Providing quality child care on the campus of Carleton University since 1975

COLONEL BY CHILD CARE CENTRE
(CBCCC)
PARENT HANDBOOK

Colonel By Child Care Centre
Carleton University
1125 Colonel By Drive
Ottawa, Ont. K1S 5B6
Phone: 613-520-2715
Email: cbccc@carleton.ca
Website: www.colonelbychildcare.ca

Year round care and education for infants, toddlers and preschoolers
6 months to 5 years
Monday to Friday
8:00 am to 6:00 pm

For the purpose of this document, “parent” shall be used to designate “parent(s)” and /or “guardian(s)”
# TABLE OF CONTENTS

## GENERAL INFORMATION

- History .................................................. 3
- Organizational Structure ......................... 3
- Mission Statement .................................... 4
- Program Statement .................................. 5
- Parent/Guardian Involvement .................... 5
- Teaching Staff, Students and Volunteers ...... 6
- Days and Hours of Operation ..................... 6
- Late Fine ............................................. 7
- Admission and Discharge Policies .............. 7
- Fees and Subsidies .................................. 8
- Emergency Procedures .............................. 8
- No Smoking Environment .......................... 8
- Emergency Contacts and Change of Information .......................... 8
- Confidentiality ...................................... 8
- Parking .............................................. 9

## PROGRAM OVERVIEW

- Programs ............................................ 9
- Nutrition and Rest ................................ 10
- Anaphylaxis Allergens Policy .................... 10
- Arrival and Departure ............................. 11
- Vacations .......................................... 11
- Health Regulations ................................. 12
- Administration of Medication ................. 13
- Accident Reports .................................. 14
- Clothing and Belongings ......................... 14

Appendix A – Parent Complaint Procedure Policy

Appendix B – Emergency Closure of Centre
GENERAL INFORMATION

For the purpose of this document, “parent” shall be used to designate “parent(s)” and/or “guardian(s)”

Thank you for taking the time to read the Parent Handbook which has been prepared to introduce you to Colonel By Child Care Centre and guide you through your stay with us. The staff and Board of Directors of the centre are committed to working cooperatively with parents to ensure that you and your family have a positive experience.

HISTORY

On campus child care was first established in 1969 when a group of student parents started a casual drop-in centre for infants in a student lounge in Renfrew House Residence Building. By 1972, the centre had expanded to include children up to the age of 3 and was granted additional space in the Loeb Building. In 1975, the program was incorporated as a non-profit child care centre and acquired official charitable organization status. The centre expanded again in 1986 to include preschool children up to the age of 5. In 1992, after 23 years of occupying two "temporary locations", Carleton University, in conjunction with Colonel By Child Care Centre, received a capital grant from the province of Ontario and additional funding from the Regional Municipality of Ottawa Carleton and the City of Ottawa to build a new child care centre on the Carleton University campus. The new centre opened in January 1994 to house the children in a building designed specifically for us.

ORGANIZATIONAL STRUCTURE

Colonel By Child Care Centre is a non-profit organization with charitable status incorporated under the Corporations Act of Ontario and licensed under the Ministry of Education. Although not incorporated as a cooperative, the centre is managed by a partnership between parents and staff following cooperative management principles. The centre maintains a Contribution Agreement with the City of Ottawa.

Parents of children enrolled in the centre form the membership of the board of directors. The coordinator and a staff member from each of the three programs sit on the board as non-voting members because legislation prohibits staff from being voting members of a board of directors in a non-profit centre. The board of directors meet monthly and is elected at an Annual General Meeting which all parents and staff are required to attend. Standing committees of the board, comprised of parents and staff volunteers, include Personnel, Programming and Finance.

The personnel committee develops policies related specifically to personnel issues such as hiring procedures, job descriptions and peer evaluations. The programming committee develops policies relating to practices and procedures that involve the children in the centre such as health and safety issues, nutrition and enrolment and transition procedures.
The finance committee oversees the financial management of the centre. The committees count on the active support and participation of parents and staff member in the centre.

**OUR MISSION STATEMENT**

The mission of Colonel By Child Care Centre is to provide quality care for children through a cooperative partnership between parents and staff.

In fulfilling our mission, Colonel By Child Care Centre is guided by the following values and operating principles.

1. **We value the well being of the children above all else.**
   
   We recognize that the children in our care are always our first priority and that their best interests form the basis for all decision making and policy development.

2. **We value the cooperative philosophy and participatory management framework.**
   
   As a non-profit parent cooperative, our centre has a unique philosophy and structure based on each family and staff member actively participating in activities to support the centre. Because our board strives to ensure that everyone directly affected by management decisions are involved in those decisions, processes exist to ensure that parents and staff have the opportunity to actively participate.

3. **We value the contribution of all staff equally.**
   
   The centre functions without a hierarchy so that all staff participate equally in decision making and policy development. All employees receive the same compensation and recognition for the important contribution each makes to the centre.

4. **We value our partnership with Carleton University.**
   
   We appreciate that our relationship with Carleton University is mutually beneficial and that we need to work cooperatively with each other with mutual respect and appreciation for the valuable work we both do.

