



**A CHILD'S WORLD FAMILY CHILD CARE
SERVICES OF NIAGARA
PARENT HANDBOOK**

www.acw.on.ca

REVISED: January 11, 2024

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- PAYMENT OF FEES, LATE PICK-UP, PUBLIC/STATUATORY HOLIDAYS, SCHOOLAGE PROGRAMS, VACATION, SICK LEAVE
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MANDATE

To provide quality early learning and child care.

PHILOSOPHY

A Child's World provides a positive environment for your child that enhances his or her level of development. Through play experiences and the guidance of specially trained staff, your child will be exposed to situations that will stimulate:

- * Curiosity, initiative and independence.
- * Self esteem and decision making capabilities.
- * Interaction with, and respect for others.
- * Physical activity developing gross motor skills.
- * Communication skills.
- * Fine motor development.
- * The stimulation of imagination through dramatic play.
- * Early literacy and numeracy

LICENSING

Child Care Programs must be licensed by the Ministry of Education in order to ensure that Child Care and Early Years Act regulations are being followed.

Please note: Due to licensing requirements and ratios, at times the centre may not have a space available in the next age group for your child to move to. All reasonable steps will be taken to ensure children move into the appropriate age group when they are of age.

CANADA WIDE EARLY LEARNING AND CHILD CARE PLAN

A Child's World is enrolled in the Canada Wide Early Learning and Child Care Plan (CWELCC).

AGE CATEGORIES

A Child's World centres offer care for children 0-12 years of age. Age categories offered vary at each location.

OPERATION

Monday through Friday

Closed Public Holidays, (New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day, Family Day)

A Child's World may designate other days in place of the holiday when it falls on a weekend.

A Child's World is closed on Easter Monday and during the Christmas Holidays based on the District School Board of Niagara and Niagara Catholic District School Board Christmas Closure.

PROGRAMS OFFERED AT ACW LOCATIONS

FULL DAY CHILD CARE: 7:00 A.M. TO 6:00 P.M.

SCHOOL AGE PROGRAMS:

This program is offered from 7 a.m. to 9 a.m. and 3:00 p.m. to 6 p.m. on school days.

On Professional Activity Days and School Holidays (Summer, March Break and Christmas) full day care is available, families must opt in through the Parent Portal.

On non School days the Program may operate onsite or at an alternate A Child's World location.

ADMISSION

All Registration information must be completed on the Parent Portal prior to your child's start date.

PARKING

There may be designated child care parking spaces available. Vehicles must be turned off.

ARRIVAL

When dropping your child off at the child care centre, please enter the centre and accompany your child into the playroom. Ensure Educators are aware that your child is now present. Do not leave your child unattended anywhere in the centre.

SPECIALIZED SERVICES

A Child's World offers an integrated setting for children with special needs, supported by a third party agency. Recognizing the uniqueness of every child, our centres work in conjunction with families to ensure that placement in a group setting is the best choice for your child.

A Child's World cannot guarantee extra support for children who may require it.

SNACK/ LUNCH

All A Child's World Centres are Nut Aware. Nutritious snacks and lunches are provided. It is extremely important to notify the supervisor if there are any limitations to your child's diet. Written instructions for diet provided by a parent will be implemented. The centre cannot accept any outside food unless it is determined by the centre that we cannot accommodate your child's dietary needs due to allergies or restrictions. Based on the centre menus, you may be asked to provide some food for your child.

Food items brought from home:

- must be labelled with the child's full name and the date it arrived at the centre
- original packaging is preferred
- ingredient list must be included

A record of all children's food allergies is posted in centre eating areas and food preparation areas.

FEE SUBSIDY

Child Care fee subsidy is available through The Niagara Region at www.niagararegion.ca/living/childcare to families who qualify. Speak to your Centre Supervisor for contact information.

BOOKING OF CHILD CARE NEEDS

DAILY SCHEDULE for Children 0-12 years

- Parent commits to 5 days every week and pays for these days regardless of attendance.
- Vacation days are allotted.

