

# PROMISED FUTURE, INC.

350 WOODBRIDGE AVE., UNIT #4  
WOODBRIDGE, ONTARIO  
L4L 3K8



## PARENT HANDBOOK

**905-851-8980**

# Promised Future, Inc.

350 Woodbridge Ave., Unit 4  
Woodbridge, Ontario  
L4L 3K8  
(905-851-8980)

## Welcome to our Preschool!

***Promised Future, Inc. has been serving the Woodbridge community since 1990.*** We are proud of our role, offering child friendly programs that meet the growing needs for safe and healthy lifestyles along with play based programs that endeavor to inspire and educate our children. We are confident that your child will grow and develop under the guidance and encouragement of our dedicated staff team. Our day care philosophy directs us to provide children with an atmosphere where fun, social development and educating by positive role modeling are equally as important as achieving our objectives of high quality care and learning in a safe and secure environment.

We view all families, children and staff as ***competent, capable and curious*** individuals whose life experiences, diverse social, cultural and languages enrich and support the daily program that is provided for the children.

In keeping true to our Promised Future's Goal, Philosophy and Objectives, every effort to foster a sense of responsibility and a respect for others at a level appropriate to the child's development will be maintained. We firmly believe that a healthy, well-adjusted child is motivated from within by natural curiosity and love for knowledge. Our goal is to cultivate this natural desire to learn.

Parents have the right to choose the child care setting most appropriate for meeting their child's and family needs. A supportive partnership between parents and the child care centre will help ensure the best care. Shared information and involvement will support this process and so we invite you to become familiar with our Policies and Procedures as well as to help us keep communication ongoing. We respond to all children's interests and abilities and ensure that families are aware that they are partners in their child's growth and development.



***This handbook provides parents with basic information about Promised Future's Child Care Services. By ensuring that this information is understood and followed, Promised Future can provide children with safe, reliable, high quality care.***

Michelle Farr  
RECE/Owner

## PROMISED FUTURE, INC.

***We are dedicated to provide opportunities to enhance each child's health and personal growth. To ensure that all the children that we care for receive the guidance and nurturing they deserve, in preparation for the years to come.***

*...Their Future and Ours*

### **Philosophy**

**We** are committed to the promotion and delivery of quality child care. The maintenance and continued improvement of quality care demands the recognition of an underlying philosophy upon which high standards in curriculum programming can be developed.

Children are seen as active participants in their environments, and are, by nature, problem solvers. Learning then is an active process whereby opportunities to explore and interact with the environment are key components in a child's growth and development. We deliver stimulating learning experiences in a safe environment that enhances children's social, intellectual, physical, and emotional development.

We feel that a child's growth follows a development sequence that is universal, but that within that sequence, each child proceeds at different rates and in unique ways.

### **PROGRAM STATEMENT**

Promised Future offers a learning program that is consistent with the Ministry of Education policies, pedagogy and curriculum. Our practices are guided by the Child Care Early Years Act, 2014, (CCEYA) the College of Early Childhood Educators' Code of Ethics and Standards of Practice, Some of the Ministry documents we reference in our program include the following:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Ontario Early Learning Framework
- Think feel Act: Lessons from Research About Young Children
- Ontario Early Years Framework
- Early Learning for Every Child Today

We recognize that early childhood years are very critical and formative years. Since we know that children learn best by pursuing their personal interests and goals, children make their own choices about materials and activities during the program time. As they pursue their own choices and plans, children explore, ask and answer questions, solve problems, and interact with peers, staff, students on placement and other adults.

Promised Future, Inc., is dedicated to supporting children's learning, development, health and well-being through caring and responsive Early Childhood Educators, who focus on active learning, exploration, play and inquiry, and who see children as **competent, capable, curious** and rich in potential and families as active participants in all aspects of the program. A key feature of the CCEYA is the focus of strengthening child care programs and ensuring high quality experiences for children. The CCEYA authorizes the Minister of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of child care and early year's programs. (How Does Learning happen?), has a strong pedagogical focus, indicating that the pedagogy is not a prescriptive formula that lays out a specific curriculum or activities but instead challenges the status quo and explores how learning happens for children. It is organized around four foundational conditions that are considered essential to optimal learning and healthy development for children:

### **BELONGING**

Belonging refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

## **WELL-BEING**

Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

## **ENGAGEMENT**

Engagement suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

## **EXPRESSION**

Expression or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

***The four foundations apply regardless of the child's age ability, culture, language, geography, or setting.*** Unlike a structured curriculum, the conditions are high states of being that children naturally seek for themselves and should not be viewed as separate elements.

