before & After	Full Day	After School	Before School
Kindergarten	\$19.50	\$33.75	\$14.00	\$10.50

Current Base Fees:

Age Group	Full Day
Infant	\$20.91
Toddler	\$18.43
Preschool	\$16.42

School Age Program	Before & After	Full Day	After School	Before School
Kindergarten	\$12.00	\$15.95	\$12.00	\$10.50
School Age	\$19.79	\$35.80	\$15.76	\$11.93

Non-Base Fees may include costs for trips, occasional fundraising opportunities that arise, late pick up fees, late payment service charges.

CWELCC Eligibility

Children who turn six between January 1st and June 30th are eligible for the reduced Kindergarten rate until June 30th. Children who turn six from July 1st to December 31st are eligible for the reduced Kindergarten rate until the end of the month in which their birthday falls. After which families will be charged the School Age rate.

Hours of Operation

The hours for all Hucklebug Preschool Inc. programs are Monday-Friday **7:15AM to 5:30PM** throughout the year.

The late pickup penalty is \$10.00 for every 15 minutes after 5:30 or part thereof. If parents/guardians will be late picking up their child it is mandatory that a phone call or message on our parent/guardian communication app be made by 5:15pm. Families will be asked to sign a late pick-up document to confirm time of pick up. **The late fee is meant as a penalty and not a provided service.** As a non-base fee, late penalties are not covered by CWELCC agreement or parent/guardian fee subsidies.

Arrival before 7:15 am is not permitted. Although educators may be present in programs prior to 7:15am, they need this time to ensure the learning environments are safe and ready for the day.

Statutory Holidays Observed

Fees are payable for statutory holidays where a child is registered to regularly attend that day. All Hucklebug Preschool Inc. programs will be closed: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day.

Hucklebug Preschool Inc. is closed Christmas Eve until New Years Day inclusive. Fees will not be charged for this day.

School Age Programs will be closed on Easter Monday and throughout the last week of August, unless space sharing agreements with the local school boards change. These School Age days will not be charged to families.

Hucklebug Preschool Inc. locations will participate in one system-wide closure day per year including all licensed early learning and child care facilities and sites within the City and County of Peterborough. Fees are payable for this system-wide closure day. This structured closure day will provide educators with an opportunity to participate in required community-based professional learning as well as self-selected learning to support the professional goals and interests of each educator. This opportunity will continue to strengthen our commitment to high quality early learning and child care for the children in our community.

Payment

An invoice will be emailed, or printed for families at the start of each month for that month's fees. Prompt payment is requested within five days but should be paid in full by the end of the month. Families can pay their invoice via e-transfer, or in person by cash/cheque to their site supervisor. We ask that families paying cash for SAP programs in Norwood, please go to the main office at 45 Alma Street to pay. Fees are payable every day the child is registered at Hucklebug Preschool Inc. Fees are payable for statutory holidays where a child is registered. If absent due to illness, fees will still be

charged. A service charge of 2% will be added after 30 days of an unpaid account. Continuous nonpayment of fees or NSF cheques, leave us no other choice but to request withdrawal from Hucklebug Preschool Inc. Unpaid accounts past 61 days will go to Collections. Non-payment of accounts may impact future child care needs. Receipts will be issued in February for income tax purposes. Refunds or credits will only be provided if a billing error has occurred, or a subsidy contract has changed care and requires a backdated payment. Any other refunds or credits will be looked at on an individual basis by the Executive Director. Any concerns should be directed toward the Supervisor or Director.

Subsidy

For families to whom the fees would present a financial hardship, they can apply for child care subsidies through the City of Peterborough. For further information please contact Children's Services in Peterborough 705-748-8830 ext. 4, or see the resources at the end of this document. If a family qualifies for a partial subsidy, the remaining balance on the account must be paid in full or care may be impacted.

Partnership with Five Counties Children's Centre (Quality Inclusion

Collaborative)

Our program is a community partner of Five Counties Children's Centre and more specifically the Quality Inclusion Collaborative. The mandate of the Quality Inclusion Collaborative is to ensure all early learning and childhood settings, and their educators have access to a range of supports, services, and resources as they continue to build inclusion for all children accessing early learning and child care in Peterborough and County.

By reading this Family Handbook, you are aware of our partnership with the Quality Inclusion Collaborative and understand that the inclusion of all children is a community early learning and child care Quality Standard that our program supports.

Linked below is more information regarding our community's early learning and child care Quality Standards (2024):

https://www.fivecounties.on.ca/wp-content/uploads/2024/04/Quality-Standards_rev-Apr-2024_web.pdf

https://www.fivecounties.on.ca/wp-content/uploads/2021/12/Standards-of-Quality-2020-IIQ.pdf_fr-CA.pdf

Attendance

Attendance schedule at Hucklebug will be confirmed upon registration of each child. As per our waitlist policy, spaces will be filled by our priority ranking. Full time spaces which are considered 5 days a week will be filled first. If part time spaces become available the option of 2 or 3 days per week is required. Due to the waitlist needs full time spaces must remain full time unless a part time space is available to transition into.

Fees are payable every day your child is registered at Hucklebug. If absent due to illness or vacation, fees will be charged as of course we cannot give your child's space to someone else during this time.

If the child care centre is closed for reasons beyond our control (e.g. inclement weather, power outages, etc.) fees will still be charged. Notice of closures will be posted on our Hucklebug Facebook page, via parent/guardian communication app and/or, sent out by email.

Hucklebug is staffed according to the ratios set out in the Child Care and Early Years Act (CCEYA) by a team of caring adults. When you register your child the supervisor of the program organizes staffing to meet the required ratios throughout the day. Therefore, changes to your child's scheduled care **MUST** be arranged with the Supervisor with two weeks' notice given for any prospective change (this includes withdrawal). If a child is withdrawn without notice, two week's full fees will be required in lieu of notice. Hucklebug's attendance policy can be found in full at the end of this document. Families must abide by Hucklebug's Arrival and Departure Policy (attached below) that states the procedures for safe arrival and departure from Hucklebug programs.

Illnesses and Absences

Hucklebug has a Child Illness Policy that can be found at the end of this document and must be followed by families with a child registered in any Hucklebug program. Joining group care often means that children are exposed to germs and minor viruses that they wouldn't otherwise encounter. All of our programs take preventative measures such as sanitization of toys, high touch surfaces, and frequent hand washing to prevent the spread of illness. However, illness is unavoidable. We understand that managing your child's illnesses and absences can be challenging and highly suggest a backup caregiver if you are unable to stay home with an unwell child.

We are not able to administer over the counter medications such as cough drops, Gravol, Tylenol or decongestants. If your child is requiring these medications and is not well enough to participate fully in the program, they are not well enough to attend child care.

Your child should not be sent to the centre if he or she has any of the following symptoms:

- Diarrhea (not related to child's diet or medical condition)
- Vomiting
- Excessive nasal discharge
- Eye discharge
- New or worsening cough
- A fever
- Constant sneezing, not related to an allergy (i.e.: seasonal allergies)
- A rash of unknown origin
- A communicable disease

If the staff notices that a child is lethargic or unwell the child's temperature will be taken. If a child becomes ill with a fever while at the centre, the staff will follow the procedure outlined:

1. If the child's temperature is 100.4 F/38 C the parent/guardian will be called to be notified.
2. If the child's temperature reaches 101 F/38.2 C the parent/guardian will then be called to come and pick up the child.

The child should **remain out of the program for 24 hours after the symptoms have subsided (48 hours for vomiting/diarrhea)**. If we go into outbreak status, we will be given direction by the Peterborough Public Health regarding additional exclusion guidelines.

Please see the full Child Illness policy at the end of this document.

Emergency Management Policy

This policy and its procedures give staff and Supervisors a plan of action in the case of emergency situations. Should an emergency occur where the children must be evacuated from the program such as in case of a fire, they will be taken to Asphodel-Norwood Community Centre, Norwood Curling Club or Havelock Centre, Havelock United Church. In case of evacuation, families will be asked to pick up their child immediately. They would be contacted immediately by phone, parent/guardian communication app or email.

Meals and Nutrition

Children, older than 12 months, are served a hot lunch and two snacks during the day in our full day programs. School Aged children are provided morning and afternoon snacks and are to provide bagged lunches from home on non-instructional days or during camps. **Parents/guardians are required to inform us if your child has any food allergies/sensitivities.**

All meals/snacks are prepared by our skilled dietary staff according to the Canada Food Guide and follow the recommendations from Ontario Dietitians in Public Health. The current and following week's menus are posted in an area that is visible to parents/guardians as well as the kitchen. Menus are created on a four-week rotation to offer a variety of foods. Children are encouraged to try new foods and expand their pallets. We are always happy to receive suggestions and new recipes from families.