WITHDRAWAL

Written notice of withdrawal must be given two weeks in advance of the last day of attendance. If notice is not received, full program fees will continue to be charged, even if your child is no longer in the program. A space cannot be guaranteed if you wish to withdraw your child. You will be required to place your child on the Region's One list Waitlist to re-enter the program. This includes summer withdrawals. It is the responsibility of the parent to make regular contact with the Supervisor regarding the availability of space.

PAYMENT OF FEES

A Child's World- Family Child Care Services of Niagara offers a convenient way to pay for your child care fees. Electronic Fund Transfer (EFT) allows payments to be made by chequing or savings account transfers. Child care fees are paid bi weekly on Mondays, funds will be withdrawn based on the fee payment schedule. Persistent non-payment of fees may result in the loss of your child care space.

Income Tax Receipts will be issued by February 28 for the previous calendar year and will be available on the Parent Portal.

PUBLIC AND STATUATORY HOLIDAYS

- All ACW centres are closed Public and Statutory Holidays, (New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day, Family Day).
- A Child's World may designate other days in place of the holiday when it falls on a weekend.
- A Child's World is closed on Easter Monday and during the Christmas Holidays based on the District School Board of Niagara and Niagara Catholic District School Board Christmas Closure.

LATE PICK-UP

The child care centre closes at 6:00 p.m. Failure to pick up your child before the centre closes will result in the following fines being charged. Arriving within **15 minutes** after the centre closes will result in a **\$20.00** fine. The fine amount continues to increase by **\$5.00** every **5 minutes** until the child is picked up.

If attempts to reach the parents and/or emergency contacts fail within a reasonable time, the Police and/or Family and Children Services will be notified. Continued failure to pick up your child during regular operating hours could result in loss of space.

SCHOOL AGE PROGRAMS

When your child does not arrive after school as scheduled we begin an immediate search. Your child's elementary school, or transportation arrangement will be contacted and an attempt will be made to reach the family or emergency number. The Police will be contacted if the whereabouts of your child is not confirmed.

Failure to comply will result in the following:

First occurrence	Written notice
Second occurrence	\$ 50.00 fine
Third occurrence	\$100.00 fine
Fourth occurrence	Termination of care

If an Elementary School Child is suspended from their school, the child is not permitted to attend the child care centre while on suspension.

VACATION

Families attending the child care centre year round are entitled to two weeks vacation where fees are not charged. Families attending less than 5 days per week will have their vacation days pro-rated. Vacation schedules are based on the calendar year. Two weeks written notice must be given to your Site Supervisor when using vacation weeks. Once this vacation time is used, regular child care fees apply.

SICK LEAVE

Families are required to pay for care on days that their child is sick. During an extended illness, the family must pay full applicable fees for the first full week of care and 50% of the applicable fee for up to 3 consecutive weeks thereafter, that the child is sick.

DEPARTURE

When picking your child up at the child care centre, please ensure the Educators are aware that your child is leaving. Do not leave your child unattended anywhere in the centre.

RELEASE OF CHILD

Identification is required when an Educator is unfamiliar with the individual picking up your child. This is for your child's protection.

If someone other than those listed on your contact sheet will be picking up your child, the centre must be notified either verbally or in writing.

No person under 13 years of age is allowed to pick up a child from the centre. If you are sending someone between the ages of 13 and 16 to pick up your child, a permission slip and picture must be completed and kept at the centre.

Please notify the Supervisor and provide a copy of any special custody arrangements established by the courts for your child. The child care centre will attempt to deny access to any individual picking up a child if they are believed to be impaired by drugs or alcohol. The Educator will offer assistance by calling alternate transportation. If the person resists or is a potential threat to the safety of the other children in the centre, the child will be released and the police will be called.

