



Parent Handbook

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VERSION V.16

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Lakeside Childcare
6482 Telfer Road
Sarnia, Ontario N7T 7H4

Welcome To Lakeside Childcare.....	5
Vision.....	5
Mission.....	5
Core Values.....	6
Program Statement.....	6
Our Approaches and Goals.....	8
Additional Program Information.....	13
What is a Prohibited Practice?.....	16
Our Head Office Team.....	17
General Information: Services and Program Information.....	18
Ages of Programs/Services Offered.....	18
Ratios and Group Size.....	18
Student and Volunteer Information.....	18
Program Structure and Pedagogy.....	19
Play-Based Learning:.....	19
High-scope:.....	20
Communication With Families.....	20
Off-Site Activities.....	21
General Information: Operational Information.....	21
Days/Hours of Operation.....	21
Holiday Closures.....	22
Registration Information.....	23
Admission Procedures.....	23
Orientation and Visits.....	23
Fees and Canada Wide Early Learning and Child Care Program Participation.....	24
Fee Payment Procedures.....	26
Payment Policy - Refunds.....	26
Income Tax Receipts.....	27

What Do I Bring For My Child To Be Prepared?.....	27
Home Toys.....	28
Spirit Day.....	28
Termination of Services.....	28
Voluntary Withdrawal of Services.....	29
Policies and Procedures.....	30
Health and Safety Policies.....	30
Safe Arrival and Dismissal Policy and Procedures.....	30
Anaphylactic Policy.....	35
Emergency Management Policy.....	43
Emergency Contacts.....	55
Sleep Supervision Policy.....	67
Illness Policy.....	73
Lakeside Childcare Centre Communication App Usage Policy.....	76
Administrative Policies.....	79
Waiting List Policy.....	79
Parent Issues and Concerns Policy.....	82
Supervision of Students and Volunteers Policy.....	85
Police Record Check Policy and Procedures.....	88
Prohibited Practices Policy.....	100



Welcome To Lakeside Childcare

Thank you for your interest in enrolling your child for care at Lakeside Childcare! This parent handbook outlines all the information you must consider when choosing if our centre is the right fit for your child and family, such as fee information and programming structure.

Lakeside Childcare is committed to high-quality, accessible programming that aids in the healthy development of children ages 18 months - 5 years in the Sarnia-Lambton Community. Our toddler (18 months - 30 months) and preschool (30 months - 5 years) programs are play based, high-scope, and heavily influenced by nature.

Vision

By 2030, we aim to build a thriving, sustainable childcare community that supports and empowers every child, family, and staff member. We will prioritize local, nutritious food, financial stability, and operational efficiency, while fostering a long-term, committed team with opportunities for professional growth. Our facilities will be safe, beautiful, and nature-inspired, and we will expand to serve more families. Through strong community connections, a focus on wellness, and a balanced work environment, we will create a place where every child's developmental, emotional, and physical needs are met, fostering growth, curiosity, and a strong sense of belonging.

Mission

At Lakeside Childcare, our mission is to provide a safe, positive environment where children can thrive. Surrounded by dedicated and hard working educators, we focus on nurturing the emotional, physical, and cognitive growth of each child, building healthy foundations for lifelong success. What sets us apart is our expansive, nature-inspired outdoor spaces, strong family involvement, nutritious, locally sourced food program, and commitment to high quality care. We offer a welcoming atmosphere and maintain beautiful, safe, and well-kept facilities that encourage exploration and learning. Through these unique offerings, we strive to create a supportive community where every child is valued and empowered for future success.



Core Values At Lakeside, We Are C.H.I.L.D. Focused

C – Create a Better Now

We believe every child deserves a better life today, not just in the future. By meeting them where they are with love, attention, and opportunity, we build a strong foundation for who they're becoming.

H – Health and Safety

The health and safety of every child is the foundation of quality care. By creating secure, clean, and responsive environments, we ensure children can grow, learn, and thrive with confidence and well-being.

I – Integrity

We do the right thing, even when no one is watching. Trust is earned through consistency, honesty, and honoring what's best for children and families.

L – Love

Love is our most powerful tool. It creates safety, fosters growth, and transforms lives. When given freely, it returns in ways that multiply impact.

D – DWYSYWD (Do What You Said You Would Do)

We show up, follow through, and keep our promises—to children, families, and each other. We pitch in and help out where needed, because accountability and teamwork build safety and trust.

How These Values Flow Within Our Mission

Together, these values form a living culture that protects, nurtures, and empowers children. From present-minded care (**Create a Better Now**), to a secure environment (**Health and Safety**), to unwavering trust (**Integrity**), grounded love (**Love Counts Twice**), and dependable, collaborative action (**DWYSYWD**), we create a safe and thriving space where every child is known, loved, and equipped to grow.



Program Statement

Date Statement Developed: December 15, 2023

Date Statement Updated: August 16, 2024

Lakeside Childcare is committed to providing high quality care that is consistent with, reflects and exceeds the expectations set out by The Minister of Education's standards for childcare programming (O.Reg. 137/15). Our educators view all children as competent, capable, curious, and rich in potential and utilize *How Does Learning Happen? Ontario's Pedagogy for the Early Years (HDLH)* to ensure that the four foundations outlined in HDLH, listed below are met for every child in our centre.

Belonging: Children feel a sense of connectedness to those around them.

Engagement: Children are able to be involved in daily experiences.

Well Being: Children are supported in their physical and mental health.

Expression: Children are able to express themselves fully, and are heard by those around them.

Our environment and classrooms support the children in our care as they encourage child-led, adult supported learning experiences, independence, and a developing understanding of the world around them.

Our program rooms are set up to support play such as exploratory play, open-ended/loose/parts based experiences, motor development, and much more. Utilizing curriculum and pedagogy from the Play Based Learning schools of thought, our educators are experienced observers, who plan and develop activities and experiences, as well as follow spontaneous child-led activities daily in order to support the development of the children in their programs.



Our programs also follow a nature-centred curriculum, which sees plenty of opportunities for children to explore and develop a respect of the natural environment in our community.

The educators employed by Lakeside Childcare believe that documentation of developmental experiences as well as day-to-day happenings is vital to share with respective families. Each day, our educators will document your child's meal and snacks, rest periods, planned and spontaneous experiences, and more on Lillio, the company's parent-educator/administrator communication application. (Please refer to the app policy).

The educators at Lakeside Childcare interact closely with the children, delving into their world by engaging in experiences and play. **Our staff uphold a positive, child focussed mentality at all times during their employment with The Company.**

Our Approaches and Goals

The Ministry of Education has identified the following goals that pertain to all Licensed Childcare Centres in the Province, in an effort to exceed these goals Lakeside Childcare will take partake in the following actions:

a) Goal: Promote health, safety, nutrition, and well being of the children in our care.

Approach: The children in our programs are provided with ample nutritious snacks and meals that promote their health and physical well-being, safety protocols involving allergies are followed through and monitored with the use of Individualized Plans for Children with Medical Needs to ensure all children in the centre are safe, regardless of allergens.

b) Goal: Support positive and responsive interactions among children, parents, childcare providers, and staff.

Approach: Lakeside Childcare educators and staff view the relationship between caregivers, parents/guardians, and children as incredibly valuable, and will engage in a child-focussed mentality alongside the families to ensure interactions in the centre are positive, respectful, and focus on the benefit of the child.

c) Goal: Encourage children to interact and communicate in a positive way and support their ability to self-regulate.

Approach: Our educators attend Professional Development pertaining to self regulation as it relates to child care, and how to build on this skill. Our educators demonstrate a calm, positive, and growth based mindset while interacting with families, staff, and children at our centre. Our educators encourage and assist children in the development of their own self regulation by both demonstrating, and by incorporating activities that touch on self regulation tactics.

d) Goal: Foster the children's exploration, play, and inquiry.

Approach: Lakeside Childcare fosters children's exploration, play, and inquiry by observing child-led activities, and creating experiences that encourage children to engage in programming. Our open-ended, natural based materials support exploration and inquiry of various real-world objects around them.

e) Goal: Provide child-initiated and adult-supported experiences.

Approach: Our educators utilize observation techniques derived from Play Based Learning curriculums in order to create experiences initiated from children's interests, and the educator adapts the programming based on needs and following interests.

f) Goal: Plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans.

Approach: All children, regardless of developmental, physical, or emotional needs or individual plans are welcomed and accepted by the Lakeside Childcare team. Our educators and administrative team work closely alongside community resources such as Pathways Health Centre for Children and St. Clair Child and Youth to ensure all children and families are included and supported.

g) Goal: Incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day, and give consideration to the individual needs of the children receiving care.

Approach: Our daily routines provide ample time for various types of play, necessities, and rest. Our educators carefully format their day-to-day routines to reflect the children in their care. Time for rest or quiet activities are available to the children after lunch, both indoor or outdoor play is abundant with plenty of green space outdoors as well as a gymnasium.

h) Goal: Foster the engagement and ongoing communication with parents about the

program and their children.

Approach: Lakeside Childcare highly promotes documentation as part of daily programming in order to benefit families and children. The Company utilizes Lillio in order to document daily experiences, play, diaper changes, meal times, etc. as well as have essential communications with parents and caregivers at ease.

i) Goal: Involve local community partners and allow those partners to support the children, their families, and staff.

Approach: Our centre was built with community in mind, and continues to build relationships within the community that may provide support to families, children, and staff or vice versa. Lakeside Childcare is committed to frequent collaboration with community partners, such as Sarnia Fire and Rescue, Pathways Health Centre for Children, Lambton College, and many more.

j) Goal: Support staff, home child care providers, or others who interact with the children at a childcare centre or home childcare premises in relation to continuous professional learning.

Approach: Lakeside Childcare is committed to providing professional development and learning opportunities to all who are interested in attending, such as community members, families/caregivers of children in our care, and staff. Families, caregivers and the like are encouraged to attend these events. Educators and staff employed by Lakeside Childcare are required to attend these events.

k) Goal: Document and review the impact of these strategies set out in clauses a) through j) on the children and their families.

Approach: On an annual basis, the Lakeside Childcare licensee and administrator will release a survey on the effectiveness of the approaches set out in the above clauses in order to review and adjust programming, policies and procedures, and approaches as needed and recommended. Lakeside Childcare is also pleased to operate with the help of our Parent's Council, where members create suggestions based on their experiences in the centre. The Parent's Council meets on a monthly basis to discuss the multiple opportunities for the centre.

Additional Program Information

What is How Does Learning Happen?

Ontario Early Years Policy Framework, which articulates the following vision for early years programs: “Ontario’s children and families are well supported by a system of responsive, high-quality, accessible, and increasingly integrated early years programs and services that contribute to healthy child development today and a stronger future tomorrow.”

What is Play Based Learning?

Learning through play helps a child develop holistically through social-emotional learning, developing confidence and motivation, and practicing cognitive skills. The academic or traditional approach to early childhood education is more focused on teaching young children cognitive skills and knowledge through structure and routine.

Change

Evolving Childcare, is an ode to families, children, and educators, an evolution is necessary to ensure the safety of the vulnerable clients and hard working educators.

To achieve this, a large shift in focus of the culture at our centre is expected. Child care centres are no stranger to lack of staff, insufficient training, and wages that do not meet liveable standards.

