APPLESEED

PARENT HANDBOOK

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PROGRAM STATEMENT AND IMPLEMENTATION POLICY

INTRODUCTION AND PEDAGOGY

The method and practice of teaching at Appleseed is multifaceted. We believe that each child is unique, competent, curious, and rich in potential. To improve learning outcomes, different strategies are used in different combinations with different groupings of children. We consider the child's background, learning style, and abilities to inform our teaching practices. Our goal is to incorporate a variety of teaching strategies that support and encourage learning in each individual child. We strive to establish positive, responsive adult-child relationships while providing inclusive learning environments and experiences for all children, including those children with individualized plans. We plan and create environments for children that act as a "third teacher", where children are encouraged to explore, play, and inquire. Employees also engage as co-learners with the children and their families. Employees regularly participate in ongoing, reflective practice, and collaborative inquiry with others while using pedagogical documentation as a means to value, discuss, and make learning visible. Ultimately, at Appleseed we strive to create an environment that engages children, encourages expression, and fosters a sense of belonging while caring for the well-being of each child.

The following areas of development are considered when planning both the environment and program:

- Intellectual engagement and cognitive development
- Expressive and receptive communication skill development
- Physical development
- Mental health and wellness
- Connectedness to the wider world
- Varied opportunities to explore, play, and inquire

We teach and care for the children from a traditional loving Christian philosophy that includes singing grace at mealtimes and the celebration of traditional Christian holidays throughout the year (Ex. Christmas and Easter).

GOALS AND APPROACHES

a) At Appleseed our goal is to promote the health, safety, nutrition, and well being of the children. Our approach to accomplish this goal includes the following practices:

- Daily our employees observe the children for wellness/illness.
- We monitor children's development and, where possible, make adjustments in our programming to support the child.
- At the toddler/preschool site we provide comfortable cots with sheets, blankets, and stuffies for rest time.
- Cozy corners with soft elements and books are available for quiet times.
- We have established and implemented policies around sanitary practices, cleanliness, food service, and personal hygiene.
- We offer two nutritious snacks at all programs and hot lunches at our toddler and preschool program. Our menus are reviewed by a dietician and approved by the Wellington-Dufferin-Guelph Health Unit.
- Food is prepared by an employee who has successfully completed the "Safe Food Handlers" course offered by the health unit.
- Our playrooms and play yards are monitored daily for potential hazards and corrective measures are taken to address identified areas of concern.
- We have an established "Safe Arrival and Dismissal" policy to ensure that children arrive and are accounted for in the afternoons at JK/SK and school age programs and to ensure that the children are released into the care of an authorized adult at the end of the day for all programs. Please see page 10 in this handbook for full policy.

b) At Appleseed we strive to support positive and responsive interactions among the children, parents, and staff. Our approach to accomplish this goal includes the following practices:

- At Appleseed we take an authentic interest in getting to know each child including their individual personalities, likes/ dislikes, needs, and interests.
- We encourage children to develop positive interactions with others through role modeling, group activities, and gentle guidance.
- Parents and children are warmly greeted and welcomed each day.
- Parents are welcome to share their ideas, discuss concerns, or seek out resources through the office.
- Appleseed is committed to the development of harmonious relationships.
- Appleseed has an established "Complaint Resolution" policy to address parental concerns.
- Appleseed is committed to maintaining a culture free from discrimination and harassment.

c) At Appleseed we strive to encourage children to interact and communicate in a positive way and we support their ability to self-regulate. To accomplish this goal we use the following approaches:

- At Appleseed we have created an environment where everyone feels welcome and safe.
- We consider children's trigger points and strategically plan to avoid the triggers where possible.
- We take the time to observe and listen to the children.
- We model and teach kindness, goodness, gentleness, patience, sharing, and self control.
- We model and teach problem solving strategies.
- We use a positive manner and tone of voice when communicating.
- We remind children of what they can do.
- We allow the expression of feelings, thoughts, and ideas while maintaining safety and respect for self, others, the equipment, and surrounding environment.

d) We strive to foster children's exploration, play, and inquiry in a variety of ways. To accomplish this goal we use the following approaches:

- We provide an environment that invites children to engage with and explore different learning stations.
- We provide learning stations such as: arts and crafts, drama, sensory, science, library, technology, fine and gross motor challenges, and construction.
- We provide "loose parts" and open-ended materials at learning stations.
- We provide an environment that fosters authentic relationships between adults and children whereby we learn from each other.
- We provide an environment that values learning, exploring, and new experiences.
- We provide an environment where toys and equipment are rotated in and out of the class to support children's varied and developing interests.
- We provide skill building activities including exposure to shapes, colours, numbers, letters/literacy, music, classification, and seriation.

e) At Appleseed we strive to provide child-initiated and adult-supported experiences. To accomplish this goal we use the following approaches:

- Daily activities are planned around emerging interests of the children.
- Teacher directed experiences are provided to expand the child's experiences and knowledge.
- Gathering times are used to build the sense of community and provide opportunities for corporate sharing and conversation time.
- For the preschool site, gathering times are used to re-enforce previously explored ideas, and to introduce new ideas and concepts through stories, singing, finger plays, and games.
- There are craft and creative art activities that are both child directed and teacher planned projects.

f) We strive to plan for and create 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. To accomplish this goal we use the following approaches:

- Activities are set out to invite the children to explore, question, problem solve, collaborate, and to engage their creativity and imagination. These activities contain multiple entry points so that they are accessible to children of varying abilities.
- Teaching teams will consult children's individualized plans on a regular basis to confirm that activities, experiences, and toys provided are inclusive for children with individualized plans.
- The concept of diversity encompasses acceptance and respect for all. We understand that each child and family unit is unique and we recognize our individual differences. These differences can be along the dimensions of ethnicity, culture, gender, socio-economic status, orientation, age, or physical abilities. We endeavour to provide an environment where everyone is accepted and that we can explore these differences in a safe, positive, and nurturing environment.

g) Our program strives to incorporate active play indoors and outdoors, rest, and quiet time into the day. We give consideration to the individual needs of the children receiving childcare. This is accomplished in the following manner:

- We encourage active exploration and movement.
- We provide a variety of opportunities for children to challenge their gross motor development while outside or inside. Depending on the location children have access to balls, hula hoops, sports equipment, riding toys, scooters, climbers, balance beams/blocks, slides, and sand boxes.
- Our preschool and toddler playgrounds have both natural and man-made areas for exploration.
- We provide supplementary activities on the playground such as creative expression, books/puzzles, sensory, drama, construction, and music.
- In the toddler, preschool, and JK/SK playgrounds there are a variety of push and riding toys available.
- Each playroom offers a quiet, cozy corner with stuffies and books for children who wish to rest.
- Both toddler and preschool programs offer comfortable cots with sheets and blankets for sleep or rest after the noon meal. Non-sleeping children are encouraged to rest quietly with a soft toy or quiet activity while on their cot.

h) At Appleseed our goal is to foster the engagement of and ongoing communication with parents about the program and their children. We will do this in the following ways:

- We believe in building strong relationships with the children and their families.
- We invite parents to complete a "Getting To Know You Better" questionnaire.
- Personal daily journal notes are provided to the preschool and toddler parents.
- Casual daily conversations take place regularly between staff and families.
- Classroom experience binders and displays are available to parents and visitors. These binders and displays showcase the daily/weekly activities.
- Postings regarding program plans and events are available to parents on the Parent Boards.
- Developmental checklists are shared with the toddler and preschool parents that track their child's development.
- Suggestion/comments boxes are readily available at each site.
- Menus are posted at each program location and on the website.
- Parent Board items include licensing terms and conditions, timetables, program plans, program changes, parenting resources, community events, items of interest, and parent workshop information as available.
- Parent handbooks are provided to clients electronically on the Appleseed website at the following link: https://www.appleseedchildcarecentre.com/handbook
- Parent satisfaction surveys are conducted annually or as needed.
- Email is used to convey messages, news, and upcoming events to clients.
- Parents are welcome to drop into the office to chat, share kudos, concerns, or ideas.
- Parents are invited to attend special events hosted by Appleseed.

i) Our goal is to involve local community partners and to allow those partners to support the children, their families, and staff at Appleseed. The following list is comprised of community members with whom we have a current partnership.

