



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

www.acw.on.ca

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

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1. About A Child's World

1.1 Mission Statement, Vision, Mandate & Core Values

Mission:

“To provide Quality Early Learning and Child Care”

Vision:

Creating an enriched foundation for children and families.

Mandate:

- To provide a respectful, nurturing, intellectually stimulating, pro social environment
- To assist children in school readiness through the enhancement of the child's physical health and well-being, social competence, emotional maturity, language and cognitive development, communication skills and general knowledge
- To provide programs and services to the community to implement and foster the mission of the corporation and the objectives of its members
- To provide leadership within the early learning and child care community in Niagara
- To advocate for support and recognition of the value of early learning
- To raise awareness for and support of the fundraising efforts of the Foundation for Quality Child Care
- To ensure ongoing staff development
- To ensure compliance with all relevant legislation
- To support parents and families with information, resources and referrals

Core Values:

- Children are supported in play-based experiences
- Children's natural interests, talents and learning strategies are respected
- Opportunities for expression of a child's individuality are provided
- A safe environment is created
- Learning opportunities are provided through problem based and play based experiences
- Excellence in staffing is supported
- A parent/guardian is recognized and respected as the primary care giver and decision maker for their child

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1. About A Child's World

1.2 Licensing

A Child's World Child Care programs are licensed by the Ministry of Education to ensure compliance with the Child Care and Early Years Act and its regulations.

ACW Child Care programs practice Fire Drills and Lock down procedures in case of an Emergency.

Please note that, due to licensing requirements and staff-to-child ratios, there may be times when a space is not immediately available in the next age group for your child. While waiting for a spot to become available, all reasonable steps will be taken to ensure your child continues to benefit from age-appropriate or developmentally appropriate programming.

1.3 Canada Wide Early Learning and Child Care Plan

A Child's World is enrolled in the Canada-Wide Early Learning and Child Care (CWELCC) Plan. This program is designed to make child care more affordable for families by reducing fees and improving access to high-quality early learning programs.

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1. About A Child's World

1.4 Programs Offered

A Child's World centres offer care Monday to Friday for children from birth to the end of Grade 5 school year. Programs offered vary at each location. Programs offered include:

Infant, Toddler, Preschool:

5 Full Day Child Care: 7:00 A.M. To 6:00 P.M.

School Attenders:

5 mornings from 7 a.m. to 9 a.m. and/or 5 afternoons from 3:00 p.m. to 6 p.m. on school days.

Three week's notice must be given if you would like to change your schedule. Changes in schedule can only take place if there is sufficient room available in the program.

On Professional Activity Days, March Break and Summer full day care is available at select A Child's World locations. Families must opt in through the Parent Portal.

Opt In Guidelines:

- Opt-in registrations close 3 weeks prior to each Professional Activity Days or school holidays.
- After this date, cancellation of Opt in choice will not be accepted and applicable charges will apply.

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

Snack & Lunch

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 and Drink items brought from home:

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

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

1.5 Holiday Closures

All A Child's World centres are closed on: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day and during the Christmas Holidays based on the District School Board of Niagara and Niagara Catholic District School Board Christmas Closure.

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

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1. About A Child's World

1.6 Inclement Weather

If Niagara School Boards cancel school for the day, All A Child's World centres will be closed. If Niagara School Boards schools remain open but buses are cancelled, A Child's World centres will operate as usual. Closure announcements will be posted on our Facebook page, and families will receive a message via the Parent portal.

1.7 Students

A Child's World supports high school cop students and Early Childhood Education students by offering placements in our Programs. Students are 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. Students are supervised by an Educator at all times and are not permitted to be alone with any child.

1.8 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.

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1.1 About A Child’s World

1.9 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.

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	<ul style="list-style-type: none"> • Designs environments that are child focused with the emphasis on the interests and abilities of the children. • 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.

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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.

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2. Registration & Admission

2.1 Waitlist

A Child's World centres maintain their waitlist by using the Niagara Region Child Care Registry OneHSN 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.

2.2 Admission

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

2.3 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.

2.4 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.

2.5 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 Niagara Region Child Care Registry OneHSN www.niagararegion.ca/living/childcare .

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3. Fees & Financial Policies

3.1 Fee Schedule

Child Care Fees (Effective September 8, 2026)

CWELCC Eligible- children under 6 years of age

Age Group	Program	Base Rate Pre-CWELCC (March 27, 2022)	CWELCC - Base Rate (Effective January 1, 2025)
INFANT	Full day	\$53.50	\$22.00
TODDLER	Full Day	\$46.65	\$22.00
PRE-SCHOOL	Full day	\$39.50	\$18.66
JK/SK	Before School (7 am to 9 am)	\$9.00	\$9.00
	After School (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

CWELCC Ineligible

School Age - Full Fee (Children over 6 years of age)

		Daily Fee
SCHOOL AGE	Before School (7 am to 9 am)	\$10.50
	After School (3:00 pm to 6:00 pm)	\$13.50
	Before and After School	\$24.00
	Full day - School PD Days	\$43.50

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3. Fees & Financial Policies

3.2 Payment of Fees

Child care fees are paid through Electronic Fund Transfer (EFT) biweekly on Mondays. Funds will be withdrawn based on the fee payment schedule.

