

Glengarry Inter-Agency Group Inc.



The Learning Centre

Parent Handbook 2026-2027

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***Asterisk indicates amended Policy/Procedure effective July 1, 2026, or new or revised content added to the Parent Handbook**

MISSION STATEMENT

The primary purpose of The Learning Centre is to provide quality child care services to the families it serves by offering the optimum environment for each child's individual development.

PROGRAM STATEMENT

The Learning Centre believes in respect for each individual child as being competent, capable, curious and rich in potential. We are committed to providing high quality programs guided by research theories from How Does Learning Happen.

We will ensure:

- a. promote health, safety, nutrition and the well-being of the children;
- b. support positive and responsive interactions among the children, parents, child care providers and staff;
- c. encourage the children to interact and communicate in a positive way and support their ability to self-regulate;
- d. foster the children's exploration, play and inquiry;
- e. provide child-initiated and adult-supported experiences;
- f. plan for and create positive learning environments and experiences in which each child's learning and development will be supported;
- g. incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving childcare;
- h. foster the engagement of and ongoing communication with parents about the program and their children;
- i. involve local community partners and allow those partners to support the children, their families and staff;
- j. support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning; and
- k. document and review the impact of the strategies set out in clauses (a) to (k) on the children and their families.

How we will ensure:

- a. Encourage healthy snacks, incorporate daily physical activity indoors and outdoors, post EOHU nutrition guide in our rooms;
- b. Maintain open communication with parents/guardians and children about child's day; provide guidance to parents and refer to outside agencies when necessary;
- c. Encourage self-regulation, body breaks, mini mind master's yoga; encourage teamwork and group work
- d. Observe children in their environment and tailor the program to their interests and needs;
- e. Observe children in their environment on a daily basis and make adjustments to any programming based on their interests and/or needs;
- f. Create a comfortable, safe environment for each child based on their interests and/or needs;
- g. Incorporate daily outdoor activities such as nature walks, community walks, sports, use of playground equipment; incorporate daily indoor activities such as Just Dance, Yoga, gym time, mini mind masters, body breaks;
- h. Maintain open communication with parents and provide daily verbal reports on their children's progress;
- i. Maintain contact with local Early Years programs and keep information current on each site's Facebook page;
- j. Provide opportunities for continuous professional learning for the staff
- k. The Early Childhood Educators maintain open communication with parents on a daily basis to share observations and documentation either verbally or through email. Each childcare site has a Facebook page for parents to have access to and is maintained with up to date photos of children in their learning environment. We encourage open communication with parents and welcome and feedback. We also hold monthly staff meetings to discuss these means and whether or not improvements or additions can be made.

PROGRAM DETAILS

Programs are developed to address the needs of each child and will work towards the expectations that parents have for their child. Programs are based on child's development and are based on play-based learning.

Programs are re-evaluated regularly to reflect changes within the Child Care and Early Years Act and the ideologies of early childhood education. Staff members participate in professional development to keep informed of these changes.

LICENSING AND MONITORING

The Learning Centre sites are licensed and monitored by the Ministry of Education. Our license is posted in the child care room and our most recent licensing reports are available for you to view at your request. The Eastern Ontario Health Unit (EOHU) is also involved with our programs to ensure that we are up to date on the current health standards in Ontario.

FACILITIES & PROGRAMS

The Learning Centre Before has facilities to accommodate the following groupings of children:

Site	Kindergarten	School Age
Bridgewood Public School (Cornwall)	26	60
Rothwell-Osnabruck Public School (Ingleside)	26	30
Iroquois Public School	13	30
Laggan Public School (Dalkeith)	0	30
Longue Sault Public School	26	60
Winchester Public School	20	60

(20% of the maximum number of spaces may be used by children between the ages of 3.8 – 5 years of age.)

*DAYS & HOURS OF OPERATION

Sites are open **Monday** through **Friday** apart from **Statutory Holidays**.

The Learning Centre's Site Information	Monday – Friday Hours
Bridgewood Public School TLC, 850 Nick Kaneb, Cornwall, ON.....	6:30AM-9:15AM & 3:35PM-6PM
Site Supervisor: Emily Vivarais, Registered ECE.....	613-551-6597
bridgewood@giag.ca	
Longue Sault Public School TLC, 13 Bethune, Long Sault, ON.....	6:30AM-9:30AM & 3:50PM-6PM
Site Supervisor: Sara Seguin, Registered ECE.....	613-551-0199
longuesault@giag.ca	
Laggan Public School TLC, 20345 County Road 34, Dalkeith, ON.....	7AM-9:15AM & 3:35PM-6PM
Site Supervisor: Jennifer Walsh, Registered ECE.....	613-930-3605
laggan@giag.ca	
Rothwell-Osnabruck Public School TLC, 1 College Street, Ingleside, ON.....	6:30AM-9:10AM & 3:40PM-6PM
Site Supervisor: Nicholas Parisien, Registered ECE.....	613-930-3614
ro@giag.ca	
Iroquois Public School TLC, 6 Lakeview Dr, Iroquois, ON.....	6:30AM-9:20AM & 3:40PM-6PM
Site Supervisor: Olivia Wright.....	613-557-1433
Iroquois@giag.ca	
Winchester Public School TLC, 547 Louis Street, Winchester, ON.....	6:30AM-9:20AM & 3:40PM-6PM
Interim Site Supervisor: Elizabeth Wensink.....	613-223-0243
winchester@giag.ca	
GIAG The Learning Centre (TLC) 624 Main Street South P.O. Box 95 Alexandria, ON K0C 1A0.....	8:30AM-4PM
Program Supervisor: Andrea Jones, Registered ECE.....	613-525-1533 x245
tlcsupervisor@giag.ca	
GIAG The Learning Centre (TLC) 624 Main Street South P.O. Box 95 Alexandria, ON K0C 1A0.....	8:30AM-4PM
Program Manager: Jacqueline Levac, Registered ECE.....	613-525-1533 x234
tlcmanager@giag.ca	
tlcinfo@giag.ca	
Glengarry Inter-Agency Group Inc. (GIAG)	8:30AM-4PM
Executive Director: Anne Leduc.....	1-613-525-1533 x224
executivedirector@giag.ca	
Accounts Receivable (Billing)	8:30AM-4PM
accountsreceivable@giag.ca.....	613-525-1533 x234
Ministry of Education , Licensed Child Care Help Desk:	
1-877-510-5333 or childcare_ontario@ontario.ca	

STATUTORY HOLIDAYS

The Learning Centre follows school closure dates.