In research by the College of Early Childhood Educators, it was found that over 45% of educators that left the field in 2022 did so in order to pursue a field that had higher wages and less stressful circumstances. The downfall of educators within the field is something that Lakeside Childcare will tackle by upholding newly evolved standards, a hard working team, admin support, and more.

High Quality Care:

With heavy focus on the support we provide to the education team at Lakeside Childcare, high quality care is expected from each staff member, on floor or off. Ensuring proper and respectful communication, effective leadership, open discussions, and a willingness to learn and change is present for all staff is of utmost importance. It is our belief that high quality care doesn't just stem from the type of programming or materials provided, but starts at how educators and families are supported, which affects how individuals operate.

What is a Serious Occurrence?

The ministry of education defines serious occurrences as any or all of the following;

- a. The death of a child who received child care at a home child care premises or child care centre, whether it occurs on or off the premises,
- b. Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care premises or child care centre,
- c. A life-threatening injury to or a life-threatening illness of a child who receives child care at a home child care premises or child care centre,
- d. An incident where a child who is receiving child care at a home child care premises or child care centre goes missing or is temporarily unsupervised, or
- e. An unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre.

What is a Prohibited Practice?

Prohibited practices are defined under the Child Care and Early Years Act as Follows:

1. No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,
 - (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 resource 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. O. Reg. 137/15, s. 48; O. Reg. 126/16, s. 34.
2. No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides home child care or in-home services at a premises overseen by a home child care agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care. O. Reg. 51/18, s. 19.

Our Head Office Team

Lakeside Childcare is a team of passionate individuals from various backgrounds with one common goal: building a childcare centre that can serve as the heart of the community, is accessible, and provides high-quality care. Meet our team!

President/Treasurer: Brian Maxfield - Entrepreneur

Father, foster parent, entrepreneur and entertainer, Brian has spent years in the community helping many businesses launch and grow. As a parent, Brian knows firsthand the value of providing affordable childcare within the community, allowing parents the opportunity to continue growing their passions and working within the community.

Vice President & Centre Nutritionist: Sarah Maxfield

Sarah is a holistic nutritionist with over a decade of health planning and nutrition scheduling. She is passionate about how food and nutrition can help develop and nurture the growth of children and adults. As a mother of four and foster parent, Sarah has been involved in many child-focused trainings and will assist in programming decisions and lead discussions around nutrition planning.

Vice President: Ben Macdonald - Realtor

Ben Macdonald grew up in Point Edward and spent his entire adult life helping families find their "forever homes." As a top real estate agent in Sarnia Lambton, Ben Macdonald understands community needs and growth targets for housing and family support systems.

Centre Director: Daniella Velasco Castaneda

Daniella brings extensive experience from running a childcare center in Colombia. She holds a Bachelor's degree in Early Childhood Education and a Master's in Senior Management of Educational Services. Additionally, she graduated from Lambton

College's Business Management program. Daniella is excited to apply her skills and expertise to managing a childcare center in Canada, where she aims to provide exceptional care for children.

Mentorship Lead and On-Floor Supervisor: Brittany Pyne

Brittany brings years of experience in the Early Childhood Education field and combines them with mentorship tactics that assist in building strong future educators. Her passion for supporting children, families, and staff in her care is unmatched.

Bookkeeper and Payroll Specialist: Luana Brkic

Luana handles essential tasks, including budgeting, payroll, and maintaining accurate financial records, while providing ongoing support to staff through recruitment and HR services. Her role helps create a stable, well-supported environment for our team and the families we serve.

General Manager: Aaron Zimmer

After graduating Business Communications from Brock University and Information Technology from Lambton College, Aaron Zimmer began his career as Marketing Director at Blackburn Radio in Sarnia. He later ventured into entrepreneurship, opening Petrolia Source for Sports and The Guy's Store. Following several successful years in business, Aaron returned to corporate leadership with Telus and The Forzani Group before rejoining Blackburn Radio for another decade as Marketing Director. When the pandemic paused Blackburn's marketing operations, Aaron collaborated with Brian Maxfield at The Crystal Kayak Company. This partnership ultimately led to his current role as General Manager of Operations at Lakeside Childcare.

The Lakeside Childcare team is dedicated to fostering a positive, welcoming, and supportive environment where families and staff feel secure and confident in the care they receive.

General Information: Services and Program Information

Below, you will find general information regarding Lakeside Childcare that will assist you in deciding if our centre is the right care provider for your child and family.

Ages of Programs/Services Offered

Lakeside Childcare runs programs for children in the categories as follows:

- Toddler: 18 months to 30 months. (Underage required if applicable 16 months).
- Preschool: 30 months to 6 years old. Providing the child is not enrolled in a Kindergarten Program. (Underage required if applicable 26 months).

Ratios and Group Size

Lakeside Childcare is licensed by the Ministry of Education for the following number of children in each age group:

- Toddler: 10 children per classroom, with a ratio of 1 adult to 5 children
- Preschool: 16-24 children per classroom with a ratio of 1 adult to 8 children.

Student and Volunteer Information

Lakeside Childcare is happy to work alongside Lambton College's Early Childhood Education program to assist in the training and mentoring of young, aspiring future Registered Early Childhood Educators (RECE's). These students participate in placements in various childcare centres in the community to gain hands-on experience and knowledge in their aspired field.

Lakeside Childcare does not leave any student or volunteer alone in a classroom. For more details, please see the "Supervision of Students and Volunteers Policy" outlined in section 5 of the parent handbook. All Students and Volunteers are required to wear name tags identifying themselves as such.

Just like our RECE's and Early Childhood Assistants (ECA's), students and volunteers

must provide a clean Vulnerable Sector and Criminal Background Check before interacting with children at the centre (If they are 18+). If they are younger, an offense declaration must be signed.

Program Structure and Pedagogy

Lakeside Childcare derives concepts of *play-based learning* to ensure our programs are developmentally appropriate yet challenging for children in our care. By incorporating natural elements such as gardening, nature-centred education, with our educators striving to reach three hours a day outdoors with their classes, weather dependent. Our centre strives to create a unique learning opportunity and environment for children in our community. Read a little more about what play-based learning looks like in a classroom setting below:

Play-Based Learning:

In a play-based learning environment, educators follow the child's lead by observing their play and basing future programming on children's current interests. For example, if an educator notices a budding interest in dinosaurs, they may plan a dinosaur-themed sensory activity or a large motor experience.

Play-based learning follows the thought that play is a child's work; this is where they derive a large portion of their learning. Skills such as problem-solving, conflict resolution, motor skills, emotional regulation, and much more can all be acquired and strengthened during periods of play.

Communication With Families

Lakeside Childcare uses the application Lillio, available on IOS, Android, Google, and desktop, to communicate with children's families. Diaper changes, meals, sleep times, activities and more will be updated throughout the day by our RECE's. Any announcements, newsletters, emergency closures, accidents, and incidents will also be communicated through Lillio.

Shortly after submitting your enrolment package to the centre director, you will receive an email inviting you to join or download the Lillio app. If you wish to opt out

of Lillio communications, please submit this request to the director, and communication will be made via phone call.

Lakeside Childcare recommends the use of Lillio to streamline communication and have an archive of service, development, and communication.

Lakeside Childcare will communicate effectively and in a timely manner in the event of an emergency, please review the “Emergency Management Policy” outlined in the “Policies” section of this handbook. Please review the “Lillio app policy”.

Off-Site Activities

Lakeside Childcare is fortunate to operate adjacent to The Howard Watson Nature Trail. Community walks on these trails are available to children at the discretion of the classroom educators. Frequency of community walks will be dependent on weather, classroom interest, class development, etc.

Field-trips may happen when Lakeside Childcare arranges transportation for children to visit an area in the community, such as the library or police station. Field-trips will be planned with a minimum of one weeks' notice to parents, and all children will be required to have signed, documented permission to participate.

For any off-site activities where chaperones or volunteers are required, all participating adults must meet our mandatory documentation requirements. This includes providing a **Clear Criminal Record Check and Vulnerable Sector Check dated within the last 6 months**, as well as completing the **Volunteer Application Form** prior to the activity.

These steps ensure the safety and well-being of all children in our care.

General Information: Operational Information

Lakeside Childcare is happy to have a variance of spacious, classrooms, our program rooms are as follows:

Toddler 1: Up to 10 children aged 18 months-30 months

Toddler 2: Up to 10 children aged 18 months-30 months

Preschool 1: Up to 16 children aged 30 months-6 years

Preschool 2: Up to 24 children aged 30 months-6 years

Preschool 3: Up to 24 children aged 30 months-6 years

Days/Hours of Operation

Lakeside Childcare operates 12 months a year. Our hours of operation are as follows:

Monday: 7:00 am-6:00 pm

Tuesday: 7:00 am-6:00 pm

Wednesday: 7:00 am-6:00 pm

Thursday: 7:00 am-6:00 pm

Friday: 7:00 am-6:00 pm

Saturday: 9:00 am - 5:00 pm

Sunday: 9:00 am - 5:00 pm

Holiday Closures

Lakeside Childcare is closed on the following holidays, including statutory holidays that fall on different days than the actual day's date.

1. New Year's Day
2. Family Day

3. Good Friday
4. Victoria Day
5. Canada Day
6. Labour Day
7. Thanksgiving
8. Christmas Eve.
9. Christmas Day
10. Boxing Day
11. New Year's Eve.

Families will be reminded of holiday closures via Lillio, Lakeside Childcare's communication app, as they occur. Families still pay tuition for statutory holidays.

Registration Information

Admission Procedures

Lakeside Childcare admits and enrolls children based on the availability of spaces and planned transitions of children. As outlined in The Company's Waitlist Procedure, listed in this handbook's "Policies" section, parents who have placed themselves on any of our waitlists (Lillio, OneList) will be contacted via phone or email when a space becomes available.

The Centre Director will contact the primary guardian listed within the child's information section on respective waitlists via email or phone to schedule a meeting to discuss enrollment details. 24 Hours notice is provided when a space becomes available, if there is no response or decision made in regards to if the child will begin care, The Centre Director reserves the right to move to the next guardian positioned on the waitlist.

The admission process at Lakeside is managed by the Centre Director, who will pull the next eligible child from the waiting list on the Lambton County ONEHSN website. The Director will review the list in order of registration and reach out to families to confirm availability and finalize enrollment. This ensures a fair and transparent

approach to admissions, prioritizing children in the order they join the waiting list.

Siblings of currently enrolled children, as well as children of staff members, will be given priority when spaces become available at the centre.

Tours for New Families

New families are welcome to book a tour of the centre before accepting a child care spot. Families may schedule a visit prior to receiving an offer or within the 24-hour decision window after a spot is offered. This helps ensure families feel confident and informed before making their final decision.

Orientation and Visits

Lakeside Childcare strongly recommends one orientation or two visits with your child once they are enrolled in full or part-time care; these visits are conducted with parents in classrooms, allowing them the opportunity to learn about programming, current classroom goals, and interests, and providing an introduction to Early Childhood Educators and center staff.

Orientation visits also help children acclimate to a new environment more quickly when parents are present; parents must attend these visits, which may be up to one hour in length. 48-hours' notice is required before planning an orientation visit. This ensures additional staffing is needed to maintain classroom ratios while RECEs complete orientations with potential new students and their parents.

