



Le Club Child Care Program

CHILDREN COME FIRST

www.le-club.ca

FAMILY HANDBOOK





History

The Le Club community has grown to include fourteen Before & After school child care programs since its inception in 1994. The Executive Director, Palmina Muscat, is devoted in providing exceptional school age child care in safe, stimulating, culturally dynamic environments. Le Club programs operate within the York Region community and are all operated as not-for-profit, high quality living and learning environments for children aged 4 to 12. The name “Le Club” was chosen by a community based board and the children enrolled in the first program at Woodland to reflect the pedagogical intent to give the children ownership of their learning, their activities and their environment.

Community Board of Directors

The Le Club Board of Directors prides itself on being a community based Board and has from the onset, had at least two parent members, two community members and one qualified Early Childhood Specialist. All Board Members actively participate in all Board Meetings and decisions. The Executive Director, Palmina Muscat, attends all board meetings as a non-voting member.

Schedule

All our centres open at 7:00 am and close at 6:00 pm. (some programs close at 6:30 p.m.). The morning program offers a full range of child directed and independent activities. A light breakfast is provided. In the afternoon program, children are provided with a healthy snack, which will fuel them for the time they are in our care. Also, children are given the opportunity to do their homework or choose from a number of self directed activities. Our staff is available to assist the children with any homework they may have.

We provide full-day child care service on PA Days, during Winter Break (one week only), March Break and Summer Camp.

The programs are closed on the following days:

- ❖ Last week of August before the new school year
- ❖ Labour Day
- ❖ Thanksgiving Day
- ❖ Christmas Day
- ❖ New Year’s Day
- ❖ Good Friday
- ❖ Easter Monday
- ❖ Victoria Day
- ❖ Canada Day
- ❖ Civic Holiday
- ❖ Family Day

Le Club Program Statement

At Le Club Child Care Program, our philosophy is inspired by the approaches of educators in Reggio Emilia as well as resources and guidelines offered through “How does Learning Happen?: Ontario’s Pedagogy for the Early Years”. The use of these frameworks, combined with our commitment to critically reflect upon and improve our practices in collaboration with children, families, colleagues, school boards, community colleges and the community at large, guides us to provide quality care and program development for young children.



Our program goals are influenced by our philosophy, views, and recommendations of educators, parents, community, program advisors, government authorities and recognized agencies. Le Club is committed to ensure its staff, students, volunteers, stakeholders and families work together in a harmonious, respectful and caring environment.

At Le Club, we strongly believe that children are curious, competent and rich in potential and able to direct the course of their own discoveries, investigations and learning. Le Club ensures that our inclusive programming and positive learning environments leads to the children's Self of Belonging, Well-Being, Engagement, and Expression and help to them to Self-Regulate. These principles support our mission to provide an environment rich in purpose and experience so as to inspire, motivate and empower children to reach their full learning potential.

In Belonging, our goal is to offer environments that will enable children to feel welcome, safe, and nurtured, while being contributors to their surroundings and having multiple opportunities to be successful. Our approach is to create many opportunities for the children to explore materials, be creative, become critical thinkers, problem solvers and develop mathematical behaviours. Staff will ensure children engage in self-directed activities and have a variety of available open-ended materials that focus on their interests, sparks, wonderings and encourage exploration.

In Expression, our goal is to provide language rich environments to develop communication skills. We strongly believe children communicate through "hundred languages". There are numerous opportunities available during the day for children to engage with their peers and adults through exploration, play and inquiry. Le Club's approach, through the use of hands on experiences, developmentally/age appropriate and open ended materials, such as loose parts, encourages children's expressions and fostering of language and communication. In addition, educators offer various areas of interest and choices that spark curiosity and foster individual expression (i.e. active play, creative arts, drama, science, indoor/outdoor play). Spaces, displays, and documentation panels reflect children's wonderings and experiences.

In Engaging children, our goal is for staff to be aware of the signals and cues of the school age child and respond appropriately and consistently, Children will be recognized as an actively engaged, self-actualized, competent citizen of our greater society. Children choose the direction of their explorations and investigations, and thus their discoveries are enhanced by fellow peers and teachers, as they learn collaboratively. Educators use provocational techniques to spark the interests of the children as they are involved in long term investigations and explorations of people and things in the world around them. In enabling this, educators provide a variety of materials that focus on children's interests and exploration in self-directed activities. Children seek these experiences daily that are conditions they naturally seek for themselves. An activity that arises from a child's innate sense of curiosity and wonder provides intrinsic motivation for learning.

