

THE ELEPHANT ROOM PARENT HANDBOOK

Date Policy and Procedures Established: September 4th, 2003

Date Policy and Procedures Updated: April 24th, 2018

Welcome to the Elephant Room! We look forward to meeting you and your child(ren) and helping you through these wonderful preschool years. Please take some time to go through our policies and procedures that are in place to ensure the quality care of your child(ren). Thank you for choosing The Elephant Room as your child care choice.

Hours of Operation

The Elephant Room Day-care Centre is open Monday to Friday from 7:00 am to 6:00 pm. We are closed on statutory holidays. Fee payment is required for all statutory holidays. In addition, there may be possible early closing on Christmas Eve and New Year's Eve.

Statutory Holidays

- New Years Day
- Christmas Day
- Boxing Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving
- Family Day

The center will not be open for care on statutory holidays. These include: New Year's Day, Christmas Day, Boxing Day, Good Friday, Victoria Day, Labour Day, Thanksgiving Day, Civic holiday and Family day.

Absenteeism

If your child is going to be absent for any reason, please call the office before 10:00am @ 905-683-8399. Fees are charged when your child is absent for the day.

Age Groups:

Name of age category	Age range of age category	Ratio of educators to children	Maximum number of children in group
Infant	Younger than 18 months	3:10	10
Toddler	18 months or older but younger than 30 months	1:5	15
Preschool	30 months or older but younger than 6 years	1:8	24
Kindergarten	44 months or older but younger than 7 years old	1:10	20
School-Age	68 months or older but younger than 13 years	1:15	30

Program Fees:

Infant Program	
Full Time \$280.00 per week	N/A
Toddler Program	
Full Time \$225.00 per week	Part time \$48.00 per day
Preschool	
Full Time \$215.00 per week	Part Time \$45.00 per day
Before and After School	
Before and After School \$23.00 per day	After school only \$20.00 per day

Arrival and Pick-up

Young children depend upon regular routines for their own sense of security. We recommend that you establish fixed hours to pick up and drop off your child. Parents are responsible for the transportation of their child to and from the centre.

Children are to be accompanied into the centre and a teacher notified of their arrival. You are responsible for your child until a teacher is notified of their arrival. Parents are responsible at all times for any children not registered in the program (siblings, friends, etc.) that they bring with them to the centre. Regular contact with the parents is very important. Please take the time to speak with staff about your child's day.

Staff

The Elephant Room Daycare Centre's staff consists of an Administrator, Program Supervisor, Early Childhood Educators, Educational Assistants, and a Cook/Nutritionist. All Early Childhood Educators hold a diploma or degree in Early Childhood Education. The educator/student ratio is as per the CCEYA.

In addition to ratios, student teachers in training from various colleges, universities and educational institutions are involved in our program. Students are a great asset to our program, however are not included in required program ratios.

Early Childhood Educators are selected because of their teaching abilities and their specialized knowledge and experience in child guidance in accordance with the Ontario Day Nurseries Act and Regulations. Professional staff at the centre have a Diploma in Early Childhood Education, or are working towards their diploma or equivalency. Workshops, seminars and conferences are attended each year to keep up to date and to further professional knowledge and teaching skills.

The centre has a supervisor who is responsible for administering the programs. Please address any and all concerns to the supervisor. All staff members are aware of the important role that you, as the parent, play in making the childcare experience a valuable and enjoyable one for your child. We want to maintain open communication with you. Please keep in touch with us regarding your child's needs and any significant changes or events in his/her life. We will be sure that you are aware of your child's progress, happenings at the centre and any incidents involving your child.

Volunteers/Students

It is the policy of The Elephant Room that direct unsupervised access (i.e. when the adult is alone with a child) is not permitted for persons who are not employees of our child care centres.

Any placement students or volunteer may not be counted in the staffing ratios.

Volunteers and Students are required to review Behaviour Management Policies and Procedures prior to start date and annually thereafter. In addition, a written procedure is documented for monitoring the behaviour management practices.

The individual plan for a child with anaphylaxis and the emergency procedures are reviewed by volunteers and students prior to date start and annually thereafter.