- Professional Services (as needed)
  - Wee Talk
  - Occupational Therapists
  - Physiotherapists
  - Social Development Consultants
  - Resource Consultants

- Class Guests (as scheduled)
  - Local fire fighters
  - Police
  - Librarian
  - Musicians
  - Artists
  - Dental hygienists

- Workshops (as scheduled)
  - CPR and First Aid training on site
  - Various trending topics

j) Appleseed strives to support staff in relation to continuous professional learning. To do this we provide Appleseed employees with access to:

- Workshops
- Staff team meetings
- Relevant reading material
- Professional development courses
- Webinars
- Networking opportunities

k) Our goal is to document and review the impact of the approaches to our goals stated in this program statement on the children and their families. To accomplish this goal we use the following approaches:

- We conduct parent surveys annually and as needed.
- We survey staff for their feedback.
- We review the impact of our practices and the practicality of our goals on a regular basis.
- The "Program Statement" may be amended based on the reviews and recommendations of the parents, employees, and Appleseed management.
- Appleseed's goal is to ensure that each employee understands the "Program Statement" and is able to successfully implement it into their classrooms. To accomplish this goal employees will read and review the "Program Statement" on an annual basis or more regularly if needed and based on the frequency of revisions.

l) Appleseed's programs are guided by the "How Does Learning Happen" document. For more information on this document, please see the following website at the following link: http://www.edu.gov.on.ca/childcare/pedagogy.html.

THE POLICIES OF APPLESEED CHILD CARE CENTRE

SECTION A - ADMINISTRATIVE INFORMATION

A1 - HOURS OF OPERATION

Appleseed's regular hours are 6:45 a.m. – 6:00 p.m. for the toddler and preschool programs, and 7:00 a.m. – 9:00 a.m. and 3:00 p.m. – 6:00 p.m. at our regular JK/SK and school age programs. School break program hours are 7:00 a.m. – 6:00 p.m.

For the toddler & preschool programs, children are typically dropped off between 6:45 a.m. and 9:00 a.m. Please call the office if you are going to be dropping your child or children off later than 11:00 a.m. This helps us to properly plan for staffing and the correct number of meals to be prepared for the day.

Holiday Hours

All Appleseed program locations will be closed on the following statutory holidays:

- New Year's Day – Celebrated January 1st of each year
- Family Day – Celebrated the third Monday of February of each year
- Good Friday – Celebrated the Friday before Easter Sunday of each year
- Victoria Day – Celebrated the Monday before May 25 each year
- Canada Day – Celebrated on July 1st or the Monday after July 1st (if on a weekend) each year
- Summer Civic Holiday - Celebrated on August 1st or the Monday after August 1st (if on a weekend) each year
- Labour Day - Celebrated on the first Monday of September each year
- Thanksgiving Monday – Celebrated on the second Monday of October each year
- Christmas Day – Celebrated on December 25th each year
- Boxing Day – Celebrated on December 26th each year

Early Closing: All Appleseed programs will close at 5:00 p.m. on Christmas Eve and New Years Eve every year.

A2 - LATE PICK UP FEES

All Appleseed programs close at 6:00 pm sharp. Parents should make every effort to pick up their children prior to 6:00 pm so that they are out of the building with their children by 6:00 pm. Families that remain in the building past 6:00 pm will incur a late fee penalty of $1.00 per minute. Habitual late pick ups will result in warning that if the late pick ups continue, care may be withdrawn. Late pick up fees will be added to the current monthly invoice.

A3 - ENROLMENT CRITERIA

Toddler Program (Little Bears Classroom – 15 months to 30 months): To enter this program children should be a minimum of 15 months of age and display readiness for group care.

Preschool Program (Chickadees Classroom – 30 months to 4 years old): To enter this program, children should be 30 months of age and displaying readiness for the enhanced programming in our preschool program. Children younger than 30 months of age may start in this program if they demonstrate readiness for the classroom programming and social setting. A child's readiness for this program will be determined by the director.

Both toddler and preschool programs are group care settings. Children that require one-on-one care or additional supports beyond Appleseed's scope may be permitted into the program but only if Appleseed is able to obtain the appropriate supports required to ensure the child's success in the program.

Please note that the last week of preschool care for children who are leaving the Chickadee preschool program to attend junior kindergarten in September is the last week of August before Labour Day weekend. Appleseed does not provide staggered entry care after Labour day in the Chickadee preschool program for those children starting kindergarten after Labour Day weekend regardless of the child's junior kindergarten start date.

JK/SK and School Age Program

For children wishing to attend the JK/SK or School Age before and after school programs at Brisbane or Erin Public school children must either attend one of these schools in order to attend the Appleseed programs at these locations. Exceptions can be made with prior approvals.

All before and after school programs are group care settings. Children that require one-on-one care or additional supports beyond Appleseed's scope may be permitted into the program but only if Appleseed is able to obtain the appropriate supports required to ensure the child's success in the program.

A4 - WAITING LIST POLICY

Appleseed maintains a waiting list for those families who wish to place their child's name on the list for when a spot becomes available in one of our programs. Our waiting list can be found on the Wellington-Guelph Child Care Application & Waitlist portal.

There is no cost or commitment to go on the Appleseed waiting list. All that is required is that parents register on the Wellington-Guelph centralized child care waitlist portal. On this portal parents may apply to various waitlists at a variety of child care centres, including Appleseed Child Care Centre.

If a parent would like more information regarding the new centralized waitlist portal and to register to go on the Appleseed waiting list, please visit the following link: https://onehsn.com/countyofwellington/ux_2_0

If a spot becomes available in the program, the Appleseed registrar will reach out to the next family on the waitlist portal to offer a spot in the program. Families must respond to an offer of enrolment within two days of the offer. If Appleseed receives no response to the offer of enrolment after two days, Appleseed will offer the spot to the next person on the waitlist portal.

Prospective clients may choose to decline an offered position and remain on the waiting list without penalty or losing their spot on the waiting list. Appleseed will only hold a spot for an accepted offer for two weeks. Families may contact the Appleseed registrar for information regarding their place on the waiting list by email the main Appleseed email address or calling into the office during office hours.

Employees will direct any prospective clients inquiring about the waiting list to the Appleseed registrar.

Once a child has been offered a spot in the program the enrollment process will begin. The enrollment process includes an invitation to tour the facilities and meet with the supervisor and the classroom teachers.

For preschool children, an invitation will be extended to parents to set up play dates in the classroom prior to the agreed upon start date. There will be no charge for these play dates. On play dates, the parent and child come in to visit the toddler or preschool rooms and stay to play. This builds confidence for both the child and parent and it gives the classroom teachers the opportunity to get to know the child before he or she is left in Appleseed's care.

Once a secure spot in the program has been offered and accepted, the parents will be given an registration package to be completed and returned with the required deposit to confirm acceptance of the spot in the program. The enrollment package contains several required papers that are to be filled out and handed in prior to the start date.

A5 - ADMISSION POLICY

To enrol a child into one of our programs the following documentation is required to be completed and/or submitted to the Appleseed office and registrar:

- Ministry of Education Application for Enrolment in a Day Nursery
- Child Health History document
- Program Registration Form
- Consent to Exchange Information Form
- COVID-19 Policy Sign-Off
- Lillio Permissions Sign-Off
- Child Immunization Information documentation (for toddler & preschool programs only)
- Client Agreement Form Sign-Off
- Parental Consents Sign-Off
- Payment Policy Sign-Off
- "Getting To Know You Better" Questionnaire
- Release to General School Population (JK/SK and School Age only)

Parents are provided access to the Appleseed parent handbook electronically on our website at the following link: https://www.appleseedchildcarecentre.com/handbook. Parents may request a hard copy by emailing or calling the Appleseed office during office hours. Also, hard copies of the parent handbook can be found on all parent boards in each Appleseed classroom.

A6 - PROGRAM FEES

Program fees can be accessed on the Appleseed website https://www.appleseedchildcarecentre.com/registration-and-pricing.

