

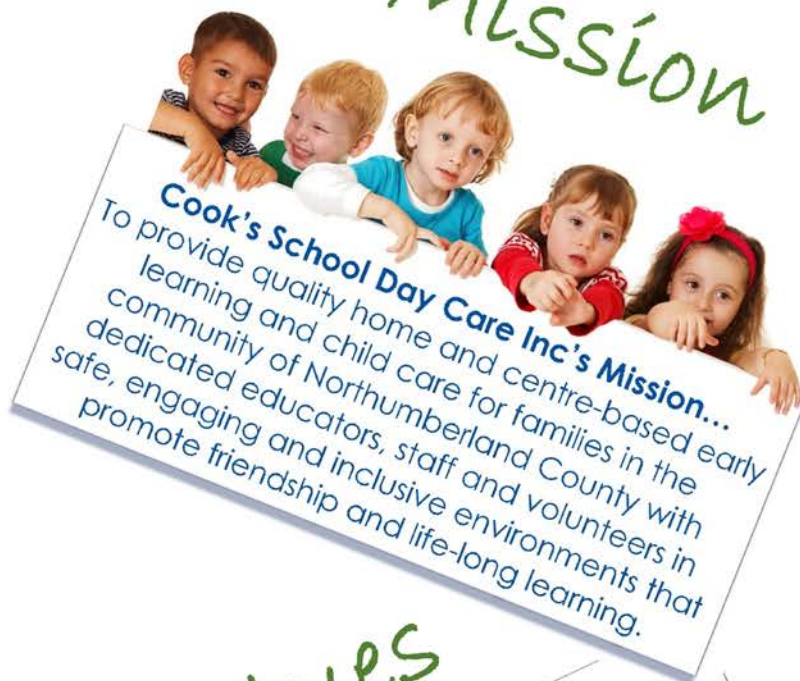
Cook's Home Child Care Agency

Learning through PLAY



2019 Parent Handbook

Mission



Motto



Learning through play
building friendships along the way.

Values



Vision



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History of Cook's School Day Care Inc

1985	Cook's School Day Care Inc established on Danforth Road, Cobourg as a not-for-profit early learning and child care centre.
1987	Cook's Home Child Care Agency founded to meet the needs of families with infants and families whose hours of school or work could not be accommodated within our centre-based program.
1989	Victoria College Square Day Care, a second centre-based program, created in historical Victoria College in Cobourg, to meet the ever-increasing need for regulated early learning and child care in the Cobourg area.
1993	Cook's School Day Care Inc becomes a registered charity; the organization can issue income tax receipts to the many Individuals and Businesses of this community who generously assist this organization through donations of money, goods and services.
1995	Closure of Victoria College and purchase of the Knights of Columbus building on Queen Street in Cobourg; Victoria Park Child Care Centre is established to continue to provide early learning and child care services to those families within the Cobourg area. Cook's Home Child Care Agency is housed within Victoria Park Child Care Centre.
2005	After almost 20 years at the Danforth Road location, our Cook's centre is relocated to 700 D'Arcy Street in Cobourg. Although the name for this division of our program changed from Cook's School Day Care to Cook's Child Care Program, we have maintained and added many great educators and increased our early learning and child care spaces.
2014	Exciting announcement: The Cook's School Day Care Inc family blends under one roof on September 2nd, 2014! The two centres join as one at the current Victoria Park location with a new and exciting extended hours option (6am to 7pm) unique to Cook's School Day Care Inc. The process has been an incredible adventure and proves to be even more fantastic to have all our amazing educators and support educators together as we continue to strive to offer our quality early learning and child care service to this community. Cook's Home Child Care Agency continues to be housed within Victoria Park Child Care Centre.
2015 to 2016	A new addition added to our centre featuring a new accessible main entrance, office at the entrance, an elevator, an educator resource & rest area, and a new staircase to 2 nd floor. Funding support from the County of Northumberland made this dream possible!
2018	<p>Cook's made further strides to provide our service in a way that respects the dignity and independence of children, families, educators and our community with differing abilities. A barrier-free and an extra regular washroom were added on 2nd floor. Automatic door openers were installed on our main entrance and elevator doors. The projects support our goal to reach full accessibility.</p> <p>The Ministry of Education approved our child care centre's maximum operating capacity increase each day from 73 children to 80 children, 12 months to 13 years.</p>

"Learning through play, building friendships along the way"

Welcome to Cook's Home Child Care Agency

This Handbook provides basic information about the early learning and child care program provided by Cook's Home Child Care Agency. We urge all families to read, understand and agree to follow the guidelines in place to help us ensure that we provide the children with safe, reliable, high quality early learning and child care.

This booklet is a snapshot of all that Cook's has to offer. To learn more about Cook's School Day Care Inc, please visit our website www.cooksdaycare.ca and our Facebook page, <https://www.facebook.com/CooksSchoolDayCareInc> Please keep checking back - they are updated often.

High Quality Early Learning & Child Care

Established in 1985, Cook's School Day Care Inc has built a solid reputation as an excellent early learning and child care provider. Cook's Home Child Care Agency, a division of Cook's School Day Care Inc, has been successfully operating since 1987. Cook's School Day Care Inc believes:

- Parents/guardians are entitled to affordable, accessible, safe, reliable, well-managed, high quality early learning and child care for their children.
- Every child deserves a safe, warm and caring environment where respect, care and understanding are priorities. Cook's is committed to children growing and developing to their maximum potential. Fostering each child's self-esteem, feelings of self-worth and value will promote their emotional, physical, social and intellectual growth and development.
- Children are unique individuals. Cook's is inclusive and encourages children to learn about and celebrate their uniqueness and that of others.

Our Team

Cook's non-discriminatory recruitment practices create a team of educators, home child care providers and board members from diverse backgrounds who support the families and communities we serve.

Our board of directors are interested parents/guardians and community members who volunteer to govern the organization. All parents/guardians are encouraged to consider becoming a part of the Cook's School Day Care Inc Board of Directors, which oversees the operation of the organization.

Cook's Home Child Care Agency employs a Registered Early Childhood Educator who will visit and inspect each home regularly on a drop-in basis. Our Executive Director oversees the operation of the program and can be contacted to support any communications. Our Administrative Support/Bookkeeper handles the financial matters.

The ECE Consultant/Home Visitor interviews all providers. Providers and any person eighteen (18) years of age or older, residing in the home must successfully complete a criminal reference check with both the Police and Children's Aid Society. Each provider must abide by all the regulations of the Agency, County of Northumberland and the Ministry of Education.

Providers are encouraged to use the professional resource developed by the Ministry of Education, *How Does Learning Happen? Ontario's Pedagogy for the Early Years* to plan activities that facilitate learning through play and provide a balanced program that supports children's optimum development.

Parents/Guardians as Partners

We believe mutual respect is key to developing healthy relationships with our families. We encourage and strive to make regular connections in person or by other means (e.g., notes, posting information on bulletin boards, emails, social media updates). Your child's success in our program is important. Our providers will share information with you regularly. We are eager for you to share your knowledge about your child's learning strengths and preferences and day-to-day experiences. We invite you to collaborate and work together with us to ensure we are providing the best possible learning experience for your child.

Help us to be Environmentally-Friendly

To cut down on the paper communications we provide for families, we are requesting that families provide an email address to which we can send our information (if internet access is available). A spot is available on the first page of the children's information form to provide your email address. Because we respect and appreciate the fact that we all receive many emails each day, the communication from us may simply be directing families to a new item posted to our website rather than sending a large file to everyone. An attempt will always be made to keep it direct and to the point. Our email addresses are printed on the back cover of this handbook. Please contact us using email when it is convenient. If Internet access is not available, we will continue to provide hard copies of our information for those families.

Family Involvement

To follow is a list of functions/activities for which parent/guardian/family involvement is critical to assist Cook's School Day Care Inc with ensuring that our standard of quality and service to the families we serve is maintained.

1. Becoming a member of the Cook's School Day Care Inc board of directors (which includes parents/guardians and community members) or a member of a board committee (which includes parents/guardians, community members, child care centre staff, and home child care providers). Members must successfully complete background checks with the Police Department and Children's Aid Society. The forms may be obtained from the child care centre office.
2. Attending the Annual General Meeting. The meetings are held in September - notice will be provided one month in advance regarding date, time and location.

Our annual meeting presents one of the best opportunities for families to come and learn about how our programs are managed; learn more about their child's care and early education; meet other families who use our service; and spend some time with our organization's amazing educators and providers.

3. Attending all special meetings organized to benefit your child care service.
4. Assisting with fundraising activities: selling items provided through a fundraising organization; bake / yard sales; etc.

Resources for Parents/Guardians

If you wish to obtain information on a topic, we will attempt to provide what you require. We may inform you of a person, agency, or service that may be of assistance to you if we are not directly able to do so. We have access to several resources that may be of interest to you. When you enroll your child with us, we accept the responsibility of assisting with special needs in relation to your child's adjustment, growth and development. If you wish to arrange for conferences with any of the provider and/or agency, we will do so upon request. Your child will be given maximum consideration as an individual. Programs are planned to meet the developmental and educational needs of the children and families we serve.