Statutory holidays are included in the full-time calculations of fees payable.

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

ENROLLMENT

When a child is accepted for a position at The Learning Centre the parent must complete their registration via digibot. All forms required will be prompted as well as financial form, & Pre-Authorized Debit form.

Enrolment is based on our current families and the waitlist.

The registration form must be fully completed and returned prior to your child(ren)'s start date.

EMERGENCY INFORMATION

General emergency information is collected during the enrolment process. Please ensure that The Learning Centre has an alternate person to contact in case of an emergency.

This emergency information will be updated when necessary.

Please inform the staff immediately if:

- A. your telephone or emergency number changes;
- B. you move to a different address;
- C. you change your job or leave your place of employment;
- D. you wish to change the persons authorized to pick up your child.

Should your child require emergency medical treatment, arrangements will be made for the child's transportation. Staff will not transport children in their vehicles to the hospital or the Doctor's office. Should your child require medical treatment that is not of an urgent nature, you will be called to transport the child for medical assistance. If you are not available, your alternate contact person will be called.

WAITING LIST

In the case where a parent wants to register their child at one of The Learning Centre sites and there is no space, they may fill out an online form at <https://app193.digibotservices.ca/childcarerequest/?com=3997>. Once space becomes available, the Site Supervisor will contact the parent in the order that they were received (on a first come, first served basis). No fees are required to be on the waiting list. If a parent would like to know where they are on the list, the Site Supervisor will provide the parent with the information as to what position they are at on the waiting list, while maintaining the privacy and confidentiality of others named on the list.

INCLEMENT WEATHER DAYS/EMERGENCY CLOSURE

The Learning Centre will remain open despite most inclement weather conditions. Parents should note that if school buses are cancelled due to poor weather conditions, we will make every attempt to accommodate as many children as possible; however, spaces are limited.

In the event The Learning Centre must close due to unforeseen circumstances, you will be contacted as soon as possible. Fees for scheduled families will be charged for up to three (3) working days. If the closure requires The Learning Centre to be closed for longer than 3 working days, fees will not be charged after the 3rd day. (Unexpected Closure Examples: Flooding, Heating, Electricity (for an extended period of time), Extreme weather, School board Strike Days, Illness/Outbreak, acts of god that jeopardize the health and safety of the children and the staff...etc.)

Note: If the school board closes the school we are obligated to close too.

ARRIVAL AND DEPARTURE

Regular attendance encourages your child to develop a sense of trust and belonging with the other children and staff.

Having developed a sense of belonging, your child will feel more secure in the childcare setting and will be able to benefit more fully from the program.

Please notify the centre as early as possible if your child is unable to attend.

We assume responsibility for the care and safety of your child after he/she is met by a staff member. When your child arrives, notify a member of the staff as to your child's presence. Similarly, when picking up your child, make sure a staff member knows your child is leaving.

If your child will be leaving the program early for any reason, please inform the centre as soon as possible so they can assist in preparing the child for his/her departure.

If an emergency should prevent you from coming for your child at closing, please notify The Learning Centre as soon as possible so that arrangements can be made.

SAFE ARRIVAL AND DISMISSAL POLICY

The Learning Centre 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 designated with written authorization as being permitted to pick up the child. Ultimately, parents and guardians are responsible for their children's safety. The Safe Arrival Safe Dismissal program is a mechanism that parents and educators can use to account for children's unexplained failure to arrive at the centre or at home.

- A parent/guardian may request that a child be released from child care without supervision. Parents/Guardians must provide a written and signed permission form and instructions for the release of the child including the time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian must be made aware that The Learning Centre is no longer responsible for that child upon their dismissal.
- Program staff reserve the right to insist that a child be picked up and not be allowed to walk home independently in specific circumstances, such as inclement weather, lockdown scenarios, or when program staff feel for any reason that walking home independently may pose more risk than usual.
- Safe arrival programs are designed to be flexible. It is the policy of The Learning Centre that staff can take into account the age of the child, geographic conditions in the vicinity of the school, and the kind of transportation regularly used by the child when deciding if an independent walker arrangement can be made. This is so that staff can take into account the unique circumstances of every school. Note that while staff reserve the right to refuse an independent walker arrangement, if such an arrangement is allowed it should not be taken as staff endorsement of the plan. The responsibility for the child's safety off centre property rests solely with the parent or guardian.
- Note that an important part of the Safe Arrival Safe Dismissal policy is that parents and guardians are responsible for keeping centre staff informed of any updates to emergency contact information. All morning absences must be reported to program staff in-person, or by call, text or email, no later than 9:15am. All afternoon absences must be reported in the same manner no later than 3:30pm.

When a child does not arrive at the program 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 will:

- Inform the Supervisor who must commence contacting the school office administration to verify if they have received a notice of a planned absence or if the child was safely picked up. If successful, such is deemed sufficient confirmation of the child's safety, and no further action is required.
- If the office has not received confirmation, the child's parent/guardian will be contacted no later than 9:15am (for before school absences) and prior to bus departure (for after school absences). Staff shall call, send a text message, and/or contact the parent via email. If no response is received, a message will be left by phone. The parent must make contact to confirm that the child is safe.
- If staff are unable to make contact before 9:30am (for before school absences), the manager will be informed, and police may be called to assist in ensuring that the child is safe. For after school program, school buses may leave only if school staff are certain that no children who were supposed to be in after school care are on a bus. The manager will be informed, and police may be called to assist if a parent, guardian, or emergency contact does not confirm the child is safe prior to 3:55pm. The form titled "Non-Excused Non-Arrival Form" must be filled out to track contact attempts. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or an individual for whom the parents have provided written authorization. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), staff will:

- 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 and the centre is closed

Attempts will be made to contact the parents/guardians of the child, followed by the emergency contacts, and ultimately the Children's Aid Society (CAS) or the local police service for assistance.