A7 - PAYMENTS, INVOICES, AND ADDITIONAL FEES

a) Monthly Parent Fees

Appleseed operates on a monthly tuition-based fee structure. Monthly fees are prorated based on the number of care days in a year then divided equally to provide a regular monthly parent fee despite the number of days of care each month. For JK/SK and school age children in before and after school programs, the number of days of school for the year are divided evenly over the course of the 10 months of school to create the regular monthly parent fee. For this reason, there is no reduction of fees for months with school breaks.

b) CWELCC – Reduced Childcare Fees

Appleseed is a participant in the Canadian-Wide Early Learning Child Care System program (CWELCC). The CWELCC program seeks to provide reduced fees for parents accessing childcare for children under 6 years of age by subsidizing parent fees. Fees for children under 6 are set by the CWELCC program and may be reduced further in the future according to the CWELCC guidelines. Children 6 years old and older do not qualify for the CWELCC subsidized prices and therefore pay full price for care with the exception of those children who turn 6 while they are still completing Senior Kindergarten. Children who turn 6 while still in Senior Kindergarten will continue to be eligible for CWELCC funding until the end of June of their Senior Kindergarten year. Childcare fees will go up to the school age pricing for these children starting July 1st once Senior Kindergarten is completed.

c) Child Enrolment

A two-day minimum enrollment is required for all children in all ongoing Appleseed programs. This includes the before school programs and after school programs which are considered two separate programs. The pricing for one day per week care in the "Under 6 Years" section of the payment policy is for billing purposes only under the CWELCC funding requirements. The exception to the two-day minimum enrollment requirement is for JK/SK and school age children registering for school break care on P.A. days and Christmas or March break. Families may choose to enroll for care during these school breaks on a day-by-day basis. However, the Appleseed summer camp programs require a week-to-week enrollment.

d) Invoices and Payment Dates

At the end of each month, clients will receive their monthly invoice for the upcoming month by email. Payment for the monthly invoice is due by the 1st of the upcoming month in advance of services. Alternately, clients may choose to split their payments into two equal payments and submit payment for the monthly invoice to Appleseed by the 1st and 15th of each month by e-transfer.

e) Accepted Payment Methods

Appleseed only accepts payment for the monthly invoices in the form of e-transfer. All e-transfers should be sent to the email address: appleseedccc@hotmail.com. Parents are asked to include their child's full name in the comment section of the e-transfer to ensure that their payment is applied to the correct client account.

f) No Fee Reductions

The monthly tuition fees are for a child's place in the program and not the child's attendance. As such, there is no reduction of fees if a child is away due to sickness (including COVID-19), vacation, extended summer vacation, statutory holidays, or personal days off. Additionally, there is no reduction of fees if Appleseed is closed due to extreme weather, power outages, police road closures, or other extenuating circumstances beyond Appleseed's control that would force Appleseed to close its programs.

g) Credits and Refunds

Circumstances that may result in credits or refunds for clients will be at the discretion of the owner of Appleseed Child Care Centre.

h) School Break Care for JK/SK And School Age Children

Appleseed offers full day care for JK/SK and school age children during school breaks such as P.A days, Christmas Break, March Break, and during the summer break. Registration for these days or weeks can be done by contacting the Appleseed office by email to request care.

i) Overdue Payments/Late Fees

If a client fails to submit payment by the 1st of each month, or the 1st and 15th of each month, a late payment fee will be applied to the client's account at $3 per day until the necessary payments have been paid. Failure to regularly pay the required fees according to the established due dates may result in withdrawal of care.

j) Late Pick Up Fees

All Appleseed programs close at 6:00 pm sharp. Parents should make every effort to pick up their children prior to 6:00 pm so that they are out of the building with their children by 6:00 pm. Families that remain in the building past 6:00 pm will incur a late fee penalty of $1.00 per minute. Habitual late pick ups will result in warning and, if the late pick ups continue, may result in withdrawal of care. Late pick up fees will be added to the current monthly invoice.

k) Additional Days of Care

If clients request additional days of care beyond their scheduled days of care, a $5.00 administrative "Extra Care Request" fee will be applied to the monthly invoice along with fees for the additional care. The $5.00 administrative fee will be charged upon each request per family, not for each day requested or per child. This $5.00 administrative fee is non-refundable even if the additional care is cancelled. Cancellation of additional days of care requires a full week's notice or the client will still be charged for the additional days of care.

l) Permanently Withdrawing from The Program Or Cancellation Of Care

Appleseed requires a full week's notice for the cancellation of additional days of care, reduction of regularly scheduled care, or permanently withdrawing a child from a program. A full week's notice is also required for cancellation of care for school break camps (i.e. March Break care, P.A. day care, Summer Camp care, etc.). Clients that do not give a week's notice of cancellation of care will still be billed for the registered care and the appropriate fees will still need to be paid by parents.

m) Registration Deposits

When registering into a program, clients will be required to submit a deposit to hold their child's spot in the program. This deposit will be applied as a prepayment to the client's first invoice. New children enrolling into an Appleseed program throughout the year will require a $50 deposit. Those children registering for the upcoming September will require a $100 deposit. Deposits are refundable to clients up to two weeks prior to their child's start date in the program. Clients who cancel care with under two weeks' notice of their child's start date will forfeit the deposit - no refund will be given for the deposit.

n) Year End Tax Receipts

Appleseed will issue a year-end tax receipt to all clients that have paid for and received services in that calendar year. Pre-payments for services for the upcoming calendar year will be noted on the tax receipt for the year that the services were rendered. (Ex. Payments received in December 2024 for childcare services in January 2025 will be noted on the 2025's tax receipt as the care will be received in 2025.)

Clients should be aware that Appleseed will only issue one tax receipt per child or sibling group. The tax receipt will be in the parents' names that are on the registration form and the address for the tax receipt will be the child's home address as per the registration form. The amount of the tax receipt will be the total amount of funds received by Appleseed for the care of the specific child or sibling group. Appleseed will not split receipts or create individual receipts for each parent. Appleseed will not be involved with any domestic conflicts regarding payments and tax receipts.

Furthermore, tax receipts will be issued as one hard copy per child or sibling group to parents. Copies will not be provided if a family misplaces the receipt.

o) Compliance

Clients should note that failure to abide by the Appleseed payment policy may result in withdrawal of care and the loss of a child's spot in the Appleseed program.

A8 - FINANCIAL ASSISTANCE

Assistance in paying childcare fees may be available to parents through the County of Wellington. If clients find that they financial assistance in paying their childcare fees they are encouraged to apply for assistance by going to the following link: https://www.wellington.ca/programmes-services/child-care-early-years/child-care-fee-subsidy

A9 - WITHDRAWAL OR DISCHARGE FROM PROGRAM

It is our goal to provide quality childcare to all children that enrol into our programs. If a child requires additional supports to remain in the program, Appleseed will first work with the parents to find a resolution prior to discontinuing care.

Some, or all, of the following steps will take place before the childcare service is withdrawn.

- One-on-one discussion with parents
- Program modifications where appropriate
- Shift the child or teacher (i.e. move child or staff to another program room)
- Engaging advice from outside agencies
- Engaging services from outside agencies
- Provide additional support in the program

Appleseed reserves the right to withdraw services and discharge a child with one week notice if:

- After a reasonable length of time the child fails to adjust to the program.
- The child's needs change and one-on-one care is needed.
- The child displays behaviours that endanger the health and safety of the group.

Appleseed reserves the right to withdraw services and discharge a child immediately if:

- The account is not kept in good standing.
- The child poses a significant risk to the safety of the other children and staff. (The level of risk will be deemed by the director).
- The parent does not comply with the centre policies.
- There are Parent/Centre differences.
- A parent or caregiver exhibits behaviour deemed (by the director or owner) inappropriate or aggressive towards the owner, director, staff, other clients, or children (in person, on the phone, or in email, etc.)
- The parents are habitually late to pick up their child past closing at 6:00 p.m.

Parents who wish to end their agreement with Appleseed must provide us with a minimum of 5 business days notice. Charges may be applied if no notice is provided.

A10 - SAFE ARRIVAL AND DISMISSAL POLICY

Purpose

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

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare centre as expected, and steps to follow to ensure the safe dismissal of children.

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

Policy

Appleseed Child Care Centre will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.

Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

i. Accepting a Child into Care

When accepting a child into care at the time of drop-off, Appleseed staff at all program locations will:

- Greet the parent/guardian and child.
- Sign the child in on the classroom attendance record or on the Lillio app.
- Help settle the child into the program

Parents and guardians are expected to walk their child into the building and release their child into the care of an Appleseed employee. Appleseed does not permit parents or guardians to drop off their children at the front door of the program sites. Parents and guardians must connect with Appleseed staff before leaving their children.

ii. Procedures For When a Child Has Not Arrived In Care As Expected

Preschool Site

- Staff will mark the child absent if a child does not arrive in program by lunch time, unless parents have indicated a late arrival.
- If a child misses several scheduled days of care without communication from the parents, the administrative staff may reach out by phone or email to check on the family.