In focusing on the Well-Being of children, one of our goals is that we provide environments where children can develop a foundation for creative learning and a sense of independence. This is fostered by creating a Charter of Rights, and elections for program governments and team building initiatives where children master the tools necessary to participate in a just society. Le Club educators balance the ethics of cooperation and autonomy in each program to create a



strong gathering place and to build on each child's individual strengths and skills as integral members of their community.

In continuing with the child's well-being, Le Club follows Routine Practices and Precautions as recommended by Public Health. Children are encouraged to promote self-help care and skills such as proper hygiene, hand washing and cleanliness. Menus are posted at least 2 weeks in advance and are planned with input from the children, based on their interests/likes and in consultation with the parent/guardians and a Public Health Dietitian. Snacks and lunches are self-serve and family style. Snacks and lunches are nutritious and meet the recommendations set out in the Health Canada Documents "Eating Well with Canada's Food Guide. All food allergies and restrictions are adhered to at all times.

Through the 4 foundations of "How Does Learning Happen" Le Club strives in fostering Self-Regulation. This involves each child developing a sense of self and the ability to see themselves as capable communicators, able to express their feelings and needs in a positive and inclusive way. Children who control their own learning are more independent, socially and emotionally connected, and self-reliant. This goal is met by providing quiet areas, inspiring Behaviour Guidance techniques and treating the child with value and respect.

Le Club is committed to support a centre that is inclusive of all children: this includes children with different abilities, special rights, race, religion, culture, language, and/or family dynamics. Our view of the child as competent, curious and rich in potential aids us in focusing on the strengths of each child rather than needs and deficits. Children with exceptionalities are given the full range of support necessary (including support staff) to ensure their development into an integrated setting. Staff meet with Le Club resource consultants and have regular staff team meetings to reflect, plan and evaluate children's learning. Two-way communication between families and other professionals occurs via bulletin boards, individual support plans, surveys, newsletters, videos, photographs, parent meetings and reflective documentation and journals which show children's success. Community workers, school personnel, families and parents come together to support all children especially those with special rights in addressing accommodation to the physical environment, support the child as a whole and to promote inclusivity. Staff meet in teams to reflect, plan and evaluate children's learning.

Le Club strives on meeting the social needs of the community. Program services are provided in a professional, courteous, and ethical manner, to meet the needs of the children and families, and promote the value of cultural and family diversity. At Le Club, stakeholders, teachers, families and children come together to build a strong sense of community. Parents and the community at large, are encouraged to share goals and aspirations with program staff on an ongoing basis. All parents are invited to learn through play alongside their children during program time as this strengthens communication between children, parents and teachers. In addition to on-going communication, parents take part in regular inquiries, children's documentation, open houses and special event family nights. In addition to the daily interaction with program staff, we offer many opportunities for parent feedback and involvement—such as surveys and focus groups. We use parent input to improve our programs and services.

Educators have committed themselves to intensive professional development initiatives mandated by Le Club at least bi-annually or through their own personal efforts. As co-learners with children, Le Club educators engage in play which helps determine the need for resources based on in depth observations of children and detailed documentation of their investigations.



Le Club enforces a Program Statement Implementation Policy intended to ensure the safety and well-being of all children, staff, volunteers and students. This Policy reflects positive behaviour guidance techniques and follow up procedures that must be carried forward to ensure prohibited practices are not part of quality care provided by Le Club. A Program Statement Implementation Tool is used to assess the program, staff, volunteers, and students during their six-month probationary period and annually thereafter, to determine if the program statement is being followed, and if approaches that are communicated in the program, are put into practice. As well, a self-evaluation by all staff, students and volunteers will occur prior to the Supervisor completing their Program Statement Implementation Tool. The main goal of the Program Statement Implementation Tool will assist staff, students and volunteers in reflecting, reviewing, and evaluating the Program Statement to ensure the program encompasses the four foundations in “How Does Learning Happen” (Well- Being, Belonging, Expressions and Engagement) and meets the needs of the children, family, students and the community.

