



# Client Handbook

## Program Statement

Clarkson Angels aims to build a sense of belonging amongst our families, staff and community by providing nurturing environments and experiences. We support the development of children through Ontario's Pedagogy for the Early Years: How Does Learning Happen? Our curriculum is tailored to enhance the foundation of each child's sense of belonging, well-being, engagement, and expression, viewing children as competent, capable, curious, and rich in potential.

Clarkson Angels is committed to allowing children to develop a sense of self as we promote all forms of communication and expression.

How Does Learning Happen? sets out goals for children and expectations for programs, organized around four foundations that are central to children's learning and growth. They are not meant to measure children's development but rather to guide practice.

Foundations	Goals for Children	Expectations for Programs
Belonging	Every child has a sense of belonging when he or she is connected to hers and contributes to their world	Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults and the world around them.
Well-Being	Every child is developing a sense of self, health, and well-being	Early childhood programs further children's healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with body, mind, and senses.	Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play and inquiry.
Expression	Every child is a capable communicator who expresses himself or herself in many ways.	Early childhood programs foster communication and expression in all forms.

### **Our Philosophy & Program**

At Clarkson Angels, our Early Childhood Educators & staff connect with children by being **respectful, sensitive, kind and patient**. By staff modelling positive interactions we can help guide children in developing positive attitudes towards different backgrounds, cultures, and the abilities of others. In this way, staff show children that they expect them to treat others with respect and fairness. When staff use calm and friendly voices and support each other, they contribute to creating a positive environment for the centre. It is in this environment that children feel safe communicating their needs and wants, to develop relationships and to explore their environment.

Children are **respected as individuals**. By building in their abilities, interests, cultures, and experiences, it allows them to initiate positive interactions and activities. By communicating with children and taking into consideration any additional needs or supports children may require, staff can respond positively and appropriately to their needs. Children are given feedback and encouragement throughout the day. Staff also assist children in learning from their challenges by using resources both within and outside of the classroom.

Clarkson Angels encourages children to interact and communicate in a positive way. Staff support their ability to self-regulate by modelling positive behaviour, problem solving and promoting healthy relationships. Clarkson Angels recognizes that each child is diverse and unique, and staff look and listen to each child from an individual perspective. Staff are in tune with children's individual cues so that they can predict situations to help limit stressors and to support children's abilities to self-regulate.

Children are taught about different emotions in both **planned and spontaneous interactions**. Staff support children's emotions by asking how they are feeling and help them to understand and acknowledge emotions, rather than telling them what to feel. Children can communicate and express their emotions in a myriad of ways throughout the day, such as painting, writing and/or telling stories, singing, dancing, drawing, engaging in dramatic play, sensory, and gross motor.

Clarkson Angels **fosters exploration and inquiry** that is play based. Evidence from diverse fields of study supports the notion that when children are playing, they are learning. Our staff of Registered Early Childhood Educators and Certified Teachers maintain an ongoing stimulating, age-appropriate program/curriculum for each age group. The unique curriculum provides unlimited opportunities for the development of each child. In the classroom and on the playground, age-appropriate concepts are integrated into all aspects of play. Through exploration, games, daily social interactions and providing children with activities that parallel their developmental needs and abilities, learning occurs naturally. To enhance our programming, classrooms may participate in activities not on Clarkson Angels premises. This includes but is not limited to field trips, the library, neighbourhood walks, and the Kongquest Taekwondo Program. Parents/guardians will be given prior notification, and permission will be obtained prior to children participating in any offsite activities.

Our programming is based on the **children's interests and the environment** is prepared and reflective of this. Classrooms are set up to support child initiated independent play. We believe that children are competent and capable, so materials are made available and easily accessible throughout the classroom. Children have access to a wide range of materials such as crayons, markers, chalk, bingo dabbers, glue, scissors, paper, books, dress up clothes, dramatic play, magnifying glasses, timers, scales, bowling pins, dolls,

cars, blocks, beads, lacing boards, puppets, balls, sensory bins etc. Children are encouraged to use these items in ways that make sense to them. Children's work and creations are displayed throughout the Centre so children, families, and staff can see what activities they are interested and engaged in while at Clarkson Angels.

