



LITTLE ANGELS DEVELOPMENT INC PARENT'S ENROLLMENT PACKAGE

Caring for your child is what we do! Thank you for choosing our program.

Little Angels Development Inc. is dedicated to your child's growth.



Inside you will find valuable information about us and our programming

Welcome letter from the Director

Service Agreement and Fee schedules

Policies and Consents

Registration and Getting to Know You

LITTLE ANGELS DEVELOPMENT INC.

Fergus and Elora Ontario
519-787-0142 (Fergus)
519-846-1276 (Elora)
littleangels@wightman.ca

6:30am-5:30pm (Fergus)
7:00am-6:00pm (Elora)

WELCOME
To Little Angels Development Child Care Centre Fergus/Elora

Thank you for choosing Little Angels Development Inc. for your child and your family's Child Care experience.

At Little Angels Development Inc., we strive to build relationships with those around us. We believe in the importance of feeling like everyone belongs. Our Educators work hard to gain the trust in our children and our families to make Little Angels Development Inc. a safe and fun place to be.

It is my passion to raise well adjusted, self-confident, respectful, empathetic, and capable children for our future.

With your help and support we as team can work together to build a strong community.

Please feel free to connect with anyone of your program educators to ask any questions, discussion any concerns or share your feedback. Communication is the key to a successful relationship.

I can also be reached by email at littleangels@wightman.ca to arrange a time to meet whenever the need may arise.

Yours in developing little angels,

Tina Oakes, Director of programs
Owner/Operator

A checklist for newcomers

<input type="checkbox"/> All Enrollment consents signed	<input type="checkbox"/> Registration Form complete
<input type="checkbox"/> Copy of Immunizations	<input type="checkbox"/> Chosen a reliable and available emergency contact
<input type="checkbox"/> Extra clothes labeled in a Ziploc bag	<input type="checkbox"/> Indoor shoes
<input type="checkbox"/> A leak free cup	<input type="checkbox"/> Rest time blanket, stuffed animal or comfort
<input type="checkbox"/> Sunscreen/bug spray	<input type="checkbox"/> Family Pictures
<input type="checkbox"/> Any emergency medications (Epi pen/Puffers)	<input type="checkbox"/> Appropriate outdoor wear for the season

PROGRAM STATEMENT

Little Angels Development Program, Pedagogy and Principles;

Children succeed in programs that focus on active learning through exploration, play, and inquiry. Children thrive in programs where they and their families are valued as active participants and contributors. There is perhaps no relationship that holds greater responsibility or reward than the relationships we develop with children. “How Does Learning Happen” A Vision for Ontario’s Early Years - page. 4

We believe that children are capable and competent, they are curious about the world around them. Children have a desire to learn and are full of potential.

At Little Angels Development Inc., we believe in the child and our program approach to curriculum is based on the child’s interests. We are a play-based program that is continuing to emerge new ideas, activities and explorations through the children’s inquiries.

At Little Angels Development, we Promote the Well-Being of our Children;

The importance of ensuring the health, safety, nutrition and wellness of each child is a significant responsibility and honour that we value at Little Angels Development Inc.

Our Educators, Volunteers, Supervisors, and Management support the individual needs for each child. Children’s voices are heard and respected.

We strive to stay current on best practices and quality assurance to provide the best care possible. Review Policies and Procedures with all Staff and Volunteers so they are aware of their roles and responsibilities to be better equipped to provide for the Health, Safety and Well Being of the children in our care.

Management continues to Monitor compliances and contraventions of policies and procedures set out by Little Angels Development and the Child Care and Early Years Act.

Our continued commitment to healthy homemade cooking is evident throughout our meal planning. Menus are approved by our local dietician and all aspects of our diet is compliant with Canadas Food Guide and The Child Care and Early Years Act.

Listening to children’s needs of sleep, rest, and relaxation to ensure positive connections and self-regulations throughout the day.

We believe it is imperative for children to be involved in active play both indoors and out. Educators take priority in ensuring that children have gross motor play opportunities daily.

The outdoors is an important part of child development. Little Angels Development ensures that children receive 2 hours of outdoor play pending on weather.

We support positive and responsive interactions among all partnerships we are associated with.

At Little Angels Development, we believe in the importance of building relationships. We work on connecting and understanding children and their families and supporting children’s strengths and desires. It is important for all partnerships to feel as they belong to our program. We believe in the importance of communication. Educators use various forms of media to communicate with families daily. Upon registration, and prior to enrollment, and various times throughout the year families have the opportunity to orientate into the program to support educators with parent and children’s interactions.

Encouraging children to interact and communicate in positive ways to support their ability to self-regulate

Educators build positive relationships with children and strive to understand each child as an individual. Each child at Little Angels Development is treated with respect, understanding and individuality. It is the educators’ responsibility to ensure the environment builds upon each child’s strengths. Various assessment tools are used to evaluate the environment and support all aspects of the program. Educators practice calming techniques with children to enable their understanding of how to cope and self-regulate. Continuous support for educators on strategies and techniques that can be used to enable children and understanding their triggers to support in children’s responses to help them regulate.

Understand that children can only learn to self-regulate when they are in a calm state. Educators learn to help and support children to get to their calm state by supporting their needs. Being supportive and directive when needed.

Little Angels Development fosters children's exploration, play and inquiry

We value the importance of children learning through play. Educators observe children's learning through the environment that offers endless possibilities. Educators support children's inquiries by providing materials of interest within the program for the children to explore and engage in.

We provide child-initiated and adult supported experiences

Educators learn to be co-learners and co-planners with the children within their classroom. Educators use open ended questions and observations to create meaningful learning opportunities for each child. Educators are engaged with the children and allow for many opportunities to build on ideas. By understanding each child as an individual and build on children's strengths we become a collaboration of learning.

Our environments are set up to support children's learning and development while creating positive experiences for all children

Educators continuously evaluate their schedule and add flexibility whenever needed to support the individual needs of the children. Learning takes place constantly throughout every transition and routine in the day. We support socialization, independence, creativity, problem solving within every aspect of our time together. Educators are able to reflect and plan their programs to scaffold all learning within the classroom.

Our programs incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children in our care

By observing the children in their environment, we are able to set up our programs to balance play opportunities and co-plan with our children. We use various tools to ensure that our environment and the needs of the children are being met.

Little Angels understands the importance of communication with families as well as family engagement.

Every family has different outlooks, it is important to understand their perspective and try to work together to make the best environment for their child. Educators, Supervisors, and families work collectively together to ensure communication is open and honest. Informal and formal communication happens on regular basis through documentation, email, phone calls, surveys, and conversations with families. We engage with our families through special events that are hosted throughout the year.

We believe in the importance of involving our community to allow for rich experiences for our children and our families.

Little Angels works in partnership to support each program with Inclusion Support Services to provide various resources and programming for the individual child as well as the entire group. We utilize various community supports such as high school and college placements to assist the community in supporting our program. Local business, agencies, and organizations visit the program to enrich our children's experiences of the community and the world they belong in.

Educators learning is continuous and reflective

Little Angels Development believes in the importance of professional learning and development. We offer 'in-house' learning to help keep our educators current on best practices. Educators have various opportunities to outreach into the community to support their individual learning experiences. Little Angels supports our educators financially to stay committed to reflecting in our own practice and strengthening our desires of learning.

Documenting and Reviewing of The Program Statement

We have a very reflective approach to our goals and strategies set out in our Program Statement. This process is forever changing and is a living document. As our needs change, so will our Program Statement. Our Educators, and Supervisors, meet on an annual basis to review the content of our Statement. As a team, we discuss our thoughts and reflections and make any changes as needed. Through the process of continuous observations, discussions, meetings (team and individual) we can evaluate the impact our statement has on the children and their families.

