

PROGRAM STATEMENT

Omeme Children's Centre and Children Centre Downeyville shall reflect a view of the child as being competent, capable, curious and rich in potential. A key feature of the Child Care and Early Years Act, 2014, is the focus on strengthening child care programs and ensuring high quality experiences for children. The Child Care and Early Years Act (CCEYA) authorizes the Minister of Education to issue policy statement regarding programming and pedagogy for the purpose of guiding operators of child care and early year's programs.

Our focus is on "How does Learning Happen?" There are four components that are outlined in the chart below that are the goals and expectations to help our educators to strive to provide the experiences and outcomes for the children and their families.

Belonging

Every child has a sense of belonging when he or she is connected to others and contributes to their world.

Well-Being

Every child is developing a sense of self, health, and well-being.

Engagement

Every child is an active and engaged learner who explores the world with body, mind, and senses.

Expression

Every child is a capable communicator who expresses himself or herself in many ways.

The quality program that we offer through these four components ensures that we accept all children as individuals within the group. We provide opportunities to: stimulate their eagerness, explore, learn flexibility, and give life to their learning. We strive to show respect and concern for their individuality.

Omeme Children's Centre Goals

- promote the health, safety, nutrition and well-being of the children
- support positive and responsive interactions among the children, parents, child care providers and staff
- encourage the children to interact and communicate in a positive way and support their ability to self-regulate
- foster the children's exploration, play and inquiry
- provide child-initiated and adult-supported experiences
- plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans.
- incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care
- foster the engagement of and ongoing communication with parents about the program and their children
- involve local community partners and allow those partners to support the children, their families and staff
- support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning
- document and review the impact of the strategies set out in clauses above on the children and their families.

Omemees Children's Centre Approach

- We will provide nutritious lunches, snacks in accordance with the Canada's Food Guide
- We will make sure drinking water is accessible all day
- We will limit transitions, eliminating any environmental issues that may cause undue stress to the child.
- We will make sure we are aware of any allergies, medical conditions, exceptionalities, food restrictions, medication requirements, and parental preferences in respect to diet, and rest time.
- We will ensure that the equipment is safe, and the environment is clean and safe for the children.
- We will consider the parents to be an important link to their children's success.
- We will as educators connect with the children by being sensitive, responsive and build self-esteem.
- We will encourage children to problem solve and show empathy towards others.
- We will design indoor and outdoor environments that spark curiosity, invite investigation and provide safe challenges that are responsive to individual capabilities to help children extend the boundaries of their learning.
- We will as Early Childhood Educators observe the children, plan and create a positive environment that is based on the children's interests.
- We will provide child-directed and adult supported activities.
- We will with the children become co-investigator, co-learner, co-planner rather than simply "director".
- We will encourage and participate and model active play.
- We will provide a communication system that ensures parent-staff contact throughout the program year.

- We will employ staff who are experienced and well trained to provide the care and enrichment for your child.

Program Statement Implementation Policy

Teachers will create pedagogical documentation that demonstrates children's thinking and learning. Documentation may take many forms, such as photos with learning stories, video clips, art projects, etc. Documentation will be displayed in the classrooms and shared with parents.

- All employees, students and volunteers shall review and sign off on the program statement prior to interaction with children, annually and when the program statement has been modified. Records of this shall be kept for 3 years.
- Monthly team meetings will take place with the teachers in each classroom to support them in their program implementation.
- Monthly staff meetings will take place with the full staff team to provide a forum for on-going learning for staff and an opportunity to contribute to the evolution of the program and overall effectiveness of the centre.
- Individual observation of each teacher will take place once per year, accompanied by feedback and mentoring on their performance and teaching style.
- On-going monitoring of the classrooms will be done to ensure the approaches as set out in the program statement are observed and not being contravened, as well, prohibited practices are not observed. Any breach in the approaches or prohibited practices will be dealt with by the Supervisor and Board of Directors.
- Any reports involving breach of the prohibited practices are taken seriously and will be dealt with by the Supervisor and Board of Directors. Individuals who violate the prohibited practices and this procedure are subject to disciplinary or corrective action up to and including termination of employment, volunteer or student assignment.
- Training will be provided to all students and volunteers so that they are familiar with the program statement and implementing all aspects of it along with the classroom teachers.