During play, teachers interact with the children by **asking open ended questions**, allowing children to take the lead and extend their learning. It is through these interactions that the teachers observe the children's interests and help to plan future activities.

We recognize that children are individuals, so the environment is set up in ways to help **support their development**. Activities can and will be adapted to the developmental level and needs of each child. In the classroom, bins are labelled with both words and pictures. There are a variety of resources and items for children to use for all areas of development. Teachers use visual aids to engage all the children. Sign language is used in our infant and toddler rooms to communicate with children who are not yet verbal.

Clarkson Angels provides **child initiated and adult supported experiences** to foster development. Programs are posted in each classroom with a variety of educator planned activities that can be adapted each week based on the children's interests. There are times throughout the day where the child takes the lead in planning an activity and times when the teachers build on previous observations to implement activities that support each child to stretch his or her skills. These can be seen through both planned and spontaneous interactions throughout the day. Child initiated activities can also be extended into adult supported experiences and added into the program throughout the week.

Clarkson Angels plans for and creates **positive learning environments** and experiences in which each child's learning and development is supported. We employ an enthusiastic, creative, and dedicated team that provide and promote diverse activities, experiences, and materials in an appealing manner. Classrooms are clean and organized and set up in a way that is inviting and fun. Children are encouraged to be a part of the classroom, taking roles in cleaning, and putting away toys, helping to instil pride in their room and some responsibility for its care, this helps develop useful life skills.

Staff work through a **comprehensive development checklist** and are able to provide parents with reports on their children's development. This allows for both parents and staff to determine each child's needs and abilities as well as what skills need to be worked on and further developed in the future. Staff are able to adjust and alter lessons and experiences to suit each child's individual needs and developmental levels.

Clarkson Angels incorporates a range of different experience modalities including indoor and outdoor play, active play, quiet play, rest, and quiet time while considering the individual needs of children. All activities, **both indoor and outdoor**, are developmentally appropriate and allow children to participate and can be modified for children with varying abilities. Children are asked open ended questions about their surroundings and environment to encourage and promote learning, development, and observational skills across various subjects.

We incorporate outdoor play into our program plans daily, and allocate two hours a day, weather permitting. Outdoor play encourages exercise, mobility, social, emotional, cognitive, and gross motor development. Children have the opportunity to participate in

free play as well as organized activities while outdoors. This promotes well-being and belonging amongst the children. Clarkson Angels takes into consideration **the individual needs of each child** by providing rest areas outdoors for children who may need it. We provide a variety of toys including, bikes, ride on cars, balancing games, hula hoops, chalk, balls, nets, pylons, parachutes, cars, shovels, blocks etc. Indoor gross motor activities will be done when the weather prevents the children from engaging in outdoor play.

In accordance with the CCEYA regulations, toddlers, preschoolers, and kindergarten children are offered a **rest/sleep period** for no more than two hours per day. We follow and support children's individual cues, therefore sleep times may vary between the hours of 12:00pm-2:30pm. Infants rest and sleep based on their own individual schedules. Individual needs are taken into consideration by allowing children to read books or engage in quiet activities when they are unable to sleep.

Families are a pivotal element to their child's success. At Clarkson Angels we provide an **open-door policy**. Parents are welcome to stop by or call anytime. Parents are also encouraged to suggest ideas or voice concerns that would continue to make Clarkson Angels a safe and comfortable environment for the children. Clarkson Angels fosters the **engagement of an on-going communication** with parents about the program and their children in numerous ways throughout the day. This can be either planned or informal opportunities to share ideas. At drop off, staff ask parents about the child's night, morning, behaviour, and overall well-being, this allows staff to know what to expect and can adjust the program accordingly within reason. Updates are provided at the end of the day, and daily logs are completed on our parent-teacher app in our infant and toddler rooms. Parents can also read our website, postings in the parent-teacher app, and centre bulletin boards and calendars for additional information regarding their child's classroom and the centre. Any suggestions and ideas can be made in person to the supervisor, through phone or email, or written in our suggestions box located in the front vestibule of each centre.