Management of Le Club Child Care Program will ensure all new staff, volunteers and students review and sign the Program Statement prior to them having any interactions with children. Annual review of the Program Statement and Le Club Policies and Procedures ensure Le Club staff, students and volunteers are knowledgeable and know how to deal with specific situations. The supervisor will ensure each staff member, volunteer and student will be given a copy of this policy to sign and be placed in their file. Annually, Le Club management will be responsible for ensuring Supervisors Annual Review of the Program Statement and Program Statement Implementation Tool is completed. A copy will be kept for staff, students and volunteers to refer to in the Policy Manual in the Le Club Before/After School Program. Staff meetings or staff/volunteer/student orientations will occur annually for the review and signing of the Program Statement and all other Le Club Policies and Procedures.

Staff Ratios/Qualifications

All our Le Club programs strive to offer an enriched, age-appropriate curriculum. We have at least one qualified, registered Early Childhood Educator (or otherwise director approved) within each of our rooms, as well as, other staff who have a range of training and experience with young children. Ratios for kindergarten children do not exceed 1:13. For children ages 6 -12, the ratios never exceed 1:15.

Early Childhood Educators and Educational Assistants represent diverse academic and cultural backgrounds. All Le Club teachers have committed themselves to intensive professional development initiatives within their community and at locations around the world. All Staff at Le Club Child Care Program complete a Vulnerable Sector Screening through the Regional Police and hold a valid Standard First Aid and CPR certification. Staff at each of the programs are trained in Safe Food Handling, De-escalation techniques, and WHMIS. All staff require a note from a physician stating that they are in good health and free of communicable disease before commencing employment. In addition, proof of a recent chest x-ray or 2-step TB test is also required.

Le Club believes in offering your child opportunities to expand his/her social skills, physical and cognitive development. Therefore, many of our child care centres have specialists in art, drama, dance and sports who take part in our curriculum on a weekly basis.



Vulnerable Sector Screening

All employees, supply staff, students, volunteers and others in direct contact with children will be required to provide a Vulnerable Sector Screening prior to employment and an Offence Declaration after each anniversary of the Vulnerable Sector Screening. A new Vulnerable Sector Screening will be required of each staff every 5 years.

Safe Drinking Water (Safe Drinking Water; Act 2002; O.Reg. 243/07)

Le Club Child Care Program will ensure that guidelines of the Safe Drinking Water Act 2002 are followed.

Safe Arrival/Pick up

Parking is available in the school parking lot for families to drop off and pick up their child(ren). Parents are requested to escort their child into the Le Club Program during arrival. Only authorized names that appear on the registration forms will be permitted to pick up the child, unless a written note or phone call is received specifying otherwise. Staff will ask for proof of identification (photo I.D. required) from any individual not authorized or from any individual they do not know. Otherwise, the child will not be released from the Centre.

Please ensure that your child has been acknowledged by a staff member upon their arrival to the program and at time of departure.

If your child will be absent from the Centre, you must notify the staff as soon as possible. Under no circumstance, will Le Club staff release a child without authorization from the parent.

All children must be accounted for within 10 minutes of the dismissal bell. If the child cannot be located and the staff cannot reach the guardian of the child, then staff will call the police.

If a guardian or emergency contact for pick-up does not show up or cannot be reached at dismissal time, then after one-hour staff will call the police and the Children's Aid Society.

If a staff perceives a parent or guardian picking up their child(ren) is under the influence of alcohol or drugs, then the staff will ensure either another guardian pick up the child or an alternate mode of transportation is arranged before leaving with the child. However, in case of a dispute, the local police authorities will be contacted to discharge any legal obligation the centre may have under the law. The Children's Aid Society may also be contacted as per our obligation under the Child and Family Services Act.

No person providing child care shall prevent a parent from having access to his or her child or entering the premises where child care is provided for his or her child except:

- (a) if the person believes on reasonable grounds that the parent does not have a legal right of access to the child;
- (b) if standards set out in the Le Club Conflict Resolution policy are not followed that involve a threat to a child's health and safety.
- (c) if the person believes on reasonable grounds that the parent could be dangerous to the children at the premises;
- (d) if the parent is behaving in a disruptive manner and not following standards set up in the Conflict Resolution Policy that involve a threat to a child's health and safety;



Ill Children

When a child is ill and cannot attend the program, the program staff must be informed by phone. It is also suggested that the family prepare and arrange for emergency backup child care in anticipation of these situations.