## **GOALS:**

- All staff will promote the health, safety, nutrition and well-being of each child by providing a safe environment, nutrition based on the Canada's Food Guide, access to drinking water throughout the day, limited transitions, eliminating any environmental issues that may cause undue stress to the child, unnecessary disruptions to play and reducing hazards that may cause injury. Educators will familiarize themselves with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements, and parental preferences in respect to diet, exercise and rest time.
- All staff will support positive and responsive interactions among the children, parents, and staff. The Supervisor will support this through the hiring of qualified, responsive, and well trained Early Childhood Educators who support families in their role as primary caregivers, and understand the needs of each child as an individual.
- All staff will encourage children to interact and communicate in a positive way, and support their ability to self-regulate: acknowledging that each child is competent, curious and rich in potential. Staff will support self-regulation in children (defined as the child's ability to gain control of bodily functions, manage powerful emotions and maintain focus and attention) Self-regulation in early development is influenced by a child's relationship with the important adults in that child's life, including the ECEs in the program. All staff will provide the experiences, support and encouragement that help young children learn to self-regulate, which is a crucial component of quality care.
- All staff will foster the children's exploration, play and inquiry by providing a variety of activities, and an environment rich in content, that encourages choices, and active play, supported by qualified, attentive and interactive Early Childhood Educators.
- All staff will provide child-initiated and adult supported experiences. The Early Childhood Educators will observe the children and use that information to plan and create a positive learning environment that is based on the interests of the child, and supported by all the adults in the child care environment. Educators will be responsible for the introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.
- All Early Childhood Educators need to be reflective practitioners who learn about children through listening, observation, documentation, and discussion with others, families in particular, to understand children as unique individuals. They will observe and listen to learn how children make meaning through their experiences in the world around them, and use this to have meaningful interactions, and engage children on a daily basis.
- Each child will experience indoor and outdoor play (weather permitting) as well as time to rest, quiet times and active times, always being mindful of each child's needs and parental direction.

- Regular and ongoing communication with parents is an important component of the day. Communication may be in person, by phone, e-mail or through written and posted communication tools. Communication needs to come from all members of the staff and Supervisor.

- Parents will be directed to resources outside the centre if necessary and community partners such as Early Years Services, Speech Therapists, Support Services, Occupational Therapists, Counsellors, etc., this is an important part of the centres support to children and their families. We view the community as a valuable resource and educators plan learning opportunities to engage the community in our programs. We seek out opportunity to share our knowledge and learn from others in the community.

- Promised Future will provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support continuous professional learning.

- All staff will build a climate of trust, honesty and respect in the workplace, working collaboratively in order to provide a safe, secure, healthy and inviting environment for all children and their families, building and maintaining healthy professional relationships that encourage growth and offering support and mentorship.

### **PROGRAM STATEMENT IMPLEMENTATION POLICY**

- All staff and students will read the Program Statement and sign off in the Policy and Procedures Sign Off binder prior to employment or prior to interacting with children, and when statement has been modified, and on an annual basis.

- The Supervisor will review all sign offs by staff and students and sign the review sheet to indicate that the process has been completed. The Supervisor must be confident that the staff and students are fully aware, and understand the Program Statement and its implementation.

- The classroom will maintain a binder containing observations, plans and documentation to support their understanding of the program statement. Copies of the documentation relevant to their child, will be shared with all parents or guardians of the children in the program.

- The Supervisor will meet on a regular basis with each teacher to establish a clear understanding of the program statement, to support staff in their delivery of the Program Statement and to aid the staff in self-reflection, to be recorded, and added to the binder on a regular basis. The Supervisor will view each staff as competent and able, and give them time to be heard and respected, and to reflect on their own performance and their contributions to the environment and the development of each child in their care. The Supervisor will use all observations, interactions and conversations to monitor staff.

- Staff will reflect on How Does Learning Happen, by working through the reflection exercises in the document, by reviewing their observations and engaging children in meaningful activities, by maintaining communication with parents and building trusting relationships with the families, by working with their co-workers to create a safe and healthy environment and by taking the time to engage in self-reflection in a regular basis.

- *Revised January 2017*

## PROMISED FUTURE, INC.

### Welcome to Promised Future, Inc.

**Since October 1990**, we have been operating our Preschool in the Woodbridge area. We offer quality early learning and child care services for children from 18 months to 5 years of age. Promised Future works in partnership with families, communities and other service sectors to provide high quality early learning and child care programs that promote and support education, health and economic outcomes for families with young children.

### Policies and Procedures

#### **Admissions**

All forms should be completed, signed and returned to our centre prior to your child's first day of attendance. Children's allergies and sensitivities also need to be completed on appropriate forms. There is a one-time **non-refundable** registration fee per family. If your child is with-drawn, the registration fee will be charged upon re-admittance.