Regular fees apply whether your child is in attendance or absent.

Fees are not charged during A Child's World closures.

Failed payments will result in NSF charges. Failed payments and the NSF charge require immediate payment once notification of NSF and repayment instructions are sent.

3 failed payments between September to August will result in the loss of your child care space.

When there is a credit on the account and there is no future billing, a refund will be issued to the family within 60 days. When there is a credit on the account and there is future billing, the credit will be used towards child care fees.

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

3.3 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 will result in loss of space.

3.4 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.

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4. Communication

4.1 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 Parent 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 Coordinator and Executive Director of A Child's World are also available to answer any questions or concerns. They can be reached at 735-1162 or info@acw.on.ca

4.2 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 Worlds 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.

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5. Health, Safety & Emergency Procedures

5.1 Emergency Procedures

In an emergency, the child care centre will contact the family as soon as possible, noting that priority will be given to safeguarding children and Educators over calling families. 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.

5.2 Accidents & Incidents

Accident and incident reports will be completed for all injuries and shared with parents/guardians as soon as possible through the parent portal. Parents/guardians are required to review and sign the report within 24 hours of receipt.

If a child sustains an injury to the face or head, or any other significant injury, the parent/guardian will be contacted by phone, email, or through the parent portal. At that time, the parent/guardian may choose whether to pick up their child immediately.

In the event of a head injury, the child will be closely monitored throughout the day for any changes in condition, and appropriate care and observation will continue as needed.

5.3 Clothing and Personal Items

Families are encouraged to label all children's clothing and personal belongings to help prevent loss or confusion. The child care centre is not responsible for lost or damaged items.

For safety reasons, mittens strings and long scarves are not permitted with winter clothing. Any clothing with hazardous drawstrings may need to be adjusted or removed to ensure child safety.

A complete change of clothing must be kept at the centre at all times. In accordance with Niagara Region Public Health guidelines, soiled clothing will be placed in a sealed plastic bag and sent home daily. If centre-owned spare clothing is used, families are asked to wash and return the items the next day.

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

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5. Health, Safety & Emergency Procedures

5.4 Toilet Training

When a child is ready to begin toilet training, families and Educators will work together to support a consistent and positive approach. During this time, families must ensure that extra clothing is always available at the centre.

5.5 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.

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5. Health, Safety & Emergency Procedures

5.6 Safe Arrival & Dismissal Policy

This policy is established in accordance with the requirements of the *Child Care and Early Years Act (CCEYA)* to ensure the safe arrival and dismissal of all children in care.

Arrival (Accepting a Child into Care)

Parents/guardians must accompany their child into the centre and ensure the child is received by an Educator before leaving. Children must not be left unattended at any time.

Educators will:

- Greet the child and parent/guardian
- Confirm and document any changes to pick-up procedures
- Record the child's attendance (check-in)

Safe Arrival – When a Child Has Not Arrived

If a child has not arrived as expected and the absence has not been communicated in advance; staff will initiate the safe arrival procedures.

A notification will be generated in the attendance system prompting Educators to confirm the child's absence. If the absence is not confirmed within the designated timeframe, the Supervisor (or designate) will contact the parent/guardian.

All attempts to verify the child's absence, including phone calls, messages, and any other relevant communication, will be documented. The situation is considered resolved once the child's attendance or absence has been confirmed and recorded.

Dismissal (Releasing a Child from Care)

Children will only be released to a parent/guardian or an individual authorized on the child's Emergency Sheet.

Educators will:

- Ensure the individual picking up the child is authorized
- Verify identification when the individual is unfamiliar
- Record the child's departure (check-out)

If an individual not listed on the child's Emergency Sheet arrives to pick up the child, authorization must be obtained from the parent/guardian or Supervisor prior to release.

No person under 13 years of age is permitted to pick up a child. Individuals between 13 and 16 years of age may do so only with prior written parental authorization and appropriate identification on file.

Parents/guardians must provide the centre with any applicable custody documentation. Court orders will be followed as required.

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If an individual attempting to pick up a child appears to be impaired or unable to safely care for the child, staff will take appropriate steps to ensure the child's safety, which may include contacting another authorized individual or local authorities.

Late Pick-Up (When a Child Is Not Picked Up)

If a child is not picked up by closing time, staff will attempt to contact the parent/guardian and all emergency contacts listed.

If no contact is made within a reasonable timeframe, the Supervisor will be notified, and further action may be taken in accordance with centre procedures.

All steps taken will be documented. The situation is considered resolved once the child has been picked up and the departure has been recorded.