5. **We value mutual respect.**
   
   We respect the dignity of the family, each parent’s child rearing values and their right to make decisions for their children within the framework of our cooperative group care environment. We respect the training and experience of the teaching staff and value their insight into children's behaviour and development.

6. **We value teamwork and cooperation.**
   
   We promote a team driven environment that facilitates communication, opportunities for personal and professional growth and recognition of the value of the work we do.

7. **We value effective communication.**
   
   We recognize that communication is key to the cooperative philosophy and actively work to
enhance communication between and among the staff, board, parents and administration.

8. We value evaluation and program development.

We appreciate the role evaluation plays in promoting growth and ensuring accountability. By encouraging ongoing discussion and evaluation, we ensure that best practices are observed and that the best quality child care is provided.

9. We value diversity of mind, experience and people.

We welcome involvement and participation from all of our members regardless of sex, age, race ethnicity, religion or sexual orientation. We value innovative thought, embrace change as an opportunity to grow and judge ideas based on their potential to lead to lasting, positive change.

10. We value initiative and action.

We believe we must take the initiative to determine our priorities and set out an action plan to address them and we must play a strong advocacy role to effect political change to support our priorities.

PROGRAM STATEMENT – For the purpose of the Program Statement, “parent” shall be used to designate “parent(s)” and/or “guardian(s)”. If the Coordinator is absent from the centre one of CBCCC’s Registered Early Childhood Educators (RECE) will assume the role of Coordinator. The title for this position is “Designated Authority”. The Program Statement:

- The Program Statement is reviewed and signed by all CBCCC employees upon hiring;
- The Programs Statement is reviewed and signed annually by all CBCCC employees;
- The Program Statement is read and signed by all supply staff, students and volunteers before beginning employment/placements/volunteering at the centre;
- The Program Statement is reviewed and signed by all supply staff, students and volunteers on an annual basis should they still be working or volunteering at the centre in the given year;
- The Program Statement is included in CBCCC’s Parent Handbook.

CBCCC supports and encourages positive relationships among children, parents and staff. The centre provides a compliment to parental care within an inclusive and caring learning environment that both nurtures the individual child and offers support for families.

CBCCC develops programs that closely follow the pedagogical approach as described in the Ministry of Education’s “How Does Learning Happen? Ontario’s Pedagogy for the Early Years” and Early Learning for Every Child Today”. Our programs (both indoors and outdoors) are rich in discovery and learning activities designed to enhance each child’s self-esteem and sense of self-worth. Children are introduced to activities and opportunities that support their emotional, social, creative, cognitive and physical growth. Our curriculums are developed to foster active learning, autonomy and a sense of responsibility. The educators strive to stimulate each child’s natural curiosity and encourage personal expression through real experience and play.

CBCCC is committed to fostering the values of cooperation, kindness, empathy, respect and responsibility. Families are of primary importance in a child’s development therefore the educators strive to bring about collaboration between home and day care in ways that enhance the child’s development.

CBCCC educators are committed to developing relationships of mutual trust with the families they serve, to respect the dignity of each family, to interpret each child’s progress and to help families understand and appreciate the value of developmentally appropriate early childhood education programs.

CBCCC meets and exceeds all health and safety requirements of the MEDU and local government bylaws. More information can be found in the Parent Handbook.
PROHIBITIVE PRACTICES

Behaviour Management

The safety and well-being of the children in the centre are protected by clear and consistent behaviour management guidelines for all adults working or volunteering with or around the children. All adults working or volunteering with or around the children are required to follow the behaviour management guidelines described in the Child Care and Early Years Act (CCYEA) which includes a procedure to be followed in the event of contravention of the statement. CBCCC adheres to all requirements set out by the:

- Ministry of Education (MEDU) – reporting procedures for Serious Occurrences;
- Children’s Aid Society (CAS) – reporting procedures for child abuse;
- Child and Family Services Act – any reporting procedures in the Act;
- Collective Agreement, CUPE 2204

CBCCC shall not permit, with respect to a child receiving care at our centre:

- Corporal punishment of a child;
- Deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine her or his self-respect;
- Depriving the child of basic needs including food, shelter, clothing or bedding;
- Locking the exits of the child care centre for the purpose of confining the child;
- Using a locked or lockable room or structure to confine the child if she or he has been separated from other children.

Monitoring of behaviour management is required to ensure that all employees including supply staff, volunteers and students working or volunteering with or around the children, understand and observe acceptable behaviour management measures and do not apply prohibited disciplinary practices. The Coordinator shall monitor and document each program at least 4 (four) times per calendar year to ensure that proper, safe, age-appropriate behaviour management techniques are being implemented by all CBCCC staff, supply staff, volunteers and students.

Any adult who observes the mistreatment of a child at the centre has a legal obligation to report it immediately to the Coordinator.

In all cases of any alleged mistreatment of a child, the Coordinator will immediately notify the child’s parents.

PARENT INVOLVEMENT

Our philosophy is founded on the premise that every parent has something to offer, whether in the form of a creative or artistic ability, culture or language diversity, musical skill or just some precious time and elbow grease and ask that every family contribute a minimum of two hours per month.