Dismissing a child from care without supervision procedures

Where a parent/guardian has provided an Independent Walker Permission Form for their child to be released from care without supervision, staff will review the written procedures (stipulated by the parent) with the child. Staff will await a phone, text, or email confirmation from the parent/guardian to confirm that the child is home safe. If no confirmation is received within the specified time frame in the parent's/guardian's instructions, staff will attempt to contact the parent/guardian. If attempts to make contact are unsuccessful, the police will be called to ensure the child is safe.

FEE FOR LATE PICK-UP

Children must be picked up and have left the premises by 6:00p.m. or a late pick-up fee will be charged.

If at 6:00p.m. your child has not been picked up, your emergency contacts will be called to pick up your child(ren). Please ensure that your list is up-to-date with contacts that are available on short notice and are near the centre for quick pick up.

Extenuating circumstances will be considered. The Learning Centre is not asking families to drive carelessly in inclement weather.

First Time: A verbal warning plus a charge of \$1.00/per minute/per child.

Second Time: A written warning plus a charge of \$1.00/per minute/per child.

Third Time: Termination of child care due to noncompliance with our policies

FEE POLICY

The Learning Centre requires families to pre-pay monthly for their child care. Families are always required to pay prior to their child care services by the due date indicated on the Pre-Authorization Payment Dates for each month.

PRE-AUTHORIZATION PAYMENT DATES

Regular billing dates are the 21st day of each month, for example, Sept. 21st billing for Oct. fees.

Please note that the collection of any overdue, unprocessed, or returned fees will be reattempted by GIAG on the 28th of each month. Administrative fees of \$20 will be applied for each NSF return.

CANADA-WIDE EARLY LEARNING & CHILD CARE (CWELCC) ENROLLMENT

The Learning Centre is enrolled in the Canada-Wide Early Learning & Child Care (CWELCC) system. The CWELCC system will benefit all families with children aged 0 to 5 years by reducing the cost of care. It will also support families to access affordable, stable, and high-quality child care programs.

Eligible Child: Any child under six years old; and up until June 30 in a calendar year, any child who:

- (a) turns six years old between January 1 and June 30 in that calendar year, and
- (b) is enrolled in a licensed child care program, as defined in the Child Care and Early Years Act (CCEYA)

Children who turn 6 after June 30, are eligible until the last day of the month in which the child turns six years old.

Any extra charges are **not covered under the CWELCC program** and are considered non-base fees i.e.: late pick up for child care provided beyond operational hours, non-sufficient fees (NSF), and field trips.

BASE FEES AND CWELCC FEES - FULL DAY

Effective as of June 26, 2026

BASE FEES - FULL DAY

Full Week (Summer and March Break)	\$ 180.00
Full Day (PA Days)	\$ 36.00

CWELCC FEES - FULL DAY

Full Week (Summer and March Break)	\$ 70.88
Full Day (PA Days)	\$ 16.54

BASE FEES AND CWELCC FEES - BEFORE AND AFTER

Effective as of September 1, 2026

BASE FEES - BEFORE AND AFTER

Daily Rates	Before and after school
Full Time	\$ 15.00
Scheduled Part Time	\$ 17.00

CWELCC FEES - BEFORE AND AFTER

Daily Rates	Before and after school
Full Time	\$ 12.00
Scheduled Part Time	\$ 12.00

Full time & scheduled part time rates are based on the number of school days per month, this does not include PA Days, Christmas Break, and March Break.

NON-BASE FEES

All programming offered by The Learning Centre is included in the cost of the "Base Fees". The only "Non-Base Fees" charged by The Learning Centre are:

- A \$20 NSF fee for payments returned by the bank
- A fee of \$1 per minute for children picked up after the Centre closing time
- A contribution to the cost of field trips

FULL TIME

Families who are signed up for full time childcare services:

- are charged for sick days & statutory holidays.
- must pay for their space prior to childcare services by the due date indicated on the Pre-Authorization Payment Days for each month.

If a family chose to move from full time care to scheduled part time/varied part time care, they must make a request through digibot or in writing to the site supervisor indicating the new schedule requested and the date of which they want to start the new schedule. Families are not guaranteed a childcare space if they choose to request full time care again.

SCHEDULED PART TIME

Families who are signed up for scheduled part time:

- are **not guaranteed** a space & must call or e-mail to confirm availability.
- are charged for sick days & for statutory holidays on scheduled days.
- must pay for their space prior to child care services by the due date indicated on the Pre-Authorization Payment Days for each month.

If the family wishes to move their child from part time care to full time care, they must make the request through digibot or in writing to the site supervisor indicating the date in which you would like to move to full-time care.

**Please note that part time care availability is subject to change based upon the needs for the before and after school program.*

MAKE UP DAYS

Make up days **are not** offered for children attending The Learning Centre on a scheduled part time basis.

PAYMENT METHOD

Payment for your child's enrollment is due in advance of care. A completed Pre-Authorized Debit (P.A.D.) form is required at the time of registration. Automatic withdrawals for your child's monthly child care fees will be processed for the following month on the date indicated on the Pre-Authorization Payment Dates.

FEE PAYMENT INCOME TAX RECEIPTS

Income Tax receipts will be issued by the ending of February for the previous year.

NON-PAYMENT FEES

The Learning Centre reserves the right to render termination of childcare services if monthly payment is not received by the first of every month. As soon as The Learning Centre is notified that a payment has been refused, you will be informed that if the payment is not received prior to the first of the month child care services will be terminated the first day of the month. If payment is received prior to the first of the month, the fee contract will be re-instated. On addition to non-payment of fees due to insufficient funds, The Learning Centre reserves the right to charge an additional \$20 NSF charge per NSF non-payment of fees.

ABSENTEEISM

If your child is scheduled to attend the program (as outlined in the financial agreement form) and is absent from the program, payment is expected. No reimbursement for vacation time is granted.