Who We Welcome to Our Programs

The home child care program is available to all children who may benefit from our service who are between the ages of 3 weeks to 12 years of age. In order to accommodate the varied schedules of the families we serve, we offer flexible hours and days of care.

Application Process & Current Information

At Registration

For the safety of your child/ren, we must be aware of all pertinent information relating to your child/ren. **BEFORE** a placement is arranged and a child may begin care, the following information must be supplied to the Agency office:

- **Completed** application form for each child being enrolled.
- A copy of each child's up-to-date immunization card. This copy may be made in the office of the Child Care Centre.
- A copy of all documents relating to the custody of the child/ren being enrolled, if applicable.
- The completed pre-authorized debit form and banking information.
- The completed Individual Emergency Response Plan for every child being enrolled who may be at risk of anaphylaxis (life-threatening allergic reactions).

NOTE: The original application (detailed form) is always kept in the Agency office. A copy of the application is always kept with your child's provider. **Information update forms and handbooks are distributed to all families on or about every January 1st. The information forms must be completed and returned in the time directed to ensure current information is always on file.**

Information Changes

Although all forms will be updated annually (approximately January 1), **you must inform the office of any and all changes as they occur.** We must ensure that all information remains up-to-date and valid. A revised Parent Handbook will be distributed with application update forms every January. All changes to the information you have provided on your child's application form must be submitted to the office on the form provided by Cook's School Day Care Inc as soon as possible.

Early Learning & Child Care Program

Cook's operates a variety of programs to meet early learning and child care needs. Cook's is licensed under the Child Care and Early Years Act (CCEYA) through the Ministry of Education and subject to the regulations established by the Government of Ontario and County of Northumberland. Geared to the age and developmental levels of the children, the daily activities both indoors and outdoors. We strive to provide:

- Opportunities for being with other children in a setting conducive to the development of wholesome, social relationships both with caregivers and other children.
- Meaningful play experiences based on the children's needs, interests, limitations and abilities.
- Quality care for children and provide opportunities to build important foundations for future skills and pursuits.

Days of Closure

Municipal

In conjunction with the Municipal government for this area, Cook's recognizes the following days as "Days of Closure" and will be **closed** for said days:

New Year's Day (Jan 1)	Family Day (Feb)	Good Friday (Mar or Apr)
Victoria Day (May)	Canada Day (Jul 1)	Civic Holiday (Aug)
Labour Day (Sep)	Thanksgiving Day (Oct)	Christmas Eve and New Year's Eve at 2pm
Christmas Day (Dec 25)	Boxing Day (Dec 26)	

Regular fees are billed when you schedule care for the days shown above. If you schedule the day and do not attend, you will be billed the full fee unless appropriate written notice is given to the provider and the agency. The agency supports that it is the provider's choice whether care is available on the above noted days.

Provider

There may be days when your provider is not available (illness, appointments, vacation time). As much notice as possible will be given. A minimum of two weeks' notice will be given for **scheduled** off time (vacation). Parents/guardians are encouraged to have back-up care for these occasions. Cook's will make every attempt to provide back-up care at a parent's/guardian's request, but no guarantee can be made.

Discouraging Aggressive Play

Guns, swords, war toys and weapons are forbidden in our program. **To assist us with minimizing aggressive play, we insist that any toy of this nature be left at home.** Your assistance in this matter is greatly appreciated!

Hours of Operation

Providers offer flexible hours of care. Some offer full time and/or part time hours of care.

Care may be available days or extended hours for more than 12 hours in a day, during evening hours (including overnight care), or weekends to try to meet the needs of all our families.

Hours of care (arrival and departure times) are contracted with our providers before care begins. The required hours of child care are indicated on the CHILD CARE SCHEDULE REQUEST FORM provided by Cook's and are agreed upon by the provider.

See **Extended Hours – Home Child Care Policy**.

How Does Learning Happen? Ontario's Pedagogy for the Early Years (HDLH)

The Minister's policy statement names **How Does Learning Happen? Ontario's Pedagogy for the Early Years** as the document to be used for the purpose of guiding programming and pedagogy (teaching methods) in licensed child care programs.

How Does Learning Happen? Ontario's Pedagogy for the Early Years (HDLH):

- Promotes a shared understanding of children as competent, capable and rich in potential. Children will flourish and grow when given daily opportunities to experience belonging, well-being, engagement and expression.
- Describes pedagogical approaches to guide educators / providers and administrators in considering how best to support children's learning and development.



Our early childhood educators / providers and families now have the HDLH professional learning resource at their fingertips to inspire critical reflection and countless discussion opportunities. It provides a framework to really think about the types of experiences, environments and interactions that we provide to support and engage the children and families. The link to this resource is available on our website.

This resource helps to strengthen quality, guide quality initiatives and professional learning opportunities and inspire each educator to be the best they can be. It helps educators / providers look carefully at what they do, to think about the why of their practice and to understand how their actions impact the children and families.

Play & Learning in Action

The providers will keep documentation of children's learning through play. For parents who have given consent, photos will accompany the descriptions of the learning in progress that the providers capture.

The providers are observing and documenting the children's development and enjoyment. What a wonderful way for you, the parent, to see how and what your child is doing and accomplishing.

In December 2015, the County of Northumberland provided funding to allow the early learning and child care programs in the County to purchase iPad's for our providers to support the documentation process. Very much appreciated!

Learning through Play Approach

Cook's embraces the document, **How Does Learning Happen? Ontario's Pedagogy for the Early Years**, as set out by the Ministry of Education for children up to eight years old. Four foundations for learning are detailed in the document—belonging, well-being, engagement and expression.

Cook's is committed to:

- Offering a highly engaging and interactive play-based environment that values children's learning.
- Creating and supporting caring relationships between children, adults and families.
- Basing our approach on an understanding of early childhood development and supporting children as they develop.
- Engaging children in their learning through exploration, play and inquiry.
- Encouraging open communication and expression to create a sense of inclusion and belonging.

Cook's understands that children learn best from active learning experiences under the guidance of adult supervision. Children are given opportunities to learn and prepare for starting and participating in school. Children learn that they are capable, can make decisions and solve problems about activities that are meaningful to them.

Fostering Expression

An important component of the How Does Learning document supported by Cook's follows.

Support children's expression in all forms. For example, some programs are rethinking art activities – moving away from using pre-cut materials or expecting children to complete specific adult-determined products and instead considering children's art as a form of expression.

When educators / providers provide good-quality materials and ample time throughout the day, children are encouraged to express themselves through drawing, painting, sculpture, movement, music, and storytelling to communicate their exploration of the materials or to represent their ideas, experiences, and understanding of the world.

Self-Regulation - Setting the Stage for Positive Behaviour

The early years set the foundation for lifelong learning, behaviour, health and well-being. Cook's supports the social and emotional development of children in our care by working as partners with families to promote, strengthen and develop children's positive behaviour, social skills and ability to self-regulation. All Cook's educators / providers understand the importance of being aware of the stages of early childhood development and positive approaches to behaviour management.

Cook's receives training, support and enhanced staffing assistance through Five Counties Children's Centre regularly. Cook's educators / providers are offered resources and strategies to support children's attempts to regulate their behaviour, emotions, attention and overall wellbeing.

Ways we prevent conflicts using self-regulation and the learning environment include the following:

- Predictable routines
- Giving children choices about learning activities, and during transitions
- Minimizing waiting times before getting started on activities
- Helping children identify and express their feelings
- Creating learning environments that promote self-regulation for children

Cook's educators / providers use a positive structured process to support children with challenging behaviours. We understand that all behaviour occurs for a reason. Once we identify the reason, we can use this information to develop strategies for success.

Our educators / providers are encouraged to refer to and use the following six-step approach to assist with resolving conflicts.

1. Approach calmly, stopping any hurtful actions.	<ul style="list-style-type: none"> • Educators / providers place themselves between the children, on their level. • They use a calm voice and gentle touch. • They remain neutral, rather than taking sides.
2. Acknowledge children's feelings.	<ul style="list-style-type: none"> • "You look really upset."
3. Gather information.	<ul style="list-style-type: none"> • "What's happening?"
4. Restate the situation.	<ul style="list-style-type: none"> • "So, what's happening is..."
5. Ask for ideas for solutions and choose one together with the children.	<ul style="list-style-type: none"> • Educators / providers engage with the children to develop child-initiated solutions. • "What can we do to solve this situation?"
6. Be prepared to give follow-up support.	<ul style="list-style-type: none"> • Educators / providers stay near the children. • "You worked out the issue together!"

Children enrolled are guided to demonstrate respectful and responsible attitudes towards other children, educators / providers, equipment and facilities. We connect proactively with families through dialogue and open communication to resolve issues by working respectfully together. Guidance is facilitated in a positive and caring manner in order to ensure the fostering of each child's self-esteem.

Minor behavioural issues are dealt with daily by educators / providers. If a recurring behavioural issue arises, parents will be notified by our provider. Five Counties Children's Centre is accessed for support and provider training. Supports (i.e., enhanced staffing support) can be accessed for the child with parent permission. By working together with parents, most issues can be resolved.