***The following must be completed in full and returned to the school prior to the admission of each child:***

- ✓ Interview with each parent/guardian and child
- ✓ Application for enrollment form
- ✓ Medical form/forms for allergies-EpiPen
- ✓ Consent forms/Lunch forms when applicable
- ✓ Tuition and Registration paid in advance
- ✓ Parent contract signed and acknowledged by staff

Promised Future, Inc. is licensed for children aged 18 months – 5 years. The tuition fee is subject to revision.

A Registration fee of \$20.00 and one week's fees must be paid at the time you enroll your child. Payment can be made in cash, cheque or e-transfer. Cheques are made out to Promised Future, Inc. The tuition fees paid at this time are credited to you as a retainer and will cover your child's last week at the school. All weekly fees are due the first day of your child's weekly session. Fees must be paid in advance. We will not be able to admit your child into the program, if your account is not paid in full for that week. Fees are tallied weekly and not carried over to the next week. Registrations are processed on a first-come, first –served basis. There is a \$25.00 charge for all NSF cheques. After three NSF cheques, payment will be accepted in cash only or certified cheque. E-transfers please add \$1.50 to payment.

#### **PROGRAM FEES:**

We have a fee schedule designed to meet the needs of working and non-working families. Due to requests pertaining to hours that a child may register at Promised Future, we have tried to gear our fees fairly to meet the needs of parents. Please consult our registration package for program fee information.

#### **WAITING LIST POLICY AND PROCEDURES**

Promised Future, Inc. will accept new registration on an on-going basis until the program reaches the maximum limit of children. Parents and/or guardians are welcome to place their child's name on the waiting list if the program has no immediate availability, or if their child has not yet reached the correct age to start.

***There is no cost*** to be placed on a waiting list and if you wish to join the waiting list, please provide the details to the staff member that you are in contact with. The child's name will then be placed on the waiting list.

Promised Future offers a first come/first serve policy regarding the waiting list and the waiting list is available to view at any time it is requested.

The child's name on the waiting list will be indicated only by their initials, their month of birth and the date that they were placed on the waiting list.

(ex. James Bond DOB: March 19 2017 ----- J.B. March 19, 2017) Waiting List Date ---Jan 01, 2017.

Any child can be removed from the waiting list upon written request from the parent and/or guardian.

Once a spot is open for the next person on the waiting list, the child's parent and/or guardian will be contacted to advise that a spot is now open and a mutually acceptable response time will be established where the parent/guardian will indicate if they will be enrolling their child.

If the parent and/or guardian decides not to enrol their child, the opening will be offered to the following student on the list, if we are unable to reach the parent and/or guardian, we will wait 48 hours before moving onto the next student on the list.

## **CONFIDENTIALITY & PRIVACY**

All the information requested to complete each student's file is solely used for school purposes and the staff of Promised Future, Inc. does not share private information with other parents/guardians and visitors unless requested by law.

All employees have taken an oath of confidentiality. Information about your family is held in strictest confidence.

As well, staff members are not at liberty to discuss with you issues regarding other families at the site. Please adhere to proper channels to communication for all inquiries. Inquiries can be made through the Lead Educator and or Director. In certain cases, the safety of the children and staff require Promised Future to contact authorities. The Child and Family Services Act requires us to report any suspicion of child abuse or neglect to the Children's Aid Society. We are also bound to protect the safety of all children and staff at the centre; if a situation arises where the safety is jeopardized, the police will be contacted. The duty to report overrides any requirement of confidentiality and may result in the release of private information to those agencies as required by law.

January 01, 2017. (REVISED)

## **PARKING**

Please be courteous and obey the school's parking procedures for pick-up and drop-off of children. When escorting to and from the child care centre, please park in the approved parking areas. **Please do not stop** in front of the doors or designated fire routes.

## **Promised Future Curriculum Overview:**

Our program introduces language, math, science, and social skills in a natural sequence to nourish learning one step at a time with individual attention suited to your child's unique needs.

## **CURRICULUM**

In our child care program our curriculum philosophy is emergent. An **emergent curriculum** is a way of planning a program based on the children's interests and passions. The planning of an emergent curriculum requires Registered Early Childhood Educators (RECE's) to observe children, document what they see, and use this information to plan curriculum.

Rather than starting with an existing lesson plan, emergent curriculum starts with the children's interests. When the teacher notices the children taking interest in a particular subject, the teacher will introduce materials or experiences to further the children's interest and knowledge. Daily documentation by the staff allows parents to see what activities their children have engaged in. The child care documentation is formed around the ELECT (Early Learning for Every Child Today) continuum which indicates what 'learning' is observed in the activity. Each child's development is also monitored by the staff, based on the five ELECT developmental areas: cognition, physical, emotional, social, and communication, language & literacy.