### **Community Partners**

Clarkson Angels welcomes **local community partners** and allows those partners to engage with the children, their families, and staff to support a collaborative environment and relationship with the community. A community board is at the front of each centre where community members, parents, or caregivers can share their business card/poster (upon permission from the Director) to help other parents find businesses and resources in the community.

Field trips for our school age camp program are considered locally to help children and families learn about and support the businesses within Clarkson, Mississauga, and **promote a positive ongoing relationship**. If provided, flyers or business cards for these establishments can be placed in the front vestibule or sent home with parents to further develop the relationship.

### **Facility Accommodations & Programs**

Clarkson Angels has two (2) locations on Clarkson Road North. Our North location offers an infant, toddler, preschool and before & after school-age program for White Oaks Public School. The South location offers toddler, preschool, kinder and before & after school-age program for St. Christopher Catholic School. The Centres are open from **7 am -6 pm, Monday through Friday** and are **closed on all Statutory & Civic holidays**. Clarkson Angels provides a variety of **full time, part time, half day and flex care**

**programs.** We also provide March Break/Winter Break and Summer Camps.

Clarkson Angels recognizes our educators as professionals and supports their ongoing professional learning in providing children and families access to high-quality childcare and education. Clarkson Angels participates in all **Professional Development Days** provided by the Region of Peel and will be closed on the days accordingly. These closure dates will be given to families in advance once they are released to us.

Our **North location** has a 3500 sq. ft. facility to accommodate the following children:

Infant Room (Birth - 18 months)	9 Infants
Toddler Room (18 - 30 months)	10 Toddlers
Preschool Room (2.5 – 5 years)	15 Preschoolers
OR Kindergarten (3.8 - 5 years)	10 Kinders
Before & After School (6 - 12 years)	29 School Age

Our **South location** has a 6000 sq. ft. facility to accommodate the following children:

Toddler Room (18 - 30 months)	30 Toddlers
Preschool Room (2.5 – 5 years)	24 Preschoolers
Kindergarten (3.8 - 5 years)	26 Kinders
School Age Room (6—12 years)	12 School Age

**Fees**

**Pre-authorized withdrawals** will be made bi-weekly on alternating Mondays. Parents are required to complete the pre-authorized information page in the registration package along with sending banking information **AND** attach a VOID cheque for automatic withdrawals. Please check the payment schedule for withdrawal dates. Base-fee payment is still required if your child is absent, sick or on vacation. If payment is not received, within 10 days, services will be suspended until payment is made in full. Should suspension occur, your child's space may be re-assigned. NSF fees (non-base fees) will be added to your account as necessary (\$30 late charge + \$35 NFS charge = \$65. The Supervisor must be notified in writing a minimum of **FOUR** weeks prior to the withdrawal of a child or payment in lieu of. **Clarkson Angels has a subsidy agreement with the Region of Peel and has opted into the Canada Wide Early Learning & Child Care Program. (CWELCC)**

**Current Base Fees**

<b>Full Day Programs</b>	<b>5 Days</b>			<b>3 Days</b>			<b>2 Days</b>		
	<b>Daily Rate</b>	<b>Weekly Rate</b>	<b>Bi-Weekly Rate</b>	<b>Daily Rate</b>	<b>Weekly Rate</b>	<b>Bi-Weekly Rate</b>	<b>Daily Rate</b>	<b>Weekly Rate</b>	<b>Bi-Weekly Rate</b>
Infant (6 weeks – 18m)	\$42.53	\$212.63	\$425.25	\$46.78	\$140.33	\$280.67	\$49.61	\$99.23	\$198.45
Toddler (18m-2.5 yrs)	\$33.08	\$165.38	\$330.75	\$35.44	\$106.31	\$212.63	\$38.75	\$77.49	\$154.98
Preschool (2.5-4 yrs)	\$30.71	\$153.56	\$307.13	\$33.08	\$99.23	\$198.45	\$35.91	\$71.82	\$143.64
Kindergarten (4-5yrs) Full Day	\$30.71	\$153.56	\$307.13	\$33.08	\$99.23	\$198.45	\$35.91	\$71.82	\$143.64
Half Day	Toddler \$18.90 including lunch			Preschool / Kinder - \$16.54 including lunch					
B & A Kinder (4-5 yrs)	\$18.99	\$94.98	\$189.95	Includes full days for - PD Days, Winter Break & March Break Summer Program is based on a weekly sign up and paid weekly					
B & A School (6-12 yrs)	\$30	\$150	\$300	Includes full days for - PD Days, Winter Break & March Break Summer Program is based on a weekly sign up and paid weekly					

There is a one-time NON-REFUNDABLE registration base fee of **\$125.00** per child.