Guiding and Supporting Documents [Minister's Policy Statement on Programming and Pedagogy](#), [How Does Learning Happen? Ontario's Pedagogy for the Early Years \(2014\)](#), [Think, Feel, Act: Lessons from Research About Young Children](#), [Early Learning for Every Child Today](#)

Location and History of Little Angels Development Inc.

In April of 2001, Little Angels Development Inc. was licensed by the Ministry of Education for only 16 preschoolers. Since this time we have increased our capacity and changed our programming.

Our original center is located on Sideroad 18 Fergus, ON. Here we facilitate 6 infants, 15 toddlers, and 40 preschoolers. To meet the needs of the community, in January of 2009, Little Angels Development Inc. opened an additional location in Elora, ON. Elora centre is located on 30 Geddes Street. Here we facilitate 10 toddlers and 24 preschoolers.

Little Angels Development Inc. provides full and half day, full time or part time care, as well as back-up care when available. All aspects of the program are monitored and administered by Director, Tina Oakes.

Program Time: Fergus 8:00am-4:30, Elora 8:30am – 5:00pm. During these hours, each location is fully staffed based on the ratios shown below.

Reduced Ratios: Fergus 6:30am-8:00am/4:30pm-5:30pm, Elora 7:00am-8:30am/5:00pm-6:00pm. During these hours, each location is staffed by a reduced ratio as shown below. Please ensure that you follow your drop off and pick up times to allow for our programs to comply with the Ministries Regulations. A Penalty is in place if drop off and pick up times are outside of your registration hours. Please review the pickup/drop off policy.

Our current Programs:

Program	Age	Staff: Child Ratio During programming	Ratio @ arrival and departure
Infant	3 months- 18 months	1:3	1:3
Toddler	1.5 yrs. – 2.5 years	1:5	1:8
Preschool	2.5 yrs. – 4 yrs.	1:8	1:12

About our Educators

Program educators are highly qualified Registered Early Childhood Educators with an ECE Diploma. Educators are carefully selected for their genuine love, connection and dedication to caring for children. Their experience is diverse, cultivating creativity in program planning, and enabling each child to reach their full potential.

About The Supervisor

Each Supervisor is carefully selected for their experience in management, the ability to mentor staff, also their knowledge of child development, curriculum planning and implementation and the ability to build strong relationships with all parties involved in the care of children.

About our Founder

Our Founder and current Director is an experienced and qualified Registered Early Childhood Educator, and certified Child and Youth Worker. With over 20 years' experience designing and implementing programs for children of all age groups and various need levels. Tina Oakes, of Little Angels Development in Fergus and Elora, ON continues to be hands-on in all aspects of programming and operations. Opening Little Angels from a desire in her heart for quality programming, a passion, and knowledge of how children learn, Tina continues to strive to be part of our developing future. The future that will start with Little Angels Development Inc. kids.

STATEMENT OF CURRICULUM

Little Angels Development Inc. uses an interest-based approach when planning learning environments. Recognizing the importance of “teachable moments” and provide daily, meaningful activities to accommodate learning desires. We recognize that each child is an individual and has different learning styles. As such, we prepare environments and activities to suit the needs of each child within our program. Each room is set up appropriately to facilitate this interest-based growth and development.

Little Angels Development Inc. believes in the importance of socialization and emotional stability. Therefore, beginning in our youngest program, we guide children in problem solving and relationship building. We also believe that children learn and grow at their own pace. We use various strategies, environment design and developmental screening tools to set up each learning area. Using observation techniques, we ensure our programming is meeting each child’s needs. Little Angels Development Inc. understands community programs enhance learning and continues to facilitate and reinforce additional services within our centre.

DIVERSITY POLICY

Little Angels Development Inc. will model acceptance and respect. Understanding that each individual is unique, and recognizing our individual differences. These include but are not limited to; race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies.

We value the exploration of differences in a safe, positive, and nurturing environment. We strive to move beyond simple tolerance to embrace and celebrate the rich dimensions contained within each individual. We acknowledge diversities in our programming and encourage acceptance and respect in all activities.

INCLUSION POLICY

Little Angels Development Inc. will embody the values, policies, and practices that support the right of every infant, child and his or her family, regardless of ability, to participate in a broad range of activities and contexts as full members of families, communities, and society.

The desired result of an inclusive experience for a child, with and without disabilities, is a sense of belonging, membership, positive social relationships, development of friendships, a keen desire to learn and reach their full potential. The key identifiers to this success are access, participation, and support.

PHILOSOPHY

LITTLE ANGELS DEVELOPMENT Inc is committed to providing a safe, nurturing and educational program that fosters and challenges individual and group learning based on the philosophy that all children be allowed to grow, develop and learn at their own individual pace

We recognize and accept each child’s individuality and abilities without judgment.

MANDATE

We are here for the children. To love them, keep them safe, and educate them. Staff recognize the importance of communication with parents and strive to build open and honest relationships with all families. The team includes all members of staff, supervisor, director, parents, guardians, grandparents, and children. We all work together to ensure that our children receive the best care possible.

GOALS

- To encourage and motivate children toward social integration and independence.
- To develop coping and resilience skills that can be used in everyday situations.
- To increase children’s self-esteem and confidence.
- To provide a program that can enhance child’s growth, learning and development.
- To assist, and educate families in need of support.
- To establish mutual respect, acceptance, trust and caring between children, families and teachers.

Hours of Operation, Fee schedule and Overtime

Fergus location is open from 6:30 am- 5:30 pm.

Elora Location is open from 7:00am-6:00pm.

Maximum hours of care: 9.5 hours is the maximum number of hours in one care day. After 9.5 hours of care overtime fees apply. (please see Fee Schedule below)

Registered days must follow a schedule and may not be switched due to capacity planning.

Type of Care	Full Time (5 days/wk.)	Part Time (4 days or less)	Half Day (morning only)	Two Hours or less (arranged only)
Infant (3months- 15 months)	\$57.00	\$68.00	n/a	n/a
Toddler (15months- 2.5 yrs.)	\$45.00	\$47.00	\$40.00	\$30.00
Preschool (2 yrs.- 4yrs)	\$43.00	\$44.00	\$38.00	\$25.00
<i>Occasional care</i>				
-----Infant	\$60.00			
-----Toddler	\$45.00			
-----Preschool	\$40.00			

Overtime Fees

After 9 1/2 hrs. \$2.00/half hour

After closing	Fergus	Elora
	(after 5:30pm)	(after 6:00pm)
	\$5 / 5 minutes	\$5/ 5 minutes

Drop off/Pick up Penalty
\$1.50/15 minutes

Little Angels Development Inc. Participates in the Subsidy programming for affordable child care. For information about qualifying Please Contact:

The County of Wellington at 519-837-3620

Fees as of January 1, 2019

Service Agreement and Fee Schedule

Child Care Payments

Payments may be made by Cheque. Made payable to Little Angels Development Inc. Families may choose to pay monthly or bi-monthly. All payments made by cheque must be postdated and follow the billing period and amounts as per month.

Cheques will be accepted on the 1st or the 15th of the month. Email Money Transfers need to be arranged by the Director Tina Oakes and balance paid monthly to littleangels@wightman.ca **EMT Payments are made in full** prior to the first day of each month. Upon registration or before starting the program and each month thereafter. On occasion, families may wish to discuss special payment arrangements. This is to be arranged with the Director of the Program Tina Oakes.
(updated June 13th, 2017)

Full fees are required due to vacation, illness, inclement weather, service disruption, school and or statutory holidays. This applies to all children whether they are in attendance is full or part-time. Payments will be charged if this is your child's regular scheduled day regardless of days missed. There are no substitute days for days missed.