JK/SK and School Age Sites – AM Program

- Staff will mark the child absent if a child does not arrive in program by the end of the morning program.

JK/SK and School Age Sites – PM Program

- If a child has not arrived in the afternoon program by 3:30 pm, the JK/SK and School Age staff will reach out to the designated Appleseed supervisor to inform them of the absent child.
- The designated supervisor will contact the parents of the absent child to confirm their location.
- If the parent confirms that the child is in their custody, the designated supervisor will inform the JK/SK and school age staff and the JK/SK and school age staff will mark the child absent.
- If the parent does not have the child in their custody, the designate supervisor will call the school office and report the child as unaccounted for. Working with the school administrators, the bus lines, and the parents, the designated supervisor will locate the child and arrange care for the child with either the parent, or to have the child delivered to the JK/SK and school age staff.

iii. Releasing A Child From Care

When a child is picked up from any of our programs the Appleseed employee or supervisor will confirm that the child is released into the care of an approved adult. A list of authorized adults is requested on the registration forms and updated as necessary. Parents can update the list of authorized adults by either providing us with a written and signed letter indicating the adults first and last name or by making and initialling these changes on the original registration papers. (Please note that Appleseed will not release a child on their own accord to walk home independently under any circumstance.)

If the staff does not recognize the individual picking up the child as an authorized individual, they will do the following:

- Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.
- If the person proves to not be an authorized individual, the Appleseed staff will refuse pick up and will contact the Appleseed supervisor who will give further instruction.

There are some circumstances that may arise that would prevent an Appleseed employee from releasing the child into the care of an adult.

- An un-authorized adult person attempts to pick up the child.
- A non-custodial parent attempts to pick up the child. (Appleseed must be in possession of court documents proving non-custodial status.)
- There is suspicion that the person picking up the child is impaired. (I.e. parent is under the influence of alcohol or other substance).

In the above cases some, or all, of the following protocol will take place:

- Appleseed staff will call an Appleseed supervisor for assistance.
- Appleseed staff will respectfully communicate their concern to the individual.
- If possible, Appleseed staff will detain the individual until help arrives or the problem resolves itself.
- If necessary, Appleseed will call 911.
- If necessary, Appleseed will remove the child to a locked room under the supervision of an Appleseed employee.
- If necessary, the Appleseed supervisor will contact the other parent or guardian, or the alternate contact to pick up the child.

iv. <u>Where A Child Has Not Been Picked Up As Expected</u>

If a parent/guardian has not picked up their child by 6:00 pm, program staff will inform the director or program supervisor who will contact the parent/guardian and advise that the child is still in care and has not been picked up. Where the staff is unable to reach the parent/guardian, the alternate contacts will be contacted.

Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child and the time has now reached 6:30 pm, the program supervisor or director will contact the police or Children's Aid society.

If offsite, the program supervisor or director will return to the child care centre to relieve the program staff if the program staff are unable to stay late.

A11 – CHILD ASSESSMENTS & SPECIAL SERVICES

Appleseed program teachers regularly conduct informal assessments of children through observations and checks of developmental milestones. If circumstances arise where the Appleseed program teachers feel that they require more information regarding a child's development, they may use a formal assessment tool. If the results of the formal assessment are of concern, the concerns will be communicated with the parents and further action may take place.

If an employee suspects a developmental delay when observing and interacting with your child, the following will take place:

1. A supervisor is notified of the concern.
2. A supervisor will observe and will confirm if further action is required.
3. Parents will be notified of the concern.
4. With the parents' consent, a referral will be made to an appropriate service agency for further investigation.
5. Assessment and intervention programs will be made available to the family on site whenever possible,

and in most cases, without additional fees being levied to the parents. These services may include Wee Talk (Speech Therapy), Occupational Therapists, Physiotherapists, Social Development Consultants, Resource Consultants, etc.

A12 - PROGRAM INTERRUPTION OR CLOSURES POLICY

In the event of power outages, inclement weather, or other extenuating circumstances, Appleseed will check the Upper Grand District School Board website and the local news reports in order to be aware of school closures and bus cancellations in their area. Please note, there will not be a reduction of fees or refunds for days that Appleseed preschool or JK/SK and school age programs are closed due to power outages, extreme weather, or other extenuating circumstances. Below is a summary of Appleseed's responses to inclement weather and extenuating circumstances.

CIRCUMSTANCE	**Toddler/Preschool Centre** 5395 Wellington Rd 52, Erin	**Brisbane P.S.** 9426 Wellington Road 124, Erin	**Erin P.S.** 185 Dundas Street, Erin
Schools are closed before 9:00 am	Operate as normal	Closed	Closed
Schools close during the school day	Operate as normal	Closed	Closed
Buses are cancelled before 9:00 am	Operate as normal	Operate as normal	Operate as normal
Buses are cancelled after school is operating	Operate as normal	Operate as normal	Operate as normal
Weather worsens, but schools remain open	Operate as normal	Operate as normal	Operate as normal
Weather worsens, schools remain open, but afternoon UGDSB school staff are told to not come in. (Custodial staff, etc.)	Operate as normal	Operate as normal with modifications if necessary.	Operate as normal with modifications if necessary.
Bad weather on school break care days	Operate at the discretion of the Director	Operate at the discretion of the Director	Operate at the discretion of the Director
Extreme weather conditions	Operate at the discretion of the Director	Operate at the discretion of the Director	Operate at the discretion of the Director
Power outage before Appleseed or schools open	Closed at the discretion of the Director	Closed at the discretion of the Director	Closed at the discretion of the Director
Power outage during the day	Operate as normal with modifications if necessary. Centre will close if power outage is projected to be longer than 4 hours.	Operate as normal with modifications if necessary. Centre will close if power outage is projected to be longer than 2 hours.	Operate as normal with modifications if necessary. Centre will close if power outage is projected to be longer than 2 hours.
Road Closures in Erin and surrounding areas due to weather conditions	Closed	Closed	Closed

If an Appleseed program location building has been deemed unsuitable for occupancy (i.e. fire, natural disaster, terrorism, etc.), Appleseed will respond in the following ways:

PROGRAM	ADDRESS	RESPONSE
Appleseed Preschool Centre	5395 Wellington Rd 52, Erin	Children will be billeted at Erin Fitness or Center 2000
Appleseed Kids Club Erin Public	185 Dundas Street, Erin	Children will be billeted at Center 2000
Appleseed Kids Club Brisbane	9426 Wellington Road 124, Erin	Children will be billeted at Center 2000

A13 - EXTRACURRICULAR ACTIVITIES

The Appleseed staff members are not permitted to dress children for extracurricular activities. Children will not be sent to dress themselves unsupervised. Parents are requested to arrive early enough at pick-up time to allow adequate time to dress and/or feed their children before leaving for their extracurricular activity.

A14 - REDUCED RATIOS

Reduced ratios are permitted under the Appleseed Ministry of Education licence to operate. Reduced ratios are permitted for the first hour and half of the day, the last 45 minutes of the day, and during naptime. Appleseed follows the prescribed ratios stated in the "Child Care Early Years Act" chart.

A15. - ACTIVITIES OFF PREMISES

On occasion, our programs participate in events or activities that take them away from the program site. In these instances parents will be informed and appropriate consents will be obtained if necessary prior to the events or activities. During these excursions off site, the required teacher-to-child ratios will be maintained.

A16 - MIXED AGE GROUPS

At times, children from different age groups may visit other classrooms for the day or part of the day. These may be spontaneous visits or they may be visits to prepare a child for transitioning into the older grouping. Occasionally, visits will be for participation in an activity or special event. In most cases, these visits will be noted in the Lillio app or the parent will be informed either verbally or by email.

A17 - CLIENT CONFIDENTIALITY

In an effort to respect the privacy of the families that use our services, a "Confidentiality Policy" was developed. The employees at Appleseed are required to sign an oath of confidentiality in regards to the children in their care, their families, and the on-going operations and business practices at the centre.

The children's records are open only to the child's teachers, the supervisor and director, program advisor, or an authorized employee. In the event of a service agency providing support to a child where information will be exchanged, written parental consent will be obtained.

The exception to the "Confidentiality Policy" is in the event of suspected child abuse and neglect. Appleseed is legally obligated to make a report in those cases and identifiers will be used.