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premise where it oversees the provision of child care;

- Corporal punishment of the child;
- Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- 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;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

PARENT MANUAL

Our Mission Statement

“Omemee Children’s Centre was created by the community for the community in order to provide a nurturing and challenging environment. In partnership, we encourage love of learning, co-operation and positive self-esteem, enabling children to achieve their maximum individual potential.”

October 13, 2001

Omemee Children’s Centre Philosophy

The Omemee Children’s Centre, both Omemee and Downeyville sites advocate the availability of high-quality child care as necessary to good child development and a healthy community environment. We feel that parent/guardian and staff communication is important for quality child care.

The Centre provides a positive learning environment that enhances the child’s total development. Through play experiences guided by trained staff, children are exposed to situations that will stimulate:

- curiosity, initiative, and independence;
- self-esteem and decision-making capabilities;
- physical activity that develops gross motor skills;
- fine motor development;
- positive attitudes and tolerance of each other.

The Centre values diversity and strives to enhance awareness of many races and cultures as well as promote non-sexist attitudes.

The Centre believes that all children belong in all programs. Integration of children with various physical, behavioural and intellectual needs is seen as an enrichment to the daily experience for all children.

Admission

An interview will be arranged to familiarize you and your child with the surroundings, answer questions, and complete the admission forms **PRIOR TO** enrollment. A **non-refundable registration fee of \$14.18** is required per child upon registering with the centre. (Two children registering at the same time is \$18.90, and three registering is \$21.26). If you are absent from the centre for more than 2 months you will have to re-register your child/children, pay the registration fee again and will need to go on a waiting list.

For the first few days you are encouraged to stay a few minutes with your child at the beginning of the day in order to reassure them and minimize fears until both you and your child become more comfortable with the new environment and routine. The way you feel about your child going to day care for the first time has a significant effect on the way in which your child will adjust. Think and speak positively to your child about beginning day care as your feeling will affect how your child adjusts to the separation. It is important for your child to deal with his/her feelings. Assure your child that you will return and make sure you inform your child of your arrival and departures. Attempts to slip away unseen will only increase your child's level of anxiety on subsequent occasions.

COMPLETE UP TO DATE IMMUNIZATION RECORDS ARE REQUIRED BEFORE YOUR CHILD CAN ATTEND THE PROGRAM.

Withdrawal

Written/verbal notice of permanent withdrawal must be given **two weeks in advance**. If notice is not received, 10 days' fees will be charged. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child.

Parents/guardians using the preschool program are required to enroll their child a minimum of two (2) full day per week or four (4) half day periods. If parents/guardians are using this type of care, every effort will be made to accommodate their requests. However, this type of care is at the discretion of the Supervisor. While the Centre recognizes parents/guardians part time care needs, full time children must be given scheduling priority.

Parents/guardians using the school age program may use this service on a less frequent basis; however, they must accept the risk of not receiving care if spaces are full.

Fees

We, as a centre, are enrolled in the Canada-Wide Early Learning and Child Care System.

Monthly fees are determined from monthly schedules provided by parents/guardians. The monthly care calendar is provided in the first file folder in the parent information file system, or stapled to the previous month's invoice. It is due by the 20th day of the month **prior** to the month of care needed. (I.e. Oct care schedule is required by Sept. 20th) If parents/guardians work schedule does not permit them to give their schedule by this date, please contact the supervisor to make arrangements. However, if a schedule is not received in the office by the 20th, there is no guarantee of care. We are unable to switch days, but we can add if ratios allow. In order to change your schedule, we will require 2 weeks notice.