NSF cheques are subject to an additional \$30.00. If more than two cheques are NSF, there may be a risk of losing your child's space.

Late payments may be subject to a \$25.00 administration fee. In chronic late payments situations, the deposit will be held and child may not return to the center until all tuition and late fees are paid.

Receipts are issued Yearly upon sign up or as requested by a parent/caregiver.

Secured Space Retainer

Upon a space being available families must Secure their space. A Secured Space Retainer of \$200.00 per child is required. The retainer will go towards the last month of care when two weeks' notice is given. Failure to give a two-week notice, the retainer will not be refunded. Cancellation of service prior to start date, retainer will not be returned. If fees are not paid within one week of a child being registered at Little Angels Development, the retainer will be held and the child may not return until all fees are paid.

Holding Fee

Families wanting to withdraw from care for the summer will be asked to pay \$100.00 holding fee per month. This fee will hold your spot (if able to do so) until September and is non-refundable. This option is only available depending on space availability.

Withdrawal from care

In the event a child will be withdrawn from care two week's written notice will apply. The two-week notice period commences on the date written notice is received. If a child is removed without notice, full month's fee will be charged and security will not be refunded. If the child is withdrawn at the request of Little Angels Development Inc. a one-month notice is given whenever possible.

Times of Pick Up and Drop Off

Due to Ministry Requirements, there are strict regulations that we must follow based on a teacher to child ratio. We have a reduced ratio in the mornings and the evenings (see chart on page 5). We schedule our educators' shifts based on the times that families sign up for on their registration forms. If parents require extra hours above and beyond the hours that were signed up for, this will need to be arranged ahead of time in order to make arrangements for ratios to be met. If a parent has not arranged an earlier drop off and they arrive in the morning prior to their scheduled time, they will be required to stay on site until their time of care was arranged. If parents arrive in the evening later than the time that was arranged on their registration form there will be a fee charged. It is understood that there are occasions where parents are required to stay late at work or arrive early to work. In this case please be courteous of the educators at Little Angels and aware of the regulations that we are required to meet by the Child Care and Early Years Act and call to inform staff in advance that you may require additional hours of care, this will ensure that we are able to meet the ratios required by the Child Care and Early Years Act. For family's who do not notify Little Angels Development Inc. of any changes to their times there will be a penalty of \$1.50/15minutes in the evening.

Overtime Fees

A strict fine or penalty will be imposed and enforced for late pickups of children at a rate of \$5.00 per child for every 5-minute period after 5:30pm(Fergus), after6:00pm(Elora). Maximum allotted care is 9.5 hours. Any time over 9.5 hours a fee of \$2.00/half an hour will be charged.

Drop off/Pick up Penalty of \$1.50/15minutes will be charged if no notification has been given for time adjustments.

Occasional Care

In the event a family requires occasional care (not registered on a consistent basis) care will be available only if space allows. Families will be required to pay additional fees for an occasional space. There is no guarantee of availability. Little Angels Development Inc. does not pre-book occasional care days longer than one week in advance.

Wait List Policy and Guidelines

Created: September 2016

Updated: July 2018

PURPOSE

Little Angels Development Inc. (LAD) is aware of the need of child care spaces in the community it serves. LAD understands families need to plan for care in advance to ensure they receive the care that they require. LAD aims to develop a waitlist policy and practices that are transparent, fair and consistent.

POLICY

Little Angels Development Inc. develops and maintains a centralized waitlist for its two locations. To gain access to the waitlist, families must complete an online registration form on LAD's Web site at www.littleangelsdevelopment.com, call the Director at 519-787-0142 or email form to info@littleangelsdevelopment.com to provide required information.

WAITLIST PRIORITIES *All sites:*

NOTE: Waitlist priorities typically are first come first serve. (Supervisor Discretion)

When a space becomes available it is filled on a first come, first serve basis, that meets the space availability date. Additional priority factors are considered when placing children on the wait list;

1. Full time requests for current families and duration of care needed.
2. Full time requests for new families and duration of care needed.
3. Part time requests for current families and duration of care needed.
4. Part time requests for new families and duration of care needed.

WAITLIST MANAGEMENT

To ensure that families gain access to LAD's programs in the shortest time possible, the following practices are put in place:

1. The date of registration on the waitlist will reflect the date the form was received (online or by email);
2. Families who refuse space when it is offered or fail to return a call within 24hrs will be removed from the wait list;
3. It is the parent's responsibility to call or e-mail LAD to notify of any changes to their contact information.

****Little Angels Development Inc. will only accept families on the waitlist if their child has been born. A waitlist must include the name of the child and the date of birth. Once the child is born, a form may be submitted.****

Once a tour has been arranged and the family accepts the space available the registration process will begin. A security fee is paid within 24hrs of acceptance and will be put towards the child's last two weeks of care and now your child is registered. This fee is returned once a family gives their two-week written notice. If there is no notice after starting care or if a family does not fulfill their start date the fee is not returned. Please see Secured Space Retainer information. Once a space is accepted, it becomes possible to eventually accommodate for more specific needs, for example, going from a part-time to a full-time space or changing LAD sites.

Closures and Absences

Updated Oct. 4/18

Holiday Closures ----Full fees are required for Statutory Holidays

Little Angel's Development will be closed all day: Thanksgiving Day, Christmas Day, Boxing Day, New Year's Day, Family Day, Good Friday, Labour Day, Victoria Day, Canada Day, Civic Holiday, Christmas Eve Day; Closed at noon, New Year's Eve Day; Closed at 4:00pm.

Absence -- due to Illness or Vacation

A child will be sent home if the following symptoms occur; a fever of over 100.4 degrees, vomiting, 3 cases of diarrhea, running or discharge of the eyes, or any other symptom that may be contagious. All children should be symptom free for a period of 24 hours before returning. If a child is on antibiotics they must have been treated with medication for 24 hours before returning to the center. If your child is ill and is not able to attend care please call and inform the child care centre as symptoms need to be recorded. Full fees will apply for any sick days. Absence due to family vacations will be charged full fees for the absent days.

Inclement Weather

There may be times throughout the winter where the roads will be closed in the middle of the day, making it difficult or impossible to pick up your child. In this event it is the parent's responsibility to arrange alternate pick up solutions by facility closing time. In the event the center closes due to inclement weather it is the parent's responsibility to ensure their child is picked up by the time specified from the supervisor.

If the center does not open in the morning due to inclement weather please call and you will be directed when Little Angel's will reopen and/or tune into the local radio station for details and updates.

Service Disruption (Power Outage, Fire on Premises etc.) *Updated January 2018*

In the event that there is no power due to a power outage Little Angels must comply with Ministry of Health Guidelines. We are legislated to close the centre after two hours of no power. In the event this happens prior to opening families will be called immediately to inform them of the status. If the power returns prior to 11:30am will reopen the centre to accommodate any families that will continue to require care. If power does not come back on prior to 11:30 am or shuts down after that time we will close the centre for the day. Families will be required to pick up their child. Full fees will still apply. Our Fergus location is equipped with a generator. Service should still continue in a power outage. In the event the generator does not work the above will still apply.

In the event there is a fire on premises the children will follow the fire evacuation procedure. Each procedure is posted in every classroom at the door. Families will be contacted as soon as possible. Full fees will still apply. Any other disruption of service on premises that may require Little Angels Development to close for the day, our main priority is the children. Parents will be contacted as soon as possible.

FOR SUBSIDIZED FAMILIES, ONLY:

Payment

From time to time parent fees may change. It is the parent's responsibility to ensure that they are current on their fees and their appointments. Subsidy may choose not to cover any daycare costs if parents do not get their required information in or miss the update meeting. In this case it is the parents' responsibility to cover any costs that may occur within this time or lose their child's spot for daycare. This also applies for children who are over in their sick days, vacation, or absent days. It is the parent's responsibility to ensure these days are paid for out of their own monies.