Fees and Canada Wide Early Learning and Child Care Program Participation

Lakeside Childcare is pleased to be a part of the Canada Wide Early Learning and Child Care Program (CWELCC) funded by the Federal Government of Canada. Lakeside Childcare's base fees and newly calculated CWELCC fees, which apply to all families who receive care at the centre, are as follows:

There are three types of fees:

- Base Fees - Fees: set by the System Service Manager or Centre that are recurring and do not increase.
- Non-Base Fees - Fees: that are one-time/sporadic payments and may change based on company discretion.
- Registration Fee:
 - A \$250 registration fee is needed to secure your placement. Once you receive the placement offered from the Director Center you will be asked to pay the registration fee. ***This will be deducted from your first month bill and won't be refundable if you decide not to proceed with the placement process.***
 - If the placement offered is part time the registration fee is \$150 and will have the same conditions listed above.

Program	Base Fee -Daily Fee CWELCC Subsidized Fee
TODDLER	\$22 per day
PRESCHOOL	\$22 per day

Non-Base Fees
Late Pickup Fee: applicable after 6:00 pm \$2.00/minute or \$3.00/minute after first occurrence.
Additional copy Income Tax Receipt: \$25/receipt Non-Base Fee. Previous request (taking 2 business days).
Non-Sufficient Funds Fee: \$30/NSF

What is included?

- Two designated snacks and one lunch are provided to all children and included in this fee. Fresh fruit is available throughout the day at the child's request.

- Any planned out of site/classroom activities (see “Off Site Activities” section) **will be an additional cost per child depending on the activity.**

Lakeside Childcare Non-Base Late Fees are as follows:

- From 6:00 p.m. to 6:30 p.m., the non-base fee for the first occurrence is \$2.00 per minute (maximum charge: \$150).
- The non-base fee for the second occurrence is \$3.00 per minute from 6pm to 6:30 p.m. (maximum charge: \$200).
- If late six times in any seven weeks, the family may face removal of care from Lakeside Childcare.
- The clock connected to Lakeside Childcare phones, computers, tablets, etc., will be the time used to determine the late payment. Non-Base Late fees not paid within 48 hours are added to your statement.
- Staff on duty will document the pick up time in the journal, and the Director centre will follow up with the family the day after regarding the fees and consequences they may face. The parent/guardian must sign a Journal, acknowledging they are late.
- If by 6:30 pm, no designated adult has made contact with staff or arrived to pick up the child, Lakeside Childcare Staff Members must notify Sarnia Lambton Children's Aid Society to determine the next steps and the steps outlined in the “Safe Arrival and Dismissal” Policy under “Procedures for when a child is not picked up from care” must be followed.

Fee Payment Procedures

Fees for Lakeside Childcare services are payable monthly. These fees can be paid using one of two methods:

- Lillio: Lillio is user-friendly and able to accept payments directly from your bank account or credit card. The admin team will set up a Lillio account and you will receive an invitation email to set up your information. We strongly recommend to complete this ahead of time to avoid late charges.
- Cheque: Cheques can be made payable to “Lakeside Childcare” A NSF fee of \$30 is charged for cheques that have been returned.

Payment Policy and Refunds

To ensure smooth operation and continued service, please adhere to the following payment guidelines:

- **Payment Deadline:** Tuition payments are due on the 15th of the month before (eg. January Tuition is due December 15). The system will automatically try to charge your payment method on this date. If the payment fails, but the payment method is valid, it will attempt it thrice. A status of Pending will show for EFT payments until the transfer is complete. Credit card payment status will be immediate.
- **Late Payment Policy**

Due Date	Please pay the invoice for next month's tuition by this date.	15th of the month
Late Warning	A warning will be sent via email if payment is not received.	21st of the month
Final Warning and late fee.	A warning will be sent via email if payment is not received, the parent has 3 days to pay. <i>A late fee of \$25 will be added to the invoice.</i>	26th of the month
Last day to pay	Payment not received this day will result in cancellation of child enrollment at Lakeside.	29th of the month
Child's spot at Lakeside given to new child	A new child will be enrolled to fill the vacated spot for the next month.	30th of the month

- **Refunds:**

- If you voluntarily withdraw your child(ren) from our care, you will be reimbursed for the remaining days, provided a two-week notice is given when a

month has already been paid. If the two-week notice extends beyond the paid month, an invoice will be issued for the remaining days of the two-week notice period

- Lakeside Childcare does not offer credits for illness/vacation days.

Income Tax Receipts

Income tax receipts will be distributed at the end of the year.. **A \$25.00 administrative fee will apply PER REQUIRED RECEIPT** if a copy of the receipt is required later.

What Do I Bring For My Child To Be Prepared?

Below is a list of items Lakeside Childcare recommends families bring to help their child have a successful day:

- Extra clothes for water play, messy activities, etc. (Labeled!)
- Diapers, wipes, cream, etc (if applicable).
- A Light Blanket or comfort item (if applicable). Sleep bags are not allowed.
- Shoes that can get dirty. Rain Boots. Snow boots. (Season based).
- Weather-appropriate clothing for season changes (hats, boots, etc).
- Parents can provide an “about me” form during an orientation visit to allow educators to learn more about their child. (Provided with the enrollment form)
- Sunscreen and bug spray. (Labeled!)

Home Toys

Lakeside Childcare understands that some children may want to show or share toys with their friends and classmates; in the interest of ensuring non-center toys do not get damaged, broken, or lost, Lakeside Childcare asks that all toys from home that are not for nap times be left at home. There will be designated days for children to bring their toys to class. Parents will be notified of these occasions via Lillio and are asked to get toys that are not deemed unique to the child or family. We kindly remind families that Lakeside Childcare is not responsible for any personal items that may be

lost or damaged while at the centre. Lakeside Childcare is not responsible for lost or damaged items.

Spirit Day

Spirit Day will take place on the last Friday of each month, and the children and staff are encouraged to participate by wearing fun, child-friendly outfits. Please ensure that any images or text on their clothing are appropriate for a childcare environment, with no offensive language or inappropriate images. Let's keep the day fun and respectful for everyone!

Termination of Services

Lakeside Childcare operates with the best interest of children and educators at the forefront of everything we do. If one of the following circumstances transpire, Lakeside Childcare has the right to terminate services/enrolment of a child or family at any time:

- A child exhibits behavior that may be detrimental or bring harm to those around them.
- The safety and health of the children and leaders within the program are in jeopardy.
- Behaviours of parents/guardian are deemed detrimental to the center and its services.
- Established fees have not been paid in advance of service.

To implement the Termination of Services, the following steps must be taken:

- The Centre Director/Supervisor will notify the parent/guardian, in verbal and written form, of their concerns and explain the steps the Lakeside Childcare takes as they attempt to resolve the behaviors in question. The centre will note the steps taken and the outside resources that have been contacted. These resources include agencies such as Pathways Health Centre for Children, The Ministry of Education, and other necessary family services.
- A meeting with the parent/guardian, the Director, Supervisor, and classroom staff will be arranged conveniently for all parties. A plan will be developed, and appropriate

timelines will be negotiated with a hopeful resolution for all parties.

- The plan, made in collaboration with the centre administrative team and involved families/parties, will be given a two-week timeline.

NOTE: Lakeside Childcare's final resort is service termination. The centre will work with the family, social services, and other involved parties to avoid terminating care unless necessary.

Voluntary Withdrawal of Services

Families may choose to terminate care for various reasons. If this is the case, you will be reimbursed for the remaining days, provided a two-week notice is given when a month has already been paid. If the two-week notice extends beyond the paid month, an invoice will be issued for the remaining days.

Policies and Procedures

Health and Safety Policies

Safe Arrival and Dismissal Policy and Procedures

Date Established: November 28, 2023

Date Updated: January 03, 2024

Date Updated: January 2nd, 2026

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 child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

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

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

Lakeside Childcare will ensure that any child receiving child care at the child care 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, i.e., Emergency Contacts and Otherwise Authorized Individuals listed on Lakeside Childcare enrollment package.

Lakeside Childcare will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

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

1. Accepting a child into care

When accepting a child into care at the time of drop-off, program staff in the room must:

- Greet the parent/guardian and child.
- Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardian will be picking up, the staff must confirm that the person is listed on the child's emergency contact card, completed prior to enrolment within the centre. Or, if the individual is not listed, ask the parent/guardian to provide written authorization for pick-up (e.g., a note or email).
- Document the change in pick-up procedure in the daily written record.
- Sign the child in on the classroom attendance record.
- Where a child has not arrived in care as expected
- Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
- Inform the centre supervisor or director, and they must commence contacting the child's parent/guardian no later than 9:30 am. The centre supervisor or director shall contact the parent/guardian by phone.

- If there is no answer, the centre director/supervisor will leave a voicemail to inquire about the child's expected attendance for the day.
- If the parent/guardian does not respond by 10:30 am, the centre director or supervisor will contact the emergency contacts listed on the child's emergency contact card, completed upon enrolment at Lakeside Childcare, to clarify the parent's and child's absence.
- Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information in the daily written record.

Releasing a child from care

- The staff member supervising the child at the time of pick-up shall release the child only to the child's parent/guardian or to an individual for whom the parent/guardian has provided written authorization for the child care to release the child. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
- 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.
- Where a child has not been picked up as expected (before the centre closes)
- Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care, and the child has not been picked up, the staff shall contact the parent/guardian via Lillio (formerly Himama) and advise that the child is still in care and has not been picked up.
- If staff are unable to reach the parent/guardian, they must notify the centre supervisor/director. Where the individual picking up the child is an authorized individual and their contact information is available, the centre director/supervisor shall proceed to contact the individual to confirm pick-up as per the parent/guardian's instructions, or leave a voice message to contact the centre.
- Where the staff have not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall, by 4:30 pm, notify the centre supervisor/director, who must contact the emergency contacts listed on the child's

emergency contact card provided upon enrolment at Lakeside Childcare.

- If the emergency contact is able to pick up a child and no response has been received by the parent/guardian by closing (5:00 pm), the centre director/supervisor will release the child to the available emergency contact and immediately notify the parent/guardian of the pick up plan via phone call or voicemail.
- This incident must be documented in the classroom's daily written record.
- Where a child has not been picked up, and the centre is closed
- Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 pm, staff shall ensure that the child is given a snack and activity while they await their pick-up.
- One staff member shall remain with the child, while a second staff member notifies the centre supervisor/director that the child has not yet been picked up. The centre director/supervisor will then attempt to make contact with the parent/guardian via phonecall.
- If the parent/guardian does not contact the centre supervisor/director after being notified that their child is still in care, the centre supervisor/director will begin contacting the child's emergency contacts to create a pick-up plan.
- If the emergency contact is able to pick up a child and no response has been received by the parent/guardian by closing (6:00 pm), the centre director/supervisor will release the child to the available emergency contact and immediately notify the parent/guardian of the pick up plan via phone call or voicemail.
- If the staff is unable to reach the parent/guardian or emergency contacts by 6:30 pm, Children's Aid Society (CAS) of Sarnia Lambton must be notified, and a plan must be made in collaboration with Lakeside Childcare and CAS to ensure the safe dismissal of the child in care.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Anaphylactic Policy

Date Established: April 3, 2023

Date Updated: November 25th, 2024

Date Updated: January 2nd, 2026

Purpose

Anaphylaxis is a severe allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs of children with severe allergies, save their lives, and provide parents, staff, students, volunteers, and visitors at Lakeside Childcare with relevant and essential information on anaphylaxis.