COMMUNICATION

The daily exchange of information between educators and families is of the utmost importance in providing quality care for your child. Information will be shared with you on a regular basis through newsletters, information boards and the Parent Portal. If you have any questions or concerns or require specific information, please do not hesitate to speak with the Supervisor. The Program Co-ordinator and Executive Director of A Child's World are also available to answer any questions or concerns you may have regarding your child and their program. They can be reached at 735-1162 or info@acw.on.ca

CONFLICT RESOLUTION

A Child's World is committed to addressing family concerns in a timely manner. All efforts will be made to resolve concerns within A Child's World policies. A Child's World's confidentiality policy will be maintained at all times.

Conflict Resolution Process

- Family shares concern with Management team at the centre (Supervisor or Assistant).
- If the family shares concerns with an Educator, the Educator will bring the concern to the Management team at the Centre and/or redirect the family to the Management Team at the Centre.
- Management Team informs Program Coordinator. (There may be additional follow up/ direction)
- Management Team /Program Coordinator contacts parent within 1-2 business days.
- Management Team/ Program Coordinator gathers information.
- Management Team/Program Coordinator follows up with family and/ or Educator involved.

If the family is unsatisfied with the resolution:

- Program Coordinator will do a follow up with the family and/or Educator involved.
- If the family is still not satisfied with the resolution, the Executive Director will review all information and follow up with the family.

EMERGENCY

In an emergency, the child care centre will contact the family as soon as possible. For this reason, it is imperative to have your contact information up to date. The educators will seek emergency treatment for your child in the event the family or emergency contacts cannot be reached. The well being of the child will always be our first concern.

In the event of an emergency situation that requires an evacuation of our child care facility one of the following plans will be used: evacuate to a nearby shelter, or evacuate to a distant shelter. Evacuation procedures are posted in every room.

ACCIDENTS

When an injury occurs to a child's face and/or head or when any other significant injury occurs, the child's parent/guardian will be contacted by phone, email or through Digibot. The parent/guardian can then make the choice to pick up immediately or not. When a head injury occurs, the child will be monitored closely throughout the day. Accident reports will be completed and shared with parents as soon as possible for minor injuries.

CLOTHING

Families are encouraged to label their child's clothing to help prevent loss or confusion. The child care centre is not responsible for lost or damaged clothing. For safety reasons, please do not use mittens strings or long scarves with your children's winter clothing. If clothing has drawstrings that are hazardous you may be required to remove them.

A complete change of clothing should be left at the centre at all times. Any soiled clothing will be sent home to be washed. When spare clothing, belonging to the centre is put on your child, please wash and return the articles the next day.

ADMITTANCE OF FAMILIES INTO THE INFANT SLEEP ROOM

When there are infants in the sleep room families must be accompanied by an Educator to go into the Sleep Room. If there are no infants in the sleep room, a family member can take their infant into the sleep room to put them into the crib or go in to take their infant out of the crib.

TOILET TRAINING

When your child is ready to begin toilet training, we will work together to provide consistent methods for the child's benefit. During this time, please make sure your child has extra clothing at the centre.

In accordance with Niagara Region Public Health, soiled clothing will be placed in a plastic bag to go home daily.

CHILD GUIDANCE

Recognizing the uniqueness of every child, we work in conjunction with the family to ensure that placement in a group setting is the best choice for your child.

In conjunction with our Program Statement the children are encouraged to develop a healthy sense of their own rights while still respecting the rights of their peers and those adults who care for them.

When guidance is needed, it will:

- * be related to the circumstances of the incident.
- * be appropriate to the age and developmental level of the child.
- * be used in a positive and consistent manner.
- * be designed to assist the child to develop strategies towards appropriate behaviour.

The family may be called in for a meeting to discuss concerns, strategies and next steps. If it is found that the needs of your child are not or cannot be met, the child will be withdrawn from the program. A Child's World will support the family in the search for alternate care.

CHILD CARE CENTRE CLOSURES

A Child's World reserves the right to close centres if circumstances dictate.

VOLUNTEERS

Volunteers in the program will be required to sign an Offence Declaration or have a clear and current Vulnerable sector police check as per The Child Care and Early Years Act. Volunteers are supervised by an Educator at all times and are not permitted to be alone with any child.