CHILD CARE FEE SUBSIDY PROGRAM

The Child Care Fee Subsidy program assists eligible low- and moderate-income families with the cost of licensed child care in Cornwall and the United Counties of Stormont, Dundas, and Glengarry. It is available for children from birth to 12 years of age. To apply or for more information, families should visit www.cornwall.ca, go to "Live Here," then "Children's Services," and select "Child Care Fee Subsidy." For general inquiries, families can call 613-933-6282.

PARTNERSHIP WITH THE CITY OF CORNWALL – CHILDREN'S SERVICES

We are proud to partner with the City of Cornwall – Children's Services. As part of this collaboration, a Child Care Advisor from the City regularly visits our programs to provide consultations, observations, training, and recommendations to our Educators. The Advisor's role is to support Educators and enhance the overall program, ensuring the inclusion of all children, regardless of ability. Through observations and feedback, they offer professional insight and strategies that promote inclusive, high-quality care and learning environments. Additionally, the City of Cornwall provides Enhanced Support funding to child care operators. This funding is intended to increase the capacity of Educators by offering additional program-level support during times of need. Please note that this funding is not intended for one-on-one support, but rather to assist the program as a whole on a short-term, as-needed basis.

SPECIALIZED SERVICES

The Learning Centre is committed to the integration and inclusion of children with special needs. Our aim is to provide each child with an opportunity to develop in an inclusive learning environment. Specialized services are available through The Learning Centre in conjunction with the family, children who require these services will be referred to the appropriate agency. Individual Program Plans will be provided as required in the case of a child with identified special needs. Please contact the site supervisor for more information.

***ADMISSION & WITHDRAWAL POLICY**

When a space becomes available, the Site Supervisor will send an Offer of Admission by email. Registration and enrolment must be completed through the Digibot portal before a child may begin attending the program.

Placement in the program is subject to available space, age group requirements, and the Centre's waitlist procedures.

When a space becomes available, the Site Supervisor will send an offer of admission by email. Registration and enrolment must be completed through the Digibot portal before a child may begin attending the program.

Withdrawal from the Program

Parents/guardians wishing to permanently withdraw their child from the program must provide a minimum of **two (2) weeks' written notice** to the Centre.

The two-week notice period begins on the date the written notice is received by the Centre. Regular program fees will continue to be charged during the notice period, regardless of attendance, vacation, illness, or other absences.

If the required notice is not provided, parents/guardians will be responsible for payment of fees equivalent to the required two-week notice period, calculated from the child's last day of attendance.

Written notice of withdrawal may be submitted by email to the Site Supervisor or through another Centre-approved written communication method.

Temporary Withdrawal

A child who is temporarily withdrawn from the program is not guaranteed a space upon their return.

Families wishing to return to the program following a temporary withdrawal will be required to reapply and will be placed on the waitlist. Placement will be offered based on space availability and the Centre's waitlist procedures.

***TERMINATION OF SERVICES**

The Learning Centre is committed to working collaboratively with families to support each child's successful participation in the program. Whenever possible, concerns will be discussed with parents/guardians and reasonable efforts will be made to resolve issues before termination of services is considered.

However, there may be circumstances in which The Learning Centre determines that it can no longer safely or effectively meet the needs of a child or family. In such cases, the Centre reserves the right to terminate services and withdraw a child's enrolment.

Circumstances that may result in termination of services include, but are not limited to:

- Failure to maintain accounts in good standing, including unpaid fees;
- Failure to provide required enrolment information, emergency contact information, medical information, or other required documentation;
- Repeated failure to comply with Centre policies, procedures, or requirements outlined in the Parent Handbook;
- Situations where the Centre is unable to safely meet a child's needs despite reasonable efforts, supports, and accommodations;
- Behaviour by a child that poses a risk to their own health, safety, or well-being, or that of other children, staff, students, volunteers, or visitors;
- Behaviour by a parent/guardian or family member that is abusive, threatening, harassing, discriminatory, or disrespectful toward children, families, staff, students, volunteers, or visitors;
- Circumstances that compromise the health, safety, or well-being of children, staff, students, volunteers, or visitors;
- Any situation that prevents the Centre from operating in compliance with the Child Care and Early Years Act, 2014, its regulations, Ministry of Education requirements, or Public Health directives.

Where circumstances permit, the Centre will provide written notice of termination of services. The amount of notice provided will be determined based on the circumstances of each situation.

The Learning Centre reserves the right to terminate services immediately when the health, safety, or well-being of children, staff, students, volunteers, or visitors may be at risk.

The decision to terminate services will be made by Centre management and communicated to the parent/guardian in writing.

The Learning Centre remains committed to working collaboratively with families and community partners to support children's successful inclusion and participation whenever reasonably possible.

CONFIDENTIALITY

All staff, volunteers, students and members of the Board of Directors have taken an oath of confidentiality. Information about your family is held in confidence. As well, staff members are not at liberty to discuss with you the issues regarding other families at the site. Please adhere to proper channels of communication for all inquiries.

STAFF QUALIFICATIONS / REQUIREMENTS

TLC staff are trained professionals in the field of Early Childhood Education and/or equivalent, First Aid, and CPR. The staff receive ongoing professional development to keep them informed of the changing trends in this field.

It is the policy of The Learning Centre that all staff/students/volunteers (including parents offering to volunteer) must have a criminal reference check with a vulnerable sector check completed prior to commencing employment.

A signed Offence Declaration may be submitted for two years with a new Criminal Record Check being completed a minimum of every three years.

CRIMINAL RECORD CHECKS

It is the policy of the Learning Centre that all staff, students and volunteers (including parents offering to volunteer) have a criminal reference check with a vulnerable sector check completed prior to commencing employment.