Should your child not start on the scheduled start date, charges will incur unless alternate arrangements have been made.

**Tax receipts** will be issued yearly via the parent/teacher app (no later than February 28<sup>th</sup>). Lost, misplaced, or duplicated tax receipts are \$25 per receipt (non-base fee).

### **Waitlist Policy**

Clarkson Angels requires NO **waitlist fee** to be placed on the Waitlist. Children are placed on a waitlist according to when care is required. The following are the steps taken:

- Families are placed on a confidential waitlist when there is not a current opening available for their child.
- Once an opening becomes available, families on our waitlist will be contacted according to the date of application.
- Priority is given to siblings of children already enrolled and to children who are enrolled and will be graduating to the next class. Families who have requested schedules that fit the available opening will also have priority.
- Families will be given the date of application as a reference, should they require to see the actual waitlist. The list is kept confidential and in the office.
- Families who do not reply within a week will be removed from the waitlist.

### **Registration**

Clarkson Angels requires your **child's registration** package to be fully completed in order to complete the enrolment process. It is the parent's/guardian's responsibility to ensure that all information is accurate and up to date. Parents/Guardians are responsible for providing **Up-To-Date Immunization Records**. A signed health form noting the date and type of immunization administered is required. If you have chosen not to immunize your child, a signed affidavit exemption form must be provided with your registration forms. All information is confidential and is property of Clarkson Angels.

### **Transitions**

If required, a **transition period is provided for new children** starting at the centre. Depending on the family's availability and space within the classroom, the transition period will take place one week prior to the start date. Generally, the transition period begins with a couple hours on the first day, so the child has a chance to get to know the teachers, the classroom, as well as the other children. The duration of the visits will extend each day, with the goal being a full day on the last day of transition.

### **Pick Up & Drop Off**

**For pick up and drop off** in the early morning and late evening, the children may gather (FOR NORTH infants excepted) into one classroom as teachers arrive and leave for the day. It is recommended that you arrive to Centre by 5:55 pm to ensure that you and your child have enough time to dress and collect all personal belongings. This also allows staff enough time to prepare the Centre for closing by 6:00pm. Parents/Guardians **MUST** drop their child off in the classroom and ensure that an educator sees the child in order for them to be signed in for attendance as well as when leaving the playground or classroom. Please contact the centre via phone, email, or parent app to inform staff if your **child will be absent** or if your child will be dropped off or picked up by someone else other than the assigned adult. The Child Care & Early Years Act states that a designated third party be named on the registration forms if a parent cannot be reached to pick up your child. Please note, **PHOTO** identification will be required when the designated person arrives to pick up the child. **Late pick up fees** are charged when children are picked up after 6:00pm. \$5.00 (non-base fee) for every minute will be added to your account and processed along with your fees.

Children will not be released to anyone under the age of 18 unless arrangements have been made with the Supervisor.

### **Attire and Possessions**

Children should be **dressed in casual, comfortable clothing** that allows for exploration and play with materials such as paint, goop, soil, and other various “messy” materials. Please label **ALL** items with your child's first and last name. Clarkson Angels will not be held responsible for lost items. The Centre will keep personal items for up to 15 days after the last eligible day of care. One reminder will be sent out, and if items have not been picked up, we will donate/dispose of those items.

Please be sure your child(ren) always have extra clothing **including socks** at the centre.