In child care, staff maintain a portfolio for each child which is an accumulation of observations, reflections, narratives and stories showing the development of each child.

## **Admission Procedures**

Once your child's admission and start date have been confirmed, the Centre Supervisor will schedule a meeting with the parent(s)/guardian prior to admission to the centre.

During this meeting the Centre Supervisor will review the Child Admission Package and gather information such as parent contract information, your child's doctor's contact information, emergency numbers, health related information, etc. The centre Supervisor will provide an overview of the early learning and child care program and the centre's policies and procedures.

This meeting is also an opportunity for you to share information about your child and family and to ask questions. We encourage you to share as much information about your child and family with us as you feel comfortable to help us provide the best care and services for you and your child.

## **REGULATIONS**

The official hours of the centre are from 9:00 a.m. to 3:30 p.m. For stability of your child's development and for planning purposes, attendance should be on a regular basis. Please refer to scheduling options on the final page. **No child may be in attendance for more than 6 hours as per License.**

Arrival: An adult is required to accompany the child to the educator in charge for safety and health inspection. Staff will document the arrival of your child when they enter the room. If there are issues of which staff should be aware regarding your child's health it should be shared with the teacher at the time.

drop off. This is also a good time to share information with your child's teacher about your observations regarding your child's development or interests that will help the staff in planning activities for your child and the others in the room.

**ALL CHILDREN MUST BE SIGNED IN DAILY.** (Book in front entrance)

**Departure:** For the safety of the child, adults authorized to pick up are asked to inform the classroom staff of their departure and accompany the child(ren) to the parking lot. It is important that you make sure that the staff is aware that your child is leaving the program for the day. At pick up, please also take a moment to speak to your child's teacher who will tell you about your child's day. The staff will document the departure of your child each day.

**ALL CHILDREN MUST BE SIGNED OUT DAILY.**

In the interest of safety, we cannot allow your child to go home with someone we do not know. Please make sure our staff is aware of your child's pick-up arrangements.

**Names not noted on the original form will not be valid without a signed note to advise staff of any changes.**

If **both** parents have legal joint custody of a child/ren then the child may be released to either parent provided that both names are listed on the registration form. If only **one** parent has legal custody of a child/ren, then the **original** court documents must be provided or a current letter from the courts stating the restriction of denial will be required. This letter will be required on the first day the child/ren attend the program.

Identification with a photo, such as a Driver's License or Health Card, will be requested for anyone picking up a child who is not known to the Staff, whether or not they are on the authorized pick-up list. In the event an unauthorized adult arrives at the centre to pick-up a child, the Supervisor will contact the parent/guardian to verify the pick-up. If parent/guardian is unreachable, the Supervisor will explain to the adult **that the child cannot be released**.

**Late Departure:** If unable to reach the centre by the end of your child's session, please notify us as soon as possible.  
***LATE FEES WILL BE APPLIED.***

**Late Fees:** Children are to be picked up promptly at the close of your child's session. \$ 5.00 for the first five minutes. A charge of \$2.00 per minute will be levied for any additional time after this. This late fee is cumulative and is to be paid within 24 hours. Failure to pay late fees may result in termination from the program. After the third late pick-up, a request will be made for parents to find alternate child care arrangements. Should you be late, every effort will be made to reach you or your emergency contact. As a last resort, the police department will be notified after 4:30 p.m. and the child placed in their Custody.

**Emergency Contacts:**

At admission staff will request information regarding emergency contacts. We are required by the Ministry of Education to ensure that each child has the information of at least one emergency contact person in the event that the parent/guardian is unavailable or cannot be reached. Parents must provide the centre with the name and contact information of at least one person.

**Children's Immunization:**

Licensed child care centres are required to collect and retain up to date immunization for all children not attending school. Please ensure that you provide current and up to date immunization information to the centre.

If your child has not been immunized the parent must provide one of the following:

- Written medical exemption by a qualified medical practitioner, which clearly states the medical reasons why a child cannot be immunized
- OR
- Complete the Immunization Exemption Form identifying that you have chosen not to immunize your child on the grounds that the immunization conflicts with your conscience or religious beliefs

***Please note that if an outbreak of a communicable disease occurs, any child who is not adequately immunized will not be able to attend care unless the child receives the required vaccine or until the outbreak is over.***



### **Your Child's Nutrition at the Centre**

It is a requirement of under the Child Care and Early Years Act that any child under 3.8 years of age must be provided with a hot lunch should they attend over the lunch period, including in between snacks. (AM and PM snack) All meals, snacks and beverages must meet the recommendations set out in the Health Canada documents "Eating Well with Canada's Food Guide."