Hours of Care

Each family is allotted a certain amount of hours covered by subsidy. Refer to your individual hours that have been approved. Any time exceeding these hours a fee of \$2.00 every half an hour will apply.

Absent Days

A child will be entitled to 30 absent days per calendar year. This includes Statutory Holidays. A maximum of 15 consecutive days may be paid. If the child is absent longer than this approval must be given. If a child uses more than 30 approved absent days in a calendar year, it is the parent's responsibility to pay for this service. It is important to understand that the 15 consecutive absent days should be planned in advance, meaning that the family has requested this time off and has notified the program.

Sick Days (subsidized)

Sick Days are not considered as part of the maximum 30 absent days per year. Days missed due to medical appointments are all considered sick days. If a child is absent due to illness for 10 consecutive days, a doctor's note may be required.

- If a child is away for more than 4 weeks, this is considered a leave of absence and subsidy will not cover any absent days during this time.
- Child care subsidy will continue to give/pay 10 days' notice for a child who is leaving the program or reducing the level of care used
- If child is absent and does not return, 10 days' notice will be covered from first day of absence (15 days of absence will not be covered in this case)
- Doctor's notes continue to be needed after a child is sick for 10 consecutive days

Health and Wellness

Anaphylaxis Management

Little Angels Development Inc. will receive information from families about their child's allergy and/or dietary restrictions and communicate this with all Educators. Development of awareness, avoidance strategies, and emergency protocols are part of our Medical Emergency Plan. An Individual Action Plan is in place for each and every child with a known anaphylactic allergy or Medical Emergency. Procedures for avoidance including our **Outside Food policy**, hygiene and cross contamination procedures are in place to ensure the safety of children with known allergies.

Outside food

It is our policy to provide a safe environment for all children in our care. For this reason, no outside food is permitted. This is part of our established avoidance strategies. If you wish to provide a "treat", outside food must be approved by the Supervisor. All food must be labeled with the child's name on the container and the ingredients list provided. Any foods containing peanuts and or tree nuts will not be allowed in the centre.

Food and Diet Concerns

Where children have special food requests due to allergies, dietary restrictions, or preferences parents will review the menu plan and the menu recipes and let the Supervisor know what the allergy or preference concerns are throughout the meal plans. The Supervisor will then have a meeting with the cook, the classroom teachers for awareness of modifications to the menu plan for the individual child. Little Angels will assist in meal planning as much as possible.

Any food brought in from home must follow the Canada's Food Guide and be of a healthy nature. Name of the child and ingredient list must be on the packaging. Peanuts or Peanut Products will not be allowed. A list of all children and their allergies, preferences, and/or dietary restrictions shall be posted in each food preparation and serving area.

Medication Administration

Little Angels Development Inc. will only administer prescription medication, in the original container prescribed to that child by a doctor. Tylenol/Advil medication may be administered for medical reasons only on the written order of a doctor. Must have current weight from doctor and updated as needed. *****Cough and cold medication will not be administered*****. All medication must have your child's name clearly labeled on the container.

Parents must complete in full and sign the Medication Consent form to allow permission for an educator to administer medication. All non-emergency or non-life-threatening medications will be locked up. Medication for "Emergency/Life Threatening" use may be kept at the center on a continuous basis and will be placed in a safe place out of the reach of children but easily accessible to the teachers in the center.

Immunization

Please provide immunization information to Little Angels Development Inc. **Prior to the first day of attendance, and updates as required.**

Children attending licensed child care and licensed child care workers seeking exemptions from immunization for religious or conscientious reasons, or for medical reasons **must submit one of the Ministry of Education exemption forms** found on Ministry website.

- Statement of Conscience or Religious Belief– which must be signed by a Commissioner for Taking Affidavits.
- Statement of Medical Exemption – which must be signed by a healthcare provider and include their license or registration number.

Children Attending Licensed Child Care

Exemption forms are to be submitted to Public Health along with a completed *Immunization Information for Licensed Child Care Settings* form at the time of enrolment. A copy of both forms is to be kept on file at the child care centre for review by a Ministry of Education licensing officer. Please note that a new Ministry of Health and Long-Term Care exemption form under the *Immunization of School Pupils Act* will be required at the time of school entry.

Licensed Child Care Workers

Licensed child care workers seeking exemption from immunization are to submit a Ministry of Education exemption form to their employer which is kept on file at the child care centre for review by a Ministry of Education licensing officer.

Exemption forms from licensed child care workers are not collected by Public Health and do not need to be forwarded to Public Health.

If the disease causing the outbreak can be prevented by a vaccine affected by legislation (tetanus, diphtheria, polio, measles, mumps, rubella (German measles), meningococcal disease (meningitis) and pertussis (whooping cough), children who are not immunized or who have incomplete records will be excluded from attending the childcare program until the outbreak is over as determined by a Public Health Officer. Payment for care will continue regardless of the child not returning to Little Angels Development Inc. Families may choose to immunize at the time of an outbreak therefore care may continue as scheduled when proof of immunization has been given. (See immunization record in your enrollment package)

Illness

A child will be sent home if the following symptoms occur; a fever of over 100degrees, vomiting, 3 cases of loose stools, “running or gooping of the eyes”, or any other symptom that we feel may be contagious. This is a sign of an illness and we need to keep all of our children healthy. All children should be symptom free for a period of 24 hours before returning. If a child is on antibiotics they must have been treated with the medication for 24 hours before returning to the center.

Inclusion and Health Care Support

Every child registered at Little Angels Development Inc. is treated with dignity and respect regardless of their developmental, medical, and or dietary needs. When a child enters our program with any type of special need, it is staff, supervisor, director, parent, aid, and volunteers (“the team”) commitment to ensure that each child’s needs are met. If your child requires any type of accommodation please indicate this on the registration form or in writing.

Developmental Concerns

Children with any developmental needs, medical needs or concerns will follow the Playful Participation Module Set out by the County of Wellington and Inclusion Support Services. Support within licensed child care is supported by Growing Great Kids.

Where there may be concerns regarding a child’s development Little Angels Development Inc follows this process:

1. Educators speak to the Supervisor regarding the concerns.
2. Educator and/or Supervisor speak to the Parents. An ASQ is done on children on an observational and informal basis. Request parents to do an ASQ as well in the home.
3. Review the ASQs and all other tools to determine actual concerns or limitations.
4. Consents may be signed and the referral to Growing Great Kids will begin.

Outside Professionals Screening and Assessments

Little Angels Development Inc.’s Quality inclusive practices requires that children with special needs not be withdrawn from the classroom on an individual basis for assessments, screenings, or follow ups. Professionals coming into the center to do any type of assessments are to do this within the classroom using the inclusive model. From time to time a child may not be cooperative due to circumstances. Educators will be determine if they are able to assist the professional in the screening within the classroom as best possible. There may be times when the professionals may need to re-book as at Little Angels Development Inc. we feel that the classroom and the child are a whole.

Medical and Health Care Needs Policy

Created: July 2015

Updated: August 22, 2017

Every child registered at Little Angels Development Inc. is treated with dignity and respect regardless of their developmental, medical, and or dietary needs. When a child enters our program with any type of special need, it is staff, supervisor, director, parent, aid, and volunteers (“the team”) responsibility to ensure that each child’s needs are met. Parents will be required to document the concerns and explain in detail what the child will require.

“The team” will meet prior to registration to assess how to best accommodate the child and the family. Now, there will be training provided if necessary to “the team” to ensure that everyone is aware of the needs of the child. There will be written protocol (IMCP) to follow for all parties dealing with the child.