*VOLUNTEER AND STUDENT PLACEMENT

ROLE OF VOLUNTEERS/STUDENTS	ROLE OF SITE SUPERVISOR IN SUPERVISION OF VOLUNTEERS/STUDENTS
Volunteers and students play a valuable supporting role within The Learning Centre programs. Volunteers and students: • Must be supervised by a paid employee at all times and shall not have direct unsupervised access to children. • Will not be included in staff-to-child ratios. • Are required to report to the Site Supervisor and/or Registered Early Childhood Educator (RECE) upon arrival and assist with the day-to-day operations of the program as directed. • Must review all applicable policies and procedures and acknowledge, in writing, that they have read and understood them prior to commencing their placement or volunteer duties. • Must review the Parent Handbook. • Are required to maintain confidentiality regarding children, families, staff, and program operations at all times. • Must comply with all health and safety requirements, emergency procedures, and program expectations.	The Site Supervisor is responsible for the supervision, orientation, and ongoing support of volunteers and students. The Site Supervisor will: • Ensure all volunteers and students review and sign required policies and procedures prior to their start date and annually thereafter, where applicable. • Ensure volunteers and students aged 18 years and older provide a satisfactory Vulnerable Sector Check in accordance with legislative and organizational requirements. • Conduct an orientation of the facility, including a review of fire safety and emergency procedures. • Provide volunteers and students with a copy of the Parent Handbook. • Coach, mentor, and support volunteers and students to ensure they actively engage in children's learning experiences and program activities. • Monitor volunteer and student performance on an ongoing basis and address concerns as they arise. • Consult with the TLC Program Supervisor when concerns cannot be adequately resolved at the site level. • Document and communicate concerns, providing feedback and guidance as appropriate.

Termination of a Volunteer or Student Placement

Volunteers may end their volunteer relationship with The Learning Centre at any time. Likewise, The Learning Centre reserves the right to end a volunteer placement at any time.

Where concerns arise regarding a student's placement, the matter will be discussed with the student and, where appropriate, their educational institution and/or Placement Supervisor. Depending on the nature and severity of the concern, corrective action may be implemented, up to and including termination of the placement.

Additional Requirement

All volunteers and students are required to review and sign any individualized plans related to children with anaphylaxis or other medical needs prior to participating in the program.

HEALTH & SAFETY OF YOUR CHILD / AUTHORIZATION TO PICK-UP

You may wish to have a responsible person other than yourself pick-up your child either on a regular basis or on occasion. The following procedures must be observed.

If the pick-up, at any time, is to be done by someone other than yourself, please supply that person's name and telephone number in the Emergency Contact section of the registration form. **Under no circumstances will the child be released to any person non-designated in writing by the parent.** Until we get to know the person picking up the child, staff will ask for personal identification, e.g. driver's license. The person picking up the child must be 18 years of age or older.

If there is a Court Order in effect denying access to your child, a copy of the order must be on file at The Learning Centre. Otherwise, we cannot comply with the order. When a court order is in place and an attempt is made to pick-up a child by the non-custody parent, we will do our best to comply with the court order. We will attempt to contact the custody parent and/or the police. Visitation rights of a parent engaged in joint custody must be exercised outside of daycare hours.

HAND WASHING & PERSONAL HYGIENE

It is important to teach children at an early age proper hand washing and good personal hygiene habits. Children in a group setting will be exposed to germs and communicable illnesses, much of which can be avoided with proper hand washing.

PLAYGROUND SAFETY

Running shoes are flexible and provide a good grip on the climber. If sandals are worn, they should be buckled securely in place. We discourage you from sending your child in vinyl dress shoes or flip-flops, as they can be quite slippery

SUNSCREEN

Each parent is responsible to provide The Learning Centre with sunscreen labelled with their child(ren)'s name on the bottle. Please check for expiry dates on all bottles. The Learning Centre staff will apply sunscreen if consent is given by the parent (*Refer to consent form in Registration Form*). The parent is responsible to apply sunscreen before dropping his/her child off in the morning.

Staff members will apply sunscreen to your child a ½ hour prior to going outside.

The Learning Centre will not be held responsible for any sunburns.

WINTER/SUMMER PROTECTION

We are required under the Child Care and Early Years Act to spend time outdoors. The amount of time spent outside depends on the temperature that particular day. In cases where excessive wind or wind chill is a factor, excessive heat or humidity, the children will remain indoors.

Safety factors relating to your child playing outdoors in the fall, winter, spring and summer:

• Fall/Winter:

Certain areas will be closed within the playground as the ground becomes frozen when the temperature drops. However, enhancements such as wagons, sleds, and other “sand-type” toys will be offered.

In winter, your child should be dressed in warm, comfortable clothing that will allow them the freedom to enjoy the snow. We strongly recommend a snowsuit, hat, mittens and boots. The drawstrings or cords on hoods, hats, jackets, or mittens should be taken off if possible, or tied-up or tucked-in. Your child's jacket should be zipped securely, and scarves should be tucked inside their coats.

Neck warmers are recommended rather than scarves. Winter boots should fit securely.

• Spring/Summer:

From time to time areas of the playground will be closed, e.g. with the excessive heat we will seek other fenced areas that offer shade from the sun.

We strongly recommend your child be protected from the sun by wearing a sun hat, cool cotton clothing, and sunscreen.

*HEALTH CHECKS, ILLNESS AND EXCLUSION

The health and well-being of all children, families, and staff are important to us. To help reduce the spread of illness, parents/guardians are asked to keep children at home when they are ill, particularly during contagious stages of illness or when they are not well enough to fully participate in the program.

Parents/guardians are required to notify the centre as soon as possible if their child is diagnosed with a communicable or infectious disease.

If a child becomes ill while attending the program, parents/guardians will be contacted and required to arrange for the child to be picked up as soon as possible. If you cannot be reached during the day, please ensure that current emergency contact information is on file.

Outdoor play is an important part of our daily program. Children should be well enough to participate in both indoor and outdoor activities unless otherwise accommodated through an approved medical plan.

Daily Health Screening

Upon arrival each day, staff will complete a brief health screening of each child.

Children may not be admitted into care if they show signs or symptoms of illness that prevent them from participating comfortably in the program or that may pose a health risk to others.