The hot lunch program is provided by Princess Pea Catering to ensure the safety of each child. There are customized menu plans for each child with an allergy which is posted on the entrance gate. The menu's run on a 4- week cycle with a seasonal menu change. Menus are kept on file for one month and are available for parental use. Menu exceptions can only be made for religious and/or documented medical reasons.

The centre provides a mid-morning and afternoon snack to all the children following the nutritional Guidelines in Canada's Food Guide. Snack menus are posted at the entrance of the Centre. Mealtimes provide opportunities for the enhancement of children's socialization, self-help and language skills. If your child has any allergies or other dietary restrictions, please tell the staff and also indicate the allergies or restrictions on the medical form at the time of registration.

In order to protect children with food allergies, no food or drink items are to be brought into the centre.

***Due to severe allergies within our centre, NUTS OR NUT PRODUCTS are NOT permitted on the premises.***

Promised Future aims to provide opportunities for the children to experience and gain a positive attitude toward a wide variety of foods. Copies of Menus may be picked up upon request.

### **Birthdays and Special Occasions**

Your child's Birthday is a special event for him/her and we are happy to celebrate it. Due to our No Peanut Policy and Public Health Guidelines, we ask that Birthday Parties be celebrated with Chapman's Ice Cream.

### **Children's Artwork**

A child's artwork is an expression of their mood, coordination and imagination. It reinforces their sense of achievement when parents take pride in their endeavours, and display it in the home.

### **Allergies and Anaphylactic Allergies**

If your child has an allergy that requires the administration of an EpiPen, please notify the Supervisor immediately to ensure that the necessary documentation and actions are taken to ensure your child's health and safety. You will be required to provide written and specific details of your child's allergy and symptoms of an allergy reaction from a medical practitioner including a dated EpiPen. All allergies will be listed in the kitchen area and Parent board, to ensure all staff are aware and can respond to any potential reactions. A copy of the Promised Future Anaphylaxis Policy and procedure and all the required documents will be provided to you.

To ensure the well-being of children who have anaphylactic allergies, it is imperative that an EpiPen is available at the Centre at all times. A child who requires an EpiPen due to severe allergy will not be accepted into care without their prescribed and current EpiPen. If a child no longer requires an EpiPen, a note from a medical practitioner confirming this information will be required. These practices are in place for the health and safety of your child.

### **When Your Child is Sick**

Each day when your child is dropped off at the centre, staff are required to do a basic health check to ensure that your child is able to participate in the program that day. If your child is not well, we encourage you to keep him/her home or visit a medical practitioner if necessary.

Staff practice daily infection measures to prevent and manage illness to the best of our abilities. We encourage you to do the same by using hand sanitizers and by keeping your child at home when they are not well.

If your child is showing ill symptoms at home (e.g. unexplained rash, vomiting, diarrhea), your child Should remain home, usually 24 hours' symptom free or until he/she is well enough to return and

participate in the program.

If your child becomes ill at the centre, the staff will monitor him/her and inform you. Depending on the type of illness, the staff or Supervisor may contact you to arrange for your child to be picked up for their own well-being. When your child is returning to care after having a serious illness or communicable disease, we require a note from a medical practitioner to confirm that the child is free from infection. These practices support a health and safe environment for the children, parents and staff at the centre.

It's common for some children to be more susceptible to illness in the first few months of attendance. We recognize that this can be concerning and stressful for parents therefore we encourage you to have plans in place in the event that your child may not be able to attend care. With time, most children develop immunity and adjust to being in a group environment.

For further information regarding common communicable disease and exclusions times, please visit the Vaughan Public Health website or speak to the Supervisor. If Vaughan Public Health declares the centre to be in an outbreak, the sick child will not be able to attend care for 48 hours of being symptom free.

### **Medication**

If your child requires medication, the Supervisor will administer prescription medication only. Prescription medication must be provided in the original bottle/packaging, clearly labeled with your child's name and instructions for administering. Parents/guardians must complete and sign the appropriate medication administration form before the medication can be administered by the Supervisor.

Non-prescription or over the counter medication must be accompanied by a written prescription by a medical practitioner specifying dosage and when it should be given. A new medication administration form will need to be completed and signed for any changes in medication or medication instructions.

For the safety of the children we ask that parents hand any medications directly to the staff so that it can be securely stored away from the children's reach.

Parents are required to take any expired or medication that is no longer administered to the child at the centre home or for disposal at the pharmacy.

### **When Your Child Is Absent:**

Parents must notify the centre if your child cannot attend. Absent days include days when your child is sick, on vacation or absent for any other reason.

### **Emergency Management**

Promised Future has emergency management procedures and policies for staff to follow.

Parents will be notified by phone immediately should an emergency occur. Please make sure we have all important numbers to call when registering, and 2 emergency contacts on file.