This policy ensures proper preparation for all staff, students, and volunteers in the event of an anaphylactic emergency. The requirements set out in this policy align with Sabrina's Law, 2005, and meet the requirements of the Ontario Ministry of Education and Regulation 137/15.

Policy: Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

- Before a child attends Lakeside Childcare, the director or supervisor will meet with the parent to obtain information about any medical conditions, including whether the child is at risk of anaphylaxis or has a history of anaphylaxis.
- Before a child attends Lakeside Childcare or upon discovering that a child has an anaphylaxis allergy, an individualized plan and emergency procedures will be developed by the centre supervisor/director for each child with an anaphylaxis allergy in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation.
- All individualized plans and emergency procedures will include a description of the child's specific anaphylactic reaction symptoms and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.

- The individualized plan and emergency procedures for each child will include information for those in regular direct contact with the child. They will outline the type of allergy, monitoring and avoidance strategies, and appropriate treatment.
- All individualized plans and emergency procedures will be readily accessible at all times to all staff, students, and volunteers at Lakeside Childcare and kept in the "Classroom Documents" binder, the "Outdoor/backpack" binder (classrooms), the "Children's Emergency Information" binder (office), and the Admin ISP binder.
- All individualized emergency plans and procedures will be reviewed with the child's parent monthly, beginning with the implementation of the individual emergency plan, to ensure the information is current and up-to-date.
- Every child's epinephrine auto-injector must be carried by the educators everywhere the child goes.
- All staff are required to review Individualized Emergency Plans and Procedures every 3 months beginning at the start of their employment or the implementation of the Individual Emergency Plan.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

- The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed by employees, students, and volunteers at Lakeside Childcare:
- Do not serve foods whose ingredients are unknown.
- Do not serve items with 'may contain' warnings on the label in a room with a child with an individualized plan and emergency procedures specifying those allergens.
- Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- If a child has food allergies and the meals and snacks provided by Lakeside Childcare cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written diet instructions provided by a parent will be implemented.
- When food is provided from home for children, ensure they are appropriately supervised so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens before attending Lakeside Childcare (e.g., by thoroughly washing hands, brushing teeth, etc.)

- Do not use craft/sensory materials or toys that contain known allergens.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens, and treatment with all families enrolled within Lakeside Childcare.
- Ensure that each child's plan and emergency procedures are kept up to date and that all staff, students, and volunteers are trained on them.
- Refer to the allergy list and ensure it is up to date and implemented.
- Update staff, students, and volunteers when changes occur in a child's allergies, signs and symptoms, and treatment, and review all updates to individualized plans and emergency procedures.
- Update families when allergies change, while maintaining children's confidentiality.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at Lakeside Childcare

Rules for Parents Who Send Food with Their Child

- Ensure that parents label food brought to the Lakeside Childcare with the child's full name and, if applicable, the date the food arrived.
- Parents must advise Lakeside Childcare of all ingredients in food supplied by the parent or any ingredients to which children may be allergic.

Communication Plan

The following is Lakeside Childcare's communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents, and families:

- Parents will be encouraged not to bring foods containing ingredients to which children may be allergic.
- Parents and families will be informed about anaphylactic allergies and all known allergens at Lakeside Childcare through Lillio (formerly HiMama), Lakeside Childcare's communication app.
- A list of all children's allergies, including food and other causative agents, will be posted in all cooking and serving areas, in each play activity room, and made available in any other location where children may be present.

- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail the child's specific signs and symptoms, including how to identify an allergic reaction and what to do if they experience one.
- Each child's individualized plan and emergency procedures will be available and accessible wherever the child is present while receiving child care.
- The caterer, cook, and individuals who collect groceries on behalf of Lakeside Childcare, and other food-handling staff, where applicable, will be informed of all allergies at Lakeside Childcare, including those of children, staff, students, and volunteers.
- An updated list of allergies will be provided to the caterer or cook as soon as new allergies are identified. The supervisor or designate will communicate with the caterer/cook about which foods are not to be used in food prepared for Lakeside Childcare and will work together to determine the substitutions to be provided.
- Lakeside Childcare will communicate with the Ministry of Education by reporting serious occurrences under the established serious occurrence policy and procedures, including anaphylactic reactions.
- This communication plan will be continually reviewed to ensure it meets the needs of Lakeside Childcare and the families it serves, and to achieve its intended result effectively.

Drug and Medication Requirements

- Where drugs or medications need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed, including completing a parental authorization form to administer drugs or medications.
- The educators will carry emergency allergy medication (e.g., oral allergy medications, inhalers, and epinephrine auto-injectors) in a fanny pack, with parental authorization, to ensure it can be administered quickly when needed.
- Suppose the child who needs Emergency/ allergy medication (e.g., oral allergy medications, inhalers, and epinephrine auto-injectors) is absent. In that case, the medication fanny pack will remain locked in the room's emergency box.
- A written record of any medication will remain in the Medication Binder in the Admin Office, including the medication name, expiry date, purchase date, and storage location.

Training

- The director will ensure that the supervisor/designate and all staff, students, and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of an anaphylactic reaction, including recognizing the signs and symptoms of anaphylaxis and administering emergency allergy medication.
- Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students, and volunteers at Lakeside Childcare.
- Training will be repeated annually and whenever a child's individualized plan or emergency procedures change.
- A written record of training for staff, students, and volunteers on procedures to be followed for each child with an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and that follow-up is completed for individuals who have missed or failed to receive training.

Confidentiality

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

Procedures to be followed in the circumstances described below:

A child exhibits an anaphylactic reaction to an allergen: The person who becomes aware of the child's anaphylactic reaction must immediately:

- 1.1 Implement the child's individualized plan and emergency procedures;
- 1.2 Contact emergency services and a parent/guardian of the child or have another person do so where possible; and ensure that where an epinephrine auto-injector has been used, it is properly discarded (i.e. given to emergency services or by the drug and medication administration policy).

Once the child's condition has stabilized or the child has been taken to the hospital, staff must:

- 2.1 Follow Lakeside Childcare's serious occurrence policies and procedures;
- 2.2 Document the incident in the daily written record; and
- 2.3 Document the child's symptoms of ill-health in the child's records.

A child is authorized to carry his/her emergency allergy medication. Staff must:

- 3.1 Ensure that written parental authorization is obtained to allow the child to carry their emergency allergy medication;
- 3.2 Ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended (e.g., in the child's cubby or backpack);
- 3.3 Ensure that appropriate supervision of the child is maintained while carrying the medication and of children in their proximity to ensure other children do not have access to the medication; and

Where there are safety concerns relating to the child carrying his/her medication (e.g. exposure to other children), notify the center supervisor/designate and the child's parent of these concerns and discuss and implement mitigating strategies. Document the problems and resulting actions in the daily written record. Due to the nature of our centre, it is most likely that the educators are the ones in charge of the medication:

- 4.1 Educators MUST carry the fanny pack on their waist at ALL times if the child is present.
4. 2 If the child who needs Emergency/ allergy medication (e.g., oral allergy medications, inhalers, and epinephrine auto-injectors) is absent, the medication fanny pack will remain locked in the room's emergency box.

Emergency Management Policy

Date Policy and Procedures Established: April 2, 2023

Date Policy and Procedures Updated: November 25, 2024

Date Policy and Procedures Updated: January 2nd, 2026

Purpose:

The purpose of this policy and its added procedures is to ensure Lakeside Childcare upkeeps effective and safe emergency procedures, as well as timely and accurate communication with parents in the event of an emergency.

This policy intends to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Please note that definitions used throughout this policy are listed in the Glossary.

Policy

- In an emergency, including but not limited to classifications such as; *fire, lockdown, flood, or power outage*, Lakeside Childcare representatives and employees must review and practice emergency management procedures (listed below) quarterly.
 - Emergency Services will be immediately notified in the event of a fire by the first witnessing staff, volunteer, or co-op student. At this point, the appropriate measures will be taken.
 - Parents will be notified at the first available time after ensuring the safety of all children and staff.
 - Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery

- Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

- For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

- If any emergency situations happen that are not described in this document, the Centre Director will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

- If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

EMERGENCY TYPE	ROLES AND RESPONSIBILITIES:
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Lockdown:

When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.

1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.

2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.

3) Staff inside the child care centre must:

- remain calm;
- gather all children and move them away from doors and windows;
- take children's attendance to confirm all children are accounted for;
- take shelter in closets and/or under furniture with the children, if appropriate;
- keep children calm;
- ensure children remain in the sheltered space;
- turn off/mute all cellular phones; and
- wait for further instructions.

4) If possible, staff inside the program room(s) should also:

- close all window coverings and doors;
- barricade the room door;
- gather emergency medication; and
- join the rest of the group for shelter.

5) The Centre Director will immediately:

- close and lock all child care centre entrance/exit doors, if possible; and
- take shelter.

Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.

<p>Hold & Secure:</p> <p>When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p>	<p>1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible.</p> <p>2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.</p> <p>3) Staff in the program room must immediately:</p> <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all window coverings and windows in the program room; • continue normal operations of the program; and • wait for further instructions. <p>4) Childcare centre director close and lock all doors and exits</p> <ul style="list-style-type: none"> • close all blinds and windows outside of the program rooms; and • place a note on the external doors with instructions that no one may enter or exit the child care centre. <p>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</p>
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<p>Bomb Threat:</p> <p>A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call, bomb threat, receipt of a suspicious package.</p>	<p>1) The staff member who becomes aware of the threat must:</p> <ul style="list-style-type: none">• remain calm;• call 911 if emergency services is not yet aware of the situation;• follow the directions of emergency services personnel; and• take children's attendance to confirm all children are accounted for. <p>A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</p> <p>B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.</p> <p>C. If the threat is in the form of a suspicious package, Lakeside Childcare's Evacuation Procedures should be followed.</p>
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<p>Disaster Requiring Evacuation</p> <p>A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children's emergency contact information any emergency medication; • exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions; • escort children to the meeting place; and • take children's attendance to confirm all children are accounted for; • keep children calm; and • wait for further instructions. <p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. <p>4) The Centre Director and Supervisor will:</p> <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and • In doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to an area which poses less risk. and ensure their required medication is accessible, if applicable; and • wait for further instructions.
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	5) If possible, the Centre Director must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.
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<p>Disaster – External Environmental Threat</p> <p>An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical Release, forest, fire, nuclear emergency.</p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p>If remaining on site:</p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all program room windows and all doors that lead outside (where applicable); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. <p>3) The centre director or supervisor must:</p> <ul style="list-style-type: none"> • seal off external air entryways not located in program rooms (where applicable); • place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). <p>4) The Kitchen Manager must:</p> <ul style="list-style-type: none"> • seal off external air entryways not located into the kitchen and staff room (where applicable) • turn off all air handling equipment (i.e. stovetop ventilation system) <p>If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
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<p>Natural Disaster: Tornado / Tornado Warning</p>	<p>1) The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</p> <p>2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</p> <p>3) Staff must immediately:</p> <ul style="list-style-type: none">• remain calm;• gather all children;• go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;• take children’s attendance to confirm all children are accounted for;• remain and keep children away from windows, doors and exterior walls;• keep children calm;• conduct ongoing visual checks of the children; and• wait for further instructions.
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<p>Unplanned Disruption of Services (ie. plumbing issues that result in water shut off, power outages, etc.)</p>	<p>1) The staff member who becomes aware of the disaster must inform Lakeside Childcare’s administrative team, then return to their classroom duties until further instructed.</p> <p>2) The centre Supervisor or Director will inform parents of this disruption of services, and if the disruption extends past 1 hour in length the director or supervisor will;</p> <ul style="list-style-type: none"> • Notify parents that the centre must close. • Ensure that any immediate threat to safety (ie. pooling water.) is inaccessible to children and staff • Provide parents with a 2 hour pick up window. • Prepare and supervise staff members for parents/guardians/emergency contacts to begin picking up their children. • Assist staff members on an as needed basis. • Submit a Serious Occurrence Notification Form to The Ministry of Education within 3 hours of the incident. (please see Serious Occurrence Policy for more details).
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- All emergency situations will be documented in detail by the classroom RECE in the daily written record.
- Fire Drills will be conducted on a full centre basis once a month. These drills will be documented in the Centres Appendix N: Record of Fire Drills by the Centre Director or Supervisor and in the classroom journals.
- Drills for lockdowns, hold and secures, evacuations, and natural disasters will happen on a tri annual basis. These drills can be found within classroom Daily Written Records and classroom RECE’s are responsible for documenting these in their Daily Written Records.