Parents/guardians may be contacted to pick up their child if any of the following symptoms develop while the child is in care:

- Diarrhea (frequent, loose, or uncontrollable bowel movements)
- Difficulty breathing or rapid breathing
- Fever of 38°C (100.4°F) or higher, or fever accompanied by other symptoms
- Headache, earache, or stiff neck
- Lethargy, unusual fatigue, or excessive sleepiness
- Persistent crying, irritability, or discomfort
- Severe or persistent cough
- Signs or symptoms of a communicable disease
- Unidentified rash

- Vomiting
- Yellowing of the skin or eyes (jaundice)
- Any illness that prevents the child from participating safely and comfortably in program activities

Young children are particularly susceptible to illnesses such as Chicken Pox, Pink Eye (Conjunctivitis), Strep Throat, Fifth Disease, Hand, Foot and Mouth Disease, Influenza, and the Common Cold.

***MEDICATION ADMINISTRATION**

A summary of illness exclusion recommendations is included in this handbook. The Centre will follow guidance from the local Public Health Unit, the Ministry of Education, and applicable legislation.

Medication will only be administered with written authorization from a parent/guardian and in accordance with the medication label or the written instructions of a regulated health professional, where applicable.

Prescription Medication

Prescription medication must:

- Be in the original pharmacy container
- Include the child's name
- Include dosage instructions
- Include the prescribing physician's information, where applicable
- Be accompanied by a completed Medication Administration Authorization Form

Prescription medications will be administered according to the instructions provided by the prescribing healthcare professional.

Non-Prescription Medication

Non-prescription medications may only be administered with written authorization from the parent/guardian and must be supplied in the original manufacturer's container.

Continued administration beyond three consecutive days may require written direction from a regulated health professional.

Readily Accessible Medications

In accordance with the Child Care and Early Years Act, 2014, certain medications may be carried by a child when they must be readily available to prevent a significant risk to the child's health.

These medications may include those used to treat:

- Anaphylaxis
- Asthma
- Epilepsy
- Diabetes
- Other medical conditions where a regulated health professional has determined that immediate access to medication is required

Parents/guardians must provide written authorization and any required medical documentation or individualized medical plans. The Centre will take reasonable measures to ensure that medications remain readily available to the child who requires them while maintaining the safety of all children in the program.

Medication Restrictions

Staff will only administer medications that have been properly authorized and supplied to the centre according to this policy.

Centre staff will not perform invasive medical procedures unless authorized through an approved medical plan, individualized support plan, or as otherwise required by applicable legislation.

No medication will be administered without the required authorization forms and appropriate labelling.

Medication Administration Authorization Forms are available from the centre.

***ONGOING MEDICAL CONDITIONS**

For children with ongoing medical conditions such as asthma, diabetes, anaphylaxis, seizures, or other chronic health conditions, parents/guardians must provide all required documentation, medications, and medical plans as required by the centre.

If a child becomes ill while attending the program, staff will contact the parent/guardian immediately.

If a child develops a fever and no medication authorization is in place, staff may provide comfort measures until the parent/guardian arrives, including:

- Removing excess clothing
- Encouraging fluid intake
- Providing a comfortable resting area

- Applying cool cloths as appropriate

Medical Emergencies

In the event of a medical emergency, staff will obtain immediate medical assistance and notify the parent/guardian as soon as possible.

Aspirin (ASA) will not be administered unless specifically authorized by a physician.

*ILLNESS AND RETURN TO CHILD CARE GUIDELINES

To help reduce the spread of illness:

- Frequent handwashing and good personal hygiene are encouraged at all times.
- Children should be taught to cover their mouth and nose when coughing or sneezing.
- Children must be well enough to participate in regular program activities before returning to care.

Please note: A child who appears unwell, requires one-on-one care due to illness, or is unable to participate fully in daily activities may be sent home, even if the minimum exclusion period has passed.

Public Health guidance may supersede the exclusion recommendations below.

Illness	Return to Child Care
Chicken Pox	When all blisters are dry and crusted over.
Common Cold	When the child is well enough to participate in all regular activities.
Croup	When the child is well enough to participate in all regular activities.
Diarrhea	After being diarrhea-free for 48 hours and bowel movements have returned to normal.
Fever	After being fever-free for 24 hours without fever-reducing medication.
Fifth Disease	When the child is well enough to participate in all regular activities.
Gastrointestinal Infections	When diarrhea has stopped and bowel movements have returned to normal.
German Measles (Rubella)	Seven (7) days after the onset of the rash.
Hand, Foot & Mouth Disease	Exclusion is not necessary unless blisters are open, weeping, or cracked.
Head Lice	After treatment with an approved head lice product and removal of all nits.
Hepatitis A	When the child is well enough to participate in regular activities.
Hepatitis B	Exclusion is not required unless otherwise directed by public health authorities.
Impetigo	Twenty-four (24) hours after treatment has begun.
Influenza (Flu)	When symptoms have improved and the child is well enough to participate in regular activities.
Viral Meningitis	When the child is well enough to participate in regular activities.
Hib Meningitis	Twenty-four (24) hours after treatment has begun, provided the child is well enough to attend.
Meningococcal Meningitis	Twenty-four (24) hours after treatment has begun, provided the child is well enough to attend.
Mumps	Nine (9) days after the onset of swelling.

Pink Eye (Conjunctivitis)	Twenty-four (24) hours after treatment has begun and discharge has stopped.
Pinworm	Exclusion is not required; treatment is recommended.
Ringworm	Twenty-four (24) hours after treatment has started.
Scabies	Twenty-four (24) hours after treatment has begun.
Scarlet Fever	Twenty-four (24) hours after antibiotic treatment has started and the child is fever-free.
Thrush	When the child is well enough to participate in regular activities.
Whooping Cough (Pertussis)	Five (5) days after prescribed antibiotic treatment has begun.
Vomiting	Forty-eight (48) hours after the last episode of vomiting and the child can keep food and fluids down.
This policy is intended to protect the health and well-being of all children, families, and staff within our program. Parents are encouraged to consult a healthcare provider if they are unsure whether their child is well enough to attend.	

SERIOUS OCCURRENCE REPORTING PROCEDURES

All serious occurrences that occur at The Learning Centre will be reported to the Ministry of Education and posted at the Centre for parents to see.