A18 - TRANSLATIONS

Appleseed is committed to all families including families where English is a second language. In an effort to ensure clear communication, Appleseed will engage a variety of methods to communicate in the client's mother tongue. Some of these methods will include translating the parent handbook and engaging the services of a translator where necessary.

SECTION B - CHILD DEVELOPMENT & BEHAVIOUR

B1 - DAILY WRITTEN RECORDS

Appleseed uses an app and software program called "Lillio" for daily attendance and communication with parents regarding their child's daily activities, progress, and development. This app and software program allows the Appleseed teachers to share information of your child's day in writing, photos, and videos. You can learn download the app to your personal device or learn more about the app and program by visiting www.lillio.com.

Appleseed does not use the parent communication aspect of the Lillio app. Please do not send messages to the staff through the app. They will not be seen or responded to. The Appleseed office staff handle all communications with parents throughout the day so that the program staff can focus on the children. If you have inquiries regarding your child or messages that need to be relayed to your child's teachers, please call the Appleseed office or email the Appleseed email address and the Appleseed office staff with handle your inquiries or deliver your messages appropriately.

Please note that sometimes other children in the center may appear in photos, videos, or stories of your child. Please DO NOT share photos or video of any child, other than your own, outside Lillio without express permission from Appleseed and each parent of the included children. This includes all social media platforms, messaging platforms, email, or any other means of sharing media.

B2 - GUIDING CHILDHOOD BEHAVIOURS

A guidance approach to supporting children's behavior is a two-way learning process that involves both the child and adult. Developing positive relationships with children is the most powerful tool that Appleseed educators have towards achieving success with guiding behavior. Children will require different levels of support and adult intervention at different times.

The goal in guiding children's behavior at Appleseed is to teach the child how to positively interact with others, to learn respect of property, and to help the child learn to self-regulate his/her behavior while validating the child's feelings and emotions. Allowing a child to express his/her feelings does not mean allowing inappropriate

expressions such as hitting or hurting others. If a child is struggling to self-regulate the program teachers will evaluate the child's environment and make adjustments as necessary. The program teachers will support the child and offer guidance or distraction as appropriate as the child works through the high emotions. Alternate play experiences or quiet time may be provided to the child along with a favorite toy or blanket to help the child relax and calm down.

Our program teachers support children by anticipating where children may have difficulties, by preventing situations from occurring, reminding children of appropriate responses and conduct, and creating a supportive environment. This approach requires time, patience, active listening skills, and a commitment to supporting children in problem solving and self-correction. Appleseed achieves this by being clear with the children about Appleseed's expectations, including rules around destruction, aggression, personal safety and the safety of others.

Employees that are guiding children's behaviours at Appleseed will:

- Handle the situation with a matter-of-fact attitude
- Consider the child's age and maturity
- Maintain fairness and consistency
- Allow the expression of feelings
- Consider trigger points
- Provide alternate strategies for problem solving
- Include other agency's expertise
- Offer comfort
- Coordinate services and strategies with the parents

B3 - PROHIBITED PRACTICES

The following behaviour guidance practices are prohibited at Appleseed:

- Corporal punishment of a child, which may include, but is not limited to, hitting, spanking, slapping, or pinching.
- Physical restraint of a child, such as confining the child to a highchair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the childcare centre for the purpose of confining a child or confining a child in an area or room without adult supervision unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would undermine his or her self-respect, dignity, or self-worth.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Inflicting any bodily harm on children, including making children eat or drink against their will.

B4 - BITING (Toddler & Preschool Programs)

Biting is considered a normal stage in a child's development. Children may bite for a variety of reasons, and it is rarely with the intent to hurt another child.

Childcare experts suggest that toddlers may bite for any one of the following reasons:

- **Teething:** Toddlers are often cutting teeth and chewing stops the itch and stops the pain momentarily.
- **Sensory Exploration:** Toddlers are good at using all their senses to learn about the world.
- **The "Oral Mode":** This stage from infancy often continues into toddlerhood.
- **Cause and Effect:** Toddlers are eager explorers. They are constantly studying cause and effect. Biting produces a predictable response and often the response is dramatic. There is a lot of noise from the target and attention from adults.
- **Self Assertion:** This is probably the most common reason toddlers bite. It is a way to express frustration when they don't yet have the language skills to do so.

At Appleseed our employees take action to reduce the number of biting incidents by providing access to teething toys, providing many sensory exploration toys, providing opportunity to explore cause and effect, and offering toddlers options and alternatives to reduce frustrations.

When a child is bitten Appleseed's plan of action is the following:

- The child is comforted and the bite is washed with soap and water and a Band-Aid is applied if the skin is broken.
- The biter will be offered a glass of water and encouraged to spit out the water.
- The biter is told in a firm voice: "It is not ok to bite. Biting hurts very much." If possible, the teacher will encourage the child who was bitten to express his/her feelings: "It hurts." or "Don't bite me." are sentences the teacher will model for the child to repeat.
- The biter will be encouraged to engage in an activity in another area of the room away from the child that was bitten.
- Parents are not told the name of the child who bit their child. Parents of the biter are informed of the incident and strategies are discussed with parents in hopes of preventing any further incidents of biting.

Appleseed recognizes how it is upsetting for parents to hear to learn their child has been bitten, however we Appleseed also recognizes that biting is a normal component of child development.

Parents are invited to talk to the supervisor about the biting policy or to request more information about biting and toddlers if they have concerns. The Appleseed parent library has a number of resources that parents can borrow like "No Biting" by Gretchen Kinnell which may prove to be useful to parents when struggling to understand this behaviour in young children. The parent library also has story books about biting for parents to borrow to read with their children at home.

SECTION C - WHAT TO BRING

C1 - REST TIME (Toddler & Preschool Programs)

After the noon meal the children have a rest time in the playrooms on comfortable cots typically between 12:30 – 2:30 p.m. Parents can send a small blanket and pillow that can be kept at the centre. Please label these items as they will be laundered regularly. Each child has his/her own bedding and does not share with another child.

C2 - PERSONAL ITEMS (Toddler & Preschool Programs)

Please bring in the following labelled items for your child:

- Disposable diapers/pull-ups (where applicable - replenish as required)
- Disposable Wipes (where applicable - replenish as required)
- Diaper cream (where applicable - replenish as required)
- A soft sleep toy and blanket for rest time
- Soother (if applicable)
- Baby bottles of milk (if applicable)
- Extra set of indoor clothing
- Appropriate outdoor wear plus sunscreen in warm weather

If cloth diapers are to be used, parents are responsible for pre-assembling the diapers and providing bags for soiled diapers, which can be sealed. Please note that we are unable to use cloth wipes.

C3 - DIN vs. NPN

Appleseed is prohibited from administering any products to children that are labelled with a Drug Identification Number (DIN) unless a "Consent to Administer" form is filled out by a parent and submitted with the product and the associated regulations are followed. Alternately, Appleseed is permitted to administer products with Natural Product Numbers (NPN) without the "Consent to Administer" form and the associated regulations.

There are however, exceptions to the DIN and NPN policy. Due to the frequency and long term daily usage, sunscreen, diaper cream, lip balms, and hand sanitizers can have a blanket authorization from a parent and can be administered without a medication form as long as they are non-prescription and/or they are not for acute (symptomatic) treatment, whether they have a DIN or not.

C4 - TOYS
Appleseed has a wide variety of toys and equipment. Personal toys and/or electronics are not allowed in the classrooms, with the exception of a soft cuddle toy for rest time (toddler & preschool programs). Please encourage your child to leave his/her personal toys at home or in the car. We are not responsible for lost, broken, or stolen toys that are brought into the centre.

C5 - DRESS
Please dress your child in clothes that will not prohibit them from enjoying the program. Although paint shirts are provided, accidents can occur and clothing may be soiled. Always send an extra set of clothes in case of spills and accidents. For outdoor play, we ask that parents send appropriate clothing. Please keep in mind that we go out in wet/misty weather. It is our practice to go outdoors daily, unless severe weather conditions prevent us from doing so.

Spring: rubber boots, splash pants, suitable jacket, hat

Summer: sun hat, sunscreen/sun shirt, running shoes, swimsuit and towel for sprinkler play

Fall: hats, mitts, splash pants, boots, warm jacket

Winter: boots, mittens, hats, snow pants, warm coat

To help us keep each child's clothing and outdoor gear organized we ask that you **label** each article with your family name.