Rules for Parents/Guardians Who Provide Food from Home

Parent/guardians will provide the child's meals and snacks from home when the child(ren) has severe/multiple food allergies, or when a special diet that cannot be accommodated by the child care centre is required. These items must be identified with the child's name and date for consumption. Program staff will ensure that the child is provided with his/her meal in a safe environment free of cross contamination. The parent/guardian will provide a note for the child's registration file confirming that they are providing alternate food items that are nut-safe and follow our nutrition policy.

Parents/guardians will provide written instructions of any special feeding or dietary requirements that will be kept in the child's file. A summary of the parent's/guardian's instructions will be posted in the child's program room in a place that is visible to the educators caring for the child.

Parents/Guardians are to provide nutritious bagged lunches for their School Aged Children on full program days (such as PA days, March Break and Winter Break). **Parents/Guardians are to ensure that all items packed in their child's lunch are labeled and nut free.** Families will be notified if there are other foods that must be avoided due to severe allergies in the program. Hucklebug Preschool Inc. School Age Programs will continue to offer morning and afternoon snacks in accordance with Ministry of Education standards and our Nutrition Policy on non-instructional days.

Behaviour Guidance Approach:

At Hucklebug Preschool Inc. we focus on the needs of the individual child. Behaviors will be guided through encouragement and redirection to develop a positive self-image and foster independence. Young children benefit from an affirming approach that encourages positive interactions with other children and adults, rather than from a negative or punitive approach to managing unwanted behaviour.

In order to support positive behaviour guidance techniques, the following are strategies used by Hucklebug Educators;

- provide a consistent predictable routine;
- provide clear and consistent boundaries within the program;
- actively listening to children and validating feelings;
- getting down to the child's level;
- offer appropriate choices to children;
- educator's use their voice as a tool, a calm kind voice can help to soothe an elevated child;
- use of positive language and direction for example "we walk inside" instead of "no running";
- thorough understanding of child development (understanding what is appropriate and expected behaviour), self and co-regulation and Hucklebug's Program Statement;
- **the use of "time outs", use of harsh voice/language or other punitive measures are not permitted.**

Before beginning you may want to know....

Visits and Transitions

Once you have confirmed your space at a Hucklebug program, it is highly recommended that parents/guardians arrange a few times to visit the program with their child before their start date. Visiting with your child can help familiarize the child and parent/guardian with the Educators and environment. When you visit together children learn that child care is a fun and safe place to visit.

We understand that leaving your child can be stressful, especially the first few times your child is dropped off. There may be tears from both parents/guardians and your child. We encourage families to call and check in with their child's educator and to get connected with our parent/guardian communication app to send a quick message and receive photos. It is an exciting time for children and educators as children "age up" to the next play room (i.e. from a toddler room to a preschool room). We prepare children for this transition by doing gradual visits where children can get to know the new space, educators and friends. Our educators help children by scaffolding skills required for their transition, for example they might start working on using a cup with no lid or moving from a nap in a crib to a cot.

Forms

All required admission forms, including the Parent/Guardian Code of Conduct must be filled out and submitted to the Supervisor before your child can attend the child care centre. All children in full-day programs must have an up-to-date record of immunization before they can attend.

It is the responsibility of the parent/guardian to immediately inform the Supervisor, in writing, of changes in important information. This would include new addresses, location of employment, telephone numbers, child custody agreements, or changes in persons authorized to pick up your child from the child care centre. Parent's/Guardians must submit updated immunization records as their child(ren) receive new vaccinations.

Parental/Guardian Separation/Access

Section 10 of the CCEYA prohibits a child care provider from blocking a parent's access to their child, unless the child care provider believes that the parent has no legal right of access. It also prohibits child care provider from blocking access by a parent to the premises, unless the provider believes the parent has no legal right of access to the child and/or that the parent may be dangerous or disruptive. Therefore, in the event of a parental/guardian separation, divorce, change of guardianship or foster children, the staff of Hucklebug cannot accept instructions from the parents/guardians regarding each other's access to the child(ren) and information about their child(ren) without a legal document (court order) which clearly sets out the arrangements. Note that all information will be shared with both parents/guardians unless court ordered/separation agreement on file states otherwise.

Diapers and Toilet Training

Hucklebug does not supply diapers or wipes. Please plan to bring at least six diapers per day and a package of wipes. We are happy to store a bag of diapers, labeled for your child and will inform you when the supply is low. Toilet training is a cooperative effort between the child, parents/guardians, and Educators. When a child is ready for toilet training, please prepare with plenty of extra clothes and mutual communication with your child's educator team. Wet or soiled clothes will be placed in a bag to be taken home at the end of each day.

Clothing

A full set of clothing (including socks) should be left at the centre in case of accidents or spills. Children learning to use the toilet will need **AT LEAST** three sets of clothes. Every attempt is made to keep children's clothing clean and in good repair; however, spills, tears, and soils do occur. We advise you to send your child in clothes that won't prohibit them from participating fully in the program, this often includes messy sensory play, arts and crafts and self-feeding.

The challenges of dressing many children to play outdoors are greatly reduced if all items of clothing are clearly **marked with your child's name or initials, this includes footwear**. We enjoy outdoor play in all weather conditions, in sunny weather, hats and sunscreen are required, in the cooler months please send your child prepared with warm foot wear, at least two pairs of mittens and an appropriate snow suit.

Hucklebug has an ongoing fundraising initiative with Mabels Labels. These are durable and customizable sticker or stamp labels for your children's clothing and belongings. For more information or to order products in support of Hucklebug please visit <https://mabelslabels.ca/fundraising/support> and choose "Hucklebug Preschool Inc." as the fundraiser you'd like to support.

Accidents

Bumps, grazes and bruises will be handled by staff and reported to the parents/guardians when they pick up their child, when an injury report will be shared documenting the incident. Often accidents can be soothed with a cool cloth and cuddles. For accidents or illnesses that require medical attention or of a more serious nature parents/guardians will be notified at once. All staff have been certified in Standard First Aid and Infant/Child CPR.

Serious Occurrences sometimes happen and would be reported to parents/guardians, Board members and the Ministry of Education (MoEd). The MoEd requires licensed programs to post a Serious Occurrence Notification Form in the Centre if and when an occurrence has happened. Our Serious Occurrence Policy is available to families upon request.

Effective Communication

The smooth operation of a child care centre depends upon the cooperation and good will of people who start out as strangers with different ideas about how things should be done. Please feel free to discuss any problems, suggestions or questions you may have with your child's educator or the program Supervisor. For more clarity on reporting and responding to issues/concerns please see the Parent/Guardian Issues and Concerns Policy at the end of this document.

Parking Lot Information

Please use caution when entering program parking lots. Pick up and drop off times can be very busy. It is the parent/guardian's responsibility to drive responsibly and supervise their children while in our parking lots. The parking spots closest to the buildings are reserved for parents/guardians with children. **Please turn your vehicle off while you are in the building.**

SMOKING OR VAPING OF ANY PRODUCT IS PROHIBITED ON ANY PROPERTY WHERE HUCKLEBUG PRESCHOOL INC HOLDS A LICENSE

This includes parking lots, schools, playgrounds, indoors and outdoors

Security System

Our full-day centers have "authorized persons only" key-pad access systems. When your child starts receiving care at Hucklebug, you will be given the 'code'. It can be shared with the regular drop off person and the pick-up person only. There are buzzers for anyone who does not have the code. This helps further ensure the safety of our children.

School Age Programs have site specific procedures for families entering buildings during pick up/drop off times. These procedures are in place to keep children safe and buildings secure. Families will be notified of these procedures or any changes to pick up/drop off locations by the site supervisor.

Activities off Premises

On occasion educators plan off-site excursions, field trips and/or invite special guests into the centre/program. During off-site trips/excursions staff are always prepared with emergency lists, first aid kits, any required emergency medications and cell phones. It is essential that there is constant supervision of children regardless of whether they are on-site or in a different location.

Most often our programs enjoy community walks. Families grant their child permission to go on walks on their registration form. When educators plan excursions, such as walking trips to the splash pad, local library, or grocery store, families will know in advance and sign specific permission forms for that trip. Where a family does not allow their child permission to join an excursion or community walk, alternate arrangements will be made.

Students and Volunteers

Hucklebug is pleased to partner with our local colleges to offer placements for Early Childhood Education students. We also occasionally invite volunteers to our programs; this could include high school co-op students. Hucklebug's policy regarding "Supervision of Students and Volunteers" states that no child in our program is supervised by a person under the age of 18 years and students and volunteers will not be counted in our ratios of staff to children (unless they are current Hucklebug employees and are permitted to do so by their educational institution). Students and volunteers must have a valid Criminal Reference Check with Vulnerable Sector Screening, up to date immunization record, review and implement all Hucklebug policies and procedures and are monitored for compliance of policies by their supervising educator. The supervising educator will work collaboratively with the student/volunteer to ensure they are meeting their objectives and guide them in best practices.