Criminal reference checks are required for all volunteers having direct contact with children in our centres. This policy does not apply to students placed in our program by an educational institution; however criminal reference checks are routinely required by community colleges and universities prior to students beginning a placement in child care.

No child is to be supervised by a person less than 18 years of age.

Volunteers and students will be supervised to ensure that they are only aiding the teachers in the activities set out in our programs.

Our centres' insurance does cover volunteers and students.

Our centres' supervisors are responsible for the implementation, review and evaluation of this policy.

Our centres' orientation procedures include, how volunteers and students are informed about the setting's policies and procedures, program philosophy and needs of individual children. Also, they will ensure the volunteer or student has reviewed a copy of our parent handbook.

Parking

A drop off area is provided in the front and sides of the day-care. Please park your car, turning off the ignition, and walk your child to the centre. This is extremely important for the safety of all the children. Please remember to drive slowly while in the parking lot as children may be coming and going.

Files

The Day Nurseries Act requires that the centre keep a file on each child. Each file includes registration and medical forms, and pertinent information about the child. Parents have access to these files.

Bulletin Boards

Parents are asked to check the Parent Info Board in the main lobby area. This board will have weekly snack and lunch menus, special activities, monthly fire drills, communicable disease information and other pertinent information that the parents need to know.

Program Development

Programs are re-evaluated regularly to reflect changes within the CCEYA and ideologies in Early Childhood Education. Workshops are periodically offered for both staff and parents.

Clothing and Possessions

Children should be dressed in clothing that is appropriate for physical activity, the weather and the season. Remember that outdoor activities are part of our program. A second set of clothing should be brought each day in case of accidents. Each child will have his/her own-labelled hook and a basket for your child's belongings. These can be used for extra clothing, outdoor clothing, sleep toys, etc.

THE ELEPHANT ROOM IS A PEANUT FREE ENVIRONMENT. PLEASE DO NOT SEND YOUR CHILD TO DAYCARE WITH PEANUT BUTTER, AND ALL RELATED PRODUCTS SUCH AS NUTELLA.

Nutrition

The Elephant Room offers a nutritious morning snack, lunch, and afternoon snack (all prepared on premises). Children's special dietary needs and allergies will be posted in the kitchen and serving areas. Weekly menu plans will be posted for the current and following week to assist you in menu planning at home.

Rest Period

The children are permitted to sleep, rest or engage in quiet activity based on the children's needs. The Elephant Room provides each child with his or her own crib/cot. We ask that the parents supply a crib sheet and a blanket. PLEASE NOTE: it is the parent's responsibility to take home the blankets at the end of each week for washing.

Immunization

The CCEYA requires that, prior to admission, each child be immunized as recommended by the Health Department. Children who are not immunized for religion, conscience convictions or medical reasons must have a completed a ministry approved form in their file. Medical exemptions forms must be completed by a doctor or nurse practitioner.

Illness

If a child becomes ill during the day, the parent will be contacted to pick up the child as soon as possible for his/her well being, as well as that of the other children. It is therefore essential that the staff is able to locate the parent(s) or the emergency contact should an illness or an emergency arise.

At the time of registration, a written consent form is to be completed by the parent, which authorizes the centre to transport a child to the hospital via ambulance in the event of an emergency.

A child may not attend the program if they are suffering from the following:

- Unusual skin rash
- Heavy coloured (green/yellow) mucous
- Red and/or irritated eyes, discharge from one or both eyes
- Fever reaches 101 F (38.3 C) or higher **(MUST BE FEVER FREE FOR 24 HOURS BEFORE RETURNING TO THE CENTRE)**
- Irritability, lethargic, excessive crying, refusing to eat, vomiting
- Diarrhea (3 loose bowel movements in a 12-hour period)
- Head lice

If a child has been absent due to an infectious disease, a doctor's note maybe required the day the child returns. Health Unit needs to be notified of any communicable diseases. All communicable diseases will be posted in the front lobby and/or outside the classrooms. In addition, a yearly record of all communicable diseases is posted on the bulletin board in the lobby.

Medication

The Elephant Room will administer prescription or non-prescription drugs, in accordance with the Day Nurseries Act. Parents must provide the following:

- Written authorization, including dosage and times the medication is to be taken.
- Medication in the original container clearly labeled with the child's name, name of drug, the dosage, the date of purchase and instructions for the storage and administration of the drug.