You can make a valuable contribution in a variety of ways depending on the time you have available and your interests, talents and skills. Parents may choose to sit on our board of directors or one of the standing committees. They may choose to participate in one of our programs by volunteering on field trips or by sharing a special skill like sewing, carpentry, equipment repairs or word processing.

PARENT CODE OF CONDUCT

Parents that show disrespectful behaviour to the staff, children, other parents, students or visitors will not be tolerated. The board of directors may decide to discontinue child care services to parents who disregard this Code of Conduct.

Improper conduct includes:

- Consistent disregard for centre policies and procedures
• Any behaviour that demeans, belittles or causes personal humiliation or embarrassment to another person
• Abusive language or behaviour, including aggression
• Racial or other slurs

TEACHING STAFF, STUDENTS AND VOLUNTEERS

The teaching staff is trained in Early Childhood Education at a post secondary institution recognized by the Association of Early Child Educators, Ontario and have a thorough knowledge of early childhood development. All RECE’s belong to the College of Early Childhood Educators. Their child development training and experience with children enables them to offer valuable insight into children’s behaviour and development. They are also required to maintain a current Standard First Aid/CPR/Anaphylaxis certification. All staff are required to undergo a comprehensive screening process, including a Police Record Check for the Vulnerable Sector, when they are hired. The staff are unionized with CUPE 2204.

As a teaching centre for Early Childhood Education and high school co-op students, the centre is fortunate to have the assistance of a number of volunteers and students. All students and volunteers are required to have a Police Record Check for the Vulnerable Sector before participating in the program. Students and volunteers do not have unsupervised access to the children at any time. Students and volunteers are not counted in the staffing ratio.

If parents have any concerns regarding their child’s care, they are encouraged to arrange a meeting with the educators. The Coordinator will facilitate the meeting at the request of the parent or the educators.

DAYS AND HOURS OF OPERATION

The centre provides full time care between the hours of 8:00 a.m. and 6:00 p.m. daily from Monday to Friday. The centre is open year round except for the following holidays and three mandatory closure days (taken at Christmas time):
- New Years Day
- Civic Holiday (August)
- Family Day (February)
- Good Friday
- Labour Day
- Thanksgiving Day
- Victoria Day
- Christmas and Boxing Day
- Canada Day

The campus of Carleton University is closed between Christmas and New Year’s. To ensure the safety of the children and the staff, the day care is closed during that time. The centre combines three (3) mandatory closure days, a day in lieu of Easter Monday, a day in lieu of Remembrance Day and the two (2) half days (1/2 day before Christmas Eve and 1/2 day before New Year’s Eve as per the Collective Agreement Article 19.01) in order the have the centre closed at the same time as the University.

LATE FINE (afternoon arrival time and morning drop-off time)

Parents who are unable to arrive by closing time are encouraged to make alternate arrangements to ensure that their child is picked up on time and that the staff are advised that someone else is picking up. If the person is not on the child’s emergency pick-up list or if it is the first time an emergency person is picking up, the person will be required to show photo identification.
ADMISSION AND DISCHARGE POLICIES

Enrolment priority is given to students, staff and faculty of Carleton University. Priority is also given to siblings and former families of our centre. When a space comes available in a program, we search the City of Ottawa’s Waiting List for either a subsidized or full-fee family. If there are no Carleton families ready for the spot, we then go to the regular City of Ottawa Waiting List. When you are offered a space for your child, you will be invited to come and visit the centre to see the program and meet the teachers.

In order to help your child adjust happily to the centre, an orientation period of one week (or possibly longer) is required to introduce the child gradually to our program beginning with a morning visit with mom or dad on the first day and gradually working up to a full day. A little time spent during this critical period can make a significant difference in your child’s adjustment to our program so we recommend that you try to be as accommodating as possible during your child’s first week.

Very rarely, a child may experience some difficulty adjusting to the group environment and the teachers may need to meet with the parents to discuss concerns and negotiate a plan. Assistance in finding alternate child care will be provided to parents if notice of termination is necessary and two weeks notice will be provided so that parents can put plans in place.

Children advance to the next program depending on the availability of a space and their developmental readiness. Children already enrolled in our programs are accommodated before a space is made available outside of the centre. The teaching staff will schedule orientation time in the new program to ensure a smooth transition.

We require a minimum of four (4) weeks written notice prior to withdrawal to allow time to fill the vacant space.

Parents planning for their future child care needs are encouraged to visit City of Ottawa’s website at Ottawa.ca or call 3-1-1 for comprehensive information on day care options in the City.

FEES AND SUBSIDIES

Parent fees are reviewed on an annual basis when the operating budget is approved by the City of Ottawa and parents receive thirty days notice of any increase in fees.

Fees are payable at the beginning of each month and receipts are issued at year end for income tax purposes. There are no rebates or reductions for unused days of care for any reason including statutory holidays, family holidays or absence due to illness. The three mandatory closure days have been factored into our monthly rates. There is also no fee reduction for siblings.