Travel & Excursions

Cook's Home Child Care Agency children are ordinarily included in provider family activities outside the home (local shopping excursions, visits to playground and local parks within approximately 40 kms). Indicate your consent to your child being involved in such routine trips either by foot, car or public transportation. Providers are expected to:

- **Ensure normal safety precautions will always be taken. During an outing in a provider's car, your child will be secured in the appropriate safety device.**
- **Provide constant supervision if using outdoor play equipment and structures at public playgrounds and parks.**
- **Obtain written permission before your child participates in other than routine outings, (i.e., using off-premise bodies of water overseen by a certified lifeguard, out of town excursions more than approximately 40 kms).**

Having established the above conditions, neither the agency nor the caregiver shall incur any responsibility or liability for any loss or damage to property and any injury sustained while participating in any outing.

MONEY MATTERS & SCHEDULES

Fees

Cook's operates on a fee-for-service basis. Parent/guardian fees are approved annually by the volunteer Board of Directors and the County of Northumberland. Parent/guardian fees help to cover the expenses for children (equipment), provider wages, and administrative expenses. Fundraising helps to offset the costs for program enhancements such as craft supplies and provider resources. Parents/guardians must sign the **Parent/Guardian Agreement** found on the application form, accepting responsibility of the financial arrangements BEFORE we will accept your child/ren's enrollment. A copy of the current Fee Guide is provided in the back of this handbook.

Account Updates

To reduce the amount of paper we use, we will not prepare a monthly statement of account unless the parent/guardian of a child in our care requests it. If you request an update, please allow a minimum of 24 hours for its preparation. Account updates may be picked up at the agency office or sent confidentially to you in a sealed envelope through your provider.

Enrollment - Administration Fee

All families are required to pay a **non-refundable ADMINISTRATION FEE (\$20.00/child or \$30.00/family)** upon enrollment and **every January 1st**, thereafter. The Administration Fee will be included with your first pre-authorized debit and every January 1st pre-authorized debit thereafter while enrolled in our programs.

If you must temporarily withdraw from the program for a period of time, you are required to pay the **ADMINISTRATION FEE** upon return to the program unless the minimum fee or holding fee is paid to hold and guarantee your child's placement. **A \$30 Activity Fee is due for every child enrolled in the school-age summer program to help cover the costs for excursions and program enhancements.**

Fee Payment: Pre-Authorized Debit (PAD)

All the families enrolled with Cook's are required to register with Pre-Authorized Debit to have childcare fees automatically withdrawn from your personal savings or chequing account. Upon enrollment, you must complete the Pre-Authorized Debit Agreement.

Pre-Authorized Debit amounts are calculated directly from the information you provide on your schedule request form. You are responsible for FULL PAYMENT of the schedule you submit and any approved extra days you may require. You may contact the office to confirm the amount of the transaction.

The office must be informed of any changes to your banking information immediately. The completion of a new PRE-AUTHORIZED DEBIT (PAD) AGREEMENT will be required.

Although childcare fees may no longer be paid using cheque or cash, fundraising items may still be paid for using cheque or cash.

Holding Fee – Reserving a Child Care Space – Only if Provider Agrees Pending Placement

A pending placement may apply to a family who is uncertain of a definite start date. To guarantee placement, the family is required to register the child including paying the annual administration fee and pay the non-refundable holding fee equal to one day per week. The maximum length of time a space will be held for a pending placement is two months. Full fees apply after the holding period.

Break in Service

If you are temporarily withdrawing from care and you wish to return to care with the same provider, the minimum fee equal to one day per week must be paid. This fee will be applied to your account in order to secure your child's space with your current provider. Paying this fee ensures that no other placements will fill your child's space. Your child may attend one day per week if you choose rather than withdraw.

These arrangements must be approved by both the provider and the ECE Consultant.

The maximum length of time a space will be held due to a break in service is two months. Full fee applies after the holding period.

If you must temporarily withdraw from the Program, you must submit **TWO WEEKS ADVANCE WRITTEN NOTICE**.

How We Calculate What You Owe - Based on the Schedule You Submit

Payment Method #1: Paying once per month on the 1st or the 15th

- The amount for the 1st of the month will pay for care scheduled from the 2nd of that month to the 1st of the following month or
- The amount for the 15th of the month will pay for care scheduled from the 16th of that month to the 15th of the following month.

Payment Method #2: Paying twice per month on the 1st and the 15th

- The amount for the 1st of the month will pay for care scheduled from the 2nd of that month to the 15th of that month and
- The amount for the 15th of the month will pay for care scheduled from the 16th of that month to the 1st of the following month.

Adjustments

Adjustments for a particular period (overpayments or underpayments due to changes in schedules) will be made on the next transaction date. It is your responsibility to make certain that we are fully aware of your care needs in advance to assist with ensuring accuracy in our calculations.

Receipts

A receipt for payments made for child care fees made for the year will be issued on or before February 28th to attach to your income tax return. A separate receipt is issued for the value of any charitable donations made to the organization during the year.

Many thanks to those who can make donations of goods, services and/or cash to Cook's School Day Care Inc! Special circumstances, such as early preparation of the receipt, may be considered if the family is moving from the area.

A service fee of \$5.00 is charged to reprint your income tax receipt. Please allow 24 hours for processing.

Subsidy - Fee Assistance

If you feel you may require financial assistance to pay your child care costs, please contact Northumberland's Department of Social Services at (905) 372-1003 or 1-800-354-7051. A needs assessment will be conducted to determine your eligibility for obtaining assistance.

Charitable Donations & Pledges

Cook's School Day Care Inc is a **not-for-profit, charitable** organization. Any person or group who donates goods and/or services will receive a tax receipt for the value of the donation which can be used for income tax deduction purposes. To be eligible for a receipt the value of the item or service must be able to be verified.

Fundraising activities assist us with keeping our fee increases to a minimum and purchasing program enhancements for our centre and home-based programs (toys & equipment, program supplies, field trip costs, some food costs, etc.).

Each calendar year ALL families are encouraged to participate in fundraising activities and donate an amount suitable for your family to help cover the costs noted previously. For your convenience, a pledge commitment section is provided on the application form. You can choose to:

- Not contribute for the year.
- Make a single lump sum contribution for the year to be paid on a pre-authorized debit transaction date that best suits your family. You will indicate the date on the application form.
- Choose a manageable contribution amount to be added to each pre-authorized debit transaction during the year.

Charitable donation and pledge tax receipts are issued by the end of February for the previous calendar year.

Schedules

All families must submit their schedule in writing to the office and the provider on or before the deadline date (preferably using the Child Care Schedule Request form; email is acceptable). **Space is not guaranteed unless the schedule is submitted on or before the date indicated.**

If you have an irregular schedule, you must discuss the details with and have them approved by the agency.

Pre-Authorized Debit amounts are calculated directly from the information you provide on your schedule request form. You are responsible for FULL PAYMENT of the schedule you submit and any approved extra days you may require.

Schedule Changes

You are responsible for the schedule you submit. Two weeks advance written notice is required for a permanent change to your child's schedule. Requests for changes to schedules (adding days or cancelling days) must be submitted to the office on the **Change to Schedule** form provided by Cook's.

In order to use allotted "free" days for days you wish to book off/cancel from your schedule, the form must be completed, signed and submitted two weeks before the change is to occur.

Added days must be approved to ensure space is available. Because we adhere to strict provider to child ratios and space requirements, **NEVER arrive unannounced without prior approval - we may not be able to accommodate an extra child.** Cook's will make every attempt to accommodate requests for changes to schedules.

Vacation & Free Off-Time

Requests for vacation/off-time must be submitted to the office on the **Change to Schedule** form (available from the Agency office) two weeks before the change occurs.

For Toddler & Preschool Children

Each child will be allowed up to three weeks of “free” off time each calendar year based on the average number of days your child attends the program.

If your child normally attends:

- 5 days / week, the child may be absent 15 days for which no charges apply.
- 4 days / week, the child may be absent 12 days for which no charges apply.
- 3 days / week, the child may be absent 9 days for which no charges apply.
- 2 days / week, the child may be absent 6 days for which no charges apply.

For Children Enrolled in Junior/Senior Kindergarten and Older (at January 1st)

Care requests for School-age children will be accommodated when possible. School-age children are not granted “free” off days.

- If a day is booked and the child is absent without notice, the full fee applies.
- Two weeks’ notice must be given to cancel a scheduled day. When sufficient notice is given, no fee is charged.

Service Charges & Consequences

Early & Late Fees

Providers may charge an over-time fee of \$5.00 per minute or portion thereof, over and above the contracted hours of care your child remains in care (according to the provider’s clock). Over-time charges are billed through your child care account. 100% of the fee will be paid to your provider. Parents/guardians are required to provide written authorization for the amount to be added to the next scheduled pre-authorized debit transaction. An email to the Agency is acceptable (cooks.home@cooksdaycare.ca). An income tax receipt can be issued for over-time fees.