### **Recommended Attire for Each Season:**

**Winter:** Hat, gloves, neck warmer, snow pants, winter coat, and insulated boots  
(Scarves are not recommended)

**Fall:** Hat, splash pants, coat, and boots or shoes

**Spring:** Hat, splash pants, raincoat, rain boots, and running shoes

**Summer:** Hat, light coat, rain boots, running shoes (open sandals are not recommended for safety and sanitary reasons), sunscreen, swimsuit, and towels

**INDOOR SHOES ARE REQUIRED FOR ALL SEASONS.**

### **Sunscreen**

To ensure your child is able to participate in all aspects of our outdoor program, the children are encouraged to wear sunscreen. It is recommended that sunscreen is applied 1/2 hour - 1 hour before arriving at the Centre. Staff will re-apply sunscreen for afternoon outdoor play. **To avoid skin irritations, please supply and label your own sunscreen.**

We ask that your child only bring **toys on show and share** days and other special event days. Your child may bring a blanket and a soft toy for rest times.

### **Nutrition**

Clarkson Angels believes that **excellent nutrition** is essential for growth and development in early childhood. Clarkson Angels provides a **well-balanced menu** which follows Canada's Food Guide and the Heart and Stroke Health Check program. We have carefully selected Yummy Catering as our choice to provide children with a variety of delicious and nutritious home-style meals. Children are exposed to an engaging and educational eating environment by self-serving, which allows children to be aware of serving sizes, making choices, and learning self-help skills. Our teachers sit with the children during mealtime, use positive language and involve the children in open-ended discussions about healthy eating. This allows the children to practice language development and supports a **positive attitude about food and nutrition**. Weekly menus are posted and planned for each season, always including 2-4 food groups. Children are encouraged to try new foods but are never forced to eat. Both children and staff wash hands frequently throughout various points in the day, including but not limited to, before and after meals, after outdoor play and during toileting and diaper routines.

Our on-site kitchen staff members are Certified Food Handlers and strictly adhere to Clarkson Angels Health and Safety Policies. In addition, they are thoroughly trained in all **food allergies** within the centre. Teachers follow health and safety guidelines set out by Peel Children Services, Region of Peel Health Department, and the Ministry of Education.

### **Snack & Lunch:**

Children in attendance for the below times will receive morning snack, lunch, and afternoon snack.

**AM SNACK      7:30 AM - 8:30 AM**  
**LUNCH            11:30 AM - 12:30 PM**  
**PM SNACK      3:00 PM - 4:00 PM**

**(Time may be later in the Fall/Winter based on the outside schedule)**

**\*The Infant room (NORTH LOCATION) is offered lunch from 11:00AM – 12:00PM and is based on each child's individual needs so timing may vary.**

Please note that non-nutritious foods are discouraged, however, special arrangements can be made for birthdays and celebrations. **See staff before bringing in treats due to severe allergies.**

### **Food Allergies & Anaphylaxis**

Clarkson Angels strives to be a **peanut and tree-nut free environment** and ask that Parents refrain from sending children with any outside food, including unfinished breakfast or snacks, unless otherwise discussed with Director. If the Centre is unable to meet the needs of the child, arrangements may be made for parents to bring food. Such food will be prepared as per parent instructions, labelled with the child's first and last name and date the food arrived. Parents must provide all ingredients and the Centre will ensure it is to be kept safely in the refrigerator away from Centre food. There are both staff and children with **life-threatening allergies (anaphylaxis)**. Eating or touching these foods, even in trace amounts, may cause a severe reaction that can lead to death. Staff will ensure appropriate supervision is taken in order for children not to exchange or share food.

Parents/guardians are responsible to ensure the centre is aware of their child's allergies and/or dietary restrictions. Information on each **child's allergy** will be kept on file in the office, in the kitchen and posted on the wall in each classroom. A recent photograph is posted on each child's **Anaphylaxis Emergency Plan** in each classroom and kitchen. The medication (EPI-PEN) and/or Benadryl must always be with the child. The medication will be kept in a labelled pouch in a designated spot in the classroom, attached to the backpack or with the specific child. This pouch or backpack will be kept out of reach of the children. If a secondary Epi-Pen is required, Clarkson Angels will follow the anaphylaxis emergency plan. All staff are trained on anaphylaxis procedures through First Aid training by a certified trainer as well as parents of child with the allergy. breast milk, formula, cereal, and infant food will be allowed to ensure infants & toddlers individual needs are met.