Program staff are responsible for observing each child upon their arrival to the centre for symptoms of ill health. Should a child demonstrate symptoms of illness, the parent delivering the child will be requested to remove the child from the centre by the Supervisor or designate.

Should a child develop any signs of illness during the program, the families will be contacted by the Supervisor or designate and requested to come and pick up the child immediately. The child will be isolated from other children in the centre until such times as the parent/guardian arrives. A record of this call and pick up must be recorded in the "Child Record of Ill Health" form.

Should a child require medication when he/she returns to the centre, parents must fill in a "Medication Treatment Consent" form. Children in the Kindergarten and School Age programs who are ill during the school day cannot be accepted into the Centre.

Emergency Closure Announcements/Emergency Evacuation

In the event of a public emergency, such as an ice storm, families are requested to listen to the local radio station for announcements and/or call the centre for information regarding closure or delay of opening. Le Club will remain open until no longer deemed safe by the Ministry of Education, York Region District School Board, Public Health and/or York Region.

Parents/guardians may be contacted and advised to pick up their child early if possible due to worsening road conditions.

If Le Club experiences a power outage the following procedure will take place:

- In the event of a scheduled outage, Le Club will notify Public Health and the Ministry of Education. Details will be given and the agencies will provide management with notification as to whether or not Le Club will continue to be open. Parents/guardians will be notified as soon as possible of the planned outage and our plans.
- In the event of an unscheduled outage, Le Club will notify Public Health and the Ministry of Education with all available details. If deemed unfit to remain open parents/guardians will be notified and will be responsible to pick their child up as soon as possible. Please ensure for the safety of our staff and children that all children are picked up in a timely manner.

In case of an emergency requiring evacuation of the centre, the staff will transport the children to our alternate place of shelter. At this time, parents/guardians will be called and informed of the evacuation and be asked to retrieve their child as soon as possible.

If permissible, any change of location will be posted at the entrance to each school.

The Le Club emergency evacuation site and address is:

Medication

A Le Club Supervisor or designate shall administer medications for children only when prescribed by a physician. Each container must be child proof, carry the name of the



medication, the date prescribed, the name of the child for whom it was prescribed, the name of the prescribing physician, and the physician's instructions.

When sample medication is given by the physician or when the physician requests that you give your child an over-the-counter medication or dietary supplement, the medication must be accompanied by the same information as a prescription, written on the doctor's prescription stationery with a current date. Medication that is non-prescribed will not be administered to children.

Parents must completely fill out and sign a Medication Treatment Consent Form each week. If your child continues to need medication the following week, a new form must be filled out on Monday or medication will not be given.

If your child needs medication on a continual basis because of a chronic condition, please speak to your supervisor.

Termination of Services

Le Club may terminate your child's enrollment under the following circumstances:

- Non-payment for your child care services and/or lack of adherence to parent fee payment policies.
- Parents falsify information on enrollment forms or otherwise knowingly falsify information.
- Parents do not agree or do not follow and comply with the policies set forth in this Handbook.
- Lack of parental cooperation with the Centre's efforts to resolve difference and/or to meet the child's needs through parent/staff meetings or conferences.
- Inappropriate or abusive behavior and/or verbal abuse or threats by parents, relatives, guardians or other parties toward the Centre staff, other parents or children (as per the Parent Code of Conduct)
- The continued enrollment of the child poses a risk to the health and/or safety of other children, parents or center staff members or continued enrollment of the child constitutes an undue burden on the Center's resources.

Waitlist

Le Club Child Program is aware of the shortage of child care spaces in the communities it serves and of the frequent long wait periods to gain access to service. Le Club Child Care program aims to develop a waitlist policy and practices that are transparent, fair and consistent.

Le Club Child Care Program develops and maintains waitlists for all its fourteen locations. To gain access to the waitlist, families must call the site Supervisor or Head office and complete the registration form. Registration forms are available on our website at www.le-club.ca, but must be handed in to a Supervisor.