The Child Care Schedule (an example of Preschool Room)

Centre Opens at 7:15 AM

7:15 - 9:30 Arrival, unstructured play
9:30 – 10:00 Morning Snack
10:00 – 11:00 Child Initiated Activities/Washroom
11:00 – 12:00 Outdoor Play Morning Program Departures (11:45)
12:00 – 12:30 Lunch Part-Day Departures (12:30)
12:30 – 3:15 Naptime & Quiet Activity Time
3:00 – 3:45 Afternoon Snack/Washroom
3:45 – 5:00 Outdoor Play (weather permitting)
3:00 – 5:30 Full Day Departures

Centre Closed 5:30

School Age Programs

BEFORE and AFTER SCHOOL PROGRAM:

Schedule:

7:15 – 8:40 AM Arrival, Snack and Unstructured Play (before school)
3:10 - 5:30 PM Arrival, Snack and Activities (after school)
Indoor and Outdoor Play.

Summer Camp

Summer Camp (school age) is offered during the summer months for children who have completed Junior Kindergarten ages 4 to 12 years, if space is available. Children who are currently registered in before and after care are given priority for summer camp spaces. Families that are not currently

enrolled in before and after school care must put their child on the waitlist (onehsn.com/Peterborough) and follow the waitlist procedure.

Policies

ATTENDANCE POLICY

Attendance schedule at Hucklebug will be confirmed upon registration of each child. As per our waitlist policy, spaces will be filled by our priority ranking. Full-time spaces which are considered 5 days a week will be filled first. If part-time spaces become available the option of 2 or 3 days per week is required. Due to the waitlist needs full-time spaces must remain full time unless a part-time space is available to transition into.

Fees are payable every day the child is registered at Hucklebug Preschool Inc. Fees are payable for statutory holidays where a child is registered. If absent due to illness, fees will still be charged.

In regards to School Age Programs, fees will be charged for every day the child is registered or is normally registered if the day falls on a non-instructional day. For example, this means, where a child is registered to attend before and after school on Fridays but is not registered to attend a PA Day Camp that falls on a Friday, only the before and after school rate will be applied to the family's invoice. If a child attends a full day (non-instructional day, etc.) fees will be charged to reflect this.

Hucklebug Preschool Inc is required to document the arrival and departure times of each child or if a child was absent on the attendance record. Where a child moves from one program room to another (for example a toddler visiting a preschool room in preparation for an upcoming move) the times of arrival and departure from each program group must be documented on each program's attendance record. This is to ensure a record is kept of each child who was in the group each day and the hours during which they were in the group. Attendance must accurately reflect the number of children in care at all times. Daily attendance records must be kept for three years.

SCHOOL AGE PROGRAM SPECIFIC POLICIES

Children will only be accepted into the after-school program, when released by their teacher when school ends for the day. Children will not be accepted into the after-school program if they have been discharged from school for the day, did not attend school for the day or have attended a class trip or extracurricular activity that has extended beyond the end of the school day. For example, if a student attends a class trip where the bus is scheduled to return after the end of the school day, attendance in the after-school program will not be permitted. The family/guardian must schedule pick-up from the school trip chaperones at the scheduled return time. This policy is in place as we are not set up with additional educators to meet buses and remain in our Ministry of Education ratio requirements. Additionally, Hucklebug does not have access to details regarding school trip time changes or delays thus causing potential safety risks.

Children attending before and/or after care, must attend the program at the school where the child attends.

PROCEDURE

1. The centres are open from 7:15 am to 5:30 pm Monday through Friday.

- a. The late pickup penalty is \$10.00 for every 15 minutes or part thereof. If parents/guardians will be late picking up their child it is mandatory that a phone call or message on our parent communication app be made by 5:15pm. The late fee is meant as a penalty and not a provided service. Families will be asked to sign a late pick-up document to confirm time of pick up. As a non-base fee, late penalties are not covered by CWELCC agreement or parent/guardian fee subsidies.
 - b. Arrival before 7:15am is not permitted. Although educators may be present in programs prior to 7:15am, they need this time to ensure the learning environments are safe and ready for the day.
2. Procedures regarding safe arrival and departure are outlined in Hucklebug's Arrival and Departure policy, including that parents/guardians must inform Hucklebug Preschool Inc of their child's absence by 9:30am and that parents/guardians must make program educators explicitly aware of their child's arrival and departure.
3. All Hucklebug Preschool Inc programs will be closed on the following days: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day and, Christmas Eve Day until New Years Day inclusive. All Hucklebug Preschool Inc. programs will be closed 1 day for a Peterborough City and County Professional Learning Day. If your child regularly attends on the above-mentioned stat and Professional Learning days, families will be charged as per their schedule. School Age Programs will be closed on Easter Monday and throughout the last week of August, unless agreements with local school boards change. These School Age days will not be charged to families.
4. If the child care centre is closed for reasons beyond our control (e.g. inclement weather, power outages, etc.) fees will still be charged. Notice of closures will be posted on our Hucklebug Facebook page, our parent communication app and sent out by email.
5. Where a child(ren)'s parent/guardian does not authorize them to attend a field trip or a community walk, adjustments will be made to the activity to be inclusive to all children involved.
6. Hucklebug requires two weeks' notice in writing if a child is changing attendance which includes School Age PA Days, Winter and March Breaks.
7. Hucklebug requires two weeks' notice in writing if a child is being withdrawn. If a child is withdrawn without notice, two weeks' full fees will be required in lieu of notice.
8. Accounts are to be kept in good standing; a 2% service charge will be added to your invoice if unpaid after 30 days. Continuous non-payment may result in your child being discharged from the program. Accounts still owing 61 days after discharge will be sent to a collection agency.

SUMMER CAMP POLICY

PURPOSE

The Summer Camp Policy is intended to streamline the registration and attendance process for Hucklebug's summer camps. This process will help families make summer plans in a timely manner and will help Hucklebug's administrative team plan for staff scheduling and attendance.

POLICY

Attendance at Hucklebug School Age Summer Camp will be confirmed through the program Supervisor. Currently enrolled families will receive an email/survey to confirm requests for summer camp registration around April 15th. Families will notify the Supervisor in an email/survey as to what weeks they require for the whole summer. **It is required that children are enrolled on a week-by-week basis (5 full days).** Hucklebug requires summer camp registration is confirmed with the Supervisor by **April 30th. NO CHANGES WILL BE ACCEPTED AFTER THIS POINT.** Therefore, the schedule that is confirmed as of April 30th will be what the family is billed for their summer care. This allows us to arrange a space, staffing and supplies and potentially open the waitlist to families that are not currently enrolled at Hucklebug. Waitlist families will be offered summer care after April 30th and will confirm their schedule at time of registration. Waitlist families will be billed for the care they register for and **NO CHANGES WILL BE ACCEPTED AFTER THIS POINT.** The camp will be closed on statutory holidays (Canada Day and the Civic Holiday). Fees are payable every day the child is registered at Hucklebug, including statutory holidays if the day falls during a week in which the child is registered. The summer camp will also be closed the week before school starts, unless space becomes available through Community Use of Schools with the local school boards. Fees are not charged during the last week of summer when the camp is closed.

School Age Program Supervisors will inform families of the change in rates for children turning 6 years old in accordance with the Canada Wide Early Learning Child Care Agreement (CWELCC) guidelines. This information will be included in the initial enrollment email. CWELCC reduces the cost of child care rates for children under the age of the 6. Therefore, children who turn 6 between January 1st and June 30th are eligible for the reduced rate until June 30th. Children who turn 6 from July 1st to December 31st are eligible for the reduced rate until the end of the month in which their birthday falls.

Families enrolled in the summer camp must follow the policies and procedures set out in Hucklebug's Attendance and Arrival and Departure policies. Including:

- The camp is open from 7:15 am to 5:30 pm Monday through Friday.
- Parents/guardians are asked to contact the program by 9:30 am if the child is coming in later or will be absent for the day.
- If someone other than a parent/guardian is to pick up a child, this must be noted on the child's registration form or the centre/program must be notified. This is best done through a written note given to the supervisor in advance. If this is not possible, parents/guardians may phone the supervisor.

Children will only participate in excursions outside of the centre if the field trip permission form is complete. Parents/guardians will be given specific notice of field trips, indicating mode of transportation, date, time and location. Signed permission slips for the trip must be returned to the centre to authorize children's participation. Where a child(ren)'s parent/guardian does not authorize them to attend a field trip or a community walk, adjustments will be made to the activity to be inclusive to all children involved.

An email/survey will be sent out to currently enrolled families before the beginning of summer to inquire about the following September - June school year. Families will be asked to book their registration schedule at that time. A minimum of 2 days a week will be required for the school year.

Accounts are to be kept in good standing; a 2% service charge will be added to your invoice if unpaid after 30 days. Continuous non-payment may result in your child being discharged from the program. Accounts still owing 61 days after discharge will be sent to a collection agency.