Purpose:

To ensure that each child registered at Little Angels Development Inc. with Medical and or Health Care Needs has an Individualized Medical Care Plan and that licensees take all necessary steps to support the child’s medical or health care need to ensure his or her inclusion in the program.

To review each IMCP with employees, students and volunteers to enable support for the child to participate in the child care program, and provide staff with all necessary information to deal with any medical situation pertaining to the child.

Process:

A child with medical or health care needs as defined as a child who has one or more chronic or acute medical conditions and he or she requires additional supports or accommodations.

An individualized Medical Care Plan must be developed in consultation with the parent of the child and any regulated professional involved in the child’s care who the parent believes should be consulted.

Little Angels Development Inc. will maintain the confidentiality of a child’s medical history including diagnosis. Sensitive or confidential medical information and detailed reports from medical professionals will not be included in the plan unless consent, in writing, has been given by the parent.

The individualized medical care plan for a child with medical needs must include the items listed in 39.1(3) a to e.

Where a child has an anaphylaxis allergy, an anaphylaxis plan will be developed, not an individual medical care plan. See the anaphylaxis policy.

The individualized medical care plans must be reviewed with staff, volunteers and students, and implemented and monitored for compliance and contraventions in accordance with the policies on monitoring compliances and contraventions.

Language Needs

Families who register and English is their second language Little Angels Development is flexible in meeting the family’s needs. If we have language barriers we try to accommodate families best we can. We may be able to change written English to the written language of the family. We encourage families to share their language with us so we can better understand the child and their family. This may be done in form of books, posters, cards etc. Families can bring in items from home to include diversity within the program and the centre as a whole.

Safety

Police Vulnerable Sector Check

All Educators are required to have a current Police Vulnerable Sector Check. This check must be within the past six months prior to first day of work. Educators must have a new search done every five years. Educators must sign a declaration of offense every year stating they have not committed an offense.

Other Professionals who are employed by or contracted with outside organizations must have completed background screening prior to interacting with children in our program.

Child Abuse and Neglect

Little Angels Development has developed policies and procedures to ensure a clear co-ordinated response to child protection issues. The Child and Family Services Amendment Act (Proclaimed March 31, 2000) states:

1. Responsibility to report a child in need of protection CFSA s.72(1)

If a person has reasonable grounds to suspect that a child is or may be in need of protection, the person must promptly report the suspicion and the information on which it is based to Family and Children’s Services.

2. Ongoing duty to report CFSA s.72(2)

The duty to report is an ongoing obligation. If a person has made a previous report about a child, and has additional reasonable grounds to suspect that a child is or may be in need of protection, that person must make a further report to Family and Children's Services.

3. Persons must report directly CFSA s72(3)

The person who has the reasonable grounds to suspect that a child may be in need of protection must make the report directly to Family and Children Services. The person must not rely on anyone else to report on his or her behalf. Volunteers or students therefore may be the person reporting the incident.

If Little Angel's Development Inc. has "reasonable grounds to suspect" a child is at risk, a report will be made to Family and Children's Services.

Parental Custody and Access

Parents may request that the center refrain from releasing their child to the child's other legal guardian. Should this request be made, a parent must obtain a copy of a written court order of custody and access and give this copy to the childcare supervisor. All staff will be made aware of the situation. In the event there is no court order, the centre cannot refrain from releasing the child to the other legal guardian.

Parent intoxication

In the event a parent/guardian or other authorized individual arrives intoxicated or otherwise impaired, or an educator suspects this, the following steps will be taken:

1. Staff will not release the child to the individual.
2. The staff will call a cab for the individual to take home by his or herself, at their own expense
3. If the individual refuses this offer and chooses to drive or refuses to leave, the police will be called and given the car's make, model and license plate number.
4. Regardless if appropriate arrangements can be made for someone else to pick up and care for the child or not, staff are legally required to contact Family and Children's Services for assistance.

In the event of an accident:

1. First aid applied as needed.
2. Parents contacted if needed.
3. Fill out the accident report form and sign. Review with the Supervisor.
4. Parents will be required to sign in acknowledgement of occurrence as well as a copy has been provided. If parents deny a copy of the report they must sign off the deny of report section on the accident form.

Human Bites

It is not uncommon for a young child to bite another person. There is often no injury or infection as a result; however, bites can break the skin and spread blood-borne diseases. In the case of a human bite the following steps will take place;

1. Assess the bite
2. Provide first aid
3. Notify the parents/guardians of both children
4. Be examined by a physician if the skin has been broken (see occurrences)
5. Document the incident in the child's health record.

Any occurrence is subject to a report. Less serious occurrences will be documented and reviewed with parents as needed.

Serious Accidents---Serious Occurrence

In the event of a more serious accident, parents will be notified immediately.

In the event of a medical emergency the following steps will take place;

- 1) Parent will be contacted explaining the situation and asking that the child be picked up immediately and taken to the hospital.
- 2) Arrange with the parent to contact the child's doctor.
- 3) If parent cannot be reached, or has difficulty coming in to the daycare, the emergency contact will be called. If the emergency contact is unavailable, the ambulance will be contacted to take the child directly to the hospital.
- 4) It is important that parents have an available emergency contact, staff are not permitted to accompany your child due to legislation.
- 5) A serious occurrence will be documented and sent to the Ministry and the County.

Serious Occurrence Notification Form Posting (updated May 22, 2018)

The Serious Occurrence Notification form will be posted at the front door by the licensing summary sheet, when an occurrence has happened it will be de-identified to protect privacy rights. Following, a submission of the Serious Occurrence Initial Notification Report to the ministry and within 24 hours of becoming aware of an occurrence. The serious occurrence notification form is updated as the licensee takes additional actions or investigations are completed. The Serious Occurrence Notification Form is posted for a minimum of 10 days. If the form is updated with additional information such as additional actions taken by the licensee, the form remains posted for 10 days from the date of the update. Little Angels is legislated to retain the form for at least three years from the date of the occurrence and make the forms available for current and prospective parents, licensing and municipal children's service staff upon request.

Supervision Policy for Volunteers and Students (updated May 22, 2018)

INTENT:

- Help support the safety of children while attending Little Angels Development childcare center.
- Provide direction to staff regarding the supervision of volunteers and students placement while at Little Angels.
- Ensure the wellbeing of every child is met and that every child who is in attendance at Little Angels Development is supervised by an adult over the age of 18 at all times.
- Give concrete direction and support to all staff, volunteers and students.
- Work in conjunction with the current policies and procedures set out by Little Angels Development and all policies encompassed in our Behaviour Management Policy.
- Early Childhood Educators within our centre work collaboratively with community partners, families and co-workers to provide safe, secure, healthy, and inviting learning environments for children and families.

PRE PLACEMENT REQUIREMENTS:

- Behavior management evaluation will be completed three months after start date and reviewed annually.
- Policies and Procedures reviewed annually, as well as prior to start date.
- Behavior Management policy and procedures are reviewed with all volunteers and students prior to the placement at Little Angels.
- An Individual action plan for children with anaphylaxis has been reviewed and known where posted in all classrooms and reviewed yearly.
- Emergency Procedures are reviewed prior to volunteering as well as where there are posted in all classrooms and reviewed yearly.
- Police Vulnerable Sector Check is required prior to starting.
- Immunization form is up to date prior to starting.
- Tetanus has been within the last 10 years.
- Volunteers and Students will be supervised by an employee at all times.
- Volunteers and Students are not permitted to be alone at anytime with a child.

Behaviour Support and Management

Techniques to support children's emotions

The Child Management Principles stated in this policy are intended to foster desired behaviour rather than focus on less desirable behaviour.