Colonel By Child Care Centre has a Contribution Agreement with the City of Ottawa which enables us to offer a limited number of subsidized spaces. Parents who are interested in applying for a subsidy must contact the subsidy office at Ottawa.ca/daycare or call 3-1-1 to make an appointment to determine eligibility. Parents who are eligible for a subsidy must arrange a fee payment schedule with the City for all subsidy payments. Parents are responsible for making and keeping appointments with the Subsidy Office before their subsidy expires. Parents must also contact the Subsidy Office to inform them of their child’s withdrawal date from the centre.
EMERGENCY PROCEDURES

All of our staff are fully trained to handle emergencies. In the unlikely event of an emergency situation (such as, but not limited to: weather conditions, loss of power, flood), parents will be notified immediately and required to pick up their children as soon as possible. The Athletic Centre is our designated emergency shelter for emergency evacuations. Should the Athletic Centre be compromised our alternate location is the Nesbitt Building foyer.

NO SMOKING POLICY

There is NO SMOKING in the building or on the grounds or parking lot of the centre as per the City of Ottawa Bylaw.

EMERGENCY CONTACTS AND CHANGE OF INFORMATION

Any changes to home and work phone numbers, addresses and class schedules should be given to the office immediately. Students are required to submit a current copy of their class schedule. We recommend that you have a cell phone/Blackberry/tablet with a vibrate mode so we can reach you at all times, even when you are in class. Please leave a list of emergency contacts with the office staff and ensure that it is updated regularly.

CONFIDENTIALITY

Prior consent to release of personal information concerning any child is not required as a condition of enrolment. All information contained in the child’s file is considered confidential and can only be released with the consent of the parent.

PARKING

When you join the centre, your enrolment package will include an application for parking in the lot adjacent to the centre. The Coordinator will register your vehicle(s) with the Carleton parking office. This will allow you to park in the lot while you drop off or pick up your child or attend meetings at the centre. If you are not registered with the parking office, Carleton Security will issue a parking ticket. Please note that the handicapped parking space may NOT be used for drop off or pick up at any time. There is a fine of at least $350 for parking illegally in a handicapped parking space. If the lot is full when you arrive, you must wait until an appropriate spot becomes available. You will receive a ticket for parking illegally in the handicapped parking space.

The parking lot is used for “Pay and Display” for visitors to Athletics so it is a lot busier now than it used to be. It is difficult for drivers to see small children. Please hold your child’s hand whenever you are crossing the parking lot. Drive carefully as you enter and leave the parking lot and be mindful of the intersection which presents a blind corner for people turning in from the main road.
PROGRAM OVERVIEW

OUR PROGRAMS

<table>
<thead>
<tr>
<th>Program</th>
<th>Age</th>
<th>Children</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infants</td>
<td>6 mths to 1.5 yrs</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td>Toddlers</td>
<td>1.5 yrs to 2.5 yrs</td>
<td>15</td>
<td>3.5</td>
</tr>
<tr>
<td>Junior Preschool</td>
<td>2.5 yrs to 3.5 yrs</td>
<td>16</td>
<td>2.25</td>
</tr>
<tr>
<td>Senior Preschool</td>
<td>3.5 yrs to 4.5 yrs</td>
<td>16</td>
<td>2</td>
</tr>
</tbody>
</table>

Our support staff includes our coordinator, office administrator and cook.

The infant program, for children between the ages of six and eighteen months, has been designed to promote development through play in a happy, safe and nurturing environment that provides learning opportunities that include gross motor, creative, sensory and cognitive activities and regular outdoor play.

In addition to programmed activities, the daily schedule includes sleep and feeding times that accommodate each child’s individual schedule. The centre provides for virtually all of the infants’ needs which include a crib, bedding and milk in addition to the meals and snacks provided by the kitchen. Parents are responsible for providing prepared formula and diapers. To ensure good communication, each infant has a Daily Record Book which is used by parents and staff to keep each other informed.

The toddler program for children between eighteen and thirty months and the preschool programs for two and a half to five years olds enjoy a more structured program of planned learning activities which includes both active and quiet play, indoors and outdoors, free play and structured learning periods, large and small group activities and a consistent approach to meals, sleep/rest times and toileting routines. In all of the programs, bulletin boards are provided for parents with information on weekly programs, circle charts, menus, daily schedules, sleep/rest checklists and other useful information.

NUTRITION AND REST

A nutritious midday meal and morning and afternoon snacks are prepared in our kitchen by a qualified cook who ensures that the daily nutritional requirements of children are met by the Canada Food Guide. **Please note: the morning snack is not a full breakfast so please ensure that your child has eaten before coming to the centre in the morning.** A seasonal four week menu plan is posted on the parent information board in each program. If your child has food allergies or diet restrictions, please speak to the teaching staff, coordinator or the cook about alternate choices. Special dietary restrictions and allergies are posted in the kitchen and eating areas. Please note that infant formula is NOT provided.

A rest period of up to two hours is provided in a quiet, darkened environment for the toddlers and preschoolers. A special stuffed toy or blanket from home may be kept in your child’s cubby to help her/him rest but please keep other belongings at home. It is much harder to teach the children to share when belongings are owned by an individual child. The infant room follows each child’s individual sleeping schedule. All our programs have daily Sleep/Rest Supervision Checklists posted for parents to read.
ANAPHYLAXIS ALLERGENS POLICY

Our centre’s Anaphylaxis Allergens Policy is designed to ensure that children at risk are identified and strategies are in place to minimize the potential for accidental exposure. All staff must read and sign the Anaphylaxis Allergens Policy annually. In addition, anaphylaxis is part of the CPR/First Aid recertification training for all staff. All volunteers and students are required to sign our Anaphylaxis Awareness Form. No child with food allergies is feed by anyone other than a permanent staff member.