Le Club recognizes the following priorities when space becomes available:

- 1) Currently enrolled families and staff
- 2) Previous Le Club families
- 3) Families not currently enrolled
- 4) Families waiting for a transfer to another site.



To ensure that families gain access to care 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 registration form was received by the Supervisor or Head office;
2. A family who refuses a space the first time it is offered or fails to return a first call within one week will retain its priority on the wait list;
3. A family who refuses a space when offered a second time or fails to return a second call within one week will be placed at the end of the waitlist;
4. A family who refuses a third offer for a space or fails to return a third call within one week will be withdrawn from the waitlist. Once withdrawn from the waitlist, a family must fill out a new registration form.
5. It is the parent's responsibility to call or e-mail the supervisor or Head office in advising changes to their contact information.

When a space becomes available, the family at the top of the waitlist will be contacted, whether the space is full-time or part-time.

Allergy, Anaphylactic and other Medical Conditions

All children's records must be kept up to date, especially in regards to their medical needs such as allergies, anaphylaxis, asthma, epilepsy, diabetes, etc. Families will be expected to inform the centre if their child is diagnosed with any medical conditions. Parents/guardians will also be required to provide the proper documentation for their child stating their specific medical needs. Parents/guardians are responsible for filling out these forms prior to their child's attendance and any medications described in the form must be brought in daily or stored permanently on site. Medications are stored out of the children's reach but are easily accessible to the employees. We will not accept or administer expired medication.

Children diagnosed with an anaphylaxis or certain medical conditions require a Medical Emergency Plan. This plan includes information regarding your child's symptoms, medications, additional irritants and specific symptoms of your child's medical condition. A medication form must be filled out to reflect the information described in the Medical Emergency Plan. These forms must be updated annually.

Children diagnosed with an anaphylactic allergy require an "Anaphylaxis Emergency Plan" with child's picture to be posted in all classrooms. These forms include information regarding allergens, specific reactions, precautions to be taken as well as emergency contact numbers. This form must be updated annually with both parent/guardian and directive of the physician. If the plan is outdated, your child will be unable to attend until it has been completed. Children with anaphylactic allergies must have their Anaphylactic medication on site at all times, children who do not have their anaphylactic medication in the centre will be unable to attend the program. Le Club staff, volunteers, students and others are trained annually in anaphylactic and anaphylactic medication training procedures, as well as the review of all children's plans with staff prior to start date and annually thereafter. Only children with written permission from their physician are allowed to carry their own anaphylactic medication.



Please be advised Le Club is a peanut and nut free safe environment. Please ensure your child's hands have been washed before entering the program if they have eaten during your transition from home to the centre.

Outdoor Play

In accordance with the Child Care Early Years Act 2014, Le Club recognize the importance of outdoor play and natural environments to children's healthy development, well-being and learning. Outdoor play opportunities will be available daily for 30 mins, weather permitting. When offering full day care on Non-school days, for example P.A. Days or breaks, children will spend at least two hours outdoors (1 hour in the morning and 1 hour in the afternoon), weather permitting, unless there is written instruction from a physician or a written request from a parent on file.

Weather permitting conditions and guidelines are used to protect children from adverse effects associated with exposure to solar ultraviolet radiation, (UV) exposure to air pollutants, extreme heat and exposure to extreme cold.

HOT WEATHER GUIDELINES

- During hot summer weather, Program Staff will access the website www.weather.gc.ca for the UV index, air quality and heat alerts.
- When the UV index is high, time outdoors will be limited between the hours of 10 am and 4 pm.
- Children will be provided with water to drink during their outdoor time.
- Parents will be encouraged to send children to the program with sunscreen, sunglasses, hats and protective clothing.
- While outdoors, Program Staff will utilize shaded areas, if available.

EXTREME COLD WEATHER ALERTS

- Consideration will be given to keeping children indoors when the wind chill equivalent temperature is -20 degrees Celsius or lower due to wind conditions.
- Consideration will be given to shorten outdoor time when the wind chill equivalent temperature is -16 degrees Celsius or lower due to wind conditions.
- Parents will be encouraged to send children to the program with proper winter coats, hats, scarves, mittens, snow pants and boots.
- While outdoors, Program Staff will check for icy spots and avoid these areas.