### **Health & Safety**

Clarkson Angels provides a **clean, safe and child friendly environment**. Our materials and rooms are organized creating a welcoming and engaging environment for children and their families. Our toys, equipment and furniture are cleaned, sanitized, and inspected regularly. These items are age-appropriate for each classroom and the development of all the children in each program. We adhere to and often exceed the recommended requirements by the Ministry of Education and the Ministry of Health.

**SMOKING & Vaping is PROHIBITED on the premises of Clarkson Angels, including the parking lot.**



## **Illnesses**

Children should **remain at home if they have the following symptoms:**

- \* Fever- if a temperature remains above 38 C/100.4 F
  - \* Consistent eye/nose draining
  - \* Vomiting (**Ministry of Health requires children to be symptom free for 48 hrs**)
  - \* Skin irritations such as rashes, bumps that are undiagnosed and may be contagious
  - \* Diarrhea (**Ministry of Health requires children to be symptom free for 48 hrs**)
  - \* Other illnesses according to the Ministry of Health. **Exclusion periods vary for all illnesses.**
- If you are unclear on whether your child should attend, please contact the office for clarification.

Please be advised that in the event your child experiences any of the above symptoms or contracts any of the above illnesses **OR** is absent for more than 2-3 days, a doctor's note may be required, and full treatment has to have been provided to allow clearance for the child to return to the centre. The health policy at Clarkson Angels is in place to assist in minimizing the stress of illness for everyone and avoiding a serious outbreak.

## **Medications**

Staff can administer prescription and non-prescription medicines. Along with the medical form, parents will be required to sign the medicine log in their child's classroom should the medication be required for over a week. **ALL Medicine MUST be provided in its original container with the prescription label bearing the child's name (for prescribed items).** If not, we will be unable to accept or administer the medication.

## **Individual Medical Emergency Plan**

An '**Individual Medical Emergency Plan**' with instructions must be completed and signed by parents of any child who has one or more acute or chronic medical conditions such that he or she requires additional support, accommodations, or assistance. We request the completion of the Individual Emergency Medical Plan & Medication Form to allow us to administer any applicable medication the Parent or Doctor:

\*\*Emergency procedures specific for each affected child are to be posted in all classrooms, the kitchen and in the staff room along with a recent photograph of the child.

## **Attendances**

An attendance is kept in each classroom to log children who are **signed in and out** of the centre each day. To always ensure the safety and well-being of the children, children are only **supervised** by staff and employees of Clarkson Angels. Under no circumstances will direct unsupervised access be granted to anyone under the age of 18 years old. Placement students and volunteers are not counted in staffing ratios.

## **Minor Accidents and Injuries**

All **accidents and/or injuries** are reported to the Supervisor as soon as possible. An incident report is filled out and signed by both the teacher and the Supervisor. Parents are required to read and sign the report when picking up their child to ensure they were informed of the incident. Parents are offered to retain a copy for themselves.

## **Behaviour Guidance**

Clarkson Angels intends to promote the **well-being of all staff, children, and families** while in our community and care. By nurturing children's healthy and individual development,

we encourage and promote children to reach their personal best. Clarkson Angels support positive and responsive interactions among the children, parents, and teachers by creating a **welcoming and engaging environment** for everyone. Parents, children, and staff are greeted in the morning and evening during drop off and pickup. During tours and the enrollment process, staff and the prospective families are introduced by name helping to welcome and engage them in the centre.

Clarkson Angels staff remain engaged but allow children time to problem solve on their own, stepping into facilitate when necessary. This helps to encourage, support, and strengthen problem solving skills as well as positive interactions amongst peers.

At Clarkson Angels a well-planned program and caring educators are the keys to assist children in developing self-control. Discipline is not used as a form of punishment but as a teachable moment. Teachers **guide behaviour** by setting a positive example and by using verbal and non-verbal cues as tools for communication. Our goal at Clarkson Angels is to assist children in developing self-esteem, self-control, responsibility for their actions, confidence, and acceptance by using positive reinforcements. Teachers use a combination of strategies for behaviour management, including redirection, reasoning, getting down to child's level and using a calm voice, we also ensure age-appropriate materials are in the classroom, set limits, give choices of two things allowing a child to feel a sense of importance, and giving two-minute warnings at transitions.