FOOD FROM HOME

The centre provides a balanced and varied diet of meals and snacks that meet the requirements of the Child Care Early Years Act based on the recommendations of the Canada Food Guide to Healthy Eating. All meals and snacks are prepared in the centre’s kitchen which is subject to regular inspection by the Health Department and the licensing requirements of the Ministry of Education.

The Health Department prohibits the provision of food that has not been prepared in a commercially licensed kitchen therefore staff and parents are prohibited from providing meals and snacks prepared in a residential kitchen for general consumption by the children in the centre’s care, even in celebration of special events such as birthdays or Christmas.

In the infant program, parents may provide bottles containing formula because they are intended for consumption by their own children only.

As part of an ongoing educational campaign, staff will regularly remind parents of the potential dangers caused by food brought from home, including the potential dangers associated with candies in pockets or cubbies.

**Nuts:** to safeguard the health of children with severe nut allergies, the centre is NUT FREE. No peanuts, nuts, nut products, or products prepared with peanut or nut derivatives will be allowed in any part of the centre. As part of an on-going educational campaign, the staff will regularly remind parents of the potential dangers associated with having peanuts, nuts and nut products on the premises. This policy includes all food coming into the centre including food in the staff room.

**EXCEPTION:** Fundraising purposes only: any product containing nuts or nut products will be kept sealed in the office and will not be opened on the premises.

ARRIVAL AND DEPARTURE

Being as young children depend on regular routines for their sense of security, parents are encouraged to establish regular hours to drop off and pick up their child and to limit their child’s day to no more than nine hours. If there is an occasional change in your routine, please advise the teaching staff. Please read the section on Late Arrival for more information about the arrival and departure procedure.

For safety reasons, please notify a staff member of your child's arrival and accompany your child directly into a supervised play area. Also make sure that the staff know you are leaving with your child at the end of the day.

The staff prefer that children not be picked up during sleep time in the toddler and preschool rooms without prior notice. The infant room has a more relaxed pick up schedule. Unless previously notified by the parents, children will not be released to anyone other than those specified on the enrolment forms. If you must occasionally send someone to pick up your child, please complete the permission form available in the
program.

Please note: The staff are unable to prevent the release of a child to his or her non-custodial parent unless a copy of a court order restricting legal access is on file at the centre.

VACATIONS

Children, like adults, feel the pressures and stresses of every day routines. It is very important that ALL children have some “away” time. This could be as simple as an occasional long weekend or shorter than normal days once in awhile. Adding an extra day off before or after a long weekend also gives the child a mini holiday. We strongly recommend that all children have at least one week off during the summer months. Plans for holidays should be discussed with the staff in advance to provide time to adjust our staffing requirements.

CODE OF CONDUCT FOR CHILDREN

Colonel By Child Care Centre recognizes that some aggressive behaviours are common at certain developmental stages. Any child exhibiting aggressive behaviours of an unacceptable frequency and/or intensity that are harmful to the child himself, the staff, and other children in the program or the child care environment will be treated very seriously. Aggressive behaviours i.e. biting, slapping, kicking, punching, spitting, screaming and verbal outbursts will not be tolerated. These behaviours will be identified and documented for the child’s parents, the coordinator and the board of directors. In extreme circumstances, the board of directors in consultation with the coordinator, the staff and parents/guardians in the affected program, may decide withdrawal from the centre is necessary.

Note* If at any time the child’s behaviour is deemed extreme, in frequency or intensity, his/her parents will be contacted and they will be required to take the child out of the program for the remainder of the day.

HEALTH REGULATIONS

The Child Care and Early Years Act (CCEYA) stipulates that prior to admission each child must be immunized according to the requirements of the City of Ottawa Health Department. Please keep the office informed when your child received vaccinations in order to keep your child’s file up to date.

Tuberculosis screening is also required, before attending a child care facility, if a child has lived or travelled for a total of 3 months (90 days) or more during the past 2 years outside of Canada or in a First Nation community where TB is common. Parents are required to show proof that the Mantoux skin test was done. Written documentation from a health professional (immunization records are acceptable), indicating the date the Mantoux skin test was given and the date the test result was read is necessary.

The CCEYA also requires daily outdoor play, weather permitting. Our policy stipulates that children too ill to play outside should remain at home.

To safeguard the health of the children, any child with an infectious disease must observe the isolation period set out by the City of Ottawa Health Department and may return to the centre only with a signed doctor’s certificate. Please inform the office of any infectious diseases so that a health alert can be posted for the other parents.