Some of the main techniques used by Little Angels Development Inc. include but are not limited to:

- *offer choices
- *recognize and praise positive behaviours
- * set limits, be consistent and flexible when needed
- *give direction, count 1,2,3...when I get to 3 this is what is going to happen....
- *encourage eye contact
- *be firm and fair
- *use words within the child's development stage to ensure understanding
- *bend down to the child's level
- *have the child repeat the directions
- *be sensitive to the child's needs
- *use I messages and active listening
- *encourage accountability
- *plan for positive outcomes
- *redirection
- *project a cheerful attitude
- *provide time alone to help regulate emotions and self-calm (this is child directed and not a time out)
- *do not reinforce negative behaviours
- *point out natural or logical consequences
- *encourage caring and empathy
- *promote discussions and problem solving.

Prohibited Practices *updated November 30, 2017*

Any practice based on negative control techniques are **not permitted** as part of Little Angels Development Inc.'s methods. Ontario Regulation 137/15 48 No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care, (a) corporal punishment of the child; (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent; (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures; (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth; (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or (f) inflicting any bodily harm on children including making children eat or drink against their will.

Support Plan

Each child at Little Angels Development is treated with respect, understanding and individuality. Every child is considered competent and capable, curious and rich in potential. Little Angels Development Inc. uses this view to help programs focus on the strengths of each child.

Regardless of child's capabilities; developmental, behavioural, social, etc. Little Angels Development uses documentation to help educators continue to learn about each child's unique abilities, characterizes and growth. This documentation is used to assist educators and share with parents to gain a deeper understanding of the child. This knowledge gained through documentation can help support programs and educators to create environments and experiences that best support the learning and development of each child and each program.

There is an up to date individualized support plan in place for each child with special needs who receives care at Little Angels Development. This plan includes;

- A description of how Little Angels Development supports the child to function and participate in a meaningful and purposeful way,
- A description of any supports or aids, or adaptations or other modifications to the physical, social and learning environment that are necessary to support the child,
- Instructions relating to the child's use of the supports or aids
- Instructions relating to the child's use of or interactions with the adapted or modified environment.

Any plans developed for a child will be in consultation with a parent of the child, the educator, the supervisor and any regulated professional who works with the child. All individuals who have participated in the development of the plan are listed in the document. A copy of the plan is signed and given to the parents and a copy is in the child's file as well in their binder.

Little Angels Development Inc. will continue to support, monitor, and update the support plan as needed. The program will be appropriate for the ages and developmental levels of the child receiving care. All programs developed are inclusive of all children.

Play and Nutrition

Outdoor Play

Legislation and just plain fun requires all children to be outdoors for a minimum of two hours a day depending on weather conditions. In the winter when the weather reaches the temperature of 10 degrees below 0, with a wind chill factor of 25km., children may stay indoors. In the summer if the weather is above 28 and has a humidex warning of 30 the children will remain indoors. Only at the discretion of the supervisor, it may be decided during other weather conditions that the children will remain indoors.

Excursion Permission (updated May 22, 2018)

I grant Little Angels Development Inc. permission from time to time, to have my child participate in excursions to places of interest on walks, picnics, or hikes as are scheduled or as children or program show an interest in the moment as part of the daily program.

Appropriate Attire during Outdoor play

During each season, it is important that your child is dressed appropriately for the weather. **Scarves are not permitted** due to choking hazard, therefore please ensure your child's neck and face is covered with something other than a scarf. Snow pants, splash pants, rain boots, winter and light jackets mitts toques are all important to bring to ensure your child is getting the best experience. Sunscreen and bug spray is provided by the parent. Please ensure your child has a hat for summer months.

Indoor Shoes

We ask you to bring a pair of indoor shoes with a tread on them. If possible choose shoes with treads that will not leave marks. These indoor shoes are to be worn when inside the school, and not to be worn outdoors. Flip flops are not permitted. Please ensure they have sturdy shoes for running and gross motor activities. When your child leaves for the day please ensure that you bring home their shoes and return them the next day or leave them in their cubby.

Labelling of Clothing

Please label all clothing, anything that your child wears or brings to daycare. Little Angels Development Inc. is not responsible for any lost or stolen items. Labeling your child's belongings will assist in putting children's items in the correct cubby.

Extra Clothing

Please ensure that your child has a change of clothes at Little Angels Development Inc. labeled in a bag. Clean underwear, socks, pants, sweater, (weather pending). If your child returns home with their new clothes, please bring back clean clothes for the following day. We ask that parents put all belongings in knapsacks, as this will help to keep all items together.

Dressing Attire

Your child will get messy!! Please ensure that you dress your child in clothes that are okay to get stains, or marks on them. We try to protect children's clothing when doing art and using paints, but sometimes even smocks miss protecting their clothing. We also encourage independence during eating times therefore children's clothing may become stained.

Home Toys or Items brought from home

Children may bring in comforting toys from home to help with the adjustment. Please ensure your child's name is clearly labeled on your child's toy. Toys that have a negative effect on the group or an element of fighting will be put in their cubbies to be brought home for the end of the day. We are not responsible for children's toys.

Play Ground Safety

The playground is checked on a daily basis prior to going outdoors. Our Playground facilities are debris free, The fences are secure and maintained to the highest standards. Ratio of Staff to children remains the same outdoors.

Sanitary Practices

All staff and children are required to wash hands before handling any food or drinks. All cots are changed, washed and disinfected after each use. Little Angels Development takes pride in ensuring our environment is clean and safe for our children this includes but is not limited to the sanitation of toys, cots, dishes, and facility.

Nutrition

Little Angels Development Inc. Follows the Canada's food guide in order to provide the best possible array of foods during our 2 snacks and lunch.

During the course of the day water is available as well as homogenized milk for toddlers and 2% milk for Preschool aged.

NUTRITIONAL REQUIREMENTS

Food Group	Amounts offered to each child
Milk and milk products	250 to 375 milliliters
Meat and alternates	30 to 60 grams
Bread and cereals	1 ½ to 2 ½ slices or 175 to 450 milliliters
Fruits and vegetables	2 to 2 ½ whole fruits or 250 to 300 milliliters

Water During the day

To ensure that your child has access to water throughout the day please provide a labeled leak free cup. We ask that you provide water only and take it home **daily** to be cleaned. Cups are not refrigerated during the day and milk or juice should not be left in the cups. We also have several allergies and cannot monitor what is in everyone's cups. If it is not water we will empty and refill with cold water.

Menu

Our menu may be requested at any time. Please inquire with your educator. We pride ourselves on nutritional home-made meals and strive to offer a variety of nutritious foods and encourage experimenting with new foods too! Menus are posted at the entrance. Our menus are regulated by The Ministry of Health and the Child Care and Early Years Act. All our meal plans have been approved by the local dietician in June of 2016. As long as approval is granted, we welcome favourite home recipes to incorporate into our plan.

Refusal of Foods

Little Angels Development Inc. will encourage the intake of food but will never force a child to eat. If you have concerns with your child's daily intake and consumption please let the educator know. Little Angels Development Inc. records daily intake to ensure adequate caloric consumption.

Safe Sleep and Supervision Policy

Sudden Infant Death Syndrome (SIDS) is the unexpected death of a seemingly healthy baby for whom no cause of death can be determined based on an autopsy, an investigation of the place where the infant died, and a review of the infant's medical history.

We believe that a safe sleep environment for infants helps lower the chances of an infant dying from SIDS, and that parents and educators can work together to provide a safe sleep environment. The Child Care and Early Years Act states, child care centres providing care for children that sleep on its premises and caring for infants 12 months of age or younger, are required to implement a safe sleep policy, share the safe sleep policy with parents/guardians, and participate in Safe Sleep and SIDS Risk Reduction. Little Angels Development Inc.) will implement the following safe sleep practices.