Parents are required to complete a medication form for every medication that is administered by the day-care centre.

The Early Childhood Educator in each room has the responsibility of administering all medication to the children in the group as required. Two staff members are present, and will sign off on the administering of any medication.

Any medication must be given directly to a program staff member. All medication will be stored in a locked box.

Sun Safety

It is imperative that parents provide sun hats, proper outerwear and sunscreen for their children. The sunscreen should not contain coconut fragrances or by-products and should be approved by a supervisor before labeling it with the child's name and left at the centre.

Field Trips

Throughout the year, trips are made to special places of interest. A notice will be posted in your child's clipboard in advance of the excursion, informing you of the destination, time, date and cost (if any). It will also include a spot for you to sign and give us consent for your child to accompany us on the trip.

Parents will be asked to sign a permission form in order to allow The Elephant Room and/or external persons to occasionally photograph and/or videotape their child. Photographs are usually taken of children engaging in fun activities throughout the day, during classroom parties, and on planned excursions. The photographs are posted for parents to enjoy and are later placed in a classroom book.

Late Pick-up

A late fee of \$1.00 per minute will be charged if your child is picked up after 6:00 pm. This is payable in cash at the time you pick up your child. This fee is to be paid directly to the teacher who stayed behind to look after your child. This payment is separate from any other payment to The Elephant Room.

Withdrawal Policy

The Elephant Room Day-care Centre reserves the right to withdraw a child from our program with 2 weeks notice, under the following circumstances.

- A child's opposition to authority
- Willful destruction of property
- Use of profane and improper language
- Conduct which is injurious to moral tone of the Centre or physical or mental well-being of others in the Centre
- Behaviour that manifests itself into a potential safety hazard to other children and staff
- Parent(s) failure to comply with policies agreed upon
- Parent(s) more than two weeks arrears in program fees, with no written explanation or payment schedule approved by the Director of the program

Record Retention

All records related to the review and sign off of behaviour management policies as well as the monitoring of behaviour management practices will be kept on file at the child care centre for two (2) years.

Parent Involvement

We have an open-door policy for parents and parental visits are encouraged. We encourage parents to give constructive criticism, ask questions, and also to give us positive feedback.

Child Abuse

Staff members have received training regarding the observation of signs and symptoms of abuse. We are required by law to report any occurrences of suspected child abuse to the Children's Aid Society.

Emergency Management Policy and Procedures

A copy of The Elephant Room's Emergency Management Policy is available on request.

Confidentiality

Information collected from parents/guardians is for the use of Centre staff only and is of the type to aid in providing quality care for the children. Information is kept in confidence and only released at the consent of the parent/guardian. All children's records are property of The Elephant Room. Parents/Guardians have access to their child's records when requested. Parents are encouraged to follow the same guidelines as centre staff and not share any personal information they may have about other children or families or staff that have contact with the centre.

THE ELEPHANT ROOM PROGRAM STATEMENT

Welcome to The Elephant Room licensed child care. Our program statement describes how our programs support and fosters early learning. It will outline our view of the child, our philosophy and pedagogy as well as the goals and approaches used to ensure healthy child development.

Our goal is to meet and achieve the goals and objectives set out in the HDLH. We will continuously exam, explore and document pedagogical learning.

It will also outline how we evaluate our programs to maintain quality and how we support the professionals who work with the children.

The Program Statement is reviewed annually to ensure it is aligned with the Minister of Education's Policy Statement.

Our Vision

We see our children as being confident, capable, curious and rich in potential.

We are committed to providing an environment of equality, respect and inclusiveness for the development of happy successful children.

Our Values

Knowing as educators of young children who are unique in many ways; growth patterns, cultural backgrounds, previous experiences, spontaneous, and curious and self-learners.

At The Elephant Room we understand that children learn in a safe, loving and stimulating environment that will strengthen and develop a child's learning potential and self-regulating skills.

We encourage independence and self-esteem through positive interaction with adults, staff and other children.

Foster the children's exploration, play and inquiry within a group or as an individual.

The Elephant Room will provide adult supported experiences to optimize the child's-initiated activities.

We incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and consider the individual needs of the children receiving our care.

We maximum opportunities for on-going communication with our parents about the program and their children.

We involve local community partners (local colleges, Grandview Centre, Local Library etc.) and allow those partners to support the children, their families and staff.

We support educators in Continuous Professional Learning with through Regional Municipality of Durham workshops, Standard First Aid & Infant and Child CPR.

On a day-to-day basis the child care centre supervisor is responsible for the leadership, coaching and development of educators. The supervisor may meet with staff to recommend strategies, conduct learning huddles to focus on a particular area of the curriculum with the entire team, conduct regular staff meetings to reflect and plan. Additionally, providing reading materials including links, articles, and various readings to supplement educator's professional learning and development.

Our educators will review and document the impact of our values on the children and their families. The program assessment through weekly journals using the Excerpts from the ELECT and the Nipissing District Development Screen Checklist will be shared with parents/guardians.

The impact of our VALUES will be documented and reviewed with all employees and volunteers.

It is the policy of the Elephant Room that all new staff, students and volunteers will review the program statement prior to interacting with children and at any time when the Program Statement is modified.

Documentation (e.g. storyboards, photos), can illustrate how the approaches are being implanted into the program.

Goals and Approaches

Promoting Health, Safety, Nutrition and Well-Being

The following procedures are in place to promote the well-being, health & safety and nutrition.

- ✓ On site Culinary Chef providing hot and nutritional lunches

- ✓ Menu Planning following the Canada Food Guide
- ✓ Standard First Aid and CPR training
- ✓ Emergency Management policies and procedures
- ✓ Communicable disease prevention
- ✓ Child Protection procedures and training
- ✓ Sanitation and disinfection practices
- ✓ Child Protection and safe supervision of children

Supporting Positive Relationships:

At The Elephant Room we cultivate respect and relationships to create a sense of belonging between children, adults and the world around them in a safe, healthy and nurturing environment.

To support and provide each child's growth and development, we will communicate and interact with parents on a daily basis. We will share observations, documentations, and anecdotes from the child's day.

Encouraging children to Interact, Communicate, & Self-Regulate:

The Elephant Room is supportive in contributing to the role of the adult in a child's life in a positive way. We will support the children with how to interact and communicate effectively and support their ability to self-regulate.

Our Method:

- ✓ Children are given freedom to make choices
- ✓ Individual adult attention
- ✓ Role modelling positive and respectful interactions
- ✓ experiences that allow for more individualized adult attention
- ✓ Always an abundance of toys, equipment, and materials available to children at all times
- ✓ Demonstrating pro-social skills, problem solving and conflict resolution
- ✓ A flexible learning environment that can build on the children's activities

Foster the Children's Exploration, Play and Inquiry

Imagination and curiosity are important components of the children's natural play. Our educators contribute to developing natural abilities, in the following ways.

Our Method:

- ✓ Design the play area
- ✓ Daily observations
- ✓ Document
- ✓ Buddy system
- ✓ Working partnerships
- ✓ Inventors of games and toys
- ✓ Entertainers
- ✓ Field Trips

Provide Child Imitative and Adult Supported Experiences

Our Method:

- ✓ Discuss with parents upcoming family events
- ✓ Provide a variety of toys, material, games to support child's interests
- ✓ After-hour family meet and greets
- ✓ Visits from Community Helpers (i.e. Police, Firemen)
- ✓ Bring the outside indoors
- ✓ Show & Tell

Planning for Learning Environments for Child's Learning and Development

Our Method:

- ✓ Murals of Animals and Mammals on the way
- ✓ Quiet Area with soft seating for reading and rest
- ✓ Large Rooms
- ✓ Wall to Wall Windows
- ✓ Children's Music
- ✓ Variety of Play Station
- ✓ Gross Motor Room

Incorporate Indoor and Outdoor Play, Active Play, Rest and Quiet Time

Consideration to the Individual needs of all children receiving childcare;

Our Methods:

- ✓ Schedules of Daily Balanced Activities
- ✓ Time for exploration, play and inquiring for both indoor and outdoors
- ✓ Indoor and Outdoor Gross Motor Toys

- ✓ Quiet Area with soft seating/picnic blanket for reading and rest Variety of Play Station
- ✓ Visual Schedules
- ✓ Seasonal Activities

Foster the Engagement and On-Going Communication with Parents about the Program and their Children:

The Elephant Room understands the Importance of Communication with Our Open-Door Policy for our Parents.