SECTION D – GENERAL INFORMATION FOR PARENTS

D1 - NUTRITION
Appleseed provides snacks in the morning and afternoon on a daily basis in all programs. In our toddler & preschool programs we also provide hot meals at lunch prepared by our onsite cook.

Our menus are posted on our website, parent information boards, and in the kitchen. We follow a rotating weekly menu. The meals and snacks were set with the assistance of a dietician from the Wellington/Dufferin Health Department and are reviewed and revised periodically.

Children are encouraged to try new foods. No child will be forced or coerced into eating foods served to them.
Children with either medically deemed or religious food restrictions will be offered alternative foods from the Appleseed kitchen. Parents have the choice of providing food for their child from home or allowing Appleseed to offer the appropriate substitutions. Please remember to label and date the food products when providing alternate food at the program.
Food is prepared and served by employees that have successfully completed the "Safe Food Handler" course.

D2 - RESTRICTED FOODS
Please refrain from sending any peanut or nut products into the program. On occasion other food products may be restricted due to children with identified food allergies.

Unfortunately, parents are no longer permitted to provide treats for the class on birthdays or other celebrations. Appleseed is only permitted to serve food that is on the approved menu to the children. This does not apply to food parents provide for their children exclusively. (E.g. Breakfast food, food substitutions due to allergies or intolerances.)

D3 - SLEEP POLICY AND SUPERVISION (Toddler & Preschool Programs)
Appleseed ensures that each child enrolled in the preschool and toddler programs is provided a comfortable place for sleep or rest for a maximum of 2 hours daily and supervised by an adult in the following manner:

- There is sufficient lighting in the sleep room to conduct direct visual checks of children
- A direct visual check of each child is made by going over to the child while the child is sleeping
- These periodic direct visual checks of sleeping children are to check the child for indicators of distress or unusual behaviours such as: change in skin colour, change in breathing, signs of overheating
- Any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents (i.e. phone call or noted in Lillio)
- If indicated, adjustments to the manner in which the child is supervised during sleep will be made (i.e. an employee may sit beside a sleeping child to monitor the child closely)
- Children will be assigned to individual cots and these cots will be labeled with the child's name
- Parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time

- Direct visual checks will be performed about every 30 minutes of sleep to reduce risk of harm, injury, or distress
- Brief notes will be included in Lillio and any incidents of concern will be noted and the parent will be notified
- Daily sleep checks will be documented and kept for 3 years
- Appleseed does not use electronic sleep monitoring devices
- An employee is consistently present in the sleep room

D4 - DRUGS, ALCOHOL, AND SMOKING POLICY
Appleseed strictly prohibits any smoking of cigarettes or any other substances, vaping of any substances, the use of marijuana in any form, the use of alcohol, or the abuse of prescription drugs at any Appleseed program location, including on the program location premises.

Appleseed also strictly prohibits the illicit use, possession, sale, conveyance, distribution, or manufacturing of any illegal drugs, intoxicants, or controlled substances in any amount or in any manner.

D5 - STAFF, VOLUNTEERS, AND STUDENTS
All employees, volunteers, and student teachers will be cleared through the office prior to entering the classrooms. This includes an understanding of our program statement, policies, and procedures. On occasion, volunteers from local schools and students in training from community colleges and universities will be in the classroom. The volunteers and student teachers will be under constant supervision by employees and not allowed to be alone with the children. All staff, students, and volunteers 18 years or older must also provide clear a criminal reference/vulnerable sector check and proof of CPR and First Aid training. All staff, students, and volunteers must provide proof of up-to-date immunization.

D6 - ANIMALS
Diseases can spread from animals to humans, sometimes leading to illness and outbreaks. Young children are at the greatest risk for severe illness and injury. Therefore, we generally do not allow animals to visit our classrooms or playgrounds. Kindly refrain from bringing your pet into our centre or onto our playgrounds. (Please see office staff to see the full policy for exceptions to this practice.)

D7 - FALL FAIR ENTRIES
Appleseed promotes the Erin Fall Fair by submitting art projects made by the children. With parental consents, the projects are submitted to the Fair for judging and display. Appleseed will include the children's full first name and the initial of the last name on the entry tags on the art projects.

D8 - SERIOUS OCCURRENCES
The Child Care and Early Years Act, 2014 (CCLS) and its regulations include provisions to ensure that there is a plan to deal with any serious incidents that may affect the health, safety, and well-being of children.

These serious incidents are reported to the Ministry of Education, tracked, and followed up on.

There are **5 definitions** under the CCEYA that are considered serious occurrences.

1. The death of a child who receives child care at a licensed child care centre.
2. Abuse, neglect, or an allegation of abuse or neglect of a child while receiving child care at a licensed child care centre.
3. A life-threatening injury to or a life-threatening illness of a child who receives child care at a licensed child care centre.
4. An incident where a child who is receiving child care at a licensed child care centre goes missing or is temporarily unsupervised.
5. An unplanned disruption of the normal operations of a licensed child care centre that poses a risk to the health, safety or well-being of children receiving care.

D9 – EMERGENCY SITUATIONS

Disasters or Threats - In the event a disaster or a threat takes place at Appleseed or one of its sites, Appleseed staff will follow the Emergency Management Policy and Procedures document. Parents will be notified of the emergency and as the

situation changes by phone or email. Postings on the centre door will also be used to inform parents of evacuation sites and resolutions of the disaster or threat if safe to do so.

Child Injury - Although we try to control all potentially hazardous activities, accidents can happen. Most minor injuries can be attended to at the centre with the first aid kits that we have on hand. However, should an accident occur which requires medical assistance, our policy is as follows:

- Parents are contacted
- If parents are unavailable, we will attempt to contact the alternate person listed on the registration forms
- If neither party can be contacted staff will seek medical attention at the East Wellington Family Health Team clinic
- If it becomes necessary to take a child to the hospital, the child will be taken to Guelph or Orangeville General Hospital

It is understood that in an emergency situation the supervisor or her delegate will act as any prudent parent would and treatment will be sought if indicated by the medical emergency.

In the event of a minor injury, the parent will receive a written report about the incident. Parents will be asked to sign off acknowledging that they have been informed of the incident. These reports will be kept on file at the Head Office and a copy will be provided to the parent either electronically or by hard copy.

D10 - HOLD AND SECURE/LOCKDOWN POLICY

Although unlikely, from time to time police activity and/or incidents in and around Appleseed may result in the centre being put into “Hold and Secure” or “Lockdown”.

"Hold and Secure" is a response to a threat and or incident in the general vicinity of Appleseed but not on or very near to our property. Our program continues as normal inside the centre. However, as a precautionary measure, outer doors are locked and only parents are permitted to enter or leave the building.

"Lockdown" is used in a serious emergency situation where the threat is inside or very near our centre. A lockdown minimizes access and visibility in an effort to shelter children, staff, and visitors in secure locations. Similar to a "Hold and Secure" all outer doors are locked, however a "Lock Down" requires that all children be kept in classrooms or other designated locations. Also inner doors will be locked where possible. Entry and exit from the building is restricted to emergency service personnel only.

D11 - DOMESTIC DISPUTES/COURT CASES

In the event that a family is involved in a domestic dispute, Appleseed cannot deny a parent access to his or her child without a court order or police instruction.

In the event that a family is involved in a court matter, such as child custody or child support matters, Appleseed will decline involvement in any way unless compelled by a court order.

D12 - COMPLAINT RESOLUTION PROCEDURES

Appleseed is committed to promoting positive conflict resolution and encourages the development of harmonious relationships and a culture free from discrimination and harassment in their programs. Appleseed and its employees are committed to dealing with issues in a positive, constructive, and professional manner. Complainants should also deal with any concerns in a positive and constructive manner when speaking or communicating with staff and supervisors. Appleseed management recommends that clients with a complaint should submit their complaint in writing in order to make the terms or basis of any complaint as clear as possible. A complaint or concern form is available on the parent boards at all Appleseed sites.

Please consider the following before making complaint or raising a concern:

- Be clear about the topic or issue you want to discuss and put it in writing
- Focus on the things that are genuinely affecting your child
- Always remain calm and remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss
- Think about what would be an acceptable outcome for you and your child
- Be informed. Check the “Child Care and Early Year's Act”, “Ontario's Pedagogy for the Early Years”, “Wellington/Dufferin/Guelph Health Unit” and the policies contained in the “Appleseed Parent Handbook”, where relevant.