OFFSITE ACTIVITIES

Throughout the year, the children may participate in activities away from the centre. Please be assured that every precaution will be taken to ensure your child's safety and wellbeing.

FUNDRAISING

A Child's World has a Fundraising arm called the Foundation for Quality Child Care. Families are encouraged to participate in the various fundraising events throughout the year. All Proceeds raised are used to purchase toys and equipment to enhance programs.

ELECTRONIC DEVICES

A Child's World does not permit the use of personal electronic devices by the children.

FAMILY CODE OF CONDUCT

Families shall:

- Conduct themselves in a respectful and responsible manner that recognizes and respects the rights of others in compliance with the law.
- Work in partnership with the centre to enhance learning and support the well-being and conduct of their child.
- Act appropriately on child care centre premises and ensure that personal behaviour and communication does not contribute to inappropriate conduct of others.
- Be aware that threatening behaviour and harassment of educators, students or other families is unacceptable.
- Comply with this code of conduct while on centre premises.

Failure to comply will result in the individual being asked to leave the centre and/or could be denied access to the centre for a period of time.

WAITLIST

A Child's World maintains their waitlist by using the One List centralized waitlist at www.niagararegion.ca/living/childcare Some Child Care Centres may have priority placement dependent on but not limited to; Landlord/tenant lease agreements, sibling enrollments and transfers between ACW Centres.

Families are welcome to contact the child care centre for a best approximation of when a child care space may become available.

SAFE ARRIVAL & DISMISSAL POLICY

Effective January 1, 2024

Version 1.4 (2024-01-08)

1. Accepting a child into care

When accepting a child into care, program staff must:

- ✓ greet the parent/guardian and the child;
- ✓ if shared by (or discussed with) the parent/guardian, document any one-time change to pick-up procedure during the child's check-in process on DigibotGO;
- ✓ check-in the child on DigibotGO.

2. When a child has not arrived in care as expected

When a child does not arrive at the centre, and the parent/guardian has not reported the absence in advance via the parent portal, program staff will receive a notification on the DigibotGO staff app requesting confirmation that the child has not arrived. This notification will be triggered as follows:

- **For school-age programs in the morning:** at the time of transition to school (bell time)
- **For school-age programs in the afternoon:** 15 minutes after transition from school (bell time)
- **For infant, toddler and preschool programs:** 180 minutes (3 hours) after the centre opens

If program staff does not confirm the child's absence within 15 minutes and/or if their DigibotGO device is offline, the site supervisor will be required to confirm the child's absence.

- If the child's absence has been confirmed by program staff within this time, authorized parents/guardians will receive a notification asking them to confirm the child's presence or absence. If parents/guardians do not confirm the child's absence within 20 minutes of the notification being sent, the incident will be escalated to the site supervisor (or designate), who will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file.
- If the child's absence is not confirmed by program staff within this time, the incident will be escalated to the site supervisor (or designate), who will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file.

Once the incident reaches the site supervisor (or designate), they will determine next steps based on situational factors. The site supervisor (or designate) will document all interactions in the Digibot-generated incident report – including phone calls, voicemails, emails, conversations with the school and any contact with third party agencies – as these occur.

The incident will be considered resolved if, at any point, the child's check-in or absence is properly recorded.

3. Releasing a child from care

Staff supervising the child at the time of pick-up must only release the child to a parent or authorized contact listed on the child's Digibot contact listing available in the DigibotGO staff app or on the child's printed emergency card. During the first three (3) interactions between a staff member and a parent/emergency contact, the DigibotGO staff app will require the staff to confirm the person's identity:

- by checking with another staff member, or;
- by checking the person's photo identification.

If the person is not listed as an authorized contact for pick-up, program staff must obtain authorization in person or verbally (by telephone, walkie-talkie, intercom, etc.) from the site supervisor or an SADP lead to release the child to this person. In this case, an automated email will be sent to parents/guardians to document the interaction and remind them to add the emergency contact via the portal.

4. When a child has not been picked up upon centre closing

If a child's pick-up has not been recorded by the centre's closing time, an incident will be generated and will be escalated to the site supervisor (or designate), who will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file.