Non-Payment of Fees

Funds Not Available

Each time a transaction cannot be completed on the first attempt (insufficient funds), you will be charged a **\$15 administration fee**. This \$15 charge will be added to the childcare fees calculated for the next pre-authorized payment date. We have contracted with the bank to make one attempt to secure the funds within two business days after the transaction fails. We will make every effort to notify you that a second attempt to receive payment for services will occur. If the second attempt fails, you will be notified immediately to cover all fees plus an **additional \$30 administration fee**. You may be asked to pay for services in advance using cash or certified cheque. You risk losing your childcare space if payment for your child’s care cannot be secured. Our final measure in securing payment is to involve the local collection agency.

Stop Payments

If you stop payment on a scheduled transaction, you will be charged an **automatic \$30 service fee**. You will risk having your child care service discontinued if you stop a regularly scheduled payment that covers the costs of your child’s care.

OUR PROGRAM STATEMENT

Cook's School Day Care Inc has developed and will continually reflect on our detailed program statement that is consistent with the Ministry of Education's policy statement relating to the operation of early learning and child care programs.

The program statement outlines how Cook's continues to strive to ensure high quality experiences that lead to positive outcomes for children's learning, development, health and well-being.

The program statement is available on our website and facebook pages. It is available in hard copy upon request.

The document will be reviewed on an ongoing basis and updated as appropriate. Input is always welcome.

The program statement will include goals to guide programming and pedagogy (teaching methods) and the approaches that will be implemented in the program to:

- Promote the health, safety, nutrition and well-being of children.
- Support positive and responsive interactions among the children, parents/guardians, child care providers and educators.
- Encourage children to interact and communicate in a positive way and support their ability to self-regulate.
- Foster children's exploration, play and inquiry.
- Provide child initiated and adult-supported experiences.
- Plan for and create a positive learning environment in which each child's learning and development will be supported.
- Incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and consider the unique needs of the children receiving child care.
- Foster the engagement of and ongoing communication with parents/guardians about the program and their children.
- Involve local community partners and allow those partners to support the children, their families, educators, and providers.
- Support educators / providers or others who interact with children in relation to continuous professional learning.
- Document and review the impact of strategies on children and their families.

The elements above supported the development of the program statement and are now used to strengthen ongoing reflection and discussion in relation to all areas of the program.

Policies

Cook's has developed several policies to ensure the safety and well-being of the children registered. The policies of Cook's School Day Care Inc can be accessed on our website and Facebook page. Paper copies are available upon request.

Many of the policies in place are directed by the Ministry of Education, Ministry of Labour, Ministry of Health, Ministry of Environment and County of Northumberland.

Absent Child

If your child will not be attending, please notify the provider within one hour of your expected arrival time.

Accessibility

Cook's School Day Care Inc always strives to provide our service in a way that respects the dignity and independence of people with disabilities. We are committed to giving all people the same opportunity to access our service. Our complete policy is available upon request or can be found on our website at <http://www.cooksdaycare.ca/access.htm>.

Anaphylaxis

If your child is at risk of anaphylaxis (life-threatening allergic reactions), you must indicate this fact on your child's application form and complete an Individual Emergency Response Plan. The forms are available in the office and must be updated immediately as changes occur.

Appropriate Clothing

Provide simple play clothing that is free of complicated fasteners that is washable to eliminate feelings of fear of getting dirty. Always provide at least one full extra set of clothing for your child - regardless of age. All the children are involved in a variety of activities that can become quite messy. Toileting mishaps can happen at any age. Remember to change the size of the extra clothing as your child grows.

PLEASE LABEL EVERYTHING.

Children must have appropriate outdoor wear. Provide sweaters, jackets, splash pants, boots, snow pants, mittens, caps/hats, etc. depending on the temperature and weather conditions. We enjoy at least one hour in the morning and one hour in the afternoon of outdoor activities (Ministry Regulation). We do not keep children inside – you may be called to provide your child's necessary items to participate in our activities. Providers do not have a supply of extra clothing; please be sure your child is prepared.

Arrival & Departure

For obvious safety reasons, ALL children must be escorted into and from the provider's home. Inform the provider of your arrival and departure. Upon arrival, inform the provider of any relevant information concerning your child's well-being. The provider will make every effort to keep you up-to-date on your child's progress, adjustments, difficulties, etc. on an ongoing basis.

Do not hesitate to discuss any matters of importance to you and your child (i.e., perhaps he/she did not have a good night's sleep, etc.). Always remember to say good-bye to your child when you are dropping him/her off. If your child appears upset when you leave, you may wish to telephone later in the day to ease your mind.

Important

If no parent/guardian has arrived to pick-up your child within a half hour of your expected time and we cannot reach you, the persons you have indicated as persons to whom your child may be released (on the child's application form), will be contacted to pick up your child. If Cook's School Day Care Inc cannot reach you or your emergency contact/alternate release people at a half hour after your expected arrival time, we will contact the local authorities at that time.

Bullying, Harassment & Violence in the Workplace

Cook's School Day Care Inc is committed to providing a work environment in which all individuals are treated with respect and dignity, free from any form of bullying, harassment or violence. To that end, workplace bullying, harassment and violence will not be tolerated from any person in the workplace. Cook's School Day Care Inc will take all reasonable measures to prevent incidents and protect workers.

Zero Tolerance

Although clients and members of the public are not governed by this policy, the organization does not tolerate any behaviour constituting bullying, harassment and/or violence to be exhibited by clients/public toward the workers of the Organization.

Verbal or physical aggression directed by a parent, guardian or adult toward a staff or child care provider of Cook's School Day Care Inc will result in this person being asked to leave the premises immediately.

If this request is not followed, the local authorities will be contacted to intervene.

Future admittance to the property may be refused.

Child & Family Services Act

The Child and Family Services Act states that every person who has a reason to believe that a child is at risk has a legal obligation to report his or her suspicions immediately to the Children's Aid Society. Cook's is committed to meeting the legal requirements of the Child and Family Services Act and to ensuring the safety and protection of each child enrolled.

Cook's educators / providers are trained to spot signs of child abuse and neglect. If there are reasonable grounds to suspect abuse or neglect, educators / providers are required to file a report. It will be the responsibility of the Children's Aid Society to investigate suspicions and evaluate the situation. Educators / providers can be fined \$1,000 for failing to report a situation.

Custody

PLEASE BE ADVISED, in situations where there are custodial concerns, the Agency may not refuse the release of a child to a parent/guardian at the request of the other parent/guardian. If applicable, a copy of the CURRENT court document, outlining custody and/or visiting arrangements, must be submitted to the office to ensure your child/ren's safety. With the safety and well-being of the child in mind, please be prompt with providing all necessary documents.

Emergency Contacts

Parents are required to provide emergency contacts that can be reached in case parents cannot be reached, during an emergency. Only authorized people will be permitted to pick-up children. People authorized to pick up children must show photo identification. Please ensure that the contacts are aware of their responsibility and that their contact information is kept up-to-date. If the individual picking up your child is under 16 years of age, you must supply written consent to allow the release to happen.

Emergency Management

Cook's has emergency management policies and procedures, including but not limited to: **Fire & Emergency, Health & Safety, Medical Needs, including Anaphylaxis, Safety & Security, and Serious Occurrences**

In the event of an emergency, parents are notified at the earliest convenience:

- In person, by phone, email.
- Posted notices in the building or as close to the building as possible if the emergency involves the structure.
- Posted notices on the website and Facebook pages.
- Local media, if a significant emergency affecting operations.

The complete policy is available on our website or in hard copy upon request.

Extended Hours – Home Child Care

Cook' School Day Care Inc makes every attempt to maintain every child's safety at all times. Guidelines are in place to ensure that each child's well-being is preserved when enrolled for extended hours.

Extended Hours Program - Definition

A program that operates:

- For more than 12 hours in a day.
- During evening hours (including overnight care).
- Weekends.

The complete policy is available on our website or in hard copy upon request.

Extreme Situations & Weather Can Affect Our Service

The safety of the children and providers in our programs is top priority for us! Safety concerns may result in the Administration making an emergency decision that affects

the service we provide (i.e., closure for a part/full day or a component of the service not available for part of a day). Decisions of this magnitude are given careful consideration because we fully understand the impact the decision will have on families.

The deciding factor comes down to one simple statement, "Is there real or potential risk to the children and/or staff if we continue with the "expected" service." If the answer is an obvious, "yes", a choice to modify the service, at that time, for that particular circumstance, must be made. Every measure will be taken to inform those affected by the decision at the earliest convenience, with as much notice as possible.

Please refer to the ***Extreme Situations and Weather Can Affect Our Service*** chart found inside the back cover. Examples and details are provided regarding the situations that could potentially affect the service.

For the situations described, families are not charged the regular fee because we have made the choice to modify our service and, in most cases, families have needed to make alternate arrangements for the day.

We maintain a direct link to Environment Canada and receive regular emergency situation updates from the County of Northumberland during all seasons. Situations involving intense heat, extreme wind chill factors, electrical storms, ice storms, heavy rainfall, etc. do keep us from participating in outdoor activities on occasion. At times, our outdoor periods are simply reduced to allow for some outdoor active play. Again, decisions to modify our service and our programs are directly affected by any "real or potential threat to our children's and provider's safety". Please ensure your back-up contact people indicated on your child's application form are current and can be reached if you are not available

Feedback, Grievances, Issues & Concerns

All feedback, grievances, issues and concerns pertaining to the operation of the organization, made by staff / home child care providers or families are addressed in a prudent and efficient manner and in good faith in what is believed the best interest of the organization. Families and staff / home child care providers are encouraged to offer ongoing feedback in a timely manner that best suits their personal style (in person, in writing, via email, by phone, etc.).