Emergency Procedure Evacuation and Meeting Points

The following is our **off-site meeting place** in case of evacuation where the premises is deemed unsafe by Emergency Services or the Centre Licensee/Director: Sam Mcrea Fire Station, 6360 Telfer Road, N7T7H4

The following is our **on-site meeting place** in case of evacuation where the premises is deemed safe by Emergency Services or the Centre Licensee/Director: Perimeter fence adjacent to the Howard Watson Nature Trail and at the edge of our parking lot, away from the road.

Next Steps During the Emergency

1) Where emergency services personnel are not already aware of the situation, The Centre Director or Supervisor must notify emergency services personnel (911) of the emergency as soon as possible.

2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.

3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

4) Where any staff, students and/or volunteers are not on site, their classroom RECE must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them to return to the child care centre.

5) Lakeside Childcare Administrative Staff must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.

6) Throughout the emergency, staff will:

- help keep children calm;

- take attendance to ensure that all children are accounted for; • conduct ongoing visual checks and head counts of children;
- maintain constant supervision of the children; and
- engage children in activities, where possible.

7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8) immediate attention and assistance

Emergency Contacts

Service/Individual Name and Contact Number
Emergency Services (police, fire, ambulance.) 911
Nearest Police Station (non-emergency) (519) 344-8861
Hospital (non emergency) (519) 464-4400
Fire Station (non-emergency) (519) 542-2091
Ontario Poison Control 1-800-268-9017
Lambton County Public Health (519) 383 8331
Blu Light Taxi Service (226) 349 6772
Lambton Children's Aid Society (519) 336 0623
Bluewater Power (519) 337 8201
Bluewater Plumbing (519) 332 8050
Centre Director-Daniella Velasco (226) 4021611

Procedures to Follow When "All-Clear" Notification is Given	
Procedures	<p>1) The Centre Director or Supervisor who has been given an "all clear" from an authority must inform all staff that the 'all-clear' has been given and that it is safe to return to the child care centre.</p> <p>2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.</p> <p>3) Staff must:</p> <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. <p>• Document the incident, their attendance of staff and children, and any incidents or accidents that occurred during the emergency procedures.</p> <p>4) The Centre director and Licensee will determine if operations will resume and communicate this decision to staff.</p>
Communication with parents/guardians	<p>1) As soon as possible, Lakeside Childcare Administration staff must notify parents/guardians of the emergency situation and that the all-clear has been given.</p> <p>2) Where disasters have occurred that did not require evacuation of the child care centre, Lakeside Childcare Administration must provide a notice of the incident to parents/guardians within</p> <p>3) If normal operations do not resume the same day that an emergency situation has taken place, The Centre</p>

	Director/Licensee must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.
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Procedures to Follow When “Unsafe to Return” Notification is Given

<p>Procedures</p>	<p>1) The Centre Director or Supervisor who has been given an ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.</p> <p>2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.</p> <p>3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. The Centre Director will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so.</p> <p>4) Upon arrival at the evacuation site, staff must:</p> <ul style="list-style-type: none"> • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in activities, where possible; • conduct ongoing visual checks and head counts of children; • maintain constant supervision of the children; • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • remain at the evacuation site until all children have been picked up.
<p>Communication with parents/guardians</p>	<p>1) Upon arrival at the emergency evacuation site, The Centre Director or Supervisor will notify parents/guardians of the</p>

	<p>emergency situation, evacuation and the location to pick up their children.</p> <p>2) Where possible the Centre Director will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.</p>
<p>Documenting Incidents and Accidents During Emergencies</p>	<p>1) If an accident or incident has occurred during evacuation or emergency procedures, the classroom RECE is to document the incident after it is given the all clear by emergency services or their centre director/supervisor/licensee.</p> <p>2) This incident or accident should be documented within the Daily Written Record along with the necessary information <u>aforementioned (attendance, staff present, etc).</u></p>

Recovery (After an Emergency Situation has Ended)

<p>Procedures for Resuming Normal Operations</p> <p>E.g. where, applicable, reopening the child care centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.</p>	<p>The Lakeside Childcare administrative team will work collaboratively with the emergency service professionals to ensure that return to normal operations happens safely and with ease.</p> <p>The Lakeside Childcare RECE's and Float staff will debrief the children on the emergency once back into the classroom, if deemed safe by emergency personnel. The classroom RECE's will be mindful of any potential trauma that may have occurred during the emergency. If the educator suspects a child may be struggling, they should inform the child's parents/guardians. Parents will be notified via Lillio of the following;</p> <ol style="list-style-type: none"> 1. Type of emergency that occurred 2. If their child was involved in any incidents or accidents during emergency procedures 3. If normal operations are expected to resume, when they are expected to resume, and if regular operations must be altered due to the emergency; <ol style="list-style-type: none"> a) If the centre will remain closed for a period of time, b) If alternate care is available via the centre c) How the centre plans to address future emergencies, and if there are any changes to be made to procedures. The centre Licensee and Director are responsible for contacting all families and any property maintenance companies that may be required after the emergency. The Centre Director is responsible for filing and posting any Serious Occurrence Forms that may be required as a result of the Emergency. <p>The Centre Director will write up a Summary Report of the incident/emergency, detailing;</p> <ul style="list-style-type: none"> ● total number of children and staff of present ● Nature of incident/emergency. ● How and when parents were notified of the incident. ● When the centre resumed or is expected to resume normal operations. ● If any injuries occurred. ● If a serious occurrence was filed.
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Procedures for Providing Support to Children and Staff who Experience Distress	<p>Lakeside Childcare remains proactive in our approaches to support families after an emergency, and will ensure to provide maximum support to individuals affected by any emergency situations.</p> <p>Our staff experience frequent emergency training, including fire drills, lockdown drills, and undergo pre-emptive training on grief and trauma counseling, provided by the St Joseph's Hospice. If a child, staff, or family member is experiencing distress after an emergency, they are encouraged to reach out to our administrative team.</p>
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<p>Procedures for Debriefing Staff, Children and Parents/Guardians</p> <p>Include, where applicable, details about when and how the debrief(s) will take place, etc.</p>	<p>Lakeside Childcare will provide debriefs, with options of an in person meeting the following date of the emergency, as well as via Lillio (formerly Himama) after emergency scenarios, detailing information included in the summary report such as;</p> <ul style="list-style-type: none"> ● Type of emergency. ● If there were recorded injuries, while upholding confidentiality of the children and families involved. ● What The Company will do or has done to address the emergency. ● What resources are available to families, children, and staff. ● How The Company plans to address future emergencies. <p>In person debriefing will happen at the closing hour (5:00 pm) in Lakeside Childcare’s gym, and will be held by the Centre Director and the Centre Licensee. Any questions or inquiries will be answered while maintaining necessary confidentiality requirements.</p> <p>Resources and community partners will be made readily available to parents/guardians, staff members, etc at all times via the centre's resource station located in the main entrance of the childcare centre. In particular, the centre director and licensee will highlight resources during the debrief they feel would be beneficial.</p>
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	<p>Some potential resources and community partners that the team may provide include but are not limited to;</p> <ul style="list-style-type: none">● St Clair Child and Youth● Sarnia Victim Services● Pathways Health Centre for Children● St Joseph's Hospice● Etc. <p>On a classroom level, RECE's and ECA's support children in their care both proactively and post potential traumatic events by means of the following;</p> <ul style="list-style-type: none">● Working alongside community providers such as local fire department, police services, etc in order to bring awareness, create familiarity, and educate children on their importance and what they do.● Providing in class resources in forms of literature, activities, etc that discuss these situations in a child appropriate manner.● Work with families to discuss how they can continue education on these topics at home, during day to day routines where the child may experience similar emergencies)● Take time to discuss and debrief children on emergencies in the classroom once normal operations have commenced.● Be open and discuss with parents/guardians if it is expected that the child experienced trauma and may need further support.
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Sleep Supervision Policy

Date Established: April 2, 2023

Date Updated: November 25, 2024

Date Updated: January 2nd, 2026

Purpose

Children's sleep and rest play an integral part in a child's well-being and development. The purpose of this policy and the procedures described within is to provide staff, students and volunteers with rules and procedures to follow to safeguard children from harm, injury or death while sleeping.

The procedures for placing children under 12-months of age on their backs for sleep align with the requirement to meet the recommendations set out in Health Canada's document entitled *"Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada."*

Procedures for monitoring sleeping children reduce the risk of harm or injury so that caregivers can look for and identify signs of distress and implement immediate responses to protect the health and safety of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for sleep policies for childcare centres.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- All children will be provided with the opportunity to sleep or engage in quiet activities based on their needs.
- Children under 12-months of age will be provided time to sleep based on their individual schedules and will be assigned to a crib/cradle. Children between 12-18 months of age, who receive child care for six hours or more, will be assigned to a crib/cradle or cot in accordance with written instructions from a child's parent.
- Only light, breathable blankets will be used for infants.
- Children 18-months or older but younger than 30-months, who receive child care for six hours or more, will be provided time to sleep for a period of no more than two-hours each day and will be assigned to a cot.
- Children 30-months or older but younger than six-years old, who receive child care for six hours or more, will be provided with a cot unless otherwise approved by a director.
- Children 24-months or older but younger than five-years old and in a licensed family age group, who receive child care for six hours or more, will be provided with a cot unless otherwise approved by a director.
- Where children are sleeping in a separate sleep room or area, their names will be listed on the classroom sleep chart (Appendix: P) so that staff can immediately identify which children are present in the room/area.

Placement of Children for Sleep

- Children under 12-months of age will be placed in their assigned cribs/cradles for sleep.
- All children who are younger than 12-months of age will be placed on their backs to sleep in accordance with the recommendations set out in Health Canada's document entitled *"Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in*

Canada”, unless other instructions are provided in writing by the child’s physician. Parents of these children will be advised of the centre’s obligation to place their child(ren) to sleep on their backs.

- Children between 12 and 18 months of age will be placed in their assigned cribs, cradles or cots for sleep.
- Children over 18-months of age who sleep will be placed on individual cots for sleep.

Consultation with Parents

- All parents of children who regularly sleep at the child care centre will be advised of the centre’s policies and procedures regarding sleep at the time of their child’s enrolment and/or any time the policies and procedures are revised, as applicable. This information will be available to parents in the Lakeside Childcare Parent Handbook.