A serious occurrence is described as:

- (a) the death of a child who received child care at a 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 child care centre,
- (c) a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,
- (d) an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
- (e) an unplanned disruption of the normal operations of a 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

FIRE SAFETY AND EMERGENCY EVACUATION PROCEDURE

Fire drills and emergency evacuation procedures have been written in conjunction with the local fire department and are approved by the Fire Chief. A fire drill is performed each month to practice our evacuation techniques.

Children must always have proper footwear on in cases where shoes are forgotten, they will be asked to wear their boots.

CHILD ABUSE & NEGLECT

Under existing legislation, The Learning Centre is required by law to report suspected child abuse or neglect to Children's Aid Society (CAS). The Learning Centre staff are not permitted to contact the family before calling CAS. It is the responsibility of CAS to verify whether such abuse or neglect has occurred.

During times of celebration, it is not uncommon to find oneself in a position where the enthusiasm clouds our better judgment. We would like to remind you that our Corporation is committed to the well-being of its members.

The Learning Centre maintains a **ZERO TOLERANCE** level with respect to the endangerment of your children's safety.

With respect to picking up your children from our facilities and partaking in celebrations with alcohol or any other stimulant there are three choices:

- A) Do not use drugs or alcohol;**
 - B) Call an alternate to pick up your child(ren), or**
 - C) We will contact the police.**
- We appreciate you not placing us in this difficult position.**

NUTRITION

Good nutrition is important to your child's health. We recommend that Canada's Food Guide (<http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>) is followed when preparing your child's snacks. Snack time provides opportunities for children to socialize while establishing good eating habits. Please send a nutritious snack each day for the Before & After School Program. **All children who bring food from home are required to identify their lunch with their name. Parents are required to label their child's lunch with their child's name. Parents are encouraged to include an ice pack in their child's lunch if they have food that is required to keep cool.**

PEANUT ALLERGY

PLEASE ADVISE US OF ANY ALLERGIES YOUR CHILD MAY HAVE.

Our Centre is deemed **peanut-free**. Information will be posted regarding peanut allergies in order to ensure the safety of the child who has the nut allergy. In some cases, this allergy can be life threatening. We ask that everyone, staff, children and visitors, refrain from eating peanut products prior to coming to the Centre and while on site. Children will not be allowed to eat items that are not peanut-free if they are brought in their snacks or lunches.

***PROHIBITED PRACTICES AND POSTIVE GUIDANCE**

The Learning Centre is committed to maintaining a safe, inclusive, respectful, and nurturing environment that promotes the health, safety, well-being, and dignity of every child. We support children's social, emotional, cognitive, and physical development through positive guidance strategies that promote self-regulation, problem-solving, communication, and respectful interactions with others.

In accordance with the **Child Care and Early Years Act, 2014** and **Ontario Regulation 137/15**, the following practices are strictly prohibited for all employees, students, volunteers, parents/guardians, visitors, and any other individuals present at The Learning Centre:

- Corporal punishment of a child.
- Physical restraint of a child for the purpose of discipline or in lieu of supervision, except where necessary to prevent immediate harm to the child or others and only until the risk of injury is no longer imminent.
- Locking exits or confining a child without adult supervision, except during emergency situations in accordance with the Centre's emergency management policies and procedures.
- The use of harsh or degrading measures, threats, punishment, or derogatory language that would humiliate, shame, frighten, or undermine a child's dignity, self-respect, or self-worth.
- Depriving a child of basic needs, including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Inflicting bodily harm on a child, including forcing a child to eat or drink against their will.
- Sexual abuse, sexual misconduct, or prescribed sexual acts involving a child, as defined under applicable legislation.

Positive Guidance and Behaviour Support

The Learning Centre recognizes that children learn and develop best in environments that are supportive, responsive, and respectful. Positive guidance practices will:

- A) Promote positive behaviour and self-regulation;
- B) Support children's emotional, social, cognitive, and physical development;
- C) Be appropriate to the child's age, developmental level, abilities, and individual needs;
- D) Be applied consistently and fairly;
- E) Preserve each child's dignity, self-worth, and sense of belonging;
- F) Assist children in developing problem-solving, conflict-resolution, communication, and self-regulation skills; and
- G) Encourage collaborative communication with parents/guardians when concerns arise.

Should a child's behaviour create a significant risk to their own safety, the safety of others, or significantly interfere with the operation of the program, parent(s)/guardian(s) may be contacted to discuss appropriate supports, interventions, and next steps.

The Learning Centre maintains a zero-tolerance approach toward all forms of abuse, neglect, exploitation, harassment, sexual abuse, sexual misconduct, prescribed sexual acts, and prohibited practices.

Any allegation, complaint, observation, disclosure, suspicion, or witnessed occurrence of a prohibited practice will be reported immediately to the Site Supervisor or designate and addressed in accordance with Ministry of Education requirements and The Learning Centre's policies and procedures.

The safety, dignity, rights, and well-being of children remain our highest priority at all times.

PARENTAL CONCERNS

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

All issues and concerns raised by parents/guardians are taken seriously by the staff, students and management of GIAG – The Learning Centre (TLC) and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within 1 - 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a Child

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

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

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

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, indoor/outdoor program activities, etc.	Raise the issue or concern to - the classroom staff directly or - the Site Supervisor or Program Supervisor	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 1 – 2 business days. Document the issues/concerns in detail. Documentation should include:

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, etc.	Raise the issue or concern to - the Site Supervisor or Site Supervisor	- the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to - the individual directly or - the Site Supervisor or Program Supervisor All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Site Supervisor as soon as parents/ guardians become aware of the situation.	
Student- / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the Site Supervisor or Program Supervisor All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Site Supervisor as soon as parents/ guardians become aware of the situation.	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the TLC Program Manager, within 1 – 2 business days. If still not satisfied, the GIAG Executive Director.