In the best interest of your child and the other children at the centre, your child must be kept home for a minimum of twenty-four hours symptom free if the following symptoms are evident:
(Please note: In the case of a confirmed outbreak at the centre - two or more cases with the same symptoms within 48 hours of each other within the same program - the exclusion for the child is a minimum of 48 hours symptom-free)

☐ a temperature above 37.5°C or 99.5°F (axillary – under the arm) with no other symptoms.
☐ a temperature below 37.5°C or 99.5°F (axillary – under the arm) accompanied by one or more of the following symptoms:
lethargy, drowsiness, vomiting, sunken eyes, irritability, extreme fussiness, inconsolable crying, blood in stool, poor skin colour, rash, rapid breathing or difficulty breathing, coloured nasal discharge, and severe congestion.
☐ Unexplained diarrhea (exclude until the stools are formed). Diarrhea is defined as: stools that are more unformed, more watery, and sometimes more frequent than usual for the child. Nausea, vomiting, fever, loss of appetite or abdominal pain may sometimes accompany diarrhea.

For the following symptoms, the centre requires a note from the child’s doctor stating whether or not the rash or infection is contagious:

· an unusual rash
· eye infection (any leaky discharge from the eyes)

When medication is prescribed for these conditions, your child must receive the medication for a full twenty-four hours before returning to the centre.

In the event that your child becomes ill while at the centre, you will be contacted immediately to make arrangements to have your child picked up as soon as possible. If you are unavailable, your emergency contact will be called so please select an emergency contact that is willing and able to pick up your child when necessary. It is also important to prepare and arrange for emergency back up child care in the event of your child’s illness particularly during the first few months of your child’s participation in the group setting when infection is more likely.

The Coordinator is responsible for ensuring that the identity of any child with a communicable disease remains confidential except for your child’s teachers and the appropriate public health and medical consultants in the course of assessing the child’s status.

ADMINISTRATION OF MEDICATION

Parents are advised during the intake process to administer medication at home outside of the child’s regular hours of attendance, whenever possible. Parents are required to request that the doctor prescribe a medication that can be administered at home twice or three times a day.

Medication will be administered at the centre when it is impossible, because of the nature of the medication, for a parent to administer it before or after the child’s regular hours of attendance.

Only medication accompanied by a prescription or, in special cases, a letter from the child’s doctor, will be administered. The medication must be in its original labeled container with the date and name of the child clearly identified. Non-prescription medication will not be administered at the centre. The exception to this will be fever reducing medication which will only be administered in the case of febrile convulsions and only when accompanied by a letter of instruction from the child’s doctor. Children who have received an analgesic due to febrile seizures must be sent home once the medication is given.

Holistic medication will not be administered at any time. Sunscreens and non-prescription topical creams used on the diaper area to prevent or treat diaper rash are excluded from the policy. Prescription creams
are included in the policy as an “as needed” medication but may be kept in the changing area and not in a locked container.

A medication authorization form must be completed and signed by a parent and checked by the Coordinator or the Designated Authority before medication is accepted. Once completed, authorization is good until the parent terminates it, the medication is finished, or a month elapses, whichever comes first. Ongoing medication must be re-authorized monthly.

Any prescription medication with a label that states “as needed” (such as asthma medication) can only be administered after clear instructions are provided by the parent in writing and attached to the medication authorization form. These instructions must describe the symptoms and frequency that would signal the child’s need for the medication. At the time that the as needed medication is delivered to the program by the coordinator, the attending teacher will record the expiry date of the medication on the room’s calendar. Each time the child moves to a new program, the staff in the new program will ensure that the medication authorization form for as needed medication is renewed.

All medication will be kept in a locked box inside a cupboard or refrigerator that is inaccessible to the children.

INJURY REPORTS

Although the children are supervised carefully at all times, the occasional accident may happen. In the event of a minor injury, the staff will administer first aid.

If the injury is significant but not serious, the teaching staff will contact you to give you details of the injury and the first aid treatment that was administered. If the injury is serious, the child will be taken to the hospital by ambulance for immediate medical attention and the parents will be notified to meet the staff at the hospital.

As soon as the injury report is reviewed and signed by the Coordinator, parents of the injured child will be offered a copy of the report.

CLOTHING AND BELONGINGS

Please provide at least one complete change of clothes in your child’s locker at all times and label the clothes with your child’s name to help reduce the number of lost or misplaced items. Extra shoes would also be useful.

The teaching staff encourage a hands-on approach to learning. Please dress your child comfortably in something washable that will not hinder your child’s participation in active play.

The teaching staff makes an effort to keep track of each child’s clothing but the centre cannot be held responsible for the loss of any clothing or any other personal belongings, especially items not clearly labelled. Please leave valuables at home and clearly label all of your child’s clothing using an indelible marker.

Children may bring soft "sleep toys" or special blankets to the centre to provide comfort at rest time. Other toys and belongings should be left at home because they run the risk of being lost or misplaced and can lead to tears. Please be aware of and remove small objects from children's pockets, ie: loose change, pebbles, marbles, etc. because they present a choking hazard and should not be brought to the centre.
COLONEL BY CHIL DAN CARE CENTRE
(CBCCC)

EMERGENCY CLOSURE OF CENTRE

By its very definition, extreme emergency situations can occur very quickly and without warning. There will be times where it is impossible to predict an emergency closure situation. CBCCC is committed to following our emergency procedures to the best of our ability – taking into consideration Carleton University's Security warnings/updates/news reports as well as weather reports and other reliable news reports (radio, on-line, TV).