- The director will consult with parents about their child’s sleeping arrangements at the time of enrolment and at any other appropriate time (e.g. when a child transitions to a new program or room or at the parent’s request). • Written documentation will be kept in each child’s file to reflect the sleep patterns identified by their parent, and updates to the documentation will be made whenever changes are communicated to the childcare centre.

- All sleep arrangements will be communicated to program staff by the supervisor/director after meeting with the parent/guardian.

- Parents will be advised by the supervising staff of any significant changes in their child’s behaviours during sleep and/or sleeping patterns.

- Staff will document their observations of changes in a child’s sleep behaviours in the daily written record and via the ‘notes’ section of Lillio (formerly HiMama), Lakeside Childcare’s communication app

- Any changes in sleep behaviours will result in adjustments to the child’s supervision during sleep time, where appropriate, based on consultation with the child’s parent.

Direct Visual Checks

- Direct visual checks of each sleeping child who is in a licensed infant or toddler age group or is in a licensed family age group and is younger than 24-months will be conducted to look for indicators of distress or unusual behaviours. Direct visual

checks will be documented by staff on the sleep log.

- Direct visual checks are not required for children engaging in quiet activities, but these children will be supervised at all times.
- For infants (children under 18-months of age), direct visual checks will be completed each 30 minutes after the child falls asleep or, or more frequently if required based on parent consultation.
- The frequency of direct visual checks and the steps to complete them will depend on the typical sleep patterns of each child and their age, as identified in the sleep supervision procedures provided in this policy.
- Staff will ensure that all sleep areas have adequate lighting available to conduct the direct visual checks of sleeping children.

Procedures

AGE GROUP	FREQUENCY OF CHECK
TODDLER	Every 30-minutes after the child falls asleep
PRESCHOOL	Every 30-minutes after the child falls asleep

** This is the minimum frequency of direct visual checks. Should a child have symptoms of illness (e.g. a cold) or if there are other issues or concerns related to the child's health, safety and well-being during sleep, the frequency of direct visual checks must be increased. The individual needs of each child during sleep, as identified by the parent and/or the child's physician, must be followed at all times.*

Procedures for Completing Direct Visual Checks

1. Staff must:

- Be physically present beside the child;
- Check each child's general well-being by looking for signs of distress or discomfort, including, at a minimum:
- Laboured breathing;

- Changes in skin temperature;
- Changes in lip and/or skin colour;
- Whimpering or crying; and
- Lack of response to touch or voice.

2. Where signs of distress or discomfort are observed, the staff who conducted the direct visual check must attempt to wake the child. Where no signs of distress or discomfort are observed, proceed to step 3.

a) Where the child wakes up, staff must:

- Attend to the child's needs;
- Separate the child from other children if the child appears to be ill; iii. document the incident in the daily written record and in the child's symptoms of ill health record, where applicable.

b) Where the child does not wake up, staff must immediately:

- Perform appropriate first aid and CPR, if required;
- Inform other staff, students and volunteers in the room of the situation; iii. contact emergency services or, where possible, direct another individual to contact emergency services;
- Separate the child from other children or vice versa if the child appears to be ill;
- Inform the supervisor/designate of the situation; and
- Contact the child's parent;

c) Where the child must be taken home or to the hospital, the supervisor or designate must immediately:

- Contact the child's parent to inform them of the situation and next steps.

d) Where the child's condition has stabilized, and/or after the child has been taken home and/or to the hospital, the staff who conducted the direct visual check and any staff who assisted with responding to the incident must:

- Follow the serious occurrence policies and procedures, where applicable.
- Document the incident in the daily written record; and

- Document the child’s symptoms of illness in the child’s records.

3. Staff must:

- Adjust blankets as needed;
- Ensure the child’s head is not covered;
- Ensure there are no other risks of suffocation present;
- Document the date, time and initial each direct visual check on the room’s sleep record
- Verbally inform other staff in the room that the check has been completed, where applicable and possible.

Additional Sleep Supervision Procedures

- Sleep comfort items (i.e. Teddy bear, blanket, etc.) are more than welcome to assist the child for their rest period. Children under 12-months of age will have all comfort items removed from their cribs immediately after falling asleep and will not be left unattended with items in their cribs.

Glossary

Direct Visual Check: A process for monitoring sleeping children whereby an individual is physically present beside a child to look for signs of distress, discomfort, or unusual behaviours (e.g. change in skin colour, change in breathing, signs of overheating) and react as required.

Electronic Monitoring Device: A device used to observe a sleeping child from a distance. Such devices may capture images, video, and/or sound to keep track of a child’s sleeping patterns but cannot be used in place of direct visual checks.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent(s) include legal guardians, but will be referred to as “parent(s)” in the policy).

Staff (Employee): An individual the licensee employs (e.g. program room staff).
[insert additional definitions here (e.g. sleep).]

Illness Policy

Date Established: June 15, 2023

Date Updated: November 25, 2024

Date Updated: January 2nd, 2026

Purpose:

This policy aims to highlight how Lakeside Childcare personnel will classify an illness and outline the subsequent actions required: when a child may remain in care, need to go home, or when outbreaks may be declared.

Policy:

Lakeside Childcare adheres to *The Lambton County Public Health Units Guide to Common Childhood Infections* to ensure the maximum health and safety of its staff, children, and families within the centre. Illnesses and outbreaks are dealt with promptly, and parents are notified within 24-hours of a declared outbreak. Parents will be notified immediately if a child must be sent home due to the illness guidelines below. These notifications will happen using the centre's communication application Lillio.

If a parent or guardian opts out of Lillio for communications, they will be notified via phone.

The guidelines for illnesses in which Lakeside Childcare will send children home and their accompanied exclusionary periods recommended by Lambton County Public Health are as follows:

- A child has a fever higher than 38 degrees Celsius (100.4 degrees Fahrenheit) - 24-hours symptom-free before returning.

- If a child of any age has one vomit (that does not resemble an infant spit-up of milk, saliva, etc.) 24-hours symptom-free before returning.
- If a child has diarrhea more than two times in one day- 24-hours symptom-free before returning.

- If a child develops thick, crusty eyes accompanied by a pink tint and swelling, consistent with pink-eye- 24-hours symptom-free with medication before returning, 48-hours without medication before returning.

There may be other circumstances in which Lakeside Childcare suggests a child leave care early, such as extreme lethargy, severe emotional dysregulation, or other extenuating circumstances.

Lakeside Childcare does not offer credits for illness/vacation days.

Procedures:

At the first symptom of illness, staff will tend to the child (clean up vomit if ill, take fever-reducing steps such as cool cloth). The staff will then document the symptom or illness in the daily log book and contact families. Depending on the severity or type of illness, the staff may communicate via Lillio (formerly HiMama) or telephone.

Once the parent has been alerted that their child must be picked up, a staff member will remain with the child in an isolated area/away from other children to reduce the risk of the illness spreading. Materials that the ill child interacted with during the illness will be disinfected immediately.

Staff will fill out the *Illness Exclusion Form* Appendix L to ensure the parent is aware of the exclusionary period accompanied by the illness or symptom their child has experienced.

Parents are asked not to send their children to care if they are experiencing these symptoms at home.

Declaring an outbreak: An outbreak is a sudden rise in cases of one or more

illnesses or diseases within a concentrated group. Lambton County Public Health Unit will declare an illness outbreak at their discretion, and Lakeside Childcare will respond by the following:

- Increase disinfecting and general cleaning in the centre.
- Increase in symptom monitoring.
- Communication with parents via Lillio (formerly HiMama) about the outbreak's status while maintaining confidentiality.
- Staff or children with compromised immune systems may be recommended to stay home.
- Any other steps deemed necessary by Lakeside Childcare and the public health unit.

Lakeside Childcare Centre Communication App Usage Policy

Date policy created: November 25th, 2024

Date Policy updated: January 2nd, 2026

Purpose:

This policy outlines the guidelines and best practices for using the Lakeside Childcare Centre's communication app (Lillio) to share information between educators and families, manage child development reports, and ensure the privacy and safety of the children in our care. It includes instructions on communicating effectively, maintaining professionalism, and following privacy protocols when using the app for communication, photos, and other media related to the children.

General Communication Guidelines for All Groups:

App Usage:

- The app is to be used exclusively on the tablets provided by the center. Personal devices (e.g., phones, personal tablets) are prohibited from messaging and taking photos of children.
- Admin staff are allowed to use the app on their personal phones, but strictly for duties related to the centre.
- Educators check the app every day in the morning (7:00-8:30 a.m.) before starting activities to ensure any important messages or updates are seen.

Activity Reports & Communication with Families:

- Daily Reports for Toddlers: Report on the child's food intake, potty training, mood, nap, experiences, and general observations. This must be sent daily.
- Reports for Preschool: Report on food, toilet training, mood, and experiences at least three times a week.
- Messages to Families: Educators must send at least one additional weekly message regarding daily activities, pedagogical experiences, and personalized information about each child. This should go beyond observations and reflect the child's unique experience in the center.

- **Welcome and Transition Messages:** When a new child starts, take their profile picture (formal or informal, depending on the child's comfort) and send a welcome message to the group and the center. The first few messages should focus on the child's transition to Lakeside, which gradually becomes routine as the child settles in.
- When going on vacation, say goodbye with a warm message, and upon returning, greet the families with a welcoming message.

Absence and Illness Communication:

If a child is absent or sick, communicate with the family via the app and report the reason for the absence to the administration team as soon as possible.

Assistance and Absence Forms:

- Complete the daily attendance form for each child. If a reason for a child's absence is known, immediately report it to the admin team.

Photo and Video Guidelines:

Photo/Video Permissions:

- **Permission:** Parents must sign a photo and social media authorization form when a child enrolls. If a family declines permission, that child cannot be included in any photos or videos at the center.
- Educators should check their group's permissions before posting any photos.

Appropriate Content:

- Photos/videos must not include children in their underwear or nude.
- Ensure the background and context of photos are appropriate and professional.
- **Tagging Children:** Children not in your group can be tagged, especially when they participate in activities with different educators, such as in the afternoon when groups change.
- Educators are responsible for capturing and sharing meaningful photos of the children's activities that reflect their day-to-day experiences and involvement in learning and development. These photos should be accompanied by thoughtful descriptions highlighting the child's engagement and growth, connected to the four

foundations of early childhood education in Ontario: Well-Being, Belonging, Expression, and Engagement. These descriptions help document the child's learning journey and provide essential insights into their development.

Minimum Photo Posting Requirement:

- A minimum of 3 pictures per week per child must be posted.
- These photos should showcase the child's participation in various activities and be carefully selected to illustrate developmental milestones, social interactions, and individual interests.
- Photo Descriptions: Each photo should include a learning experience that ties into the ministry mandated Pedagogy "How does Learning Happen."

Teacher Messaging and Communication Protocol:

- Responding to Messages: Educators will respond to family messages during the following times:
 - 6:45 am –8:30 a.m.
 - 12:00 pm –2:00 p.m.
- Urgent or Immediate Issues: If the matter requires urgent attention outside of these hours, teachers must call the family directly or ask the admin team to assist with the call.
- Messages should not be used for casual chats. Always ensure the communication is professional, clear, and purposeful.

Tone and Language:

- Warm and Caring: Messages should reflect a warm, professional, and friendly tone. Emojis may be used where appropriate to add a personal touch.
- Correctness: Always proofread messages before sending. Check for spelling, grammar, and any unnecessary abbreviations (e.g., "btw," "tks").
- Sign Your Messages: The sender must sign every message sent via the app.