ABBREVIATED ACCESSIBILITY POLICY

Statement of Commitment:

In respect of the Accessibility Standards for Customers Service (Ontario Regulation 429-07), Hucklebug Preschool Inc strives at all time to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services in the same place and in a similar way as other customers.

Action 1 – Establish Accessibility Working Group	
Initiatives/Actions	Expected Outcomes
● Establish a working group for Hucklebug Preschool Inc. ● Working group will be facilitated by a Leadership staff and educators	● Each Hucklebug site will be represented in the working group. ● Working group has detailed work plans, multi-year timelines. ● Members participate in developing, implementing, and updating the Accessibility Plan
Action 2 - Offer and provide information in an accessible format on request	
● Process for responding to requests for accessible supports and services ● Process will be communicated to staff by email ● Communications to promote the availability of alternate formats on request	● Admin staff and supervisors are aware of alternate formats and how to make them available to the public. ● All documents created onward advertise the availability of alternate formats.
Action 3- Staff Awareness and Training	
● Management to confirm the organization's commitment to accessibility in writing, endorse the commitment at meetings ● Accessibility training/awareness presentations to managers, program and frontline staff ● Management to acknowledge accessibility achievements and share information with staff in organization staff meetings	● Staff understands accessibility and supports implementation of the plan. ● Information on progress on implementing Hucklebug Preschool Inc's Accessibility Plan is available to staff. ● All staff complete online accessibility training.

Arrival and Departure Policy

Purpose:

This policy and the procedures within it 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 departure of children receiving care, including what steps are to be taken when a child does not arrive at program.

Policy:

Hucklebug Preschool Inc. will ensure that any child receiving child care at a Hucklebug Preschool Inc. site is only released to the child's parent/guardian or an individual that the parent/ guardian has

provided written authorization to release to. Hucklebug Preschool Inc. will not release any children from care without supervision. Children will not be released to anyone under the age of 12 years of age or unknown to the child. Infants and toddlers will not be released to anyone under the age of 16 years. Parents/guardians are responsible for their children's safety and safe arrival. This policy and its procedures do not release parents/guardians from this responsibility.

Procedures:

Accepting a child into care:

When a child arrives at a Hucklebug Preschool Inc. site it is imperative that their arrival is acknowledged by a staff member before the parent/guardian leaves the playroom or playground. On arrival each day the educators will visually assess each child for signs of illness (Health Check). The educator will 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 (ie: 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 educator must confirm that the person is listed on the child's registration form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (ie: note or email). The educator will document this change in the communication book and sign the child in on the classroom attendance record.

Parents should ensure their child arrives by 9:30am. It is mandatory that the program receives a phone call before 9:30am if a child will be absent for any reason.

Exceptions may be made for health-related appointments or other matters at the discretion of the site supervisor, with advanced notice. Where possible, families should attempt to arrange for such appointments to occur in the afternoon, however, if a morning appointment is necessary, earlier is preferred. We encourage open communication with site supervisors to promote smooth transitions for children and minimize impacts on the daily program.

Where a child has not arrived in care as expected:

Where a child does not arrive at a Hucklebug Preschool Inc. program and the parent/guardian has not communicated a change in drop-off (ie: left a voice message, messaged their classroom educator on the Parent/Guardian Communication App or advised the closing staff at pick-up), the educator in the classroom must:

- Inform the supervisor and they must commence contacting the child's parent/guardian no later than 10:00am. The program educator will contact the parent/guardian through the program communication app. A phone call will be made to all parent/guardian contact numbers listed on the child's registration form. A message will be left for the parent/guardian to contact the site to discuss the absence.
- Hucklebug Preschool Inc. will make all reasonable attempts to contact the parent/guardian in a timely manner. If we are not able to reach a parent/guardian, Hucklebug Preschool Inc. will reach out to any emergency contacts listed on the child's registration form.
- Once the child's absence has been confirmed, program educators will document the child's absence on the attendance record and any additional information about the child's absence in the communication book.

Releasing a child from care:

When a child is picked up from Hucklebug Preschool Inc. it is a parent/guardian's responsibility to alert the educator to the departure of their child from the site or playground. The educator 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 program may release the child to. In case of emergency, a phone call to the supervisor will be permitted.

The agency has a fee for 'late pickup', which is picking up a child after 5:30pm. While Hucklebug Preschool Inc. understands emergency circumstances may prevent you from arriving before 5:30, the agency cannot allow frequent late pickups. The penalty is \$10.00 for every 15 minutes or part thereof. It is mandatory that a phone call or message to the Communication App be made by 5:15pm if you will be late in picking up your child. The late fee is meant as a penalty and not a provided service. These late fees are, of course, not covered by your subsidy agreement with Children's Services.

Where the educator does not know the individual picking up the child (ie: parent/guardian or authorized individual)

- Confirm with another educator that the individual is authorized to pick up.
- 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 registration form or written authorization.

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

Where a parent/guardian has previously communicated with the educator a specific time or timeframe that their child is to be picked up from care and the child has not been picked up, the educator will try to connect with the parent/guardian through the room communication app and/or by phone within 30 minutes of the specified time and advise that the child is still in care and has not been picked up.

- Where the educator is unable to reach the parent/guardian, educators must leave a message for the parent/guardian, as well as send a message on the communication app. Where the individual picking up the child is an authorized individual and their contact information is available, the educator 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 site.
- Where the educator has not heard back from the parent/guardian or authorized individual who was to pick up the child the educator shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from program and has not arrived by 5:30pm, one educator shall stay with the child while the second educator proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time.

2. If the educator is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the educator will reach out to the emergency contacts listed on the child's registration form.
3. Where the educator is unable to reach the parent/guardian or authorized individual listed on the child's registration form (ie: emergency contacts) by 7:00pm the educator will proceed with contacting the local Children's Aid Society (CAS). Educators will follow the CAS's direction with respect to the next steps.

School Age Program

Where a child has not arrived 15 minutes after their typical arrival time in the before school program with no communication from the parents/guardians, the educator in the program will:

- Inform the supervisor and they must commence contacting the child's parent/guardian. The program educator will contact the parent/guardian through the program communication app. A phone call will be made to all parent/guardian contact numbers listed on the child's registration form. A message will be left for the parent/guardian to contact the site to discuss the absence.
- Hucklebug Preschool Inc. will make all reasonable attempts to contact the parent/guardian in a timely manner.
- Program educators will document the child's absence on the attendance record and any additional information about the child's absence in the communication book.

Children will only be accepted into the after-school program, when released by their teacher when school ends for the day. Attendance will then be taken when the children arrive. If a child does not arrive at the School Age Program, and the parent/guardian has not reached out, the Supervisor/Designate in the program will contact the Main Office of the school. Children will not be accepted into the after-school program if they have been discharged from school for the day, did not attend school for the day or have attended a class trip or extracurricular activity that has extended beyond the end of the school day. For example, if a student attends a class trip where the bus is scheduled to return after the end of the school day attendance in the after-school program will not be permitted. The family/guardian must schedule pick-up from the school trip chaperones at the scheduled return time. This policy is in place as we are not set up with additional educators to meet buses and remain in our Ministry of Education ratio requirements. Additionally, Hucklebug does not have access to details regarding school trip time changes or delays thus causing potential safety risks.

Children attending before and after care, must attend the program at the school their child attends.

Parents/Guardians pick up children from Norwood District Public School, St. Paul's Catholic Elementary School and Havelock Belmont Public School as per the policy above.

Access to a Child and Premises

Section 10 of the CCEYA prohibits a child care provider from blocking a parent's access to their child, unless the child care provider believes that the parent has no legal right of access. It also prohibits child care provider from blocking access by a parent to the premises, unless the provider believes the

parent has no legal right of access to the child and/or that the parent may be dangerous or disruptive. Therefore, in the event of a parental/guardian separation, divorce, change of guardianship or foster children, the staff of Hucklebug cannot accept instructions from the parents/guardians regarding each other's access to the child(ren) and information about their child(ren) without a legal document (court order) which clearly sets out the arrangements. Note that all information will be shared with both parents/guardians unless court ordered/separation agreement on file states otherwise.

Child Illness Policy

Hucklebug Preschool Inc. strives to ensure a healthy environment for all. The CCEYA stipulates that, prior to admission; all children must be immunized against infectious diseases as recommended by the local Medical Officer of Health. Children may be exempt from this requirement if a parent/guardian objects to the immunization on the basis of religious or moral beliefs, medical circumstances, or reasons of conscience. The family must provide a signed waiver expressing their decision to have their child(ren) exempt. The Child Care and Early Years Act required that childcare programs follow recommendation of the Medical Officer of Health in matters pertaining to health. Immunization records must be submitted by the first day the child attends the program. Children who are in School Age Programs and attend school are not required to submit their immunization records/exemptions to Hucklebug, as these are required in order to attend school.