Safe Sleep Practices and Environment

1. All educators, students and volunteers caring for infants and children will review and our Safe Sleep Policy.
2. Infants will always be placed on their **backs to sleep**, unless there is a signed *Alternate Sleep Position Waiver*- Health Care Professional Recommendation signed by the child's doctor in the infant's file. A waiver notice will be posted at the infant's crib. Waivers will be retained in the children's file as long as they are enrolled and 3 years after their last day of care.
3. If an infant is able to roll from their backs to their stomach or side, it is not necessary to reposition them onto their backs. This is in accordance with the American Academy of Pediatrics (AAP) recommendations. Babies will receive adequate supervised awake tummy time.
4. Sleeping infants will be visually checked daily, every 15 minutes, by classroom educator. The sleep information will be recorded on a Sleep Chart. The Sleep Chart will be kept on file for one month after the reporting month. We will be especially alert to monitoring a sleeping infant during the first weeks the infant is in child care. We will check the infant for:
 - Normal skin color
 - Normal breathing by watching the rise and fall of the chest
 - His or her level of sleep
 - Signs of overheating: flushed skin color, increase in body temperature (touch the skin), and restlessness

5. Staff will reduce the risk of overheating by not over-dressing or over-wrapping the infants.
6. All parents/guardians of children cared for at Little Angels Development Inc. will receive a written copy of our Safe Sleep Policy before enrollment, will review the policy with staff, and sign a statement saying they received and reviewed the policy.
7. Infants' heads will not be covered with blankets or bedding. Infants' cribs will not be covered with blankets or bedding. We may use a sleep sack instead of a blanket.
8. No pillows, bumper pads, etc. will be used in cribs.
9. Toys and stuffed animals will be removed from the crib once the infant is sleeping.
10. Pacifiers will be allowed in infants' cribs while they sleep.
11. A safety-approved crib with a firm mattress will be used.
12. Amber necklaces and soother attachments will be removed prior to sleeping.
13. Each infant will sleep have his or her own crib. Cribs and sheets will be cleaned and disinfected after each change in use, if an illness is present and weekly.
14. Infants do not have a particular sleep schedule and will sleep based on their individual needs.
15. No smoking is permitted in the infant room or on the premises.
16. Bottles will not be permitted while infant is laying down in their crib.

Napping and Rest is an important part of child development. It helps children from becoming overtired and helps children regulate their emotions. Every child's napping needs are very individual.

Toddlers and Preschoolers (18 months to 5 years)

- Each child will find their own comfortable sleeping position during sleep or rest while ensuring such position does not present a danger to the child.
- During changeover of educators each educator will physically enter each area in which children are resting or sleeping to check breathing patterns and to ensure that no hazards are present.
- Upon any changes in sleep patterns a discussion with the parent will take place.
- Any adjustments or communication from parents relevant to child's sleep routine will be posted in the classroom on the sleep information chart.
- At no time will a child face be covered with a blanket. If a child covers their own face, educators will pull the blanket down to be able to properly supervise the child.
- Environment will be conducive to relaxation. Lights off (just enough to allow for proper supervision), quiet music in the background.
- Quiet experiences may be offered for those children that are unable to sleep.
- All cots labeled with child's name. All necklaces and attachments to clothing for soothers will be removed prior to sleep time.
- Only at the written request of a parent will a child's back not be rubbed. However, if a child is displaying the need for affection an educator will provide support, comfort and nurturing to meet the child's needs.
- A child will fall asleep if their body requires a rest. A child will be allowed an uninterrupted nap time according to the childcare's schedule.

Privacy and Confidentiality Policies

Privacy and Information

Our privacy policy applies to personal information about the children in our care, their parents/legal guardians, their siblings, and other individuals who are involved in their care and upbringing (collectively, "the children in our care and their families"). Little Angels Development Inc. respects privacy and has a longstanding commitment to protecting the personal information of the children in our care and their families.

For the purposes of this policy, "personal information" is defined as any identifiable information about the children in our care and their families, such as contact details, health information, living arrangements, background information, the child's personal characteristics and behavior styles, or opinions about a child.

Personal information is only collected, used and disclosed by Little Angels Development Inc. in accordance with this Privacy Policy and the legal obligations imposed by the Personal Information Protection and Electronic Documents Act (PIPEDA).

Why we collect your information

As the parent or legal guardian, when enrolling your child in our child care program, you are asked to provide certain pieces of information in order for us to provide you and your child with the best possible service. In addition to your contact details and the names and contact information of your family members, your child's file may include the following information; Living arrangements, Health information and special needs, Personal characteristics, skills and behavioural information, Previous childcare arrangements, incidents as recorded by our staff.

We collect personal information only for the following purposes:

- To identify the children in our care and their families;
- To monitor the health and well-being of the children in our care;
- To monitor developmental levels, skill acquisition and special needs of the children in our care;
- To establish a culturally sensitive and developmentally appropriate program for the children in our care;
- To understand the desires, concerns and opinions of the children in our care and their families;
- To establish and maintain good relationships with the children in our care and their families;
 - To provide the responsible child care services expected of a licensed childcare program to the children in our care and their families
 - To manage and enhance our business and operations; and
 - To meet legal and regulatory requirements, such as those contained in the Day Nurseries Act and its associated Regulations.

Little Angels Development Inc. never collects more personal information than is needed to fulfill these purposes, unless you have consented to such collection.

When and to whom is my information shared?

We will make sure that any required disclosures of personal information are made on a “need to know”, and where applicable, on a confidential basis, and in accordance with the provisions of the Child Care and Early Years Act and its associated Regulations. Personal information is never traded, sold or leased by us to any external companies. We may disclose personal information to:

- Our affiliates, partners, independent contractors, directors, therapists, consultants, volunteers, co-op students; educational or regulatory observers; and other service providers (collectively “Representatives”) on an as-needed basis in order for them to assist us in managing, providing or evaluating our child care services and program;
- An agent of a public authority (such as the Children's Aid Society) if, in our reasonable judgment, it appears that there is imminent danger to life or property which could be avoided or minimized by the disclosure of the information;
- A third party with whom we are negotiating in order for them to take over some or all of our services and/or other activities;
- A third party where the individual (or his/her parent/legal guardian) has consented to such disclosure; or
- A third party where such disclosure is required or permitted by law.

When sharing personal information with our Representatives, we release limited information as required for the function that will be performed by the Representative on our behalf. We also ensure that every contract we enter into with a Representative clearly outlines the Representative's obligation to protect personal information and only use the information for the purpose(s) for which it is being provided.

Examples of the Representatives that Little Angels Development Inc. may share your limited personal information with include:

- Professionals who can assist us in caring for the physical, emotional, social and/or intellectual well-being and/or safety of the children in our care; or
- Entities that assist us with general administration, including debt collection and fundraising activities; or
- Organizations that can provide products or services to the children in our care or their families to enhance our program.

Note that whenever practical, Little Angels Development Inc. discloses de-identified information as opposed to personal information.

Have you consented?

Having read this policy and by enrolling your child in our child care program and providing us with the personal information requested, you consent to the collection, use and disclosure of your personal information as specified herein. If Little Angels Development Inc. will be using or disclosing personal information for purposes that have not been stated in this policy and that we do not feel are obvious to you, we will first obtain your express consent. We may imply your consent if we feel we are using your personal information for purposes that are obvious to you. For example, if you tell us that your child has a food allergy, we may not seek your express consent before providing this information to our kitchen staff. You may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. You may contact us for more information regarding the implications of withdrawing consent.