The following are **prohibited practices**:

- Corporal Punishment
- Striking a child directly or with an object.
- Shaking, shoving, or kicking a child.
- Requiring a child to repeat any sort of physical movements used as discipline.
- Depriving a child of their basic needs, including water, food, shelter, clothing, or bedding.
- Physically isolating a child outside the classroom, or having a child sit out away from class activities for more than five (5) minutes.
- Physical restraint of the child such as confining a 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 themselves or someone else and is only used as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the childcare centre or confining a child in an area without adult supervision unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine their self-respect, self-worth, dignity or self-worth.
- Yelling, screaming, shouting, or swearing at a child for any reason.
- Inflicting any bodily harm on children including making children eat or drink against their will.

Any staff member observed using disciplinary measures that contravene Clarkson Angels Policies and the CCEYA shall be reported immediately to the Supervisor. The Supervisor will take immediate steps to investigate the alleged incident and determine if CAS should be notified of alleged abuse. The Supervisor will immediately speak privately to the staff member involved, at which time the Supervisor will have to be satisfied that

he/she has the facts, that they are reported, that the incident is documented, and a copy is placed in the staff file. A letter or warning will be sent to the employee. The employee should then sign the letter acknowledging receipt. If a second incident is reported, further steps will be taken outlined in our behavior management policy and proper documentation will be kept on file.

### **Dismissal Policy**

Clarkson Angels reserves the right to dismiss a child and/or family should:

- He/she display behaviour that threatens the well-being of other children or staff.
- The family/guardian of a child enrolled at Clarkson Angels, fails to reasonably co-operate with the staff and fails to abide by the policies as agreed upon.
- The family/guardian
- The childcare fees are not received within 10 days of fees being due.
- He/she is unable to adjust to the environment after all options of transition have been exhausted.

### **Serious Occurrence**

A serious occurrence is defined as such:

1. The death of a child who received childcare at a home childcare premises or childcare centre, whether it occurs on or off the premises.
2. Abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a home childcare premises or childcare centre.
3. Life-threatening injury to or a life-threatening illness of a child who receives childcare at a home childcare premises or childcare centre.
4. An incident where a child who is receiving childcare at a home childcare premises or childcare centre goes missing or is temporarily unsupervised.
5. An unplanned disruption of the normal operations of a home childcare premises or childcare centre that poses a risk to the health, safety or well-being of children receiving childcare at the home childcare premises or childcare centre.

The following steps are taken in the event of a serious occurrence:

1. The Supervisor is made aware of any and all serious occurrences immediately.
2. The Supervisor or Operator will advise a Program Advisor of any serious occurrence within twenty-four (24) hours of it happening.
3. Any Serious Occurrence is reported within twenty-four (24) hours of it happening to the Ministry of Education via CCLS. If CCLS is unavailable, the Supervisor will notify the Program Advisor via telephone or email and will complete the Serious Occurrence Report as soon as the system is available.
4. Serious Occurrence Notification Report is to be submitted to the MEDU via fax and/or email within twenty-four (24) hours of it happening.
5. The Serious Occurrence Notification Form is to be posted within twenty-four (24) hours of the occurrence in a conspicuous place within the centre for a minimum of ten (10) business days.
6. The Supervisor will complete and submit the Serious Occurrence Form in CCLS.
7. Allegations pertaining to abuse are posted only when the following have been concluded.

The CAS has concluded its investigation and the allegation is either verified or not verified or CAS has determined that an investigation will not be conducted, and the MEDU has investigated any associated licensing non-compliances.

8. The Serious Occurrence Notification Form is to be retained for at least three (3) years from the date of the occurrence and made available to parents and MEDU upon request.
9. The Serious Occurrence Notification Form is to have information such as date of occurrence, type of occurrence and action taken by Operator. The form is **NOT** to include child's name, age group/room, staff name, position. **Use Initials only** (No identifying information is included in the Serious Occurrence Notification Form).
10. The Supervisor is required to keep all documentation on file.