Field Trip Policy

Local walks in the community are regular occurrences during the before/after school program and enhance children's learning and inquiries. Parents will be required to complete a local field trip form at the registration of their child(ren).

On P.A days and summer camp, teachers take the children on field trips via chartered bus. In order to manage these trips in a safe and successful manner, the following steps will continue to be used by our centre:

1. Field trips are posted outside the classroom at least the day before the trip.



2. No child will attend any trip without a signed permission form allowing the child to attend the specific trip and thus acknowledging the timeframes away from the centre that were established when the form was signed.
3. Children are to be dropped off and picked up at the centre.
4. Children who arrive late for a trip and are not present for the departure will be unable to attend.
5. If a parent/guardian is to join the group during the trip they will be responsible for supplying the centre with a clear Vulnerable Sector Screening and complete the policies in the Le Club Volunteer Package.

Accident Procedures

In the event of an accident the following steps will be taken:

1. Child will receive comfort and first aid
2. An accident report will be completed by a staff member who will determine if the parent/guardian needs to be called
3. Parents/guardians will be asked to review and sign off on the accident report at pick up and will receive either a hard copy or e-copy
4. If a child requires immediate medical attention, staff will call 911 and notify the parent of the child. The staff will accompany the child to the hospital until the parent arrives.
5. If the child receives life-threatening medical attention after Le Club hours due to an accident occurring during the program, then parents must notify Le Club staff so that a Serious Occurrence Report be completed.

Prohibited Practices

Le Club ensures that all children, staff, students, volunteers, other professionals, community members, stakeholders and families are treated with respect. Challenging behaviours can occur however, staff, volunteers and students are forbidden to use any prohibited practice techniques.

Prohibited Practices include:

- Verbal, physical and emotional abuse include: spanking, physical control, humiliation, harsh tone, threatening, swearing, harassment, yelling, sarcastic comments and discussion of a child within any child's hearing;
- Harsh discipline;
- Deprivation of basic needs such as: food or clothing;
- Locking of exits or the locking of any space for the purpose of confinement;
- Any Sexual abuse, molestation or exploitation;
- Leaving the children unattended for any period of time.

Any suspected or confirmed incidents of prohibited practices **MUST BE REPORTED IMMEDIATELY** to a supervisor and management. The supervisor or management will complete a written description of the incident. If the Prohibited Practice is not deemed a serious occurrence, then an investigation will take place by the supervisor and/or management.

In some cases, it may be necessary to suspend the employee/student/volunteer/other during the investigation. Investigations may require observation and/or private discussion with staff/student/volunteer/other involved.



When suspected or deemed a serious occurrence, a report to Children's Aid Society and Serious Occurrence Report must be made immediately upon communication of the suspected incident. Please refer to the Le Club Child Abuse and Serious Occurrence Policy for reporting procedures. Persons failing to report the suspicion immediately or delay in reporting suspected abuses are subject to legal action, a fine if convicted, and can lead to possible termination of their employment, volunteer work, student placement or 3rd party services being revoked. Le Club will co-operate in all investigations of abuse or neglect regarding children currently enrolled in the program or previously enrolled in the program. Failure for Le Club staff/student/volunteer/other to co-operate may be grounds for suspension.

Suspected Child Abuse

The four areas covered under the term child abuse are: physical abuse, sexual abuse, emotional abuse and child neglect. In an individual case there could be only one form of abuse or a combination of types of abuse. Child abuse is a serious occurrence by definition of the Child Care and Early Years Act, 2014 (CCEYA). It is the legal responsibility of every person including parents/guardians, volunteers, students, support staff or other that has had contact with a child in Le Club to report suspicion of child abuse to the Children's Aid Society. Personnel failing to report the suspicion of child abuse are subject to legal action and a fine, if convicted. (Child and Family Services Act. 1984, section 72)

Serious Occurrences

The safety and well being of our children is the highest priority. We work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place. An incident that acquires attention and fall under the Serious Occurrence definition and CCLS categories are deemed a Serious Occurrence.