IT IS THE PARENTS/GUARDIANS RESPONSIBILITY TO ENSURE THAT THIS CALENDAR IS PROVIDED. WE CANNOT GUARANTEE SPACES IF WE ARE NOT INFORMED OF THE CARE NEEDED.

Payment

Invoices will be issued at the beginning of the month, with half the balance due the 15th and the remainder by the end of the month. Cash can be placed in an envelope provided in the office and placed in the box. A receipt will be issued when deposits are done. We now offer e-transfer's, please see the supervisor for details. **Interest will be charged on past balance owing at the end of the month.**

Postdated cheques will be accepted. If parents leave the centre with an outstanding balance, the account will be sent to collections and the parents will be charged an administration fee of \$75.00 plus the collections fee of 35% of the total invoice.

Changes to the fee structure are at the discretion of the Board of Directors.

Daily Rates

Program & Care Description	Care Description	Base Rate 25%	New Base Rate 37%
Toddler Full Day	\$40.00	\$30.00	\$18.90
Half Day	\$35.00	\$26.25	\$16.54
Extended Day	\$39.00	\$29.25	\$18.42
Preschool Full Day	\$36.00	\$27.00	\$17.01
Half Day	\$31.00	\$23.25	\$14.65
Extended Day	\$41.00	\$30.75	19.37
Kindergarten Full Day	\$36.00	\$27.00	\$17.01
Kindergarten Half Day	\$31.00	\$23.25	\$14.65
Kindergarten Before School	\$9.00	\$9.00	\$9.00
Kindergarten After School	\$10.00	\$10.00	\$10.00
Kindergarten Before&After	\$21.00	\$15.75	\$12.00
*School Age Before&After	\$21.00		
*School Age Half Day	\$27.00		
*School Age Full Day	\$32.00		
*School Age Before	\$9.00		
*School Age After	\$10.00		
*School Age Before&After	\$19.00		

***CWELCC rates only for children until the end of the month in which they turn 6 years old. Regular School Age rates apply for children over 6 years old.**

Cost is per day per child

Full Day = 6 to 10 hours

Half Day= 6 hours or less

Extended Day= 10 or more hours

Waiting List

The Omemee Children's Centre maintains a fair wait-list so that prospective families can determine when a child care space will become available. The OCC does not charge a fee or deposit for the placement of a child on a wait-list. Parents may contact the supervisor at anytime to check their child's position on the waiting list. The Supervisor will, at this time, review the list to determine their position, and make the information available. Families will be contacted if a space suitable for the age of their child becomes available. Families have a specified time frame to return the call and express continued interest in the space available. From the families that return our call within the specified time, the family with the highest seniority date will have first right of refusal of the available space. If the family does not call back in the specified time the child will be removed from the wait-list. It is the family's responsibility to ensure their contact information remains current.

City of Kawartha Lakes on-line Waiting List: <https://onehsn.com/kawarthalakes>

Ages for Care

Toddler = 18 months to 2.5 years

Preschool = 2.5 years to 6 years

School Age = 6 years to 12 years

Financial Assistance

The subsidy program is administered through City of Kawartha Lakes Social Services at 324-9870. The Supervisor at the Child Care Centre can provide advice for the parents/guardians regarding the subsidy system.

Tax Receipts

Child Care fees are tax deductible. A final statement will be available to each family by the end of February for income tax purposes.

Vacation

Parents/guardians of children, who attend 12 months of the year, are allowed three (3) weeks per year payment free. (Jan - Dec) If parents/guardians take vacation time of more than three (3) weeks they have FOUR (4) options:

1. To withdraw and pay a re-registration fee and be put on the waiting list if there is one.
2. A \$50.00 fee will be charged for each week if more than three (3) weeks holidays are used.
3. Enroll for the minimum time required which is two (2) half days or one (1) full day per week
4. For the summer months you can pay \$75.00 a month per child to hold your spot.

Parents must give the Centre two (2) weeks' notice of a holiday period. If this is not given, parents may be charged full fees for their child's care.