Feedback forms are readily available on the website on the *Contact Us & Feedback* tab and at the entrance to the centre for those who choose that method of feedback.

The person who raised the issue will...

- Be provided a level of detail that respects and maintains the confidentiality of all parties involved.
- Receive an initial response to an issue or concern within one business day.
- Be kept informed throughout the resolution process.

The complete policy is available on our website or in hard copy upon request.

First Aid and Emergency Response

Minor accidents and illnesses are common occurrences with children. All Cook's providers have valid Standard First Aid Certification to respond to minor cuts and/or bruises. When a minor occurrence happens, parents/guardians are notified of and asked to sign an incident report form at pick-up time. The parent/guardian is given a copy of the report. Serious accidents or illnesses will be reported to parents/guardians

immediately. Parents/guardians will be requested to pick-up their child at the earliest convenience and seek medical attention if needed. If during program time, there is an emergency requiring immediate medical attention, Cook's providers will call 911 and accompany the child to the hospital. Parents/guardians will be notified and requested to meet the child and Cook's provider at the hospital.

Food & Menu

Menus are planned based on the guidelines outlined in the Canada Food Guide and in consultation with the ECE Consultant / Home Visitor and the parents/guardians. If your child has limitations regarding any food, be sure to inform the provider and note them on your child's application form. The parents/guardians are asked to supply food in labelled containers for a child who has nutritional restrictions and requirements that are not provided by the home child care provider.

Parents/guardians are required to provide baby food/formula, any special dietary items and additional snacks(s) and/or meals, as needed for the child. If desired, the provider may be paid directly to do so for your children. If the provider is willing to do so, please put this agreement in writing with a copy of the agreement forwarded to the ECE Consultant.

For those children in care a full day and who eat table food: the provider will supply a mid-morning snack, lunch and an afternoon snack. If a child is in attendance for more than one meal time, a meal is provided at each meal time (i.e., lunch & dinner, dinner & breakfast).

Parents/guardians are notified by the provider about the snacks and meals that will be served to the children during the day, including during extended hours of care. Children are never forced to eat, and privileges are never taken away. Children are encouraged to try what is provided.

Infant Feeding

Infant feeding should be flexible and adapted to each individual child's needs. Parents/guardians are required to supply food and bottles for their child until the child can eat table food and drink from a cup.

Bottles and food supplied by the family must be labelled even if your child is the only child in care – this is a Ministry licensing requirement.

The gradual introduction of solid foods, beginning sometime between four to eight months, is recommended for optimum growth and development. The parent/guardian, in consultation with the child's doctor, will determine when to introduce solids to the infant's diet. This information will be provided and recorded on the Infant Feeding Chart.

If you have not received one with your registration package, please ask for one. Your provider will need this before care begins in order to keep the child on his/her regular schedule. Feeding instructions will need to be updated on a regular basis in consultation with your provider. The chart provided offers feeding recommendations from the Ministry of Health.

MINISTRY OF HEALTH GUIDELINES		
AGE	FOOD	REASONS FOR INTRODUCTION
4 to 6 months	Iron-enriched infant	Provides a dietary source of iron.
	Cereal	Avoid depletion of infant's iron stores.
6 to 9 months	Pureed vegetables	Provides dietary source of vitamins, minerals and energy. Introduces new food flavours and starts setting basis for good eating habits.
	Pureed meat, fish, and poultry.	Provides additional protein.
	Egg yolk, yogurt, cottage cheese, and pureed well-cooked legumes (i.e., beans, peas, and lentils).	Iron for rapid growth.
6 to 9 months (continued)	Dried bread products (i.e., rusks)	Encourages chewing when teeth erupt
9 to 12 months	Mashed 'family' foods without sugar, butter, margarine, salt or other seasonings.	Introduces texture of foods other than pureed.
	Finger foods (i.e., peeled fruit or cooked vegetable and pieces dry toast or mild cheeses).	Encourages chewing, coordination, and independence.
	Egg white (delay until 12 months)	Earlier introduction might precipitate an allergy

Health & Safety

It is our policy to make every attempt to make the workplace safe and without risk to the health and safety of any person. We will endeavour to:

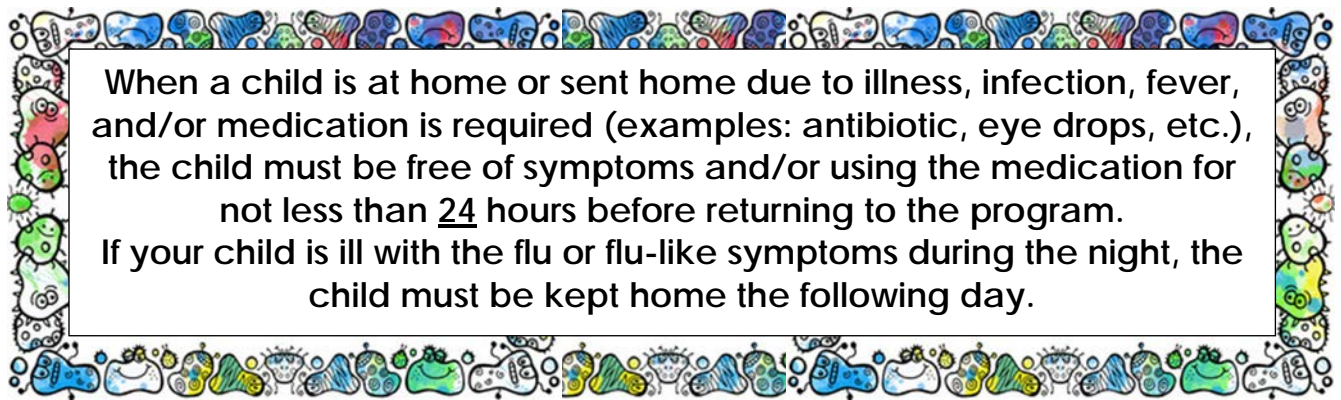
- Ensure the safe use, handling, storage and transport of chemical products.
- Provide information, instruction, supervision and training to providers.
- Ensure safe systems of work are in place e.g. hygiene practices, safe use of equipment.
- Ensure children, parents/guardians, visitors and members of the public are not exposed to activities or agents which may present risks to their health and safety
- Establish directions and procedures for children, providers, volunteers, parents/guardians and members of the public to ensure health and safety.

Regular inspections are performed to help identify health and safety risks. Strategies are developed to address any identified potential hazard.

Illness

Cook's is not equipped to provide care for children who are ill. Parents/guardians are asked to keep their children at home if they show symptoms of contagious illnesses. This includes, but is not limited to, the following: fever, vomiting, diarrhea, and discharge

from the eyes, skin rashes or itching, severe or croupy coughs. A daily health check is completed by providers in order to minimize the spread of illness in the home. If a child becomes ill during the day, parents/guardians will be notified and asked to pick the child up.



In some cases, a medical certificate may be required for re-admittance (example: skin rash confirmed not a risk to others).

If your child is too ill to attend elementary school, he or she is also too ill to attend our program.

Immunization

Your child's health, safety and well-being are very important to all of us. Upon enrollment, you must present us with your child's record of immunization so we may copy it for our files and our local Health Unit for their records.

A child may not start in our program until such time as proof of immunization or a written affidavit (on a Ministry form available from the program) that excludes the child from being immunized is provided for our files.

Families are required to provide proof of any further boosters once enrolled in the program. The Health Unit will contact families if immunization records are not current. You can fax a copy to (905) 372-2441 or email to cooks.home@cooksdaycare.ca. Attention: Heather, ECE Consultant/Home Visitor.

Inclusion

Cook's Home Child Care Agency is designed to care for those children who are 3 weeks to 12 years. We welcome ALL children who may benefit from our Program. Children are encouraged to be themselves and have respect for others.

Living Arrangements

At no time should any members of families enrolled with Cook's Home Child Care Agency reside with the home child care provider who cares for their child. The Ministry stipulates that no child shall be in the home child care provider's care for more than a 24-hour period at one time.

Medical Needs, including Anaphylaxis

It is the policy of Cook's School Day Care Inc to support the medical needs of any child and employee, student, volunteer, contract worker (including home child care providers and persons ordinarily resident in a home child care setting) and to reduce the risk of exposure to any causative agents or situations that may exacerbate the medical condition or cause a reaction (e.g. anaphylactic reaction). **The complete policy is available on our website or in hard copy upon request.**

Medical Needs

Medical needs include any physical, developmental, mental, sensory, behavioral, cognitive, or emotional impairment or limiting condition that requires medical management, health care intervention, and/or use of specialized services or programs. The condition may be congenital, developmental, or acquired through disease, trauma, or environmental cause and may impose limitations in performing daily self-maintenance activities or substantial limitations in a major life activity. Care for individuals with special needs requires specialized knowledge acquired by additional training, as well as increased awareness and attention, adaptation, and accommodative measures beyond what are considered routine.