Definition of a Serious Occurrence and CCLS Categories:

- 1. Death** of a child while receiving care in the program.
- 2. Abuse/Neglect or an Allegation of Abuse/Neglect** of a child in care. All allegations and accusations of abuse or mistreatment of children including all allegation of prohibited practices to a child by a staff member, volunteer, student or other must be reported to CAS.
- 3. A Life-Threatening injury or a life-threatening illness** of a child in care.
- 4. A Missing or Temporarily Unsupervised** child in our care. Any situation where a child's whereabouts are known but not supervised or whereabouts are unknown. Reporting of a missing child to police must be immediate.
- 5. Any unplanned Disruption of the Normal Operation of care** that poses a risk to the health, safety or well-being of children receiving care.

Le Club will report any serious occurrence to the Ministry of Education, whom are responsible for licensing. Le Club is required to post information about all serious occurrences. The posting will provide parents with information about the incident and outline follow-up actions taken and the outcomes. Please note the privacy of all individuals involved will be protected. Long-term actions taken by the operator will also be included to prevent similar incidents in the future. The posting of the "Serious Occurrence Notification Form", provides greater transparency for parents and supports the safety and well-being of children.



Safety and Security

It is Le Club's strict policy that no child is ever left alone. Children shall always be supervised by a Le Club employed staff. Before moving to and from different areas within the centre, a headcount will be taken to account for all children with that group. During the transition from area to area, a teacher will always leave the classroom first, as a leader, with the other teacher being the last out of the room to assure all children have safely left the room. All transitions follow the same procedure. Teachers will carry attendance sheets with them wherever their program goes.

Smoking Policy

Le Club does not permit smoking on or in view of the facilities. Please refrain from smoking on school property. Staff, volunteers, students and others are obligated to ask you to remove yourself from the property if noticed smoking.

Placement Students, Volunteer or 3rd Party Service Supervision

As part of our professional role in the community and further staff development, Le Club is committed to the mentoring and training of students. We further recognize that students, volunteers and other professionals can enrich the learning environment and experiences for everyone. For these reasons each year Le Club may choose to host a number of students, volunteers or other 3rd party services from our local secondary school and post-secondary school placement programs. This is done at our discretion based on the needs of the children, the staff and the centre in general. All students, volunteers and others are monitored by the program staff and supervisors and must obtain a current Vulnerable Sector Check. The policy for the supervision of volunteers, placement students and 3rd party services is in place to help support the safety and well being of children attending the centre and to clearly define roles and responsibilities.

Students, volunteers or other will not be left alone with the children or be responsible solely for the children's wellbeing. At no point will the volunteers, students or others be counted in our staffing ratios. This is a great learning opportunity for the children, students and staff. This is one of the many ways that the students acquire new ideas and skills.

At times the student may observe a child and record his/her actions and reactions. The names of the children do not appear anywhere on these records. The purpose of the observation exercises is to help the student learn that various techniques they will need when in the workforce.

Parent/Guardian Comments or Concerns

Any comments or concerns should be voiced so that Le Club can continue to offer high quality care for all child(ren). This can be done in multiple ways. The following procedure should be followed:

- Discuss the concern directly with the staff involved in a timely manner using polite, straightforwardness, discretion and sensitivity
- If a satisfactory resolution cannot be reached between the parent/guardian and staff member, an appointment will be made to discuss the issue with the supervisor.
- If the parent/guardian is not satisfied with the Supervisor's decision, he or she will forward written communication for the Executive Director. The statement should contain the facts on which the complaint is based, a brief record of the conversations which took place between the parent/guardian and staff/supervisor, parent/guardian's desired results.



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This document must be signed and dated. The Executive Director will provide a proposed solution to all parties involved, and the proposed timeline for the implementation of the possible solution.

Tax Receipts

A financial statement will be available to all families at the end of February for income tax purposes. If you have moved, please inform staff immediately so we can update our records accordingly.

Links

Child Care and Early Years Act, 2014 (CCEYA)

<http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/>

How does Learning Happen?