If no parent/guardian or emergency contact can be reached within 60 minutes, the site supervisor (or designate) will determine next steps based on situational factors. In some cases, these next steps can include contacting one or more external agencies for guidance.

The incident will be considered resolved if, at any point, the child's dismissal (check-out) is properly recorded.

5. SADP Incident Reports

Every time SADP steps are engaged, regardless of level, an SADP incident report will be generated. Incident reports will require an electronic signature from the site supervisor as well as a parent/guardian. At the centre's discretion, several high-level incidents may result in further warnings and/or termination of childcare services.

6. Dismissing a child from care without supervision

Staff will only release the child to a parent or authorized contact listed on the child's Digibot contact listing available in the DigibotGO staff app or on the child's printed emergency card. Under no circumstances will children be released from care without supervision.

7. Parent/Guardian Responsibilities

Parents/guardians agree to:

- ✓ report their child's absence in advance via the parent portal;
- ✓ maintain their child's updated emergency contact listing via the parent portal;
- ✓ notify program staff of any punctual changes to their child's daily drop-off or pick-up procedures.

8. Program Staff Responsibilities

Program staff agrees to:

- ✓ adequately and accurately complete the child's check-in and check-out process;
- ✓ complete SADP attendance validation when prompted;
- ✓ complete identity verification when prompted.

9. Disclaimer

The purpose of this policy is to implement procedures to ensure the safe arrival and departure of children. It relies on the participation and collaboration of parents/guardians, program staff and management staff to function optimally. In addition, the organization uses several Digibot technological tools and features to support the implementation of this policy. Some factors may affect the implementation of these procedures, the accuracy of the information dispatched and/or the triggering of these automated processes - including power outages and/or network failures, equipment malfunction and manual oversights or errors. The childcare centre and Digibot will not be held responsible in the event of such a situation. Furthermore, as this policy stems from brand new requirements of the *Child Care and Early Years Act, 2014* (Regulation 325/23 section 5, Regulation 137/15 section 50), the childcare centre and Digibot reserve the right to modify the policy at any time with reasonable notice.



A Child's World- Family Child Care Services of Niagara Program Statement

A Child's World provides quality early learning and child care by creating an enriched foundation for children and their families. It is our commitment to support How Does Learning Happen? Ontario's Pedagogy for the Early Years.

All educators, support staff, students, and volunteers will review the Program Statement prior to employment, annually and/or after any modification.

The term "Educator" refers to all ACW staff, students and volunteers who interact with children and families in our Child Care Centre's.

A Child's World Goal	A Child's World Approach
Educators take responsibility for providing a healthy, safe, nutritionally sound program that supports the overall well-being of the children.	<ul style="list-style-type: none"> ● Demonstrates caring, authentic relationships with the children to create a sense of belonging. ● Children will be supervised at all times. ● Plans snack and lunch menus reflective of the Canada Food Guide requirements. ● Accommodates medical, religious and cultural dietary needs. ● Provides rest and quiet times as appropriate for each child. ● Ensures that adequate supervision provisions are provided during indoor/outdoor play and during transitions for each child's individual needs.
Educators take responsibility for quality engagement and interactions with the children, the families and colleagues.	<ul style="list-style-type: none"> ● Interacts at the children's level. ● Plans for individual children's needs. ● Allows for relaxed and flexible scheduling. ● Collaborates to enhance positive interactions. ● Approaches children and co-workers viewing them as competent, capable, curious and rich in experiences. ● Recognizes the critical role that families play in their child's development. ● Creates an open environment that allows families to be an equal partner in the care of their children. ● Providing opportunities for all families to be engaged in the program. ● Creating a community of practice through team development meetings. ● Continuous communication amongst colleagues in regards to the wellbeing of the children.
Educators take responsibility to encourage the children to interact and communicate in a positive way and support their ability to self-regulate.	<ul style="list-style-type: none"> ● Encourages positive verbal and non-verbal communication. ● Provides challenging environments that invite the children to explore, take risks and test their abilities. ● Allows for relaxed and flexible scheduling for children to make choices. ● Plans for individual children's needs. ● Offers indoor and outdoor environments that support children's self-regulation.
Educators take responsibility to foster children's exploration and inquiry through play.	<ul style="list-style-type: none"> ● Acknowledges children as competent, capable, curious and rich in potential. ● Incorporates the values and expectations of Quality Child Care Niagara. ● Designs environments that are child focused with the emphasis on the interests and abilities of the