PRINCIPLES

- Applies to children, parents (or any other person designated by the parent to drop-off or pick-up their child enrolled in the centre), permanent and casual staff of Colonel By Child Care Centre
- Ensures consistent practice throughout the centre
- Ensures the health and safety of children, parents and staff

CONSIDERATIONS

- Parents agree to respect the decisions made by professionals working in the centre
- Collective Agreement Article 26, articles 26.01 through to and including 26.07
- All children, staff, parents, students, and visitors have the right to feel safe in the centre
- Current and impending weather conditions
- Carleton University’s Emergency Awareness Warnings
- Relaying information in a timely manner – via blind email; website; phone
- Privacy policy in conjunction with the method(s) used to contact individuals and the related cost factor involved
- The Coordinator will ensure that each program staff member receives an updated Emergency Contact List for all parents of the children in their particular program. The list includes each family’s emergency contact people in case the parents are unavailable.
- Evacuation Plans – Appendix A

POLICY

When the Coordinator is absent from the centre, the Designated Authority assumes her duties.

In conjunction with the Coordinator, the President of the Board of Directors may decide to close the centre due to an extreme emergency. Extreme emergencies may be declared before the opening of the centre for the day, or may occur during regular operational hours.

Extreme emergencies may include, but are not limited to:

- Weather conditions deemed unsafe or dangerous by officials (including but not limited to: Environment Canada, City of Ottawa Police Services, Carleton University Security Department, RCMP);
- Person or persons on campus with malicious intent;
- Hazardous materials or risk of hazardous materials (including but not limited to: natural
gas, fire, electrical safety, explosive materials, flooding) within the child care centre or in the surrounding area;

- Social Environmental Hazard – including but not limited to: a security risk in the area or riots on campus or nearby.

**PROCEDURES**

Extreme emergency situations are difficult to predict and every effort will be made to give parents advance warning, before 8:00am, if the centre will be closed due to an extreme emergency. The procedure will be as follows:

- The Coordinator, in conjunction with the Board President, will make the decision, as early in the day as possible, whether to close the centre or not;
- The Coordinator will activate the group text message from MyDayCarePlus to inform staff and parents of the closure. The message will include a request for confirmation of the receipt of the message. Staff will be responsible for contacting any supply staff, student or volunteer booked for the day;
- The Coordinator will then phone the centre to change the phone message to indicate the closure. The Coordinator will also update the website;
- Once all the parents and staff have been sent a text with the closure information, the Coordinator will call a designated team member from each program who will follow-up and call any parents who have not responded to the message.

If unable to use the group message system, the procedure will be as follows:

- The Coordinator, in conjunction with the Board President, will make the decision, as early in the day as possible, whether to close the centre or not;
- The Coordinator will then phone a designated team member from each existing team to pass on the closure information to the other team members;
- Each team member will then contact a pre-determined list of parents to inform them of the closure. In a case where a team member cannot be reached, the designated member will contact the parents on that team member’s list as well;
- The Coordinator will then phone the centre to change the voice message to indicate the closure. The Coordinator will also update the website.

If an emergency closure of the centre happens during regular operational hours the existing Evacuation Plan will be followed.

Approved: November 8th, 2011  
Signed: Tia Thompson  
On behalf of the Board of Directors

Revised: March 8th, 2017  
Signed: Andrea Howard  
On behalf of the Board of Directors
INDEX

ADMINISTRATION OF MEDICATION ........................................................................................................................................... 13
Asthma .................................................................................................................................................................................. 13
D.P.T.P. and HIB immunization........................................................................................................................................ 12
Febrile seizures ................................................................................................................................................................. 13
Medication authorization form .............................................................................................................................................. 14

ADMISSION AND DISCHARGE POLICIES .......................................................................................................................... 8
Child Care Information ......................................................................................................................................................... 8
Enrolment priority ............................................................................................................................................................... 8
Orientation week ................................................................................................................................................................... 8
Probationary period ............................................................................................................................................................ 8
Waiting lists ......................................................................................................................................................................... 8
Written notice ...................................................................................................................................................................... 8

ANAPHYLAXIS ALLERGENS POLICY......................................................................................................................................... 11

ARRIVAL AND DEPARTURE .................................................................................................................................................. 11
Court order ........................................................................................................................................................................... 12

CHILDREN’S CODE OF CONDUCT ....................................................................................................................................... 12

CLOTHING AND BELONGINGS ........................................................................................................................................... 14
Toys and belongings ............................................................................................................................................................ 14
Change of clothes ................................................................................................................................................................. 14
Sleep toys ............................................................................................................................................................................. 14
Valuables .............................................................................................................................................................................. 14

CONFIDENTIALITY ................................................................................................................................................................. 9

DAYS AND HOURS OF OPERATION ...................................................................................................................................... 7
Closure days ........................................................................................................................................................................... 7
Holidays ............................................................................................................................................................................... 7
Hours .................................................................................................................................................................................. 7