**Emergency Management**

Clarkson Angels has an **Emergency Management Policy and Procedure** in place that all staff, students, and volunteers will adhere to. Staff will ensure that children are kept safe, are accounted for, and are supervised at all times during an emergency situation. For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

In the event an all-clear has been given to return to Clarkson Angels after an emergency situation, the Supervisor will notify parents/guardians to relay this information. Where disasters have occurred that did not require evacuation of the child care centre, the Supervisor will provide notice of the incident to parents/guardians by phone or email.

If normal operations do not resume the same day that an emergency situation has taken place, the Supervisor will provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

If it is determined unsafe to return to Clarkson Angels, upon arrival at the emergency evacuation site, the Supervisor will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. Where possible, the Supervisor will send a message through our parent app to and/or change the voicemail box as soon as possible to inform parents/guardians that the childcare centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

**Our Primary Designated Emergency Shelters**

**SOUTH**

**1) St. Christopher's Catholic Church**  
**Address:** 1516 Clarkson Road North  
 Mississauga, Ontario L5J 2W1

**2) St. Christopher's Catholic School**  
**Address:** 1195 Clarkson Road North  
 Mississauga, Ontario L5J 2W1

**NORTH**

**1) St Bride's Church**  
**Address:** 1171 Clarkson Road North  
 Mississauga, Ontario L5J 2W9

**2) White Oaks Public School**  
**Address:** 1690 Mazo Crescent  
 Mississauga, Ontario L5J 1Y8

**Parents' Issues and Concerns**

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing with our program. We support positive and responsive interactions among the children, parents/guardians, and educators. We foster the engagement of and ongoing communication with parents/guardians about the program and their children. Staff members are available to

engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the Supervisor 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. 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 five business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### **Confidentiality**

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

### **Conduct**

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

If at any point a parent/guardian, or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor.

### **Concerns about the Suspected Abuse or Neglect of a child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

#### **PROCEDURE:**

1. Any issues or concerns a parent or guardian has should be raised to the Supervisor or licensee as soon as possible.
2. The Supervisor or licensee will address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within five business days.

3. The Supervisor or licensee will document the issues/concerns in detail, including the following information:
  - a. the date and time the issue/concern was received.
  - b. the name of the person who received the issue/concern.
  - c. the name of the person reporting the issue/concern.
  - d. the details of the issue/concern.
  - e. any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
  - f. Provide contact information for the appropriate person if the person being notified is unable to address the matter.
4. The Supervisor or licensee will ensure the investigation of the issue/concern is initiated by the appropriate party within five business days or as soon as reasonably possible thereafter. Any delays will be documented in writing.
5. The Supervisor or licensee will provide a resolution or outcome to the parent(s) or guardian(s) who raised the issue/concern to the best of their ability.

### **Policy Review**

Clarkson Angels consistently document and review all the strategies set out above in the program statement to review the needs and impact it has on our children and their families. The **program statement** is reviewed annually, or as needed by the Supervisor to ensure everything is relevant, and reflects the wellbeing of our children, staff, and families at Clarkson Angels. Our open communication policy with our staff, parents, and families will serve as an ongoing reflection tool. The suggestion box located in the front vestibule will be an additional way for parents to communicate with the supervisor about any of the above needs or concerns.

Staff will review policies and procedures, as well as the parent handbook on an annual basis, or as needed. Past programming is kept in a binder, for staff to use as a tool to further their learning and reflect on the impact of their activities and strategies on the children. Records of staff development and workshops are kept on file so that both the staff and supervisors can reflect on their professional learning. An ongoing record of development will be kept for each change made to the program statement. Parents and staff will be notified of any updates or changes to the program statement handbook via the parent information board.

Thank you for taking the time to read this **important information**. Should you need further clarification on any topics, feel free to speak with the Supervisor or send a confidential email to us at [info@clarksonangels.co](mailto:info@clarksonangels.co).

***“Children are not things to be molded but people to be unfolded”***  
*by Jess Lair*

*updated September 2023*