Examples: anaphylaxis, asthma, diabetes, heart condition, seizures, etc.

Anaphylactic Reactions

Some allergic reactions cause tissues in the mouth and throat to swell and this will impair breathing. This is a severe allergic reaction and is a life-threatening emergency because body tissues are deprived of oxygen, causing body systems to fail.

Anaphylaxis can happen within seconds, minutes or hours of a substance entering the body. As a rule, the sooner the child's body reacts, the worse the reaction will be.

Individual Emergency Response Plan (IERP)

An IERP that details how to support a person's medical needs/risk of anaphylaxis is completed by the person or parent/guardian of a child with identified needs/risks and the supervisor. IERP's are reviewed by the parent every 6 months

Reducing the Risk of Exposure - Public Notification

If applicable, copies of the detailed plan, including photo for each person at risk of anaphylaxis or having a serious medical condition will be displayed prominently **in each activity/eating area. Copies will also be kept with the emergency information for trips or emergencies off the premises.**

If there is a person at risk of anaphylaxis, prominently placed notices informing all to not bring the causative agent (food, substance, etc.) into the home will be posted **in the main entrance** for the duration of the person's involvement in the program.

Medication

NEVER leave medication in your child's bag, pack or basket. Always hand-deliver medication to and educator.

Parents MUST complete the medication form BEFORE any medication will be given.

Providers do not supply medication of any kind. Supplying necessary medication for a child is a parent/guardian responsibility. If providers are not comfortable with the administration of a certain medication other arrangements will need to be made by the parent/guardian.

We do not accept non-prescription medications for any child (i.e. cough syrup, vitamins, etc.) Only physician-authorized and prescription medications will be administered by our child care centre educators and home child care providers. The **only exception** to this policy involves:

- Children who are prone to spiking high fevers in a short period of time. A limited supply of fever-reducing medication (i.e., Tylenol, Temptra, etc.) may be kept on the premises. The home child care providers will administer only one dose of the medication to a child whose temperature has risen quickly to allow time for the child to be picked up by the parent/guardian and kept home until the fever is controlled.
- Children who require diaper cream.

As recommended by the Ministry, medication will not be given unless:

- A medication form, which is supplied by Cook's, is fully completed prior to any medication being administered, including diaper cream applications.
- Medication is in the original container.
- Prescription medication states the correct child's name, medication name, dosage, time(s) to be given, length of time to administer and expiry date noted on the pharmacist's label. The parent/guardian must label non-prescription diaper cream.
- All labels are intact and easy to read.
- If the medication is to be administered "as necessary" (i.e., asthma medication), the parent/guardian must state, on the medication form, the types of symptoms/reactions that could be observed during the period when the medication is required and being taken.

IMPORTANT!

- Parents/guardians must hand-deliver all medication to the providers to be locked in the appropriate refrigerated/non-refrigerated container.
- For the safety of all children, ALL medication must be stored in a locked container. Exception: medication for life-threatening illnesses or reactions will be kept safely and readily available by the provider or the child if physician's consent is on file indicating the child is mature enough to be in control of the medication (example: Epi-pen). If the child has possession of this medication, the providers will monitor that it is always safely stored.

- Medication will not be released to a child. It must be picked up by a parent/guardian.
- It is the parent's/guardian's responsibility to ask for the child's medication at the end of the day - it is not the provider's responsibility to remind you to take medications home.

No Nit Policy (Head Lice)

Head lice is not considered a communicable disease and head lice infestation does not spread disease, but it can be transmitted through head to head contact with a person with an infestation or through contact with personal objects (for example: combs, hats, etc.).

In order to minimize the spread of head lice in our programs, we have a nit-free policy in place. Children who are found to have head lice (nits and/or live lice) will be sent home for treatment and will not be allowed to return until they are nit free. While parents/guardians have the primary responsibility for the detection and treatment of head lice, we will work in a cooperative and collaborative manner to assist all families to manage head lice effectively (i.e., conducting regular inspections of all children - daily, weekly, monthly depending on whether nits/live lice are found in our program or an associated school).

Talk to:

- Your children and let them know we conduct regular inspections in our programs.
- A trusted professional (doctor, pharmacist, naturopath, etc.) to determine the treatment that is appropriate and effective for your family.
- Us. Please keep us informed if you have detected and/or have been treating your children for head lice.

A child who was absent from the program due to an infestation will be re-admitted after the provider has determined that no further signs of the infestation are present. It is important that families allow time for the inspection upon return.

Off-Site Safety

Safety is always a priority to us! Displaying appropriate behaviour and actions are critical to us – especially when off-site when the potential for risk is greater. We expect and insist that all children follow the safety rules we have in place to help ensure that the off-site activity is not affected because of any child displaying inappropriate behaviour or actions. Should we have challenges with any child interfering with the safety of any off-site activity because he/she is behaving/acting inappropriately, the parent/guardian will be informed. It is possible that the child will no longer be able to participate in off-site activities (including being escorted to and/or from school). Please support us in our efforts and talk to your children about respecting our rules, the other children, and the adults responsible for all children in our care.

Photography

Cook' School Day Care Inc makes every attempt to safeguard your child's safety at all times. With permission, your child's photos will be used for agency-approved activities only (i.e., postings in playrooms, creative activities, parent/guardian gifts, etc.). Your

permission must be granted on your child's application form before any photos will be taken or displayed of your child within the home child care setting. No permission, no display of photos. Photos cannot be sent home when they contain images of other children unless the parents/guardians of all children in the photo have provided written consent. Unless you provide written authorization, your child will not be involved in any media photography. Media photography typically involves our local newspapers and the child's full name is included in the caption in the publication.

Prohibited Practices Policy

Respecting Ontario Regulation 137/15

Young children benefit from a supportive approach that encourages positive interactions with other children and adults, rather than from a negative or punitive approach to managing unwanted behaviour. To protect the emotional and physical well-being of the children in our programs, Cook's School Day Care Inc does not permit:

- a. Corporal punishment (causing deliberate pain or discomfort in response to undesired behaviour).
- b. Physical restraint of the child, such as confining the child to a high chair, car seat, etc. 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 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 plan.
- 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.
- f. Inflicting bodily harm on children including making children eat or drink against their will.

Additional Information

Rather than setting out practices to be used to manage children's behaviour, the administration and educators examine and set out in the program statement how to support positive interactions between children, families, staff and the community.

Research from diverse fields of study shows that children who attend programs where they experience warm, supportive relationships are happier, less anxious and more motivated to learn than those who do not. Experiencing positive relationships in early childhood also has significant long term impacts on physical and mental health, and success in school and beyond.

How Does Learning Happen provides information on ways adults can engage in positive, responsive interactions and why this is critical for children's overall learning, development, health and well-being.

Release of Your Child

No child will be released to a person who has not been authorized to do so. We MUST receive written or verbal authorization for changes. If possible, introduce all guardians and your back-up person(s) to your provider.

Any person you designate to pick-up your child/ren must be able to supply a form of photo identification (Driver's Licence, Health Card, Student Card, photo supplied and signed by you, etc.).

A child will not be released until identification is confirmed – this may take some time. There is no exception to this rule, and we know you understand our position. If the individual picking up your child is under 16 years of age, you must supply written consent to allow the release to happen.

Extra Safety Measures

In the opinion of the educators/providers, if any parent/guardian appears unable to assume care and control of the child when arriving to pick-up the child (walking, riding or driving), the following steps will be taken:

1. At your wish, we will arrange alternate transportation, (i.e., call a family member, a friend, or taxi).
2. If you choose not to accept the arrangements of alternative transportation and choose to leave with your child, we will contact the local police detachment to inform them of our concern.
3. If the pick-up person is an alternate authorized by the parent/guardian, every attempt will be made to contact the parent/guardian to confirm the new pick-up arrangements. If the parent/guardian cannot be reached the steps above will be followed.

Reserving a Child Care Space

Cook's School Day Care Inc's financial stability relies on operating at or as near to licensed capacity as possible. Families requiring a break in service from our programs will be given the choice to:

- Withdraw from the program and re-register when care is required, and space is available.
- Only if the provider is agreeable, the family would pay the equivalent of one day per week per child.

The maximum length of time a space will be held due to a break in service is two months. Full fees apply after the break in service period.

Safe Footwear

Your child needs indoor shoes to wear while inside. These must always be worn. A fire drill is conducted monthly. This safety procedure is practiced as if there were a real fire. There is no time to put on shoes. Providers are not able to carry all the children.

Serious Occurrence

It is the policy of Cook's School Day Care Inc to ensure the safety of the children and providers. In the event of a serious occurrence, during the organization's hours of operation, the appropriate Ministry-directed reporting and public notification procedures will be followed.

Serious Occurrence Definition

1. Death of a Child
2. Allegation of Abuse and/or Neglect
3. Life-threatening Injury or Illness
4. Missing or Unsupervised Child(ren)
5. Unplanned Disruption of Normal Operations: fire, flood, gas leak, detection of carbon monoxide, outbreak, lockdown, other: emergency relocation or temporary closure

Reporting and Posting a Serious Occurrence

A verified serious occurrence is reported immediately to the parents/guardians, the organization's Administration and Board Executive Members, and all pertinent others (i.e., Police, Fire, Children's Aid). A written report is forwarded to the County and Ministry children's services departments within 24 hours of the occurrence.