Please inform the staff immediately if:

- \*your telephone or emergency number changes
- \*you move to a different address
- \*you change your job or leave your place of employment
- \*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 Dr'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 contacted.

### **CHILDREN'S ACCIDENTS OR INJURY WHILE IN CARE**

While at the centre, the children are supervised at all times. Despite close supervision, some Accidents may occur as your child explores and develops new skills and abilities. If your child is injured at the centre, the staff will provide immediate first aid, as needed. If the situation requires attention beyond the basic first aid, we will contact you or the emergency contact person(s) on file. If required, we will call 911 or transport your child to the nearest hospital or medical facility. This charge is the responsibility of the parent/guardian.

The staff will provide an accident report documenting the accident or injury. A parent/guardians signature is required at the bottom of the form to verify that you were informed of the accident/injury. A copy of the signed report will be provided for you.

### **SERIOUS OCCURRENCE POLICY**

Serious Occurrences are events that are deemed by the Ministry of Education to be serious in nature including, but not limited to, injuries requiring medical attention, a missing child, allegations of abuse natural disasters, or any other event that disrupts the normal operation of the program.

Should a serious Occurrence occur at the centre, a Notification form will be posted on the parent board at the entrance of the centre, advising of all actions taken by staff and if necessary further by the Ministry. The Serious Occurrence Notification form is updated as the Supervisor/Designate takes additional actions or investigations are completed. The Serious Occurrence Notification form is posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by the Supervisor/Designate, the form remains posted for 10 days from the date of the update.

### **Fire Drills**

Fire drills are conducted and logged monthly. All staff members at the Centre are trained in health and safety procedures. Fire drills and emergency evacuation procedures have been written in conjunction with the local fire department and are approved by the Fire Chief. Children must have proper foot wear at all times.

### **Safe Water Act**

Promised Future, Inc. is obligated to provide proof of water testing by October 31<sup>st</sup> of each year. We shall ensure that the plumbing is flushed every day that the school is open, before the start of Program. Sampling and testing for lead will be done on an annual basis and kept on record for 6 years. If an adverse report is returned, The Public Health will be contacted and the report will also be filed as a serious occurrence at MCSS.

### **Emergency Evacuation**

Should an emergency situation arise whereby the Centre must be evacuated, the children and staff will relocate to: TDCH first, if closed then WPL.

**Toronto District Christian High School**  
**377 Woodbridge Ave., Woodbridge**  
**Ontario, L4L 2V7**  
**(905-851-1772)**

**Woodbridge Public Library**  
**150 Woodbridge Ave., Woodbridge**  
**Ontario, L4L 2S7**  
**(905-653-7323)**

### **INCLEMENT WEATHER CLOSURES**

Under certain conditions, the Centre may close early. Your cooperation in picking up your child(ren) will be necessary. In planning for bad weather, it may be necessary to schedule extra time to travel to and from the Centre. We aim to notify parents at least 24 hours in advance of any anticipated closures due to inclement weather, most notably in the case of a major snow or ice storm. It is possible that in some cases 24 hours' notice is not available. All family members will be notified by phone of any centre closures as soon as possible.

### **Holiday Closures:**

The school will be closed for all legal holidays. We also close for 2 weeks in July or August, to allow staff to have a holiday. Advance notice will be given for all closing dates.

### **Discharge Policy:**

Parents are required to give two weeks' notice in writing when a child is withdrawn from the Centre. Failing this notice, two weeks' full fees will be charged. When cheques are used in payment of fees, sufficient fees must be in your account to cover each cheque. One returned cheque may be permitted as a courtesy to you. After the second returned cheque, it will result in cash-only requirement, or your child may be removed from the program.

### **Withdrawal- Promised Future, Inc.**

If a child is to be withdrawn at the request of Promised Future, Inc., the length of the notice will

depend on each individual situation. Withdrawal may be immediate or up to 10 program days. The following actions will warrant immediate withdrawal:

- parent or guardian abuse of staff, including physical, verbal or if a situation requires 911 Called for staff safety
- a child who needs to be managed from physically harming staff or children
- a family who refuses to accept support from outside agencies
- consistently late pick-up, late fees or NSF cheques

#### **CHANGE OF INFORMATION:**

The Centre must be notified in writing of any changes in the original application or medical form (i.e. Change of address, phone number, etc.) We also need to be notified of any change to persons authorized to pick up the child(ren).

#### **RECEIPTS:**

Receipts will be available for pick up on or after February 28<sup>th</sup>. Receipts are to be kept if claiming for child care tax purposes.

#### **SMOKING:**

Promised Future, Inc. is a smoke free environment. The Smoke-free Ontario Act came into effect on May 31, 2006, prohibiting smoking in enclosed workplaces and public places, to protect workers and the public from the hazards of second-hand smoke. Parents, staff and students are prohibited from smoking in the child care centre and surrounding areas whether children are present or not. Fine of \$5000.00 maximum.