Arrival, Departure, Custody and Release

When children arrive, the parent/guardian **must** notify a member of the staff of the child's presence. Until the child is signed in, the child remains the sole responsibility of the parent/guardian. When leaving, parents/guardians **must** notify staff that the child is leaving. The child is under the parent's/guardian's supervision as soon as they pick up their child. All persons picking up children from the centre **must be 16 years of age or older** unless arrangements are made with the supervisor. Where there are child custody arrangements in place, OCC

shall not deny a parent access to their child unless the centre has a copy of the original legal document outlining the specific custody arrangements including days and time frames. Staff will use their discretion in releasing a child to a parent that they feel is under the influence of drugs or alcohol, and may inform authorities.

UNLESS OTHERWISE ARRANGED, CHILDREN WILL NOT BE RELEASED TO ANY OTHER PERSON THAN THOSE SPECIFIED ON THE ADMISSIONS FORM.

If staff is not familiar with a pick-up person, they will ask for identification.

Hours of Operation, and Late Fees

The Omemee Centre is open from Monday to Friday, 6:30 am to 6:00 pm except statutory holidays. Parents/guardians are expected to pick up their children by 6:00 p.m. After 6:00 p.m., there is a late fee of \$1 a minute per child.

The Children's Centre Downeyville is open Monday to Friday, 7:00 am to 9 am and 3pm to 6 pm. They are closed for Christmas Holidays, statutory holidays and the summer months. Parents/guardians are expected to pick up their children by 6:00pm. After 6:00 p.m., there is a late fee of \$1 minute per child.

Please note that if your child is not picked up by 6:45pm and all attempts to reach either parent/guardian or your emergency contact have failed, the centre is required by law to contact the Children's Aid Society and the police.

The late fee is in place for parents on the rare occasion that they may be late due to unforeseen circumstances.

We will be closed between Christmas and New Years unless otherwise determined by the Board of Directors. **Parents/guardians are required to pay for Statutory Holidays.**

Statutory Holidays

Full time parents/guardians will pay full rates. Parents/guardians using other care will be charged as follows:

Full time but less than 6 hours per day.....	\$18.50
129 to 200 hours per month average care.....	\$18.50
70 to 129 hours per month care.....	\$12.00
Less than 70 hours of care per month.....	\$6.00

We will be closed on: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.

Heath and Illness

The CCEYA stipulates that, prior to admission; each child must be immunized as recommended by the local Medical Officer of Health.

Illnesses can spread quickly and in order to protect your child and others, we ask that you not send your child if he/she shows any of the following symptoms:

- Persistent sneezing, coloured nasal discharge or bad cough
- Fever (24 hours free)
- Earache
- Discharge from eyes and ears
- Repeated diarrhea or vomiting (48 hours free)
- Unexplained rash
- Swollen glands

These guidelines have been composed to protect all children and staff attending our Centre.

In the event of a child contracting a communicable disease, the staff and Centre should be notified immediately. **The staff is authorized to refuse admittance to any child who, in their judgment, is too ill to attend or whose condition presents a hazard to the health of the other children. After any illness children should be fever and symptom free for 24 hours and on medication for 24 hours before returning to the Centre. Parents/guardians are still required to pay for days**

missed due to illness. (If your child is sent home for any illness, they may not return for 24 hours symptom free.)

Outdoor Play

The CCEYA requires that every child be taken outside for two hours each day throughout the year. All children are expected to participate in the entire program. **Therefore, children too ill to play outside should remain at home.**

Medication

The Omemee Children's Centre will administer prescribed medication as well as non-prescribed medication to children in accordance with the provincial legislation.