A serious occurrence notification form is completed and posted for a minimum of 10 days in a conspicuous place - adjacent to the centre's licence to operate to communicate information to the parents/guardians about the serious occurrence that has occurred in the child care centre. Personal and private information is protected when a serious occurrence notification form is posted.

Sleep & Rest-Time

Our program makes every effort to organize time, space and materials to support the children's varied needs for sleep, rest and quiet time. Space and bedding are provided. Special bedding, blankets and stuffed animals from home are welcomed and properly stored. Rest-time allows the providers time to complete tasks that cannot be accomplished when the children are actively involved in activities (i.e. recording visual checks of resting children, cleaning and disinfecting toys, washing floors, cleaning bathrooms, updating written records, etc.).

From Ontario Regulation 137/15, 33.1 and 47(2)

It is the policy of Cook's School Day Care Inc to ensure that each infant, toddler and preschool child enrolled in our program is permitted to sleep, rest or engage in quiet activities based on the child's needs.

While not all children need a mid-day nap, young children benefit from periods of quiet relaxation to balance their active play. Some children who are tired may take a relatively long time to relax and sleep, while others only require a short rest period. Children's needs may also change from day to day or week to week. The need for rest and sleep varies greatly at different ages, and even among children of the same age. Rest is an important part of the day for all children.

A period of time is provided during which quiet activities are encouraged and children can nap if required.

Special Instructions

Sleep and rest time should be of such duration that normal sleep patterns at home are not disrupted. Programs should take into consideration instructions given from parents regarding their children's sleep and rest period.

These instructions should be followed as closely as possible while taking into consideration the need of the individual child.

Ministry Direction:

If a parent has provided instructions for the child to not sleep during the day but the child is falling asleep at the table, the licensee should provide a rest period for this child.

The licensee can explain to the parents that the child required a nap that day because the child was unable to stay awake.

The complete policy is available on our website or in hard copy upon request.

Smoke-Free & Vape-Free Policy



As of May 2006, Ontario developed a Non-Smoking Bylaw that includes Home Child Care Facilities. There shall be no smoking or vaping in the home where child care takes place. Smoking and vaping shall not happen in the yard or garage outside when children in care are present.

There will be non-smoking signs posted at the entrances to these homes.

Sunscreen

PROVIDERS DO NOT SUPPLY SUNSCREEN DUE TO COST AND ALLERGIES. They are, however, responsible for ensuring that it is applied before any outdoor excursions during seasons of high ultra violet rays. **All children MUST come with SUNSCREEN and a hat in summer weather and a warm hat, extra mittens in winter weather.**

Toilet Training

Children who are in the process of toilet training or those prone to accidents must come to the provider's home prepared with an appropriate number of changes of clothing. Please remember to consider your child's comfort as well as the convenience of your child's caregiver.

The provider does not provide extra clothing or launder soiled clothing. When you begin toilet training your child, speak with your provider. It is important to be on the same routine and somewhat the same procedures. (I.e., Readiness can make all the difference in success and using the same procedures). Working together with the provider may help the process be less challenging for your child, you and your provider.

Providers do not rinse soiled clothing or diapers as this causes the spread of bacteria and germs by way of splashing. Soiled clothing will be placed in a tied plastic bag and returned to you at pick up time.

Diapers & Pull-ups

Parents/guardians are responsible for supplying/restocking diapers and pull-ups at the provider's home. Consider purchasing an extra package to leave at the provider's home. Your provider will inform you in advance when the supply is getting low.

Toys from Home

It is our policy to discourage children from bringing toys from home. Aside from those special "things" needed during a child's adjustment to his/her new Home Child Care experience, all other treasures should not come to the provider's home. Problems with missing or broken toys and sharing situations quite often arise. If the child has a special blanket or toy he/she likes to rest with, it is acceptable. Please consult with your provider before bringing any items from home.

Visitors

In the best interest of the children's well-being and safety, we uphold strict rules regarding who may remain in the provider's home for extended periods of time (i.e., longer than the typical drop-off and pick-up times). Our program is a place for the children to play, explore, and learn. During your child's time with us, we request that family members not drop in for visits during indoor or outdoor activities for two very important reasons:

1. When family members come to visit, the child believes it is time to be picked up to leave. The interruption to the child's day is confusing and upsetting when the visitor leaves and the child cannot go as well.
 2. For safety reasons, all persons remaining in the program beyond the drop-off and pick-up times must:
 - Be approved to do so by the administration.
 - Provide a current clear background check with Police Services that includes a vulnerable sector search.
 - Agree to and complete the Children's Aid Society background check form supplied and submitted by Cook's.
 - Have up-to-date immunization, including TB Test.
 - Complete all necessary forms supplied by Cook's.
 - Review all relevant policies.
-

Volunteers & Placement Students

It is the policy of Cook's School Day Care Inc to help support the safety and well-being of children enrolled in the centre-based program locations and home child care settings monitored by this agency. Cook's School Day Care Inc abides by Ministry regulations that indicate that every operator shall ensure that every child who is in attendance in a day nursery is always supervised by an adult.

- The agency allows limited unsupervised access, by approved persons other than the agency provider, who are usually present in the home setting.

- The home child care provider is responsible for informing the agency at the earliest convenience when limited unsupervised access has occurred.
- The agency will ensure that, prior to a child being placed at a home child care setting, the agency provider will identify to the child's parents/guardians any approved person who has limited unsupervised access.
- Limited unsupervised access may include:
 - An emergency situation (i.e., one child may require medical attention)
 - When the agency provider walks children to and from school while younger children are sleeping
 - When the agency provider must attend an appointment that cannot be scheduled during non-care hours (the provider may be providing care for extended days and hours)
- An approved person:
 - Is 18 years of age or older
 - Has reviewed and signed off on agency policies (behaviour management, confidentiality, anaphylaxis)
 - Has proof of successfully completing criminal background checks with the police and children's aid society
 - Has up-to-date immunization including tb-test

Waitlist

Cook's School Day Care Inc is committed to developing and maintaining waitlist policy and practices that are transparent, fair and consistent.

Administration

- Families may complete the online **Waiting List Request Form** available on the Cook's School Day Care Inc website or contact the programs directly to be placed on the home-based **Wait List Registry**.
- No fee is charged to have a child added to the waitlist.
- When a space becomes available, the family at the top of the waitlist will be contacted, regardless of whether the space is full-time or part-time.
- Once a placement is offered, a family will be charged the administration fee.
- A reservation fee to hold a space is charged if the family is not prepared to accept the spot at that time and wishes to secure the space for the near future (no longer than two months). Refer to the **Reserving a Child Care Space** policy.

Special Considerations

Priority will be granted to:

- Siblings of children currently enrolled. To be included on the waitlist the family must provide the administration with a **Waiting List Request Form**.
- Families waiting for a transfer to another Cook's School Day Care Inc program.
- Children of current Cook's School Day Care Inc employees. To be included on the waitlist, the employee must provide the administration with a **Waiting List Request Form**.

Confidentiality

The personal information of families is always safeguarded. All information not applicable to the person or family wishing to ascertain the position of their child on the waitlist will be blocked/blacked out before the requested information is provided.

Water Safety in Regulated Child Care Settings

Cook's School Day Care Inc always makes every attempt to keep the children enrolled in our programs safe. Dwellings that have any standing body of water must be enclosed (e.g., fence and latched gate).

In Support of Play-Based Learning

The use of splash pads, sprinklers, hoses and water tables is encouraged.

Standing Bodies of Water on the premises

Regardless of age, no child enrolled with Cook's Home Child Care Agency, is permitted, at the premises, to use or have access to:

- Any standing body of water (e.g., pond, lake, etc.)
 - Recreational body of water (e.g., any type of above ground pool, in-ground pool, hot tub, whirlpool, wading pool, "kiddie" pool, etc.).
-

Recreational Bodies of Water: Public Swimming Pools & Beaches

Important:

- NO child under six years old who receives home child care is permitted to use or have access to any standing or recreational body of water on the premises.
- A child who is six years old or older is permitted to use or have access to a recreational body of water only when all safety measures indicated below are satisfied. Before a child who attends a home child care setting will be permitted to use any public swimming pool or beach, the **Permission Form: Public Swimming Pools & Beaches** form must be completed and signed by the parent/guardian. The form is also signed by the provider and ECE Consultant/Home Visitor.

Consent Forms

The consent form addresses:

- The provision of lifesaving equipment (e.g., life jackets).
 - Adult supervision.
-

Safety

- There must be a lifeguard present who is at least 16 years of age and currently holds a lifeguard certificate that is not dated more than two years prior to the date on which they are acting as a lifeguard.
- Adults are encouraged to become familiar with basic water/swimming safety practices and precautions.
- Adults must hold a valid standard first aid certificate including infant & child CPR at all times.
- The children are always accompanied and directly supervised by agency adults (18 years or older).
- Ministry of Education ratios must always be adhered to.
- The rules of public pools must be followed.