Delegation:

- In groups with an assistant teacher, responsibilities such as filling out reports and sending messages can be delegated to them. Still, the Registered Early Childhood Educator (RECE) must review and approve all communications before sending them out.

- Sending Specific Items (e.g., birthday invitations, returned clothing): When sending items such as birthday invitations, returned clothing, or gifts, it is essential to send a message via the app to notify the family of what is being sent home in the child's backpack.
- Avoid Unnecessary Printing: Families prefer attaching files and documents directly in messages via the app rather than printing them.

Administrative Policies

Waiting List Policy

Date Policy Established: April 2023

Date Policy Updated: November 25, 2024

Date Policy Updated: January 2nd, 2026

Purpose

This policy and the procedures within are to provide waitlist protocol transparency. This policy supports the availability of information regarding the waitlist for prospective parents in a way that maintains the privacy and confidentiality of children, as well as supports enrolments for those who need it most.

Policy

Lakeside Childcare strives to serve as many families as possible while maintaining a high level of quality. Our waitlist is managed via the Sarnia-Lambton Onelist and is filtered via the date of application received to ensure fairness of access to services.

Priority will be given to:

1. Staff with children in need of care.
2. Families who have contacted Lakeside Childcare and received a confirmation of waitlist prior to opening.
3. Individual families who have placed themselves on the OneList.
4. Families who have one or more siblings enrolled in the centre but require care

for a related family member.

5. Families who have called in search of care and are not on the OneList. It is the responsibility of the centre director to manage this waitlist.

Procedures: Receiving a Request to Place a Child on the Waiting List

1. The director will receive parental requests to place children on a waiting list via the Sarnia-Lambton County OneList.

2. The director will contact the families during periods of new enrolments to arrange and schedule a tour and meet and greet with the centre director, supervisor, and any other staff that may be available.

3. Once this step is completed, the director may inquire whether you want to receive an enrolment package. This may depend on the care required, the centre's capacity, and the discretion of the director.

Offering an Available Space

1. Parents of children on the waiting list will be notified via phone-call or email that a space has become available in their requested program.

2. Parents will be provided with a timeframe of 24 hrs in which a response is required before the next child on the waiting list will be offered the space.

3. Where a parent has yet to respond within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. The director will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.

2. The director will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list; therefore, only the child's

position on the waiting list will be provided to parents.

2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Parent Issues and Concerns Policy

Date Policy Established: April 17, 2023

Date Policy updated: November 25, 2024

Date Policy updated: January 2nd, 2026

Purpose:

The purpose of this policy is to establish Lakeside Childcare's commitment to quality and ensure all families feel confident in their abilities to approach the centre staff with suggestions, comments, or concerns.

This policy is also intended to ensure parents and caregivers are aware of Lakeside Childcare's commitment to a positive learning environment, where escalated behavior from parents, guardians, and even staff will not be tolerated. Please reference Lakeside Childcare's 'Anti Harassment and Discrimination Policy' for more details on how Lakeside Childcare administrative staff will handle escalated situations involving another adult on premises.

Policy:

Lakeside Childcare will handle all parent communications, comments, and concerns professionally, seeking to create a middle ground that satisfies the needs of all parties involved.

Lakeside Childcare will also handle complaints and concerns in a timely manner, aiming to provide resolution within a 2 day time span.

A meeting will be set in collaboration between Lakeside Childcare administrative staff and involved parents/guardians/caregivers to discuss the issue and potential

resolutions that comply with company and ministry standards, policies, and procedures that all parties are confident in.

In the event that a complaint, issue, or recommendation causes escalated behaviour from any parents/guardians/caregivers, Lakeside Childcare's 24 hour debrief outlined in the 'Anti Harassment and Discrimination Policy' aforementioned will be required to take effect.

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 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*.

Procedures

Parents and guardians are encouraged to speak with their child's classroom Registered Early Childhood Educator (RECE) for classroom-level issues such as increase in diaper changes or concerns about activities planned. The RECE will then fill out a Parent Issues and Document Form: Appendix B within one day of receiving a concern, complaint, or recommendation, then must submit it to the supervisor or director by the end of their working day. In the case a parent has made contact with the classroom RECE on more than one occasion and does not see resolve, they are encouraged to bring the issue forward to any employee of upper management: the mentorship team, supervisor, or director.

Once received by the centre administrative team, the centre director, supervisor or mentorship team will reach out to the individual with the concern to request a meeting. Sometimes, this may be done immediately; however, there may be times when an appointment must be scheduled in advance. These meetings will be held within 2 days of the initial complaint or concern.

The director, mentorship team, or supervisor may then draw up a Parent Issues and Concerns Document (Appendix B) and document the issue, any notable discussions

between the parties, and a resolution or rationale for why a solution could not be met. If a rationale can not be met that supports the needs of both families, choice may be made to terminate care based on the discretion of the centre administrative team within 5 business days.

Supervision of Students and Volunteers Policy

Date Established: March 15, 2023

Date Updated: November 25, 2024

Date Updated: January 2nd, 2026

Purpose:

This policy aims to ensure above adequate and proper supervision of all staff, students, and volunteers employed by Lakeside Childcare to maintain high-quality programming and child safety.

Policy:

Students and volunteers will always be supervised by a Registered Early Childhood Educator (RECE), Early Childhood Assistant (ECA), a member of our on-site mentorship team, a supervisor, or the centre director. Students/volunteers will never be permitted to be alone with any child or group of children who receive child care.

Procedures:

The rules and responsibilities of all Lakeside Childcare positions regarding supervision are as follows:

Roles and responsibilities of the licensee, director, supervisor, or mentor:

- The licensee, director, supervisor, and mentor are responsible for ensuring that qualified employees adequately monitor students and volunteers at all times. At no point shall any student or volunteer be unsupervised.

- While doing daily rounds, all administration and mentorship teams will ensure required staff are present and properly over-seeing their designated volunteer or student.

- The licensee, director, supervisor, and mentor will ensure that all students and volunteers are aware of their expectations prior to entering a classroom with children present.

- The licensee, director, and supervisor will ensure that proper training is provided to RECE's, ECA's, and students and volunteers regarding their roles and responsibilities and will adapt this training based on need.

Roles and responsibilities of RECE's while monitoring students or volunteers:

- RECE's are responsible for their classrooms' day-to-day operations and programming, including supervising and ensuring their students and volunteers are aware of day to day routines, classroom expectations, and aware of their responsibilities.

- RECE's employed by Lakeside Childcare are not to leave their student or volunteer unsupervised in a classroom with children present.

- RECE's are responsible for notifying the director, supervisor, or mentorship team if their students or volunteers are not following the responsibilities outlined for students and volunteers listed below;

Roles and responsibilities of ECAs while monitoring students or volunteers:

- ECA's are responsible to assist in their classrooms' day-to-day operations and programming, including assisting RECE's guide their students and volunteers and that they are aware of classroom expectations, day to day routines, and aware of their responsibilities.

- RECE's employed by Lakeside Childcare are not to leave their student or volunteer unsupervised in a classroom with children present.

- RECE's are responsible for notifying the director, supervisor, or mentorship team if their students or volunteers are not following the responsibilities outlined for students and volunteers listed below;

Roles and responsibilities of volunteers and students:

- Students and volunteers are responsible for refusing unsafe work, such as being left in a classroom with children without staff supervision present.
- They are required to report if they are intentionally or accidentally left in a classroom without qualified staff present.
- Students and volunteers are expected to follow day to day routines outlined by Lakeside Childcare director, supervisor, and mentorship and encouraged to ask questions should they need clarification within classroom duties.
- Students and volunteers are not to change diapers or in the case of assisting children who use toilets; oversee toileting routines without a classroom RECE present in the restroom.
- Students and volunteers may choose to assist in program and experience/activity planning alongside their classroom RECE.

Criminal and VSC Policy and Procedures

Date Policy and Procedures Established: April 2, 2023
Date Policy and Procedures Updated: February 12, 2024
Date Policy and Procedures Updated: January 2nd, 2026

Purpose

The purpose of this policy and the procedures outlined is to provide clear and transparent rules and processes for regularly collecting and using information in police record checks, offence declarations, and attestations for: staff, students, volunteers and other persons who provide child care/other services to children.

This policy is intended to help protect the health, safety, and well-being of children, families and those involved with Lakeside Childcare by setting out measures to verify all individuals involved in providing care, in positions of trust, or any person (s) present on-site while children are in the building are not prohibited from doing so under the Child Care and Early Years Act, 2014 (CCEYA) and do not have a criminal history that may put children at risk.

This policy sets out additional measures to protect children. At the same time, a vulnerable sector check is being obtained, which helps reduce risk when there is a gap between when an individual starts interacting with children and when they provide their vulnerable sector check (VSC).

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for staff screening and police record checks for a childcare centre.

Policy

Vulnerable Sector Checks (VSCs) and Criminal Record Checks (CRCs)

- Lakeside Childcare will obtain a VSC from the following individuals in accordance with the timelines indicated below.
- Employees (Registered Early Childhood Educators [RECE's], Early Childhood Assistants [ECA's], kitchen staff, mentorship, supervisors, directors, etc.)
- Volunteers
- Students (co-ops, interns, etc.)
- All individuals who interact with children during hours of operation.

A Criminal Record Check will only be accepted in place of a Vulnerable Sector Check under the following conditions;

- Any statute of Ontario or Canada prohibits the disclosure of information contained in a VSC in respect of a person (eg. information regarding information about individuals under 18 years of age, pardoned offences, etc.)
- A police service will only issue a CRC, not a VSC, for an individual.
- A Criminal Record and Judicial Matters Check will be accepted in place of a CRC, but not in place of VSC.
- A CRC may be accepted for individuals who do not interact with children but may be on the premises (e.g., community-involved professionals), provided a written confirmation of non-interaction with children accompanies the CRC.

Timeline

- Before employment commences and before any interaction with children;
- On or before the 5th anniversary after the date of the most recent VSC;
- After any break in the relationship with Lakeside Childcare that has lasted six or more months before the relationship resumes, and
- After any break in the relationship with Lakeside Childcare that has lasted less than six months, only if a VSC would have been required during the break before the relationship resumes.

Lakeside Childcare will assist employees in ensuring their Police and VSC do not lapse by:

- Providing written notice 6 months prior to a lapse in Criminal or VSC.
- Including their certificate expiration date into Lillio (Formerly Himama), the

centre's primary communication app upon employment with The Company. This app provides a 60-day warning of VSC lapse. It is ultimately the employee's responsibility to obtain their VSC in a timely manner before it lapses under the aforementioned guidelines.

- If a lapse in VSC occurs under the aforementioned guidelines while employed with Lakeside Childcare, the centre director or licensee reserves the right to suspend the employee without pay until the VSC is obtained.

The director or supervisor will review all VSCs to ensure that they are:

- Conducted by a police service from the city or town in which the person lives, where applicable;
- Prepared no earlier than six months before the day it was obtained by Lakeside Childcare for employees (see exception below for students and volunteers);
- The original documents (i.e. no photocopies, see exception below for students and volunteers);
- Not altered;
- Clear and legible;
- Provided in English (or a certified translated copy into English must be provided);
- Complete (i.e. no information missing or cut off);
- Includes all information required about Criminal Code (Canada) convictions as set out in section 9 of the CCEYA.