Universal precautions are used on an ongoing basis by all. Staff members set a good example for children and others by diligent hand washing, disinfecting surfaces, and practicing good hygiene. The health policy for the children is strictly enforced to prevent the spread of infection. Public Health provides our procedure if and when children become ill with a communicable disease. Parents should advise the educator of any allergies, special health problems, or any communicable disease affecting their child.

Hucklebug Preschool Inc programs are inclusive of all children. Where a child has specified medical needs, an Individual Medical Plan will be developed in consultation with the child's parent/guardian and health care providers if the parent/guardian deems necessary. The Child Care and Early Years Act defines a child with medical needs as "*a child who has one or more chronic or acute medical conditions such that he or she requires additional supports, accommodation, or assistance*". For example, a child with diabetes may require that an adult checks the child's blood sugar levels with a glucose monitor several times a day – this child is considered a child with medical needs."

PROCEDURE

On arrival each day the educators will visually assess each child for signs of illness (Health Check). If a child becomes ill at the program every effort will be made to reach the parent/guardian or specified emergency delegate so that the child may be withdrawn for the length of the illness. With severe symptoms, child will be removed from the area of other children until they can be picked up.

Your child should not be sent to the centre if he or she has any of the following symptoms:

- diarrhea (not related to child's diet or medical condition)
- vomiting
- excessive nasal discharge
- eye discharge

- new or worsening cough
- a fever
- constant sneezing, not related to an allergy (i.e.: seasonal allergies)
- a rash of unknown origin
- a communicable disease

If the staff notices that a child is lethargic or unwell the child's temperature will be taken. If a child becomes ill with a fever while at the centre the staff will follow the procedure outlined:

1. If the child's temperature is 100.4 F/38 C the parent will be called to be notified.
2. If the child's temperature reaches 101 F/38.2 C the parent will then be called to come and pick up the child.

The child should **remain out of the program for 24 hours after the symptoms have subsided (48 hours for vomiting/diarrhea)**. If your child is not well enough to participate fully in the program, they are not well enough to attend. If we go into outbreak status, we will be given direction by the Lakelands Public Health. It is essential that parents/guardians communicate with Hucklebug regarding diagnosis of communicable diseases/common childhood infections, as there are certain illnesses that Hucklebug is required to report to LPHU. LPHU has created a Guide to Common Childhood Infection that outlines which illnesses need to be reported along with additional exclusion measures in which Hucklebug must abide.

Adequate clothing will be worn for the prevailing weather. It is required that children keep a pair of 'indoor' shoes/slippers at the centre. All diaper changing must be done in the changing areas provided. Please follow posted directions carefully.

Children with a sniffle need not be kept home if they feel well. Mild viral attacks are very common with this age group since this is often the first exposure to large groups of children. Be consoled that this will help to build your child's resistance to infections in later years.

Please ensure you have a "back-up caregiver" for when your child is ill and you are not able to take time off from work.

Responding to Accidents and Injuries

Each staff member is trained with standard first aid and infant/child CPR. In case of an accident or injury the staff will perform first aid, call 911 (if needed), contact a parent/guardian to share information and actions taken around the injury. A written injury report will be signed by the parent/guardian with a copy given to the family (either hard copy or digital via parent communication app) and a copy for the child's file. The incident must also be documented in the programs daily written record.

Procedure for Implementing an Individual Medical Plan:

An individual Medical Plan will be implemented for any child who has a specified medical need that requires additional supports, accommodation or assistance to participate in a Hucklebug Preschool Inc. Program. The Individual Medical Plan will be developed in consultation with the child's

parent/guardian and may include consultation with a health care provider if the parent/guardian deems necessary. The plan will outline signs/symptoms of the medical condition, steps to reduce risk, any medical devices used and how to use them as well as the procedure to follow in case of a medical emergency. The plan will outline additional supports available to the child or Hucklebug if applicable as well as additional procedures to be followed during an evacuation or field trip if necessary.

The Individual Medical Plan must be reviewed by **all** staff, students, volunteers and licensee prior to interacting with the child and at least annually after the first review or any other time changes are made to the plan. As applicable, parents/guardians will provide any required training to educators regarding the child's medical condition and medical devices used. This training will be documented on the corresponding training form. Parents/Caregivers will also provide authorization for Supervisors/Designates to train educators regarding the child's IMP and medical devices used. This authorization will be documented on the corresponding training authorization form. The Plan will be reviewed annually by the parent/guardian to ensure accuracy, or before if required.

Wait List Policy

PURPOSE

The purpose of this policy and the procedures outlined within are to provide clear direction for families and staff to follow for the waiting list for Hucklebug Preschool Inc. All of Hucklebug Preschool Inc sites are part of the Centralized Waitlist for Peterborough City and County. Hucklebug Preschool Inc is aware of the shortage of child care spaces in the community; we do our best to give families an accurate likelihood of receiving care. The waiting list for families requesting child care is maintained when child care spaces are not currently available.

POLICY

To join any of our programs go to https://onehsn.com/peterborough/ux_2_0 and follow the directions. Applications may be taken at any time during the year for the current or subsequent years. All registrations will get an automatic response once received. If you have any questions, you can reach out to a site supervisor for clarification. Each site has their own waitlist and will be managed by the site supervisor. There is no fee to add your children to the waitlist. The waitlist policy is in our Handbook which is available on our website. Families can call or email to check their status. The privacy and confidentiality of children/families on the waitlist will be maintained. We will only share the child's position on the waitlist with their respective family.

PROCEDURE

When a space becomes available, a supervisor will make an offer to the next applicable applicant on the waitlist. Orientation by the supervisor with families and child will be held prior to the first day of attendance. Child care fees will begin on the mutually confirmed start date.

Waitlist Priorities:

1. Children of current educators full-time care
2. Children of current Board Members full-time care
3. Children of current or returning families full-time care
4. Children needing full-time care

5. Part-time care if available

Note: Waitlist priorities may change your current standing, which means that first place on the waitlist may be pushed down by a new waitlist family with a higher priority.

Waitlist Management:

1. The date of registration on the waitlist will reflect the date the registration was completed online.
2. It is the family's responsibility to change any information on the online registration.
3. Once space is confirmed to be available, an offer is made to a family as per our waitlist priorities. Families have 3 business day to confirm placement into the program.
4. If we are not able to offer space for as many days as are requested, the family will be offered what days are available. If the family is not interested, the offer will be made to the next family on the waiting list. If the family starts with fewer days, we will add days as they become available.
5. A family who refuses a space the first time it is offered or fails to return the first call will retain its priority on the waitlist.
6. A family who refuses a space when offered a second time or fails to return a second call will be placed at the end of the waitlist.
7. A family who refuses a third offer for a space or fails to return a third call will be withdrawn from the waitlist. Once withdrawn from the waitlist, a family must complete a new online registration to the One HSN centralized waitlist.
8. If a family is inquiring as to their position on the waitlist, they are to call the Supervisor of the program.

Parent/Guardian 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' express issues or concerns.

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 encourage positive and responsive interactions among the children, parents/guardians and employees of Hucklebug. Open and consistent communication by all parties is essential for engagement and relationship building. Our staff are available to engage parents/guardians in conversations about their children, the programs, compliments and concerns while promoting positive experiences during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Supervisor/Designate/Director 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. An initial response to an issue or concern will be provided to parents/guardians within 1 business day. Depending on the specific circumstance it may take longer than 1 business day to fully resolve the issue. The person who raised the issue/concern will be kept informed throughout the resolution process.

Issues/concerns may be brought forward verbally or in writing via handwritten note, email or parent/guardian communication app where appropriate. Responses and outcomes may be provided verbally, via email, parent/guardian communication app response or in written hard copy upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

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). From time-to-time Hucklebug's Board of Directors may be made aware of the issue or concern, all members of the board must abide by Hucklebug's confidentiality policy.

Conduct

Hucklebug 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, educator or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or Executive Director. Unacceptable conduct on behalf of a parent/guardian may impact future care, i.e. child may be withdrawn from care or removed from the waitlist.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including parents/guardians, 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/guardian will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Kawartha-Haliburton Children's Aid Society

1100 Chemong Road, Peterborough, ON K9H 7S2

Bus: 705-743-9751 | Toll free: 800-661- 2843 | Fax: 705-743-7858

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/childrensaid/reportingabuse/index.aspx>

Any allegation of abuse or neglect of a child while receiving care at a child care centre is considered a Serious Occurrence under the Child Care and Early Years Act and must be reported as such by the licensee.

PROCEDURE

For Parents/Guardians reporting a program/room related concern:

Program/Room related concerns could be issues related to schedules, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements etc. within a playroom.