In certain circumstances, personal information can be collected, used or disclosed without the knowledge and consent of the individual (or his/her parents/legal guardian). For example:

- If it is clearly in the interests of the individual and consent cannot be obtained in a timely way, such as when the individual is seriously ill or mentally incapacitated;
- If seeking the consent might defeat the purpose for collecting the information, such as in the context of an investigation of a breach of an agreement or a contravention of a federal or provincial law; or
- If there is an emergency where the life, health or security of an individual is threatened.

How long is your information retained?

We retain personal information only as long as it remains necessary or relevant for the identified purposes, and in accordance with legal requirements. Therefore, we will retain your child's file as long as your child is enrolled in our childcare program and for a two-year period of time thereafter. Depending upon the circumstances, where personal information has been used to make a decision about an individual, we will retain the information for a period of time that is reasonably sufficient to allow for access by that individual (or his/her parent/legal guardian). Little Angels Development Inc. retains and securely destroys personal information in accordance with our internal record retention policy. Our retention policy takes into account the retention requirements for financial and insurance records, the statutes of limitation relevant to injuries that occur while children are in our care, as well as the requirements of the Day Nurseries Act and its associated Regulations.

How we keep your information secure

We have procedures and policies in place to ensure that personal information, in both paper and electronic format, are protected against the risk of loss, theft, unauthorized access, disclosure, copying, modification or destruction. For example, we have the following safeguards in place:

- Access to our facility is monitored by a doorbell system.
- Filing cabinets containing personal information are located in an office only accessible to the director and the supervisors of our child care program. The filing cabinets are locked after hours.
- Access to electronic files is limited on a need-to-know basis depending on job function.
- Paper records containing personal information that are no longer needed are securely shredded.
- Staff training on the importance of privacy and security is undertaken regularly.

Can I access my personal information?

Little Angels Development Inc. relies on the information provided by you when enrolling your child in our child care program. You may at any time make a written request for access to your or your child's personal information using our "Access to Personal Information Form". Personal information will be provided in an understandable form within a reasonable time and at minimum or no cost to the individual.

However, in certain situations we may not be able to provide access to all of the personal information we hold about an individual (or his/her child), as there are numerous exceptions to the access principle under PIPEDA. For example, we cannot provide access to personal information about another individual if they have not consented, or to information that could reasonably be expected to threaten the life or security of another individual. Also, we cannot provide access to information that was generated in the course of a formal dispute resolution process. If we are unable to provide you with all the information contained in your child's file, we will let you know.

Little Angels Development Inc. strives to maintain accurate records of your personal information; however, this cannot be achieved without your help. In this ongoing effort, we ask you to provide us with up-to-date information. Let us know of any personal information you have given to us in the past that is incomplete, inaccurate, or no longer relevant or of any new

issues or information that will help us in caring for your child. If you feel a record in your child's file is inaccurate or incomplete, and we agree with your assessment, we will promptly correct or complete the information. Any unresolved differences as to accuracy or completeness will be noted in the file.

Questions or concerns

Little Angels Development Inc. takes full responsibility for the management, confidentiality and protection of the personal information we collect, use and disclose. If you have any concerns about this policy, or feel that Little Angels Development Inc. is not abiding by it, please write to our

Privacy Officer C/O Little Angels Development Inc.

10 Sideroad 18

Fergus, Ontario N1M 2W3

Code of conduct

Little Angels Development Inc. Childcare Code of Conduct applies to all individuals involved in our centres and community including parents or guardians, volunteers, educators, community representatives, visitors, and/or other professionals.

These standards apply whether they are on centre property or at centre-sponsored events and activities.

All members of the Little Angels Development Inc.'s community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or other grounds protected by Ontario's Human Rights Code.

All adult members have the responsibility to act as models of good behavior. Foul language (swearing, name-calling, shouting,) is not permitted. Individuals engaging in such behavior will be asked to leave the premises immediately.

Harassment of any kind towards a child, parent or educator will result in immediate intervention up to and including the family's expulsion from programming and/or police intervention. Behaviour includes but is not limited to harassment or intimidation by written note, email, social media, words, gestures and/or body language.

Weapons strictly prohibited on property or at centre functions.

Alcohol and illicit drugs are prohibited on property or at centre sponsored events. Anyone who appears to be under the influence of alcohol or drugs prescription or otherwise while on property will be asked to leave.– Please see Intoxication Policy.

The privacy and confidentiality of our parents, guardians, educators, visitors, other professionals, volunteers and students is important to us. No misuse of information will be tolerated.

Gossip and public criticism are unacceptable behaviour. There should be no discussion of concerns with other parents in the centre hallways, the parking lot or via electronic mediums such as Facebook, Myspace, personal blog sites or other forms of electronic information sharing. Any concerns related to programming, staff and/or other parents can be addressed to our Director for immediate resolution.

Pictures taken by parents at the centre or during centre events are for private use only. These pictures cannot be posted in on-line photo albums or social media outlets.

All parents, guardians, and community representatives are to respect the personal space of all children. Children should not be picked up, hugged, disciplined by anyone other than the child's own parent, or our educators. This code of conduct shall be signed by any adult involved in your child's experience at Little Angels Development Inc.

Parent Issues and Concerns Policy and Procedures

Date Policy and Procedures Established: July 6, 2017

Date Policy and Procedures Updated: November 6, 2017

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Policy General

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

All issues and concerns raised by parents/guardians are taken seriously by Little Angels Development Director, Supervisors and Educators and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within two business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

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

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Tina Oakes/Owner .

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

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

Contacts: Tina Oakes/Owner, Supervisor at Fergus, Stacy Cowan/Supervisor at Elora, Seandel Brown/Program and Quality Support Fergus. The County of Wellington Children's Early Years Division 519-837-3620 x3095 or childcareinquiries@wellington.ca, College of ECE, Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly or - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within two business days. Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern;
General, Centre- or Operations-Related E.g: staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the supervisor or licensee. 	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Staff, Student/Volunteer, Supervisor, and/or Licensee-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student - the individual directly or <ul style="list-style-type: none"> - the supervisor or licensee. All issues or concerns about the conduct of staff, volunteer, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	<ul style="list-style-type: none"> - the details of the issue/concern; and any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Emergency Management Policy and Procedures

Date Policy and Procedures Established: August 29, 2017 Date Policy and Procedures Updated:

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. This procedure sets out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible. The supervisor or the designate will notify parents of the emergency, evacuation and the location to pick up their children by telephone. If possible, an updated message will be put on voicemail to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.


Inclusion Support Services

Dear Parents,

Inclusion Support Services is part of the **Growing Great Kids System of Care**.

The System of Care is for children 0-6 years of age in Guelph and Wellington County.

Inclusion Support Services is a group of consultants from different agencies. Consultants work with families and child care staff when children need extra help with their development. Everyone works as a team to help children develop skills and succeed in their child care program.

Your child care program has an **Inclusion Team**. Members of the team are:

□ the Child Care Supervisor and Child Care Staff

□ Consultants from **Inclusion Support Services**

Consultants visit the child care program. You will see them playing and working with children.

Inclusion Support Services that work in your child care program:

These consultants from: Occupational Therapist	Kids Ability Centre for Child Development	helps with: self care, daily routines, senses, attention, feeding, hand skills, play, social skills
Physiotherapist	Kids Ability Centre for Child Development	helps with: movement, balance, coordination, motor planning, sitting, crawling, walking, jumping, using a ball
Speech Language Pathologist	Wee Talk Preschool Speech and Language Services	helps with: speaking, understanding language, stuttering, interacting
Social Development Consultant	Canadian Mental Health Association	helps with: social skills, emotions, behaviour
Early Childhood Resource Consultant	Canadian Mental Health Association	helps when: there are difficulties in more than one area of development
<i>Parent Letter about Inclusion Support Services May 1, 2016</i>		