By Building a rapport with our families that helps to ensure a sense of home and belonging for our children;

Our Methods:

- ✓ Celebrations and Events (Family BBQ, Graduation, Holiday Concert)
- ✓ Wall display of photographs of the children at play
- ✓ Welcome to the Elephant Room Package
- ✓ Display of Families Trees with photos
- ✓ Display of art work and creations
- ✓ Copy of Assessments
- ✓ Morning and Afternoon greeting
- ✓ Phone Calls and Emails

Community Partners

We have evolved over the years to provide various resources to our families. We work closely with community centres and resource centres. Additionally, we collaborate with subsidy, visits to the local libraries, fire and police department presentations and farms/orchards and charity fundraisers.

Continuous Professional Learning

The Elephant Room supports all professional development.

Methods

- ✓ Attending training sessions
- ✓ Yearly Standard First Aid and Infant/Child CPR
- ✓ Quarterly staff meeting to brainstorm and share information
- ✓ Provide material including links, articles and various reading to promote

educators professional learning

Documentation

Methods

Program plans that support the child's interest by collaborating with each other.

- ✓ Daily reports (infant and toddler) and weekly observations of child's play and interest
- ✓ The Nipissing Assessment Tool
- ✓ Preschool Progress Assessment (Cognitive, Motor, Fine and Gross, Language, Self Help and Socialization)

Prohibitive Practices Policy and Procedures

Prohibited Practices

The following actions constitute prohibited practices at Oriole Nursery School

(a) Corporal punishment of the child;

(b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

(c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) inflicting any bodily harm on children including making children eat or drink against their will

The performance of a prohibited practice, as specified above, will justify immediate for-cause termination of employment of the teacher.

Staff members will sign off on this policy and confirm that these practices are not allowed and do not occur in the program.

Safe Sleep Policy

Name of Child Care Centre: The Elephant Room

Date Policy and Procedures Established: September 26th, 2017

Date Policy and Procedures Updated: April 25th, 2017

The purpose of the Safe Sleep Policy is to ensure that all children 0-12 years who sleep at The Elephant Room are provided a safe sleep environment.

Toddler, Preschool or Kindergarten (18 months – 12 years old)

All children will be visually checked every 15 minutes during sleep time. The staff will look for indicators of distress or unusual behaviours. Additionally, staff will ensure that there is sufficient lighting in the sleeping area or room to conduct direct visual checks. Visual checks will be documented daily on the Sleep Log Report file in the Sleep Policy Binder.

Room temperature will be kept at no less than 68°F and no more than 85°F when measured two feet from the floor. Children are supervised to ensure they are not overheated or chilled.

Children will be assigned to individual cots. Only one child may occupy a cot at one time. Cots will be labelled.

Children may use blankets however children's heads and face will not be covered during sleep/nap time.

Toddlers and Preschool children can keep toys and stuffed animals on their cots.

Toddler or preschool children receiving child care for six hours or more in a day having a rest period not exceeding two hours in length; and toddler, preschool or kindergarten children being permitted to sleep, rest or engage in quiet activities based on their individual needs.

Infants (0-18 months)

Parents of children under of 18 months will be advised of our obligation under subsection (1).

The Elephant Room will ensure that children who are younger than 18 months will be placed to sleep in a manner consistent with the recommendations set out in the document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada", published by the Public Health Agency of Canada, as amended from time to time, unless the child's physician recommends otherwise in writing.

All children will be visually checked every 15 minutes during sleep time. The staff will look for indicators of distress or unusual behaviours. Additionally, staff will ensure that there is sufficient lighting in the sleeping area or room to conduct direct visual checks. Visual checks will be documented daily on the Sleep Log Report file in the Sleep Policy Clipboard.

Room temperature will be kept at no less than 68°F and no more than 85°F when measured two feet from the floor. Children are supervised to ensure they are not overheated or chilled.