In response to a received complaint form, Appleseed staff:

- Will record that they have received a complaint form in the classroom journal.
- Will not engage in conversation with complainant in regards to the complaint.
- Will maintain confidentiality of the complainant by submitting the complaint form UNOPENED to the Director or her designate as soon as possible.

In response to a received complaint form, Appleseed management will:

- Review the complaint.
- Acknowledge receipt of the complaint form by email within 24 hours of the Director receiving the complaint form.
- Direct involved staff to submit written accounts of their participation in the complaint.
- Endeavour to obtain any other relevant information or documentation that will assist in trying to resolve the complaint.
- Endeavour to resolve the complaint in a manner that is mutually satisfactory to Appleseed and the complainant.
- Seek advice, where appropriate, from individuals and organisations that may be able to help resolve the complaint.
- A record of the complaint and the steps taken towards resolution will be kept on file at the head office.

SECTION E - HEALTH & MEDICAL POLICIES

E1 - DAILY OBSERVATION OF CHILDREN

An important step in preventing the spread of disease or infection is early detection so that children who may be ill can be isolated from other children.

Appleseed employees will ensure that a daily observation is made of each child at drop off time and before the child begins to associate with other children in order to detect possible symptoms of ill health or communicable disease. Children showing signs of ill health will be sent home. (i.e. fever accompanied by gastrointestinal symptoms)

If a child becomes ill during the day;

- The child will be separated from other children
- The parent/guardian will be contacted and arrangements will be made for the child to be picked up
- Where it appears that a child requires immediate medical attention arrangements will be made to have the child examined by a legally qualified medical practitioner or registered nurse (i.e. anaphylaxis)

Employees will be mindful of any sudden or gradual changes to a child's behaviour, sleeping patterns, eating patterns, or signs that a child has lost some previously acquired skill. Any such concerns will be communicated immediately to the supervisor and the parents will be contacted.

Classroom teachers will document symptoms of ill health in the child's record, including any information about symptoms provided by parents.

Ontario regulation 559/91 made under the Health Protection and Promotion Act, specifies which communicable diseases must be reported to the local Medical Officer of Health. Appleseed employees will reference and comply with reporting requirements therein.

When illness or communicable disease is present at our programs, Appleseed will post information on the symptoms, incubation periods, and isolation periods in a conspicuous manner.

If an employee suspects that a child is, or may be, in need of protection, they are obligated to report this to the local Children's Aid Society in accordance with section 72 of the “Child and Family Services Act”. (See Serious Occurrences 4f)

E2 - STANDARD TRAINING

All Appleseed employees are trained regularly in Standard CPR, Infant and Child CPR, and basic First Aid, including recognizing and responding to symptoms of anaphylaxis shock.

E4 - COMPLETING MEDICAL FORMS

A completed medical form indicating up-to-date immunization, special medical problems, limitations, allergies, medication, and dietary instructions is required to be on file prior to a child’s entry into the program.

For all life threatening allergies, it is the policy of Appleseed that an “Individual Action Plan” (IAP) be developed with input from a parent of the child and the child's physician.

Parents of a child with threatening allergy will provide training on the procedures to be followed in the event that their child has an anaphylactic reaction. This training will be provided to all employees, volunteers, and students prior to their employment or as soon as practical, (I.e. if a child develops an allergy previously unknown). The parent can choose to train only the supervisor and then delegate the training of the other employees to the supervisor.

E5 - IMMUNIZATION EXEMPTION POLICY

A child is permitted to attend our programs if a parent objects to the immunization of their child. The objections must be on the grounds that the immunization conflicts with their sincerely held convictions on religion, conscience, or a legally qualified medical practitioner gives medical reasons as to why the child should not be immunized. The parent in this case would be required to submit an objections in writing using a standardized ministry approved form. Ministry approved forms for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e. notarized).

This policy applies to preschool programs only. Publicly funded or private schools are responsible to keep immunization records or records of parental objections on file. Therefore, we do not require the immunization or ministry approved objection form for children attending Appleseed's before and/or after school programs or Appleseed's school break programs.

E6 - THE UNWELL CHILD - EXCLUSION FROM THE PROGRAM

Children who are suffering from a communicable disease are excluded from participating in Appleseed programs. The Wellington-Dufferin-Guelph Health Unit has specified the period of time that a child with a communicable disease must be excluded from the program. Under some conditions, Appleseed is required to report the symptoms to the health unit. In those cases, identifiers will not be used in our report. Working together we can keep the children and staff healthy.

COMMUNICABLE DISEASE	EXCLUSION POLICY
Fever	• If a child develops a fever while attending program, but is still able to fully participate, the child's parent will be notified but the child will be able to remain in program. • If a child develops a fever while attending program and presents lethargic and is not participating in the daily activities, the child's parent will be notified. Arrangements will need to be made for the child to be picked up or alternately, medication to treat the fever may be delivered to the centre and administered. Parents (or their designate) must fill out a "Consent to Administer Medication" form if they wish for Appleseed staff to continue administering medication. • If a fever has developed at home, parents are permitted to bring in medication to the centre to treat the fever but must fill out a "Consent to Administer Medication" form in order for Appleseed staff to administer the medication. • If a child's fever persists for more than two days, it is strongly advised that the child be seen by a medical professional. A child will be immediately isolated and excluded from program if a fever is present and accompanied by either diarrhea or vomiting. (See Diarrhea/Vomiting for information on extended exclusion period)
Diarrhea/Vomiting	The child will be excluded until there is no occurrence of diarrhea and/or vomiting for a **24-hour period without the aid of medication** from when the diarrhea and/or vomiting stops. During a Wellington County Health Unit declared outbreak, the child will be excluded until there is no diarrhea and/or vomiting for **a 48 hour period without the aid of medication.**
COVID-19	The child will be excluded immediately from all other persons except for one adult assigned to care for the child. The adult assigned to care for the child will don protective personal protective equipment. Parents will be contacted immediately to arrange for the child to be picked up. The Wellington-Dufferin-Guelph Public Health unit website will be consulted for further instruction. Staff will perform further cleaning and sanitizing protocols. The child will be excluded until they are able to successfully meet the "return to school" requirements set out by Wellington-Dufferin-Guelph Public Health unit.
Chicken Pox	The child will be excluded until all blisters are scabbed over, the child has been fever free for at least 24 hours without the aid of medication, and the child feels well enough to participate in regular activities.

Scarlet Fever/ Strep Throat	The child will be excluded until the child has had a minimum of **24 hours of antibiotic treatment** and the child is well enough to participate in regular activities.
Pink Eye	The child will be excluded until the child has had a minimum of **24 hours of antibiotic treatment.**
Impetigo Group A (Streptococcus Infection)	The child will be excluded until the child has had a minimum of **24 hours** of antibiotic treatment.
Head Lice (Pediculosis)	• Parents will be notified and arrangements will need to be made for the child to be picked up. The child concerned will be isolated until the parent or alternate adult arrives. • The child may return to the program after she/he has had a treatment with a recommended shampoo and the nits have been removed. • Other families at the centre will be notified by email that head lice has been detected at that specific program location. • Each child in the that particular program will be monitored for possible infestation. • Staff will do regular ongoing head inspections of all classroom children once a case has been identified.
Hepatitis A Virus	The child will be excluded for 14 days from onset of illness (unless all other children and staff have received preventive treatment).
Measles	The child will be excluded until at least 4 days after onset of the rash.
German Measles	The child will be excluded for 7 days after the rash is first noticed.
Tuberculosis	For active TB: The child will be excluded until the treating physician or Public Health advises that the child/staff is no longer infectious. For latent or inactive TB: no exclusion
Meningitis (Bacterial and Viral)	The child will be excluded until receiving at least 24 – 48 hours of appropriate antibiotic treatment and a doctor has provided a note stating that the child has recovered and is well enough to participate in all program activities.
Mumps	The child will be excluded for 5 days from the onset of swelling.
Pertussis (Whooping cough, 100 day cough)	The child will be excluded until 5 days of appropriate antibiotic treatment has been received.
Pinworms	The child will be excluded until treatment is completed with the appropriate medication prescribed by a physician.
Ringworm	The child will be excluded from program until the first treatment has been applied.
Scabies	The child will be excluded from program until the first treatment has been applied.
Bacterial Pneumonia	The child will be excluded until well enough to participate in all activities.