#### **CLOTHING:**

All of your child's clothing should be labelled. Occasionally your child may require a complete change of clothing (e.g. toileting accident, or wet spill) so please ensure that you place a full change of clothing in your child's bin. For your child's safety, rubber-soled shoes are required. Clothing should be able to go on and off easily so that the child can dress and undress him/herself as needed, to promote his/her independence.

#### **OFF PREMISES:**

Any off premises walk will be pre-advised to the parents before leaving the Centre. We may visit natural outdoor experiences (such as woodlands) near the school during program time. These walks provide a safe and stimulating outdoor play and learning experience for children. Children are supervised at all times.

#### **PARENT PARTICIPATION AND COMMUNICATION**

Promised Future, Inc. strongly believes that Child Care is a shared responsibility between parents and Child Care staff. We know it is important to your piece of mind to have regular information about your child's experiences. As well, your participation and input are valuable to your child and the centre. Participation can include verbal or written feedback, sharing information about your child's development.

#### **STAFF**

The Supervisor is responsible for overseeing the daily operations of the centre. Supervisors are Registered Early Childhood Educators (RECE'S) who must be approved by the Ministry of Education.

Our staff, Michelle (RECE) and Sandra (E.C.E. Assistant) are responsible for developing, implementing and adapting the planned children's programs, supporting the children's learning and development through positive interactions and strategies in line with our program statement and for ensuring the safety and well-being for the children in their care in partnership with parents.

All staff have current Standard First Aid and Infant/CPR Certification. Staff and students placed at our centres complete Vulnerable Sector Checks prior to their work/placement and on a regular basis.

Ongoing staff training and development opportunities are provided for staff to ensure that our programs use the most current practices and our program's optimal learning and development. We implement training in a wide variety of formats, including eLearning and online training. An annual and Development Plan is developed and implemented to

ensure that all mandatory and required training is available to staff. In addition, our staff also participate in mandatory workplace training including but not limited to; Human Rights, Accessibility for Ontarians with Disabilities (AODA) and Customer Service. RECE's are required to meet the Continuous Learning requirements of the College of ECE.

### **Parent/Student Volunteer Policy**

A clear Vulnerable Sector Check and medical assessment will be obtained from every student who is on an educational placement before the person interacts with the children at our centre. Students must also review and sign the Promised Future Annual Policy and Procedure package prior to the start of their service. Due to the hours of our centre, we occasionally have high school students, who volunteer for their 40-hour community service. These students are required to obtain a vulnerable sector police check prior to working their volunteer hours.

At all times they will not be counted as staff, as part of the child/teacher ratios, and will not be responsible for any part of the program or the children.

### **Supervision Policy for Students and Volunteers**

All children enrolled in our centre will be effectively supervised by an adult at all times while in our care. Under no circumstances will direct unsupervised access be granted to anyone under the age of 18 who is not an employee of Promised Future, Inc. Students are never left alone with the children. They are supported by a member of staff at all times.

Promised Future, Inc., does not provide volunteer placements in our centre. We can provide any person's seeking a volunteer placement.

### **A Respectful Environment**

We believe that all children and adults have the right to feel safe and to be treated with dignity and respect. We expect that all staff, parents and persons who are doing business with Promised Future, Inc., conduct themselves in a respective manner. This is the expectations of any person's entering into Promised Future. Failure to adhere to this expectation may result in denied access to the centre.

### **Access and Equity**

Promised Future provide children and families with equitable access to racially sensitive and culturally appropriate services. We believe that ethno-racial and linguistic diversity enriches and strengthens our community socially, culturally, and economically and that racism creates barriers for children, families and communities.

***Promised Future is committed to developing an environment and program that promotes and respects the beliefs, values and practices of all families in our city.***

### **EVERY CHILD BELONGS**

At Promised Future, Inc. every child belongs and is welcomed into our Centre. We are committed to providing fully Inclusive early learning and child care programs that support the health and well-being of every child in our care by Focusing on the individual child and family needs. For a child who has additional support needs, Resource Educator Consultation services can be accessed through the child care centre.

We believe that ethno-racial and linguistic diversity enriches and strengthens our community socially, culturally and economically and that racism creates barriers for children, families and communities. We are committed to developing child care environments and programs that promote and respect the beliefs, values and practices of all.

### **Positive Guidance Policy**

Promised Future fosters positive interactions between families, staff and the community. Providing a safe and nurturing environment encourages children to develop supportive relationships between their peers and teachers.