<http://www.edu.gov.on.ca/childcare/pedagogy.html>

Licensed Child Care Website

<http://www.iaccess.gov.on.ca/LCCWeb/childcare/search.xhtml>



Typical Day Schedule

Before School Program

7:00 AM Program Opens

7:15 AM Morning Snack - Open Ended Materials

7:55 AM Clean Up

8:00 AM Dismissal

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After School Program

2:30 PM Afternoon Program Begins
Attendance and Outdoor Play (30 Mins)

3:15 PM Afternoon Snack

3:45 PM Homework and Open Ended Material

4:15 PM Exploration Play and Open Ended Materials
Dance/Art Specialist available weekly

5:30 PM Clean Up and Physical Activities in Gym/Outdoor

6:00 PM Program Closes

SAMPLE PLEASE CHANGE TO REFLECT YOU SCHOOL



PARENT CONTRACT

SAMPLE PLEASE CHANGE TO REFLECT YOU SCHOOL

Le Club Child Care Program has been in operation since September 1994. Based on the School-year's 10-month program, school-closure discounts are not extended, nor do we at any time, charge parents on an hourly basis.

Annual Registration Deposit:	\$25.00
School-Age Monthly Tuition:	\$375.00/Month
Part Time Tuition (Up to 10 Days/Month):	\$299.00/Month (Consistent Days)
Daily Morning Fee:	\$11.00/Day (Consistent days)
Daily Afternoon Fee:	\$23.00/Day (Consistent days)
PA Days, School-Closure Days:	\$30.00/Day (Scheduled)
PA Days, School-Closure Days:	\$64.00/Day (Non-scheduled)

*Above fee schedule is a commitment to pay for all chosen days, regardless of school-closure days (March Break and Winter Break included).

Payments

Monthly tuition fees are paid via EFT (Electronic Funds Transfer). Registration Fees, PA and School-Closure Day fees must be paid by cheque or money order.

Late Pick-Up Fees

Program closure is 6:00 p.m. Parent picking up their children late after this time will be charged a fee of \$1.00/minute. Funds are due at time of pick-up and payable to staff on duty, not Le Club. This is payment for the employees' services (personal time).

If a child has not been picked up by 6:15 p.m., emergency contacts will be notified. If a child has not been picked up by 7:00 p.m., the Program Supervisor will contact the Executive Director, who will contact Children's Aid.

Late pick up may be waived in the event of an emergency/weather conditions if the circumstances are reasonable (i.e. heavy traffic does not constitute an emergency).

NSF Cheques

Parents will be charged a \$40.00 fee for each and every instance an EFT debit or a cheque is rejected, resulting in non-payment. Should this occur more than three times, all subsequent payments must be made in the method of certified cheque, or money order.

Withdrawal

Le Club requires a full month's notice should you decide to withdraw your child from the program. Since Le Club operates on a monthly basis, notice must be given on the first business date of the month. Should a parent withdraw their child mid-month, they are still responsible for the full month's payment. Withdrawal notification must be conveyed in writing.

I have read the above Parent Contract and hereby agree to abide by these policies.

Child's Name _____

Parent's Name _____

Parent's Signature _____

Date _____



Le Club

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<i>Week 1</i>	Monday	Tuesday	Wednesday	Thursday	Friday
Am	Pancakes with Maple Syrup 100% Apple Juice	Cereal Banana Milk	Toast with Strawberry Jam 100% Orange Juice	Cereal Apple Milk	Muffins Pears Milk
Pm	Salad Corn Chips, Salsa and cheese	Cheese with Crackers apples	Bagels with Cream Cheese Cucumbers	Yogurt Pears	Rice Cakes Grapes
<i>Week 2</i>					
AM	Bagels with Cinnamon Spread 100% Orange Juice	Oatmeal and Peaches Milk	Yogurt Apple	Cereal Bananas Milk	Waffles With Maple Syrup 100% Orange Juice
PM	Yogurt Pears	Pita and Hummus 100% Apple Juice	Cheese Sandwiches with lettuce	Vegetable Platter (Peppers, carrots, celery and Broccoli) with Dip, Cheese	Cheese with Crackers apples

***100% Fruit Jams and Dips** are low in sugar

***Cheese** may be: variety of cubes, pre-sliced, pre-shredded or cheese strings

***Breads, Bagels, Toast and Crackers** may be substituted for: wraps, pita or buns.

*All Breads include a variety of whole grain or whole wheat.

***Cereals and Muffins** will be high in fibre, low in sugar and include a variety of whole grain or whole wheat

***WATER AVAILABLE AT ALL TIMES**

Revised Jan 2017