	<p>children.</p> <ul style="list-style-type: none"> • Provides challenging environments that let the children explore, take risks and test their abilities.
Educators take responsibility to provide an all-encompassing program that includes child initiated and educator supported experiences.	<ul style="list-style-type: none"> • Plans according to the children's interests. • Allows for flexible scheduling. • Incorporates the values, expectations and tools of Quality Child Care Niagara
Educators take responsibility for providing positive learning environments and experiences where each child's learning and development is supported which is inclusive of all children, including children with Individualized Support Plans.	<ul style="list-style-type: none"> • Observes and documents children's learning and development on an ongoing basis. • Provides opportunities that invite the children to explore, take risks and test their abilities. • Provides opportunities to enhance children's learning including those with Individualized Support Plan. • Seeks opportunities to self-reflect, collaborate and learn jointly with other educators.
Educators take responsibility to provide an all-encompassing program.	<ul style="list-style-type: none"> • Provides indoor and outdoor environments that nurture children's healthy development and supports self-regulation while recognizing the individual needs of each child. • Allows for relaxed and flexible scheduling. • Provides rest and quiet times as appropriate for each child. • Designs environments that are child focused and reflect a home like setting with the emphasis on the interests and abilities of the children.
Educators take responsibility for quality family engagement.	<ul style="list-style-type: none"> • Recognizes the critical role that families play in their child's development. • Creates an open environment that allows families to be an equal partner in the care of their children. • Providing opportunities for all families to be engaged in the program. • Incorporates diverse backgrounds of the families enrolled in the program. (cultural, language, family dynamics) • Establishes relationships with families built on trust, openness and respect for confidentiality.
Educators take responsibility for building strong relationships with community partners.	<ul style="list-style-type: none"> • Plans activities to involve children in their local communities. • Collaborates with community partners. • Promotes community events for families and educators.
Educators are supported in their continuous professional learning.	<p>ACW provides:</p> <ul style="list-style-type: none"> • ECCDC membership. • Internal professional learning opportunities. • Financial reimbursement for attending external professional learning.
A Child's World will review the impact of the goals and approaches of the Program Statement.	<ul style="list-style-type: none"> • Gathers feedback from families and educators. • Revises program statement if needed based on the feedback.

Prohibited Practices

The Child Care and Early Years Act specifies the following Prohibited practices:

- a) Corporal punishment of the child;
- b) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f) Inflicting any bodily harm on children including making children eat or drink against their will.

Revised October 10, 2023

Child's World Family Child Care Services of Niagara
Child Care Fees
(Effective September 5, 2023)
CWELCC -children 6 years of age and under

Age Group	Program	Base Rate Pre-CWELCC (March 27, 2022)	CWELCC- Base Rate less 50% (effective January 1, 2023)
INFANT	Full day	\$53.50	\$25.28
TODDLER	Full Day	\$46.65	\$22.04
PRE-SCHOOL	Full day	\$39.50	\$18.66
JK/SK	Before School Care - 7 am to 9 am	\$9.00	\$9.00
	After School Care - 3:00 pm to 6:00 pm	\$11.25	\$11.25
	Before and After School	\$20.25	\$12.00
	Full day - School PD Days	\$39.50	\$18.66

School Age Full Fee Rate
(children 6-12 years of age)

	Daily Fee (regular schedule)	
SCHOOL-AGE	Before School Care - 7 am to 9 am	\$9.00
	After School Care - 3:00 pm to 6:00 pm	\$11.25
	Before and After School	\$20.25
	Full day - School PD Days	\$39.50