1. Hucklebug encourages direct verbal communication with the program staff as the first step to resolution, in some circumstances a face-to-face conversation may not happen in a timely manner (busy pick up/drop off times, parent/guardian work schedules), in this case a telephone call or a message on our parent/guardian communication app could be an option
2. If a parent/guardian is not comfortable speaking directly to the program staff or a resolution is not reached, the parent/guardian is encouraged to reach out to the Site-Supervisor

For staff/supervisor responding to program related concern:

1. Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within 1 business day
2. Program staff are to notify the site-supervisor of the issue/concern, work collaboratively to reach resolution
3. Document issue/concern and resolution in daily written record

For Parents/Guardians reporting general centre or operations related concern:

General centre or operations related concerns could be issues related to child care fees, hours of operations, staffing, waiting lists, menus or up-keep of a building etc

1. Raise the issue or concern with site supervisor verbally or via email, expect an initial response within 1 business day
2. If a resolution is not reached or a parent/guardian is not comfortable speaking to the Site-Supervisor the concern/issue should be brought to the attention of the Executive Director

For Supervisor/Executive Director responding to general centre or operations related concern:

1. Address the issue or concern at the time it is raised or respond to email/telephone message within 1 business day
2. If it is an issue that is not easily resolved through conversation ensure investigation and/or plan of action is initiated within 1 business day
3. Document the issue/concern where appropriate (playground repair logs etc)

For a Parent/Guardian reporting an issue/concern regarding a staff member:

1. Hucklebug encourages direct verbal communication with the staff as the first step to resolution
2. Parent/Guardian is to raise the issue with the Site Supervisor if they are not comfortable speaking directly to the staff member or a resolution was not met during initial conversation, parents/guardians should expect an initial response from the Supervisor within 1 business day

All issues or concerns about the conduct of program staff 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.

For a Parent/Guardian reporting an issue/concern regarding a Supervisor

1. Hucklebug encourages direct verbal communication with the Supervisor as the first step to resolution
2. Parent/Guardian is to raise the issue with the Executive Director if they are not comfortable speaking directly to the Supervisor or if a resolution was not met during the initial conversation. Parents/guardians should expect an initial response within 1 business day

All issues or concerns about the conduct of a Site Supervisor etc. that puts a child's health, safety and well-being at risk should be reported to the Supervisor or Executive Director as soon as parents/guardians become aware of the situation.

For a Hucklebug Staff/Licensee responding to an issue/concern regarding a Staff/Supervisor

1. Address the issue/concern at the time it is raised or respond to email/telephone message within 1 business day.
2. All staff should inform their supervisor of the issue/concern as soon as reasonably possible. Supervisors should make the Executive director aware of the complaint and kept aware through the resolution process, if the issue/concern is regarding the Supervisor it should be brought to the Executive Director.
3. If the complaint is made directly to the Site Supervisor/Executive Director they should meet with the staff to have a conversation regarding the issue/concern within 1 business day or when they are made aware of the issue.
4. Supervisors and/or Executive Director should plan to meet with the family to conduct a formal inquiry into the issue/concern. During this meeting an action plan should be discussed or added in a follow up email/conversation. The parent/guardian should be made aware of an expected timeline for follow up
5. Supervisor and/or Executive Director ensure the investigation of the issue/concern is initiated by the appropriate party within 1 business day or as soon as reasonably possible thereafter. Document reasons for delays in writing.
6. Supervisor and/or Executive Director to ensure appropriate documentation is kept throughout the resolution process

7. Ensure any third-party bodies are made reported to as applicable (i.e. Hucklebug Board of Directors, Children's Aid Society, College of Early Childhood Educators etc.)

For a parent/guardian reporting an issue/concern regarding a student or volunteer

1. The parent/guardian should raise the issue or concern to the staff responsible for supervising the volunteer or student or the Site-Supervisor. We encourage direct verbal communications however a telephone call or email could be an option. Parents should expect an initial response within 1 business day to emails and telephone messages.

All issues or concerns about the conduct of a Hucklebug student/volunteer etc. that puts a child's health, safety and well-being at risk should be reported to the Supervisor or Executive Director as soon as parents/guardians become aware of the situation.

For a Staff or Site-Supervisor responding to an issue/concern regarding a student or volunteer

1. Address the issue/concern at the time it is raised or respond to email/telephone message within 1 business day
2. All staff should inform their Supervisor of the issue/concern as soon as reasonably possible. Depending on the nature of the concern/issue Supervisors should make the Executive Director aware of the complaint and be kept aware through the resolution process
3. If the issue/concern is made to the program staff directly they are encouraged to have a conversation with the student or volunteer regarding the concern/issue. If the program staff are not comfortable or the nature of the concern would require supervisor support, they are encouraged to include the Supervisor in the conversation. This should happen within 1 business day or when they are made aware of the issue.
4. If it is a complex issue that cannot be resolved through conversation with the Student/Volunteer, the Supervisor and/or Executive Director should plan to meet with the family to conduct a formal inquiry. During this meeting an action plan should be discussed or the information added in a follow up email/conversation. The parent/guardian should be made aware of an expected timeline for follow up.
5. Supervisor and/or Executive Director ensure the investigation of the issue/concern is initiated by the appropriate party within 1 business day or as soon as reasonably possible thereafter. Document reasons for delays in writing.
6. Supervisor and/or Executive Director to ensure appropriate documentation is kept throughout the resolution process
7. Ensure any third-party bodies are made reported to as applicable (i.e. Hucklebug Board of Directors, Placement Student Advisor, Children's Aid Society, College of Early Childhood Educators etc.)

Steps for the Supervisor and/or Executive Directors documenting staff/student/volunteer issues/concerns from parents/guardians

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.

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

This may include documentation from multiple dates as throughout the resolution process.

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, then the Board of Directors.

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 childcare_ontario@ontario.ca

Hucklebug Director – Megan Alexander (705) 639-2340 or ed.hucklebug@gmail.com

Hucklebug Board of Directors, reach through Megan

Hucklebug's Parent/Guardian Issues and Concern Policy is reviewed at the time of employment/placement and annually thereafter.

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).

Prohibited Practices

Hucklebug Preschool Inc, prohibits dangerous, threatening and hurtful behaviours and practices which can cause serious physical or psychological harm to children.

Children's behaviours and emotions occur within the context of and are affected by the relationships they have with the people around them. The relationships that a child has with child care staff may not be the same as a child's relationship with their parents, but these relationships are still very important and have a real impact on children.

The staff and volunteers at Hucklebug Preschool Inc. will serve as positive role models for the children, parents and their co-workers. They will encourage children to treat each other with similar respect. Our goal is to provide a positive education experience, to encourage and enhance their growth and allow children to develop while in our care.

We recognize that the way that things are done at home and at the centre differs which can be frustrating and confusing for children. We also recognize that how parents/guardians manage their children's feeding, crying, sleep and behaviour varies and this variation may be due to a variety of factors, including cultural norms.

Policy

None of the following practices are observed in the program:

- a. corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching);
- b. physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent);
- c. locking the exits of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency;
- d. use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth;
- 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.
- g. sexual abuse, sexual misconduct and prescribed sexual acts (as defined under the Early Childhood Educators Act, 2007).

Staff verbally confirm that these practices are not allowed and do not occur in the program.

Through the use of positive guidance strategies, Hucklebug provides an enriching, safe and educational environment for the children. Helping children develop self-control, self esteem and respect for the rights of others.

Hucklebug's Prohibitive Practices Policy is reviewed at the time of employment/placement and annually thereafter.

Medication Policy

PURPOSE

The purpose of this policy and the procedures outlined within are to provide clear direction for staff, students and volunteers to follow for administering drugs or medication to children at the child care centre and for appropriate record-keeping.

Where the term drugs and/or medications is used in this policy, the term refers to any product with a drug identification number (DIN). For the purpose of this policy, drugs and medications fall into the following two categories;

Prescription, intended for acute, symptomatic treatment; and

Over-the-counter, intended for acute, symptomatic treatment

Note: The following items are not to be considered drugs or medication for the purposes of this policy, except where the item is a drug, as defined in the *Drug and Pharmacies Regulation Act*, prescribed for a child by a health professional;

- Sunscreen
- Moisturizing skin lotion
- Lip balm
- Hand sanitizer
- Diaper cream

These over-the-counter products, may only be administered in accordance with the following rules:

- Must be stored in accordance with the instructions for storage on the label and the container or package must be clearly labelled with the child's name and the name of the item.
- A container or package does not need to be labelled with a child's name where items are shared (if appropriate). Such as hand sanitizer located at entrances and exits.
- Must be administered to a child only from the original container or package and in accordance with any instructions on the label and any instructions provided by the parent of the child.
- Only over-the-counter medications listed on the Over-the-Counter medication form will be administered following the parental written authorization and direction

This policy and procedures document support children's health, safety and well-being by setting out measures to:

- Ensure children receive only those drugs or medications deemed necessary and appropriate by their parents/guardians;
- Reduce the potential for errors;
- Ensure medications do not spoil due to improper storage;
- Prevent accidental ingestion;
- Administer emergency allergy and asthma drugs or medications quickly when needed; and
- Safely administer drugs and medications according to established routines.