Sitting devices such as car safety seats, strollers, swings, infant carriers, infant slings, and other sitting devices will not be used for sleep/nap time. Infants who fall asleep anywhere other than a crib, portable crib, or playpen must be placed in the crib or playpen for the remainder of their sleep or nap time.

No loose bedding, pillows, bumper pads, or any objects that can increase the risk of entrapment, suffocation or strangulation will be used by infants in cribs or cots. Toys and stuffed animals will be removed from the crib when the infant is sleeping. Light breathable blankets will be used.

Children will be assigned to individual safety approved crib or cot. Only one infant/child may occupy a crib or cot at one time. Cots or cribs will be labelled.

To promote healthy development, infants who are awake will be given supervised "tummy time" for exercise and for play. Infants, less than one (1) year age, will always be placed on their backs to sleep. An infant that requires alternative sleep positions or special sleeping arrangements, must have on file on site with written instructions, signed by the parent detailing the alternative sleep positions or special sleeping arrangements. Staff will put the infant to sleep as specified in the written instructions.

When infants can easily turn from their stomachs to their backs and from their backs to their stomachs, they shall be initially placed on their backs, but shall be allowed to adopt whatever positions they prefer for sleep. It is recommended that infants are placed on their back to sleep, but when infants can easily turn over from their back to their stomach, they may adopt whatever position they prefer for sleep. Staff will be

verbally confirming that each infant under the age of 12 months has been placed on their back. Also, the staff will verbally confirm the periodic checks.

Sleeping infants shall have a supervised nap/sleep period. The caregiver shall be positioned where he or she can hear and see the infant. The caregiver shall physically check on the infant frequently during napping or sleeping and shall remain in close proximity to the infant in order to hear and see them if they have difficulty during napping/sleeping or when they awaken.

When indicated on our Infant Questionnaire or with written parent consent, pacifiers be allowed in infants' cribs while they sleep. The pacifier cannot have cords or attaching mechanisms will not be used during sleep time but are allowed outside of the crib.

Additional Parent, Staff, Volunteer and student Communication

Parents will be verbally consulted about their child's sleeping arrangements at the time a child is enrolled and at any other appropriate time including transitioning to another room or upon a parent request in writing.

We will provide parents with any significant changes in a child's sleeping patterns and/or behaviours. And if necessary will result in adjustment to the manner to which the child is supervised during sleep time.

Sleep policies must be reviewed with staff, volunteers and students, implemented and monitored for compliance and contraventions in accordance in subsection 6.1.

All parents/guardians shall be informed of and given the facility's written Safe Sleep Policy at enrollment as part of the Parent's Handbook.

Wait List Policy

Policy:

A waitlist will be formed when full enrollment has been reached in the daycare. Each age group at each centre has its own individual waiting list.

Procedure

1. Children are accepted into the daycare on a first come basis. There is no charge to be added to the wait list.
2. Parent will be asked for the following information:
 - Parent's first and last names
 - Best contact telephone number(s) and email addresses
 - Your expected start month
 - Your child's name

- Date of Birth (unborn children may be added to the list with expected month and year of birth)
3. The child's name and information are then entered on the computer according to the date of the initial phone call.
 4. Children will be removed from the waitlist upon the following reasons:
 - Parents or guardians request
 - Family has moved away or phone number is out of order or the client is unreachable after 2 attempts.
 5. When an opening for the daycare occurs the Supervisor will contact the parents or guardians of the first child on the waiting list by telephone and email.

Exceptions:

Siblings of the children enrolled in our centres.

Parent Issues and Concerns Policy and Procedures

Purpose

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

Policy

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within **one business day (24 hours)**. The staff who received the issue/concern will inform the Supervisor. The issue will be documented and reviewed with staff. All parties including parents who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to the classroom staff directly or the supervisor or licensee.</p>	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 3 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to the supervisor or licensee.</p>	<ul style="list-style-type: none"> - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Ensure the investigation of the issue/concern is initiated by the</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Student- / Volunteer-Related	<p>Raise the issue or concern to the staff responsible for supervising the volunteer or student or the supervisor and/or licensee.</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>appropriate party within 24 hours or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Central East Region – Early Years and Childcare Division, Ministry of Education. Phone # 1-877-510-5333 or email childcare_ontario@Ontario.ca.

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

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

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