### **Positive Guidance**

All teachers are required to read and agree to abide by Promised Futures' Positive Guidance Policy. Staff are monitored on a regular basis by the Supervisor. Bi-annually the Supervisor and staff member will meet to discuss and reflect on his/her achievements and goals in the area of positive guidance. These observations and reflections are documented.

### **PROHIBITED PRACTICES**

All Promised Future Employees and students are to use behaviour guidance strategies that support children to develop appropriate social and emotional skills and comply with Promised Futures' and the Child Care and Early Years Act that prohibits the following practices:

- corporal punishment of the child
- physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- 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;
- 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/her self-respect, dignity or self-worth
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will.

If, at any time a staff member or placement student were to implement any of these practices the appropriate children's protection agency would be notified and disciplinary actions would be taken, including notification to the College of Early Childhood Educators as required. Incidents of nature would be reported to the Ministry of Education as a Serious Occurrence. All staff and placement students are guided by the Promised Future Program Statement, which they review and sign annually.

### **Duty to Report**

Every person in Ontario is required under the Child and Family Services Act to report his/her belief that a child may be in need of protection: "A person who believes, on reasonable grounds, that a child may be in need of protection shall forthwith report the belief and information, upon which it is based, to a society.

The legislation specifically requires individuals who perform professional or official duties with respect to children such as the "operator or employee of a day nursery" to report suspicions of child abuse. If in the course of their professional duties, the supervisor and/or staff of the centre have reasonable grounds to suspect that the child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to the Children's Aid Society. A professional who works with children can be charged and fined for failing to report. It is the responsibility of the child protection agency to investigate and follow-up on the situation, as necessary.

### **Child Guidance**

A positive approach is used to guide children; each situation and child is dealt with individually. The methods we use include:

- **Redirection:** Guiding a child into acceptable options when engaged in an unacceptable activity.
- **Logical and Natural Consequences:** Endeavour to make children aware of results of their actions.
- **Limit Setting:** Boundaries are developed by the teacher and the children for the children as a group and for individual children according to each situation.
- **Modelling:** Demonstration of appropriate ways of interacting.
- **Providing Choices:** Appropriate choices are outlined and children are encouraged to make decisions for themselves.
- **Anticipating Trouble:** Planning and preparing the environment.
- **Ignoring:** Some inappropriate behaviour can be ignored with more emphasis given to appropriate behaviour.
- **Positive Reinforcement:** Use of encouragement.

## **Code of Conduct**

We are committed to ensuring our school is a safe and nurturing place for both children and their families. The foundation of Promised Future and our philosophy is to provide a setting that fosters a caring, co-operative environment where we all have mutual respect for one another. We adhere to the following principles when dealing with a customer service contact.

- Everyone has the right to request service or complain about public services.
- All customers need to know that their requests are heard, understood and respected.
- We support participation for persons with disabilities, considering their needs and expectation of equity, dignity, integration and independence.
- Customers are expected to provide their requests and complaints in a respectful manner. Verbal abuse, verbal threats, racist statements, etc. will not be tolerated.

We keep track of both Customer Complaints and Customer Compliments.

### ***What is a Complaint?***

A Complaint is an expression of dissatisfaction related to Promised Future's Services program, service or staff member where you believe that the School or its staff has not provided a service experience to your satisfaction at the point of service delivery.

### ***What is a Compliment?***

A Compliment is an expression of approval or appreciation for a service, staff member, program or process from you.

### ***How can I make a Compliment or Complaint?***

If you have a concern or complaint concerning your child's care we encourage you to speak to Michelle directly.

Complaints are reviewed promptly and every effort is made to resolve them as quickly as possible. We monitor complaints and use them to assess and improve the quality of service we are able to provide you.

- ✓ Each complaint is considered on its own merit.
- ✓ Complaints will be treated confidently and steps will be taken to help protect a complainant's privacy.
- ✓ Complaint investigations are fair, impartial and respectful to parties involved.
- ✓ You will be kept informed about what is happening and why it is happening.
- ✓ You will be contacted when your complaint is escalated.
- ✓ You will be advised of your option to escalate your complaint if you are dissatisfied with treatment or outcome.
- ✓ You will be informed when a decision is made and provided with an explanation for the decision.
- ✓ Complaints concerning staff conduct will be investigated and you will be informed when it is resolved, however, no disciplinary information can be shared.
- ✓ All written complaints will be responded to in writing.
- ✓ While there are certain steps that need to be taken to ensure fairness to all concerned, there can be unavoidable delays, however we will treat each case in a prompt and thorough manner.
- ✓ If you are making a verbal complaint, you may be asked to put your complaint in writing, especially if it involves a serious or complex matter.

## **Our Commitment**



Promised Future, Inc., staff are committed to serving our clientele with professionalism and integrity. Feedback is an important step in our endeavor to continually improve our service delivery to you.