POLICY

Parental Authorization to Administer Medication:

Whenever possible, parents/guardians will be encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule.

Prescription medications will only be administered to a child where a parent/guardian of the child has given written authorization to do so by completing the child care's Medication Form.

Over-the-counter products and medications intended for acute, symptomatic treatment will only be administered as directed by the parent/guardian on the "Over the counter Medication Form". Only

products listed will be permitted for use at Hucklebug; Sunscreen, Moisturizing Skin Lotion, Lip Balm, Hand Sanitizer and Diaper Cream.

The authorization must include a schedule that sets out the times the drug or medication is to be given and the amounts to be administered.

Where a drug or medication is to be administered to a child on an “as needed” basis (i.e. there is no specific schedule or time of the day for administration), the Medication Form must clearly indicate the situations under which the medication is to be given including observable symptoms.

Medication Forms will be reviewed with parents yearly to ensure the dosage continues to be accurate (e.g. based on the child’s age or weight).

Drug and Medication Requirements

All drugs and medications to be administered to children must meet the following requirements: All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.

All drug or medication containers must be clearly labelled with:

- The child’s full name;
- The name of the drug or medication;
- The dosage of the drug or medication;
- Instructions for storage;
- Instructions for administration;
- The expiry date of the medication, if applicable.

The information provided on the written Medication Form must match with all the requirements listed above.

Where information is missing on a drug or medication label and/or the Medication Form does not match the label on the labelled container, the child care centre will not accept or administer the medication until the label and/or Medication Form accurately contains all the required information.

Drugs or medications purchased by staff, student or volunteers for their own use will be kept inaccessible (e.g. stored in locker versus left in a purse in the classroom) to children and will not be administered to children at any time.

Drug and Medication Handling and Storage:

All drugs or medications will be kept inaccessible to children at all times in a locked container or area (e.g. in a refrigerator, cabinet, cupboard or drawer). There are exceptions for emergency medications as outlined below:

Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children, including during outdoor play periods and off-premises activities. Emergency medication may include treatment for allergy, asthma, epilepsy and diabetes as well as any other medication that a prescribing medical professional determines must be readily available to prevent a significant risk to the child’s health.

Where a child has written permission to carry their emergency allergy or asthma medication, precautions will be taken to ensure that these medications are not accessible to other children (e.g. in cubbies or backpacks that are unattended).

In case of an emergency, all staff, students and volunteers will be made aware of the location of children's emergency medications at all times.

Emergency medications will be brought on all field trips, evacuations and off-site activities.

Any topical products or drugs/medication in the first aid kit will not be used on children to clean or treat wounds. Children's cuts and wounds will be disinfected in accordance with local public health recommendations.

All drugs and medications for children will be stored in accordance with the instructions for storage on the label. Medication requiring refrigeration will be stored in the refrigerator in a locked container.

Where drugs or medications are past their expiry date, they will be returned to the parent/guardian of the child, where possible.

Any drugs or medications remaining after the treatment period will be returned to the parent/guardian of the child, where possible.

Where attempts have been made to return a drug or medication to a parent/guardian and the medication has not been taken home, the Supervisor/designate will ensure that the drug or medication have been documented in the communication book (e.g. daily written record), and the drug or medication be returned to a pharmacist for proper disposal.

Drug and Medication Administration:

Drugs or medications will be administered according to the instructions on the label and only with written parental authorization.

The supervisor or designate (permanent educator in program) will deal with all drugs and medications to reduce the potential for errors, whether on or off the premises.

A drug or medication will only be administered from its original container as supplied by a pharmacist or its original package, and where the container is clearly labelled as outlined under the Drug and Medication Requirements section of this policy.

A drug or medication will only be administered using the appropriate dispenser (e.g. syringe, measuring spoon/cup etc.).

To support the prompt administration of emergency medication:

Emergency medications may be administered to a child by any person trained on the child's individualized plan at the child care centre: and

Children will be allowed to carry their own asthma or emergency medication in accordance with this policy the drug and medication administration procedures, and the child's individualized plan, where applicable.

Drugs or medications that are expired (including epinephrine) will not be administered at any time.

Record-Keeping:

Records of medication administration will be completed using the Medication Form every time drugs or medications are administered. Completed records will be kept in the child's file.

Where a child's Medication Form includes a schedule setting out specific times to administer the medication and the child is absent on a day medication would have been administered, the child's

absence will be documented in the communication book to account for all days during the treatment period (excluding weekends, holidays and planned closures).

If a dose is missed or given late, reasons will be documented on the Medication Form, the supervisor/designate will be notified and parent/guardians will be notified as soon as possible as it may impact the treatment schedule or the child's health.

Where a drug or medication is administered "as needed" to treat specific symptoms outlined in a child's medication form or emergency medical plan (e.g. asthma, fever, allergic reaction), the administration and the reason for administering will be document in the appropriate communication book (e.g. daily written record). A parent/guardian will be notified.

Confidentiality

Information about a child's medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Anaphylaxis Policy

POLICY

In accordance with the Child Care & Early Years Act, Hucklebug will develop, implement, train and communicate a procedure to reduce the risk of exposure to anaphylactic causative agents to all persons in attendance at the programs.

PROCEDURE

1.0 Strategy to reduce the risk of exposure:

Signs are posted at the entrance to the centre, reminding everyone that Hucklebug is a **'nut-safe'** environment.

Any allergen specified in a child's Individualized Emergency Medical Plan should not be served to the child.

When ingredient lists are not available or unknown for food and drinks that will be served at the child care centre, the food will not be served.

During snack and meal times, educators are supervising the children at all times.

Each playroom, kitchen, play area and staff room have posted **Allergy/Sensitivities Lists** including the children with anaphylaxis and an "epi-pen" or emergency medication.

Individualized Emergency Medical Plans are posted in the child's classroom, emergency binder and staff room.

Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children. During outdoor play periods and off-premises activities, emergency medication will be carried by an educator.

With written parental permission, school age children may be allowed to carry their own emergency medications. The medication must remain on the child and not left

unattended. Supervision is maintained to ensure other children don't have access to the medication.

Where possible, the surplus or expired medication must be returned to a parent/guardian of the child. Where attempts have been made to return a drug or medication to a parent/guardian and the parent/guardian has not taken the medication home, the Supervisor/designate will attempt to return unused drugs or medications to a local pharmacist for proper disposal.

Do not flush any drugs or medications down the toilet or sink or throw them in the garbage.

Confidentiality

Information about a child's medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

1.1 Rules for Parents/Guardians Who Provide Food From Home

When a child has severe or multiple food allergies or a special diet that cannot be accommodated by the child care, the parent/guardian will provide the child's meals and snacks. These items will be identified with the child's name and date. Program staff will ensure that the child is provided with his/her meal in a safe environment free of cross contamination. The parent/guardian will provide a note for the child's registration file confirming that they are providing alternate food items that are nut-safe and follow our nutrition policy

Parents/Guardians are to provide nutritious bagged lunches for their School Aged Children on full program days (such as PA days, March Break and Winter Break).

Parents/Guardians are to ensure that all items packed in their child's lunch are nut free, and will be notified if there are other foods that must be avoided due to severe allergies in the program. Hucklebug Preschool Inc. School Age Programs will continue to offer morning and afternoon snacks in accordance with Ministry of Education standards and our Nutrition Policy.

2.0 Communication plan for information:

When a child is identified to have a life-threatening allergy, including anaphylaxis, the following communication plan will take place:

The Parent/Guardian of the Anaphylactic Child will:

- Identify the causative agent(s).
- Provide written information about the allergy and about the individualized emergency plan for their child. The information will be in the child's file and posted as necessary. It is the parent/guardian's responsibility to replace an epi-pen when it is reaching the expiry date. This ensures the child is in compliance with their emergency medical plan.
- An epi-pen with a valid date must be onsite at all times when the child is in attendance.

The Supervisor/Designate will:

- Maintain all necessary consent and information forms. These forms will be up to date, accessible and appropriately posted, where necessary.
- Maintain on-going communication, with parent/guardians, staff, and anyone else having access to the child care centre with regards to the identification of specific causative agents and the risk of exposure (email/posted signs/newsletters etc.).
- Plan for and ensure that all staff, students or volunteers receives initial training in Emergency Administration of Epinephrine medications (Epi-Pen), and annual review of each child's Individualized Emergency Medical Plan.

The Staff will:

- Ensure that children's individualized emergency medical plans are posted.
- Maintain on-going communication, with the Supervisor regarding an anaphylactic child's daily well-being, any unexpected or concerning symptoms, any possible risks of exposure (i.e. while on field trips).
- Maintain ongoing communication, with parents/guardians regarding upcoming program plans, field trips and activity food items, new or questionable physiological symptoms or reactions and up to date contact information in the event of an emergency.
- Through initial training and annual review of the Individualized Emergency Medical Plans, staff will be confident in how to administer Epinephrine (Epi-Pen) medication in the event of an emergency.