County of Northumberland Support

Parents/Guardians

Cook's School Day Care Inc has a purchase of service agreement with the County of Northumberland that allows eligible families who are enrolled in our programs to receive financial assistance from the County to help pay child care fees.

Educators & Providers & Programs

Northumberland County supports Early Learning & Child Care programs with establishing adequate compensation levels for employees and home child care providers and maintaining quality programs through:

- General Operating Grant
- Wage Enhancement Grant
- Special Purpose Funding to support such initiatives as repairs and maintenance and play-based learning
- Professional development opportunities.

Funding assistance for special projects is available on occasion through the County. There have been funds made available for health & safety projects, transformation costs, and capital projects.

When Funding is Available

Applications may be submitted to the County for consideration to be supported.

Criteria

To ensure the most pressing and critical health and safety needs are met in our community, proposals are reviewed based on the following criteria:

1. Health and safety concerns identified as a recommendation by Ministry of Education Program Advisor, HKPR Health Inspector, Local Fire Inspector, and/or CSA Approved Playground Inspector.
2. An organization's financial resources as reported in the most recent audited financial statements.

Cook's is Fortunate

Cook's has benefitted from receiving funding assistance from the County of Northumberland on several occasions over the years.

- **Play-based Learning:** funds received to assist with purchasing program equipment and supplies to support play-based learning.
- **Health & Safety / Repairs & Maintenance:** examples of costly items for which we have received assistance - new playground equipment, windows, roofing, kitchen upgrades, to name a few.
- **Transformation Funding (assistance from the County in 2014 to assist with the blending of our centre-based programs):** examples - strategic planning, legal, home child care equipment upgrades and advertising costs.

- **Capital Funding:** major modifications to the building to accommodate the blending of our two-centre based programs into one location. The features of the addition are: a new accessible main entrance, office at the entrance, an elevator, an educator resource & rest area, and a new staircase to 2nd floor.
- **Preschool Expansion Funding (2018):** funds received to assist with renovation costs to add additional washrooms on 2nd floor to allow for a second preschool group to be established; also funds to purchase program materials and supplies to support more preschool children.
- **Provincial Affordability Initiative Funding (2018):** funds from the provincial government and distributed through the County to provide fee refunds to families with children under 4 years, wage enhancement for staff/providers and program enhancements.

Outside Support Organizations

At times, our professionals find it necessary to call upon the added expertise of our community partners to aid in supporting children who are enrolled in our programs. Assistance may be received in a variety of ways (training, resources, and enhanced staffing support) for a variety of reasons (physical development, behaviour management, play therapy, occupational therapy, sensory integration, speech & language, etc.).

Some support is given for the entire group while other assistance may be required for a specific child. Before any support is requested from an outside support organization for a specific child, the family must complete a consent form.

It is the desire of our community partners and Cook's to create conditions and provide opportunities for each child in our care to develop to his/her fullest potential.

Parent Handbook Annual Review & Update

Please note that the Board of Directors and Administration review this document annually. We encourage parents/guardians to offer suggestions regarding additions to our handbook. All submissions will be considered.

Withdrawal Policy

TWO WEEKS ADVANCE WRITTEN NOTICE is required if you plan to **temporarily** or **permanently** withdraw your child from our program. Your regular schedule will be billed to your account until this office receives this notice in writing.

You may email your notice of withdrawal to cooks.home@cooksdaycare.ca or fax it to (905) 372-2441.

Vacation and free off-time cannot be used in lieu of the withdrawal notice.

EXTREME SITUATIONS AND WEATHER CAN AFFECT OUR SERVICE

HOW?	WHY?	WHEN WILL YOU KNOW?	COMMENTS
Closure for a full day * No fee charged for the day	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, heavy rainfall, etc) overnight into daytime	At the earliest convenience after 6:00am	Road and property maintenance workers unable to clear the roads and a safe entrance to our property
	Power outage upon opening and for an extended period – unable to maintain a 20 °C indoor temperature	At the earliest convenience after 6:00am	Utility company unable to confirm when power will be restored
Delayed opening * We understand most will already make alternate arrangements * No fee charged for delay time or the day if care not used	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, heavy rainfall, etc) overnight	At the earliest convenience after 6:00am	Road and property maintenance workers are delayed clearing the roads and a safe entrance to our property
	Power outage upon opening	At the earliest convenience after 6:00am	Utility company can confirm that power will be restored at a specific time and the temperature can be maintained at 20 °C
Early closure * No fee charged for the period of closure	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, heavy rainfall, etc) during hours of operation and onward	At the earliest convenience	Road and property maintenance workers unable to clear the roads and property; concern about children getting picked up and staff getting home safely; Environment Canada posts and extended warning
	Power outage for an extended period – unable to maintain a 20 °C indoor temperature during hours of operation and onward	At the earliest convenience	Utility company unable to confirm when power will be restored
Reduced outdoor time	<u>Cold weather:</u> temperature with wind-chill is -12°C and -17°C <u>Hot weather:</u> UV index is between 8 and 10 and/or the humidex is between 30 °C and 39 °C	When you pick-up your child	The age of the children and the conditions of the playground will be given consideration
No outdoor time	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, high UV index, high humidex, heavy rainfall, electrical storm, etc) during hours of operation <u>Cold weather:</u> temperature with wind-chill is lower than -17°C <u>Hot weather:</u> UV index is 11 or over and/or the humidex is 40 °C or over	When you pick-up your child	Conditions are deemed unsafe for outdoor activities or worsen during the day and a warning is issued by Environment Canada
No escort to school * No fee charged for this part of the day	Extreme weather during hours of operation Example: high winds, electrical storm	6:00am (that day)	Conditions are deemed unsafe for outdoor activities or worsen during the day and a warning is issued by Environment Canada
No pick-up from school * No fee charged for this part of the day	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, high UV index, high humidex, heavy rainfall, electrical storm, etc) during hours of operation	Noon (that day)	Children will be escorted only if the children have layers of warm clothing, with an outer layer that is wind-resistant; a warm hat, mittens or insulated gloves, waterproof <u>winter</u> footwear, and a scarf/balaclava/neck warmer to cover neck and face (exposed skin) – no exceptions.

- Check the Environment Canada website regularly to be up-to-date on weather watches & warnings for Cobourg at http://weather.gc.ca/city/pages/on-75_metric_e.html.
- Please ensure your back-up contact people indicated on your child's application form are current and can be reached in the event that you are not available.

Home Child Care Fee Guide: Effective January 1, 2019

ANNUAL ADMINISTRATION FEE: \$20/Child or \$30/Family (due at enrollment & every January 1 st after)			
INFANT: 3 Weeks to 18 Months			
Weekday	Half Day	Up to 5 hrs	35.00
	Full Day	5 to 10 hrs	44.00
	Extended	10 to 12 hrs	54.00
	Overnight	Up to 12 hrs (Mon-Thur)	64.00
Weekend	Weekend Half	Up to 5 hrs	40.00
	Weekend Full Day	5 to 10 hrs	54.00
	Weekend Extended	10 to 12 hrs	64.00
	Weekend Overnight	Up to 12 hrs (Fri to Sun)	79.00
TODDLER: 18 Months to 2 ½ Years			
Weekday	Half Day	Up to 5 hrs	34.00
	Full Day	5 to 10 hrs	41.00
	Extended	10 to 12 hrs	51.00
	Overnight	Up to 12 hrs (Mon-Thur)	64.00
Weekend	Weekend Half	Up to 5 hrs	39.00
	Weekend Full Day	5 to 10 hrs	51.00
	Weekend Extended	10 to 12 hrs	61.00
	Weekend Overnight	Up to 12 hrs (Fri to Sun)	79.00
PRESCHOOL: 2 ½ to 5 Years			
Weekday	Half Day	Up to 5 hrs	32.00
	Full Day	5 to 10 hrs	41.00
	Extended	10 to 12 hrs	51.00
	Overnight	Up to 12 hrs (Mon-Thur)	64.00
Weekend	Weekend Half	Up to 5 hrs	37.00
	Weekend Full Day	5 to 10 hrs	51.00
	Weekend Extended	10 to 12 hrs	61.00
	Weekend Overnight	Up to 12 hrs (Fri to Sun)	79.00
JK/SK & SCHOOL-AGE			
Weekday	Half Day	Up to 5 hrs	29.00
	Full Day	5 to 10 hrs	38.00
	Extended	10 to 12 hrs	48.00
	Overnight	Up to 12 hrs (Mon-Thur)	60.00
	Before School		17.00
	After School		19.00
	Before and After School		26.00
Weekend	Weekend Half	Up to 5 hrs	34.00
	Weekend Full Day	5 to 10 hrs	48.00
	Weekend Extended	10 to 12 hrs	58.00
	Weekend Overnight	Up to 12 hrs (Fri to Sun)	75.00
ALL AGES			
Extra	Weekday Premium	Hrs start before 6am or end after 6pm	10.00
	Weekend Premium	Hrs start before 6am or end after 6pm	15.00



learning through play,
building friendships along the way



Centre- and home-based child care in Cobourg &
Northumberland County

COOK'S SCHOOL DAY CARE INC

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COOK'S HOME

CHILD CARE AGENCY ECE CONSULTANT / HOME VISITOR

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