The following exceptions will apply to volunteers and students only:

- VSCs for volunteers and students are required prior to interacting with children in the centre setting . The VSC must be provided prior to the anticipated start date.
- The company will accept a photocopy of a VSC from a volunteer or student as long as it is less than five-years from the date it was performed.
- A criminal record check (CRC) will only be accepted in place of a VSC where:
- any statute of Ontario or Canada prohibits the disclosure of information contained in a VSC in respect of a person (e.g. information about persons under 18 years of age, pardoned offences, etcl.);
- a police service will only issue a CRC, not a VSC, for an individual; and/or

- Any person who turns 18 while in a position where they interact with children at the child care centre will be asked by the Director to provide a statement disclosing every previous finding of guilt under the Youth Criminal Justice Act (YCJA) if they received an adult sentence. Where the individual confirms that there are no such findings, the director will document the request and the individual's confirmation in their file.
- Any person who turns 18 while in a position where they interact with children at the child care centre will be asked by the Director to apply for a VSC within one-month after their 19th birthday. That person must provide the child care centre with evidence that they have submitted a VSC application.
- All VSCs provided to the child care program must be intended for the position that the individual will hold (i.e. employee and volunteer positions). Where the VSC has not been provided for the correct position, it will not be accepted.
- There will be no exceptions made for individuals to obtain a police record check (e.g. for medical reasons).
- According to Ontario regulations, a staff member may begin employment if they have a previous VSC that is older than six months, provided they submit proof or a receipt for the new VSC that has been requested; however, the new VSC must be in place within one month.

Offence Declarations (ODs)

- The Director is responsible for obtaining an OD from the following individuals in accordance with the timelines indicated below:
- Employees (Registered Early Childhood Educators [RECE's], Lakeside Childcare Administrative Team [Centre Supervisor, Director, Mentorship Staff],
- Early Childhood Assistants [ECA's], kitchen staff, etc.)
- Volunteers
- Students
- All individuals who interact with children

Timeline

- Annually, no later than 15-days after the anniversary of the most recent VSC;
- Where a VSC has been provided by a student or volunteer that is more than six-months old and less than five-years old before the individual starts interacting with children; and
- If attestation is not otherwise provided before interacting with children, and
- Annually, by 15-days after the anniversary date of the most recent OD or attestation (if the person continues to provide such child care/other services).
- ODs will be obtained from the individuals mentioned above each calendar year, unless the individual must provide a VSC that year.

Any individual from whom the company is required to obtain a VSC must provide ODs to the Director at Lakeside Childcare as soon as reasonably possible upon conviction of any offence under the Criminal Code (Canada). Must include:

- The name of the individual who is making the offence declaration;
- The date of the last VSC or OD, or the date of the 18th birthday (whichever is most recent);
- A list of all of the individual's convictions for offences under the Criminal Code (Canada), if any, from the date of the last VSC or OD (whichever is most recent), or a statement that the individual has not been convicted of any offences under the Criminal Code (Canada);
- The date the OD was made; and
- The signature of the individual who is making the offence declaration.

The director who received an OD from an individual will review it and keep it on file at the child care centre in a secure location for three years after it was created.

If a lapse in OD happens under the guidelines aforementioned while employed with Lakeside Childcare, the centre director or licensee reserves the right to suspend the employee without pay until the OD is obtained.

Attestations

- The Director or supervisor is responsible for obtaining an attestation from the following individuals in accordance with the timelines indicated below:

- Employees who work on site in relation to the childcare centre, (ie. maintenance) but do not interact with children.
- Other persons who provide child care or other services to children at the child care centre.
-
- Timeline
- If an offence declaration is not otherwise provided before interacting with children, and
- Annually, no later than 15-days after the anniversary date of the most recent OD or attestation (if the person continues to provide such child care/other services).
- All attestations will be from the person's employer or the person/entity who retained the person's services (e.g. a child's parent).

Every attestation will include the following:

- The employer, person or entity has obtained and reviewed a VSC from that person;
- The VSC was performed within the last five years; and
- The VSC did not list any convictions for any offences under the Criminal Code of Canada listed in subparagraph one ii) of subsection 9 (1) of the CCEYA.
- The Director who received an attestation from an individual will review it and keep it on file at the child care centre in a secure location for three years after it was created.
- Where an individual needs to retain their original attestation, the director will review it and create a true copy to be kept on file at the child care centre.

Using Information Revealed in a VSC, OD and/or Attestation and Confidentiality

- No individual will be hired as an employee, accepted as a volunteer or student, or be allowed to otherwise interact with children at Lakeside Childcare if their VSC, OD and/or attestation reveals any of the following findings:
 - Any conviction for an offence under the CCEYA;
 - Any conviction under the following sections of the Criminal Code (Canada):
 - Section 151 (sexual interference);

- Section 163.1 (child pornography);
- Section 215 (duty of persons to provide);
- Section 229 (murder); and/or
- Section 233 (infanticide);
-

In addition, a person with other convictions under the Criminal Code (Canada) for offences that pose a high risk to the health, safety and well-being of children, families and other representatives of the childcare centre will not be hired or kept as an employee, accepted or kept as a volunteer or student, or be allowed to otherwise interact with children at the child care centre. These include, but are not limited to:

- Physical or sexual abuse or assault;
- Manslaughter;
- Indictable criminal offences for child abuse;
- Convictions for any violent offence, whether or not it involved weapons;
- Offences which indicate a pattern of behaviour which could create risk in terms of the role the individual is expected to play; and
- Current prohibitions or probation orders forbidding the individual from having contact with children under 16-years-of-age.
- Any person with a work permit or work visa that indicates the individual is not permitted to work with children

Information about an individual's criminal record and history will be treated confidentially. Every effort will be made to protect the privacy of staff, students, volunteers and any other person mentioned in this policy except when information must be disclosed to implement the procedures within this policy and when Lakeside Childcare is legally obligated to do so (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society).

All CRCs, VSCs, ODs, attestations and statements of findings of guilt under the YCJA will be kept in employee files in a secured filing cabinet in the director's office.

Police Record Check Procedures

1. Obtaining a PRC (i.e. VSC or CRC as applicable)

PROCESS AND RESPONSIBILITIES

The person from whom a PRC is required must:

- i) apply for a PRC from the local police department where the individual resides, submit the required fee for a PRC; and
 - ii) provide the evidence of application (where there is a delay in processing the application) to the director or supervisor; or
 - iii) provide the original PRC to the director for review before starting the position or otherwise interacting with children.
- iv) Ensure to begin the process of obtaining a PRC upon notice of its expiration.
2. Upon receipt of a PRC, the director/supervisor must:
 - i) Confidentially review the PRC to ensure that it meets the requirements outlined in this policy;
 - ii) Where the individual needs to keep their original PRC, create a true copy of the document to keep on file at the child care centre for three years after the true copy was created; and
 - iii. Place the PRC (original or true copy, where applicable) in a secure location at the child care centre with limited access.
3. 6-months before a new VSC is required, the director must:
 - i. Notify the individual(s) who need to provide a new VSC in writing and require them to apply for a new VSC; and
 - ii. obtain a new VSC from the individual(s) no later than the 5-year anniversary date of the most recent VSC.

How to create a true copy of a PRC:

1. Make a complete and legible photocopy of the original PRC;
2. Make a true copy statement on the photocopy by:
 - i. Write "Original received and reviewed by:" and print the full name of the individual who received and reviewed the original PRC;
 - ii. Write "Date received and reviewed:" and print the full date the PRC was received and reviewed; and
 - iii. Sign the true copy statement (the signature must be that of the individual who received and reviewed the PRC).

B. Submitting an Offence Declaration

PROCESS AND RESPONSIBILITIES

1. the director must:
 - i. Make the OD template available at all times at the child care centre to individuals who are required to complete an OD; and
 - ii. When the anniversary date for a previous OD is approaching, remind the individual in writing and provide them with the OD template.

2. The individual who is required to provide an OD must:
 - i. Complete either the template available online or at the child care centre or complete their own OD that contains all the required information;
 - ii. Provide the completed OD to the director no later than 15-days after the anniversary date of the most recent OD.
 - iii. Ensure to begin the process of obtaining an OD upon notice of its expiration.

3. Upon receipt of an OD, the director must:
 - i. Confidentially review the OD to ensure that it meets the requirements outlined in this policy; and
 - ii. Place the OD securely at the child care centre with limited access.

C. Obtaining an Attestation

PROCESS AND RESPONSIBILITIES

1. The director or supervisor must inform any 'other person' that an attestation is required before interacting with children.

Upon receipt of an attestation, the director must:

 - i. Confidentially review the attestation to ensure that it meets the requirements outlined in this policy; and
 - ii. Place the attestation in a confidential file in a securely locked cabinet with access limited to the licensee or designate only.

Where the immediate health and safety of the children are a concern (e.g. a PRC, OD or attestation reveals that an individual has been convicted of child pornography), the licensee or designate will:

- follow the serious occurrence policies and procedures;
- notify the local Children’s Aid Society immediately following “duty to report” obligations under the Child, Youth and Family Services Act, 2017 or subsequent legislation; and
- notify other authorities (e.g., College of Early Childhood Educators, Consolidated Municipal Service Manager/District Social Services Administration Board, local police service, local public health, etc.), as applicable.

Prohibited Practices Policy

Date Established: May 19, 2023

Date Updated: August 16, 2024

Date Updated: January 2nd, 2026

Purpose:

This policy aims to outline the prohibited practices all students, volunteers, and employees must understand and adhere to.

Policy:

All individuals interacting with children within the childcare center must read and understand the prohibited practices outlined by the *Childcare and Early Years Act 2014*. These policies are reviewed annually as a company and are available to each employee to review as needed.

The prohibited practices are as follows:

1. No licensee shall permit, with respect to a child receiving care at a child care center it operates, or on premises where the licensee oversees the provision of child care:
 - (a) Corporal punishment of the child;
 - (b) Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or another device for discipline or in lieu of supervision, unless the physical

restraint is to prevent a child from hurting themselves 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 childcare center or home childcare premises to confine the child, or confine 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 their self-respect, dignity or self-worth;

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

(f) inflicting bodily harm on children, including: making them eat or drink against their will. O. Reg. 137/15, s. 48; O. Reg. 126/16, s. 34.

2. No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides home child care or in-home services at premises overseen by a home childcare agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care. O. Reg. 51/18, s. 19.

Procedure:

Any staff, volunteer, student, et al., accused of a prohibited practice will be immediately taken off the floor pending investigation. The director will then take the following steps:

1. After speaking with the alleged individual and removing them from the floor, the director will contact any families of involved children to inform them of the incident and next steps.
2. The director will initiate a *Serious Occurrence Notification* form, submit it online via the Ministry of Education website, post a physical copy on the Parent Welcoming Board, and follow-up with any recommended actions by the ministry, CAS, or any other organizations that become involved with the incident.
3. Depending on the severity of the incident, and the ministry's recommendations, further third-party investigations such as Children's Aid, the Police, etc., may occur.
4. Families involved may request information regarding the incident and its follow-up

investigation. The director is to maintain the confidentiality of all involved (children, family, staff, etc.) while providing concise information from an objective standpoint.

5. The alleged employee may be placed on leave, sent for further professional development, or terminated depending on the outcome of the investigation and recommendations by the ministry, the director, and other governing bodies.