Child's file will include: Individualized Emergency Medical plan for the child including emergency contact information
 Parental consent form for training staff, students & volunteers
 Copies of medication form(s) detailing medication and plan for administration

3.0 In the Event of Exposure:

Mild Exposure:

1. Child is displaying rash, clear runny nose, sneezing, cough, and possible hives. **Child is not in distress, but clearly is having allergic symptoms.** A staff must stay physically close to the child to monitor any changes.
2. Notify the Supervisor / Designate in Charge.
3. The Supervisor or Designate, with parental pre-consent, will authorize the administration of Benadryl by a staff member (if appropriate).
4. The Supervisor/Designate will call the parent/guardian to inform them of their child's current health status and the administration of Benadryl. The Supervisor may prepare the parent/guardian to pick up their child or to call back to check on their child.

5. The child is closely monitored for improvement or increased symptoms of a severe allergic reaction.

Severe Exposure (Anaphylactic Reaction and Shock):

1. Child displays allergic symptoms that require immediate action (difficulty breathing, swelling of throat/tongue). One staff remains with the child, while the other staff retrieves the child's Epi-Pen.
2. Staff shout for "**HELP – Call 9-1-1**".
3. Epinephrine medication is administered to the child as per instructions and training. The child must be kept warm and calm.
4. The Supervisor / Designate in Charge will be notified and confirm that 9-1-1 has been called.
5. All staff will immediately respond by forming emergency ratios to: meet the ambulance at the centre/school's main entrance and direct the EMT's to the child, supervise/remove other children that may be with the child.
6. Parent/guardian will be contacted by the Supervisor/Designate in charge to inform them of the situation and that the child is being transported to hospital.
7. A designated staff member will be asked to follow the ambulance to the hospital with the child's file, and daily chart. If the Emergency Response Team did not take the used Epi-Pen, it should go with the staff to the Emergency Room.
8. The staff member will remain with the child until the parent/guardian arrives at the hospital and is completely informed of the situation.
9. The staff member will return to the child care centre and begin the reporting procedure for documentation. The Director will ensure that all documentation is complete.
10. A full investigation of the incident will occur to identify the source of the causative agent, effectiveness of the emergency procedures and an overall evaluation of Hucklebug's Anaphylaxis policy.

Where a child has an anaphylaxis reaction and the allergy is unknown, the procedure outlined in the Medication policy will be followed.

Following an anaphylactic incident, the Supervisor/Designate will meet with the educators to debrief and review/reflect on the relevant policies and procedures.

4.0 Training

Hucklebug Preschool Inc. will ensure that the supervisor/designate and/or all staff, students and volunteers receive training from a parent/guardian of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.

Where only the supervisor/designate has been trained by a parent/guardian, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the child care centre.

A review of each child's individualized emergency medical plan and emergency procedures will be done annually. If any changes to a child's individualized emergency medical plan and/or emergency procedures occurs a new training session will take place promptly.

A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept with the child's information.

Appendix A:

Child's Individualized Emergency Medical Plan: posted in the child's classroom, emergency binder and staff room with a copy in child's file

Appendix B: Record of Training

When training is complete a record will be kept with staff signatures and dates with child's Individualized Emergency Medical Plan. When educators are not present on the initial day of training they will be trained individually upon their next scheduled shift. Training will be provided annually and documented on the Review of Anaphylaxis Policy training record This record is kept at the back of the Individualized Emergency Medical Plan posting in the classroom.

Appendix C: Authorization for Training Staff Students & Volunteers

Parent/Guardians authorize the Supervisor/Designate to train others in the program and the form **Anaphylaxis Epi-pen Training for Hucklebug Preschool Inc. Staff** is kept in the back of the child's Individualized Emergency Medical Plan.

Record of Review

All staff, students, volunteers must review the policy prior to commencing employment/placement and annually thereafter. A written record of the review must be signed by the staff and kept on file for at least two years from the time of entry.

All Individualized Emergency Medical Plans will be reviewed with the parents/guardians yearly to ensure accuracy.

Sleep Supervision Policy

POLICY

Each child attending Hucklebug Preschool Inc., who receives child care for six (6) hours or more in a day, must have a rest/sleep period not exceeding two (2) hours in length. During each child's rest, they will be actively monitored with direct visual checks. This is not applicable for the School Age Programs.

All children will have an assigned crib (infants) or a cot for rest time that is labelled with their name.

PROCEDURE

Sleep or Rest Time:

- Each child attending has their assigned crib/cot placed in the classroom or infant sleep room. Each 'bed' has a fitted sheet and has a blanket for the child's use.
- Classroom blinds are closed, lights are turned off, and soft music may be used to help calm the children.
- To immediately identify which children are present in the infant sleep room, their name will be placed on a white board on the wall beside the door entering into the infant sleep room.

Expectations while assisting children to rest:

- Children younger than 12 months will be placed for sleep on their back, until they can roll on their own, consistent with the recommendations found in the document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada" from Health Canada.
- A child may require a sleep aid such as a special blanket or soother, in accordance with Health Canada recommendations however, infants are not recommended to have items such as stuffed animals and toys in their cribs. In following these recommendations; families can bring suitable items, such as blankets and soothers, from home and they will be made available to the children at rest time.
- Staff supervising the children at nap time may help the children to sleep by rubbing their back.

Children who do not rest:

- Are encouraged to rest their body for a minimum of 20 minutes.
- May be offered a quiet activity, toy or book to occupy them while others are sleeping.

Supervision of Children during rest/sleep:

- There is sufficient light in the sleep environment to conduct direct visual checks throughout the sleep/rest period. Where room darkening blinds are used, and if necessary, a blind in the room will be opened to allow for adequate lighting to preform visual checks.
- **Sleep supervision documentation** – sleeping children in the infant and toddler age groups will be actively monitored by being physically present beside the child every 15 minutes, or more frequently as needed (in the event that a child is showing signs of illness/unusual behavior or has a predisposed medical condition that requires constant supervision). A sleep

supervision check form will be housed in the Infant sleep room. The Toddler classrooms will document in their communication books.

- Sleeping children in the preschool age groups will be actively monitored by being physically present beside the child every 15 minutes but does not require documentation.

Children's Cots/Cribs:

All children up to 12 months will be provided a crib to sleep in. Children 12 months to 18 months who receive care for 6 hours or more may sleep in a crib or cot as they begin the transition to the toddler room (in accordance with any written instructions from the parent). At 18 months of age all children will be provided a cot for sleep.

- Each cot/crib will be labeled with the child's name.
- Will be kept in good condition.
- Cot sheets and blankets will be laundered weekly, or more frequently as needed.
- Will be strategically placed around the classroom, so sleeping children can sleep, and resting children can be placed together for quiet activities.

Responsibility to Parents:

- Parent/Guardian will be consulted respecting a child's sleeping arrangement, at the time the child is enrolled for care, and any other appropriate time such as a transition from one program to another or upon a parent's request. Family requests regarding sleep will be documented in the child's file.
- Parent/Guardian will be advised that children under 12 months will be placed on their back to sleep in accordance with Health Canada recommendations, unless the child's physician recommends otherwise in writing. For children under 12 months a "sleep sack" is requested from home in order to meet Health Canada recommendation to avoid blankets or loose bedding in cribs.
- Parent/Guardian will have access to the written policies with respect to sleep upon registration and any time requested thereafter.
- Parent/Guardian will be advised that children who regularly sleep while in care will be monitored on an on-going basis and will be informed if their child is experiencing significant change in sleep patterns or behaviour during sleep time. Together, parent/guardian and child care staff will discuss an appropriate plan of action, and will result in adjustment to the manner in which the child is supervised during sleep.

All appropriate sleep items brought from home must be labeled with the child's name on them, and will be stored individually while at the child care centre. Parents will be informed that it is not recommended by Health Canada for infants to have stuffed animals or toys in their crib during sleep time.

Resources for Families

How Does Learning Happen

[How Does Learning Happen](#) (HDLH) is Ontario's Pedagogy for the Early Years. As a provider of licensed child care and early learning, Hucklebug uses HDLH to guide our approaches when caring for children as well as implementing and developing programming.

The City of Peterborough – Children's Services

[The City of Peterborough](#) website has information regarding child care fee subsidy which help reduce the fees for eligible families.

Lakelands Public Health Unit

[Lakelands Public Health](#) supports our programs with health related

Five Counties Children's Centre

[Five Counties Children's Centre](#) offers support for children and educators at Hucklebug Preschool Inc.

Ministry of Education Child Care Licensing Manual

The [CCEYA Licensing Manual](#) summarizes the legislation set out by the Ministry of Education. Here families can find information regarding the legislation behind some of our policies and procedures