Enteric Outbreak Definitions:

Suspected Enteric Outbreak	Two or more cases of vomiting or diarrhea within 48 hours
Confirmed Enteric Outbreak	Three or more cases of vomiting or diarrhea within a 4 day period
Case	Two or more unexplained episodes of vomiting and or diarrhea in a child within a 4 day period

** Note: *These policies were created by referencing: <wdgpublichealth.ca>, "A Guide to Common Childhood Diseases", and "The Pediatric Society of Canada".*

E7 - STEPS AND STORAGE OF MEDICATIONS

- A "consent to administer" form will be filled out and signed by the parent or legal guardian prior to the administration of any drug or medication
- The consent to administer form will include the following information: child's name, prescribing physician's name if applicable, current date, name of drug or medication, what the drug or medication is treating, dosage and frequency, date of purchase, date of expiration, instructions for storage, and parent's signature for consent
- In cases involving an Epi-pen and associated medication, these products should be brought to the centre in the original package. Epi-pens will be stored in a manner to provide easy access to staff members, but out of the reach of children. When a child has been identified as having an anaphylaxis incident, the adult will ensure that 911 has been called, the child has been given the necessary medical attention, including administration of their medicines, and the parent has been notified.
- All medications must be clearly labeled with the child's name, name of drug, dosage and frequency, date of purchase, date of expiration, and instructions for storage
- All drugs or medications will only be administered to a child from the original container as supplied by a pharmacist, or in the original package
- The supervisor or her delegate that administers the medications or drugs will make a record of the time, date, dosage, and name of the drug or medication administered
- An entry will be made of all administered drugs or medications on both a medication administration form and in the daily written record
- If a dose is omitted or late, reasons will be listed on both the administration form and in the daily written record
- If a drug or medication is to be administered on an "as needed" basis, the written instructions will clearly indicate the situations under which the medication should be given. This could include the physical symptoms that must be present, the behaviour the child must be exhibiting, or the child's temperature.
- Drugs and medications are to be stored in a lockable box inaccessible to the children
- Children who need inhalers can have their medication readily accessible in an unlocked location but out of the reach of children
- Epi-pens are stored in locations easily accessible by staff, but out of the reach of children
- Epi-pens and inhalers are readily accessible when outdoors or off premises, but remain inaccessible to children

E8 - CHILD SELF-ADMINISTERING OF MEDICATION

If a parent has permitted their child to administer his or her own asthma or emergency allergy medication Appleseed will keep a record of the self-administration and the time on a medication form and noted in the daily written record. All other policies will be complied with as stated under "Steps and Storage" of medication policy with the exemption of "the supervisor or her delegate will administer".

When a child with an allergy is registered into the program the following procedure will take place:

- The parent will identify the severity of the allergy
- The parent will complete a "Consent to Administer" and "Plan of Action" form initially and annually thereafter, or as things change. This form instructs the staff as to what they are to do if an allergen is activated
- Where indicated, the parent will provide written instructions obtained by a physician
- The parent or a medical professional will train staff in the administration of the medication
- All employees will sign the back of the "Action Plan", acknowledging that they are aware of the "Action Plan" for the child initially, annually, and when changes occur
- The supervisor or her delegate will post a list in each play area, kitchen, and eating area indicating the allergy, risk of exposure, and action plan
- Postings will advise other parents and children in the program that there are children attending the program that are at risk of potentially life threatening allergies and the foods and causative agents that need to be avoided

E9 - ANAPHYLAXIS POLICY

i. STRATEGIES

When a product, food or fabric is identified as a causative agent we will:

- Reduce the risk of exposure by removing the product, food, or fabric (where practical), from the classroom
- No peanut or peanut products will be used in crafts, sensory, or food preparation
- Employees preparing the snacks and meals, or who will be purchasing food for the meals, will review food labels to identify allergens
- Strategies will be revised as necessary depending on the life threatening allergies of the children enrolled

ii. COMMUNICATION

- Appleseed's registration form requests medical information about the child. This includes special medical conditions including allergies
- On a regular basis, employees will be informed of life-threatening allergies typically upon child enrolment and reviewed during staff meetings annually
- Employees, students, and volunteers will read all individual action plans and sign the back of the plan indicating that they are aware of the allergy and the adults response
- The parent or care giver of a child with life threatening allergies will communicate about their child's medical condition in writing
- A doctor's note will be requested detailing the level of severity and suggested strategies of how to respond in case of exposure if the parent deems applicable
- A list identifying children with allergies will be posted in a conspicuous place in each playroom and kitchen, indicating the allergy, risk of exposure, and action plan
- Parents will be advised that there are children attending the program that are at risk of potentially life threatening allergies and the foods and causative agents to be avoided through postings throughout the centre or program location.

iii. INDIVIDUAL PLAN OF ACTION

- An "Individual Action Plan" (IAP) will be developed for each child with an allergy.
- The IAP will be developed with the assistance of the parent and the supervisor of the centre.
- The parent or delegate will be given the opportunity to train the supervisor and/or classroom teachers.
- The plan will include: description of the allergy, avoidance strategies, signs and symptoms, action to be taken if exposed, consent to administer medication in the event of an anaphylactic reaction, and emergency contact information.
- A child may self administer the drug or medication if parental or guardian consent has been granted.

iv. TRAINING

- All Appleseed employees counted towards ratio are trained regularly in Standard CPR/Infant, child CPR, and basic first aid including recognizing and responding to symptoms of anaphylaxis shock.

v. STEPS AND STORAGE

- A consent to administer form and plan of action form must be filled out and signed by the parent or legal guardian
- The Epi-pen and associated medication should be brought to the centre in the original package
- The package must be clearly labeled with the child's name, name of drug, dosage and frequency, date of purchase, and instructions for storage
- Epi-pens will be stored in a manner that provide easy access to staff members but out of the reach of children.
- The supervisor or her delegate who administers the medications or drugs will make a record of the time, date, dosage, and name of the drug or medication
- A child may self-administer the drug or medication if parental or guardian consent has been granted. The program teacher will ensure that the Epi-pen/emergency medication is with the child at all times (i.e. daily confirmation for both indoors and outdoors)
- When a child has been identified as having an anaphylaxis incident the adult will ensure that 911 has been called, the child has been given the necessary medical attention including administration of their medicines and the parent has been notified.
- An entry will be made on both a medication administration form and in the daily written record

SECTION F - MEDIA IN THE CLASSROOM

F1 - VIDEO

- Television viewing or streaming videos is prohibited in our programs, unless it is educationally connected and supports the program, and has been cleared through the office.
- Short You-tube videos may be used to enhance educational experiences during gathering time. (I.e. – video of an animal in its natural habitat, video of an owl hooting, video of ski jumping, etc.). Teachers will preview these videos before showing them to the children.
- The use of DVD's is rare. When it is used, the DVD titles will be cleared through the office and the title of the video will be noted in advance on the parent board.
- The use of computers, I-Pads, tablets, or other devices in the program is permissible. Device use is for promoting educational skills only and is non-violent in nature and age appropriate.

F2 - PHOTOGRAPHY

Employees take photos of the children at play to share with the parents using Lillio, create learning and social stories, to include in a holiday craft, and to add to our classroom diary. We request consent from the parents for photography in the registration package, however parents can decline the taking and use of photos of their child for these expressed purposes at any time.

APPLESEED PROGRAMS

1. **PRE-SCHOOL CENTRE AND HEAD OFFICE** - located at 5395 Wellington Rd. 52, Erin
    - This location offers care for children 15 months to 4 years old
2. **KID'S CLUB - Erin Public School** - located at 185 Daniel Street, Erin
    - This location offers before and after school care for JK/SK and school age children. *
3. **KID'S CLUB - Brisbane Public School** - located at 9426 Wellington Road 124, Erin
    - This location offers before and after school care for JK/SK and school age children. *

***Note:** Parents may sign their child up for full day care on school breaks and PA days. The full day programs typically operate at Erin Public School in our licensed spaces, with Brisbane Public School as our alternate location when Erin Public isn't available to us. All JK/SK and school age children from both schools and other children from the surrounding area are welcome to join us on these days. We reserve the right to cancel the full day program if a minimum enrolment is not reached.

HOW TO REACH US

Address: Appleseed Child Care Centre, 5395 Wellington Road 52, Erin N0B 1T0

Phone: 519-833-0994

Hours of Operation: Monday – Friday, 9:00 a.m. – 6:00 p.m.

Email: appleseedccc@hotmail.com

Website: www.appleseedchildcarecentre.com