EMERGENCY CONTACTS AND CHANGE OF INFORMATION .................................................................................................. 9
Emergency contacts .............................................................................................................................................................. 9

EMERGENCY PROCEDURES ................................................................................................................................................ 9
Designated emergency shelter ............................................................................................................................................. 8

FEES AND SUBSIDIES ............................................................................................................................................................. 8
Day Care Intake Unit .......................................................................................................................................................... 8
Parent fees ............................................................................................................................................................................ 8

FOOD FROM HOME ............................................................................................................................................................... 11

HEALTH REGULATIONS ............................................................................................................................................................ 12
Child Care and Early Years Act ........................................................................................................................................... 12
Emergency contact .............................................................................................................................................................. 9
Health Eye infection ............................................................................................................................................................. 13
Infectious disease ............................................................................................................................................................... 13
Medication ............................................................................................................................................................................. 13
City of Ottawa Health Dept. .................................................................................................................................................... 13
Outdoor play .......................................................................................................................................................................... 12
Rash ..................................................................................................................................................................................... 13

HISTORY ................................................................................................................................................................................ 3

INJURY REPORTS ................................................................................................................................................................. 14

LATE FINE ............................................................................................................................................................................ 7

NO SMOKING POLICY ........................................................................................................................................................... 8
Appendix A – Parent Complaint Procedure Policy

Appendix B – Emergency Closure of Centre
COLONEL BY CHILD CARE CENTRE  
(CBCCC)  
EMERGENCY CLOSURE OF CENTRE  
By its very definition, extreme emergency situations can occur very quickly and without warning. There will be times where it is impossible to predict an emergency closure situation. CBCCC is committed to following our emergency procedures to the best of our ability – taking into consideration Carleton University’s Security warnings/updates/news reports as well as weather reports and other reliable news reports (radio, on-line, TV).  

PRINCIPLES  
• Applies to children, parents (or any other person designated by the parent to drop-off or pick-up their child enrolled in the centre), permanent and casual staff of Colonel By Child Care Centre  
• Ensures consistent practice throughout the centre  
• Ensures the health and safety of children, parents and staff  

CONSIDERATIONS  
• Parents agree to respect the decisions made by professionals working in the centre  
• Collective Agreement Article 26, articles 26.01 through to and including 26.07  
• All children, staff, parents, students, and visitors have the right to feel safe in the centre  
• Current and impending weather conditions  
• Carleton University’s Emergency Awareness Warnings  
• Relaying information in a timely manner – via blind email; website; phone  
• Privacy policy in conjunction with the method(s) used to contact individuals and the related cost factor involved  
• The Coordinator will ensure that each program staff member receives an updated Emergency Contact List for all parents of the children in their particular program. The list includes each family’s emergency contact people in case the parents are unavailable.  
• Evacuation Plans – Appendix A  

POLICY  
When the Coordinator is absent from the centre, the Designated Authority assumes her duties.  
In conjunction with the Coordinator, the President of the Board of Directors may decide to close the centre due to an extreme emergency. Extreme emergencies may be declared before the opening of the centre for the day, or may occur during regular operational hours.  

Extreme emergencies may include, but are not limited to:  
• Weather conditions deemed unsafe or dangerous by officials (including but not limited to: Environment Canada, City of Ottawa Police Services, Carleton University Security Department, RCMP);  
• Person or persons on campus with malicious intent;  
• Hazardous materials or risk of hazardous materials (including but not limited to: natural
gas, fire, electrical safety, explosive materials, flooding) within the child care centre or in the surrounding area;

• Social Environmental Hazard – including but not limited to: a security risk in the area or riots on campus or nearby.

PROCEDURES
Extreme emergency situations are difficult to predict and every effort will be made to give parents advance warning, before 8:00am, if the centre will be closed due to an extreme emergency. The procedure will be as follows:

• The Coordinator, in conjunction with the Board President, will make the decision, as early in the day as possible, whether to close the centre or not;
• The Coordinator will activate the group text message from MyDayCarePlus to inform staff and parents of the closure. The message will include a request for confirmation of the receipt of the message. Staff will be responsible for contacting any supply staff, student or volunteer booked for the day;
• The Coordinator will then phone the centre to change the phone message to indicate the closure. The Coordinator will also update the website;
• Once all the parents and staff have been sent a text with the closure information, the Coordinator will call a designated team member from each program who will follow-up and call any parents who have not responded to the message.

If unable to use the group message system, the procedure will be as follows:

• The Coordinator, in conjunction with the Board President, will make the decision, as early in the day as possible, whether to close the centre or not;
• The Coordinator will then phone a designated team member from each existing team to pass on the closure information to the other team members;
• Each team member will then contact a pre-determined list of parents to inform them of the closure. In a case where a team member cannot be reached, the designated member will contact the parents on that team member’s list as well;
• The Coordinator will then phone the centre to change the voice message to indicate the closure. The Coordinator will also update the website.

If an emergency closure of the centre happens during regular operational hours the existing Evacuation Plan will be followed.

Approved: November 8th, 2011
Signed: Tia Thompson
On behalf of the Board of Directors

Revised: March 8th, 2017
Signed: Andrea Howard
On behalf of the Board of Directors