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

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

EMERGENCY MANAGEMENT

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 situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at:

TLC Bridgewood Public School (Cornwall) Meeting Place: Soccer Field
 TLC Iroquois Public School Meeting Place: Field/track behind the school
 TLC Laggan Public School (Dalkeith) Meeting Place: Kindergarten yard
 TLC Longue Sault Public School Meeting Place: Side school yard: Primary yard
 TLC Rothwell-Osnabruck Public School (Ingleside) Meeting Place: St. Matthew's Presbyterian Church
 TLC Winchester Public School Meeting Place: Under the tree in the East yard

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at:

TLC Bridgewood Public School (Cornwall) **Evacuation Site:** St. Lawrence High School (1450 Second St. E., Cornwall)
 TLC Iroquois **Evacuation Site:** Seaway High School (2 Beach St., Iroquois)
 TLC Laggan **Evacuation Site:** Glengarry District High School (212 Main St. N., Alexandria)
 TLC Long Sault **Evacuation Site:** Long Sault Arena (60 Milles Roches Rd., Long Sault)
 TLC Rothwell-Osnabruck **Evacuation Site:** St. Matthew's Presbyterian Church (15 Memorial Square, Ingleside)
 TLC Winchester **Evacuation Site:** EarlyON Centre (530 Fred Street, Unit C, Winchester)
Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

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 Site Supervisor, in consultation with the TLC Program Supervisor 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.

All emergency situations will be documented in detail by the Site Supervisor in the daily written record.

Drills

In preparation of the possibility of an emergency situation, regular drills will be practiced with staff on a monthly basis. These drills will be timed, and staff will evacuate the premises to the meeting place. The Site Supervisor will have a list of all personnel (and children) that are on the premises to do a head count after the drill.

Emergency Bag

An emergency bag will be prepared that will include:

- First Aid kit
- List of emergency contacts
- All non-emergency medications
- Names and responsibilities of members of the TLC program
- A communication plan
- A transportation plan, if required
- A plan for the management of tragic events

Roles and Responsibilities of Staff During an Emergency	Staff will ensure that children are kept safe, are accounted for and are always supervised during an emergency situation. School authorities will immediately close and lock all child care centre entrance/exit doors, if required during an emergency
Providing Additional Support for any Child or Adult who	For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

Needs it in Case of an Emergency (including the consideration of special medical needs)	In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff will inform emergency personnel of severe injuries requiring immediate attention and assistance.
Ensuring Children's Safety and Maintaining Appropriate Levels of Supervision During an Emergency	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.
Communication with Parents	1) Upon arrival at the emergency evacuation site, the Site Supervisor or designate will notify parents/guardians of the emergency, evacuation and the location to pick up their children. 2) Where possible, Site Supervisor or designate 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.
Contacting Appropriate Emergency Response Agencies	1) Where emergency services personnel are not already aware of the situation, TLC staff or school authorities 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.
Addressing Recovery from an Emergency	The TLC Program Supervisor will inform the Ministry of Education that the site has re-opened and normal activities have resumed.
Debriefing Staff, Children and Parents After an Emergency	The Site Supervisor on the advice of the TLC Program Supervisor must debrief staff, children and parents/guardians after the emergency. The Site Supervisor will debrief with staff at the evacuation site and then discuss with the children in a group. Site Supervisor and staff will (on an individual basis) debrief with parents/guardians as they pick up their children.
Resuming Normal Operations of the Child Care Centre	1) The individual who receives the '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. 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. 3) Staff must: • 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. 4) The Site Supervisor in consultation with the school authority and TLC Program Supervisor will determine if operations will resume and communicate this decision to staff. 5) The Site Supervisor or designate will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has resumed operations.
Advising that Normal Operations of the Child Care Centre will not resume as it is 'Unsafe to Return'	1) The individual who receives the 'unsafe to return' notification from an authority must inform all staff of this direction. 2) The Site Supervisor or designate 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.

	3) The Site Supervisor or designate 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. 4) When an "unsafe to return" notification is given, staff will notify parents/guardians to advise that the child care centre will not resume normal operations as it is 'unsafe to return'. Parents/guardians will be urged to pick up their children as soon as possible as regular programming is unavailable.
Supporting Children and Staff Who May Have Experienced Distress During an Emergency	TLC Program Manager will ensure professional support is provided and available to those who require it (ie: grief counselling, EAP)

FIELD TRIPS

Throughout the year, trips are made to places of special interest. A permission slip will be given to parents to sign in advance of the excursion informing you of the destination, time and date. A notice will be distributed as a reminder before the trip. You are welcome to accompany us if space is available. The families are asked to contribute to the cost of the trip. We make every effort to keep the costs affordable for all families.

TOYS FROM HOME

Except for toys that are needed to ease the transition from home to Centre, please encourage your child to leave his/her toys at home.

We will not accept guns, swords, war toys or any toys that promote aggression in their use. Should these toys be brought into the Centre, you will be asked to remove them immediately. Should these toys be left at the Centre they will be stored in a secure space. Your child will not have access to these toys during the program under any circumstances.

WATER TESTING

The Upper Canada District School Board's policy is that the water within the school must be tested every day when there are children under the age of 18 in the building. The water is tested first thing in the morning by trained Upper Canada District School Board staff before children arrive at the Centre.

PARENT INVOLVEMENT

Daily contact with parents and staff can be supplemented with individual interviews if requested. Parents are encouraged to visit our programs at any time during the day. Also, we encourage you to become aware of **our curriculum and your child's daily schedules as much as possible through Notices, website and our facebook page and our Parent bulletin board.** We welcome your participation on any of the various committees. Committees often require only a short-term commitment. We appreciate all volunteers. As well, when space allows, you are always welcome to join us on field trips and other special events, making the day extra special for your child.

GIAG

Glengarry Inter-Agency Group Inc. (GIAG) is a non-profit organization that was incorporated in 1976. It has a volunteer Board of Directors, made up of eight community minded individuals. Since its inception the Agency has sponsored several federal and provincial programs. Today it sponsors the Employment Services Program, the Senior Day Away Program, Seasonal Home Maintenance Program, the EarlyON Child and Family Centres across SD&G and The Learning Centre Child Care Program.

CHARITABLE STATUS

GIAG also has its charitable status. This means that we can accept financial donations and in return a charitable receipt for income tax purposes will be issued.

If you or someone you know may be interested in supporting GIAG through charitable gifts, please speak to your Site Supervisor.