Parent/Guardian Responsibilities

Parents/guardians are required to:

- Notify the centre in advance of any absences
- Ensure their child is signed in and out each day
- Keep emergency contact information current
- Inform staff of any changes to pick-up arrangements

Staff Responsibilities

Staff are responsible for:

- Monitoring the arrival and dismissal of all children
- Ensuring children are only released to authorized individuals
- Verifying identification when required
- Maintaining accurate attendance records
- Following and documenting all safe arrival and dismissal procedures
-

School Attenders After School Arrival

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

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5. Health, Safety & Emergency Procedures

5.7 Sleeprooms

Infant Sleep Rooms

- ACW has an obligation to place children under 12 months on their backs consistent with the Joint Statement on Safe Sleep unless a child's physician recommends otherwise in writing.
- Cribs are labelled with individual children's names
- Individual sleep needs will be discussed with each family
- Inform parent regarding their children's sleeping patterns or behaviours
- Direct visual checks are to be completed every 15 minutes on the infants by checking the breathing and body temperatures. Direct visual checks are to be recorded on the sleep checklist and Educators are to initial after each direct visual check is completed.
- Parents must be accompanied by an Educator to go into the sleep room when there are more than 1 infant sleeping.
- Parents may take their own infant into the sleep room to put them into the crib or go in to take their infant out of the crib when there are no other infants in the sleep room.
- Educators will do a visual sweep of the infant room sleep room once the parent has left.

Toddler & Preschool Sleep Rooms

- Cots are labelled with individual children's names
- Direct visual checks are to be completed every 30 minutes on the toddlers & preschoolers by checking for indicators of distress or unusual behaviours. Direct visual checks are to be recorded on the sleep checklist, and educators are to initial after each direct visual check is completed.
- Individual sleep needs will be discussed with each family
- Parents are to be informed regarding their children's sleeping patterns or behaviours.

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6. Program Policies & Expectations

6.1 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.

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6. Program Policies & Expectations

6.2 Children's Code of Conduct

A positive learning environment exists when all members of the child care centre feel safe, included, and accepted. It is the responsibility of all individuals to ensure that all members of the child care centre are treated with respect and dignity.

Children will:

- Respect the rights of others
- Show respect for themselves and for others
- Follow the established rules and take responsibility for their own actions
- Treat one another with respect and civility especially during times of disagreement
- Seek assistance from a child care Educator, if necessary, to resolve the conflict peacefully
- Use appropriate language at all times (Not swear)
- Show proper care and regard for child care centre property and the property of others
- Respect each other's personal space

Children Must not:

- Engage in bullying behaviours:
 - **Verbal bullying** means saying or writing mean things. Verbal bullying includes:
 - Teasing
 - Name-calling
 - Inappropriate sexual comments
 - Taunting
 - Threatening to cause harm
 - **Social bullying** involves hurting someone's reputation or relationships. Social bullying includes:
 - Leaving someone out on purpose
 - Telling other children not to be friends with someone
 - Spreading rumors about someone
 - Embarrassing someone in public
 - **Physical bullying** involves hurting a person's body or possessions. Physical bullying includes:
 - Hitting/kicking/pinching
 - Spitting
 - Tripping/pushing
 - Taking or breaking someone's things
 - Making mean or rude hand gestures
 - Inappropriate sexual touching

Children Must not:

- Intentionally cause injury to any person
- Inflict or encourage others to inflict bodily harm on another person

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- Commit an act of vandalism that causes extensive damage to equipment or to property located on the premises of the child care centre

Educators will:

- Demonstrate respect for one another, all children and parents/guardians
- Provide learning opportunities for children to gain a deeper understanding of bullying, respect, and responsibility
- Provide an environment where conflict can be addressed with respect and civility
- Empower children to be positive leaders in their playrooms
- Communicate regularly and meaningfully with all parents involved
- Contact parents to discuss children's inappropriate behaviour, next steps and consequences for the behaviour.

Parents will:

- Review the Code of Conduct with their child(ren)
- Communicate with Educators respectfully
- Collaborate with Educators to support the emotional development and self-regulation of their child(ren)

A Child's World will make every effort to work with a family to support healthy social development and self-regulation for their child(ren). The centre Supervisor, in conjunction with ACW Administration will discuss consequences and the next steps for violations of ACW's Code of Conduct. This will/may involve:

- Miscellaneous Incident Reports – identifying contravention of the code of conduct.
- Parent meeting with the Supervisor to discuss strategies, referral and timelines.
- Children's Actions, Relationships, Emotions (C.A.R.E.) checklist completed.
- Referral to Pathstones for the centre to access a Behaviour Consultant to identify strategies to support the child in the centre.
- Parent meeting with the Supervisor and Program Coordinator to review timelines and progress.
- If the child is unable to adjust to the code of conduct, additional steps may include:
 - a reduction in the hours of care at the centre.
 - Parent/Guardian may be required to pick up the child immediately if the child is unable to regulate their emotions/behaviour.

If strategies are unsuccessful and the centre is not able to meet the needs of the child, withdrawal of services will take place. 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/ family.

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6. Program Policies & Expectations

6.3 Parent/Guardian Code of Conduct

Parent/Guardians 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 do not contribute to inappropriate conduct of others.
- Be aware that threatening behaviour and harassment of educators, students or other families is unacceptable.
- Confidentiality is maintained as appropriate for children, families and staff.
- 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.