For prescription medications the parent/guardian will provide:

- Written authorization, including the dosage and times any medication is to be given. Forms are available in the kitchen for this purpose.
- Medication **must** be in the original container, clearly labeled with the child's name on it, name of drug, and the dosage, date of purchase and instructions for storage and administration of the drug. This medication must be given to the kitchen staff or a program staff for appropriate storage. **Under no circumstances are any medications to be left in the cloak area or in a child's bag.**

(Exceptions may be given for School age children who require epi-pens or puffers; however, parents/guardians **must** notify the staff of this to ensure safe storage.)

For non-prescription medications the parent/guardian will:

- Fill out authorization forms requiring staff to administer the medication, when, and as directed on the medications package according to the child's age.
- Medications **must** be in the original packaging with clear administering directions. NOTE... Some children's acetaminophen stated that it is to be given to children over the age of two. Please check medications before bringing them into the centre to ensure they can be administered by staff.

- Parents will receive a phone call before the staff will administer this medication. If the child has a fever, we will administer but you will still need to come pick up your child.

Non-prescription drugs include: children's Tylenol, vitamins, orajel, lactaid.

Sick Days

THERE ARE NO REFUNDS FOR DAYS MISSED DUE TO CHILD'S ILLNESS OR INABILITY TO ATTEND THE PROGRAM. In the case of a serious extended illness of two full (2) weeks or more parents may submit a letter to the Board of Directors for approval to waive the fees.

Nutrition and Allergies

The centre will provide a nutritious midday meal, as well as morning and afternoon snacks, meeting the requirements set out by the CCEYA and the Health Unit. Children's special dietary needs and allergies are posted in the cooking, serving areas and each room. Menu plans are posted for three weeks, to assist you in menu planning at home.

Parents/guardians are asked to inform the Supervisor or Nutritional coordinator of any food allergies or recent medical requirements regarding food. The Centre's Nutritional coordinator will prepare your supplied alternate meal if allergies apply.

Parents are reminded that we are an Allergy Aware Centre. School age children will not be allowed to remove any food products from their backpacks while at the Centre. All food will be supplied by the centre with the exception of any special dietary needs. This policy is strictly enforced.

Head Lice

Head lice are a common occurrence in early childhood settings, and it has nothing to do with cleanliness of the child's hair or home environment. We do regular head checks to help control the spread of head lice. It is our policy that if a child is found to have head lice, the parent will be contacted and the child will need to be picked up. The child needs to be treated and all nits need to be removed. A staff member will need to check your child's hair upon return, if nits are found you will

be asked to take your child home and pick the remaining nits out, and then we will repeat the procedure the next day.

Rest Period

It is a requirement that all children attending a licensed toddler or preschool child care centre for more than 6 hours has a rest period not exceeding two hours in length. While not all children need a mid-day nap, young children benefit from periods of quiet relaxation to balance their active play.

Child Guidance

Our approach is used to guide children positively. Each situation and child is dealt with individually. The methods we use include:

- ***Redirection***: Guiding a child into acceptable options when involved in an unacceptable activity.
- ***Logical and Natural Consequences***: Aim to make children aware of results of their actions.
- ***Limit Setting***: Boundaries and limits are developed by the teacher for the children as a group as well as for individual children according to each situation.
- ***Modelling***: Demonstrating ways of appropriate interaction.
- ***Providing Choices***: Appropriate choices are outlined and children are encouraged to make their own decisions.
- ***Anticipating Trouble***: Planning and preparing the environments for what could happen.
- ***Ignoring***: Some mild inappropriate behaviour can be ignored with more emphasis given to appropriate behaviour.
- ***Positive Reinforcement***: Use of encouragement and praise.

Prohibited Practices

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premise where it oversees the provision of child care;

- Corporal punishment of the child;
- Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- 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;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care.

Behaviour Expectations and Resolution

We want all children to be safe, have fun, and enjoy our program. With this in mind, we have expectations and rules that respect the rights of all members in the program. Violence, swearing, and behaviour that puts other or self at risk are not permitted.

It is the intent of Omemee Children's Centre to include all children in our programs. However, should a situation be identified where concerns have been

raised that a child's needs are not being met and/or other children are at risk, the Board of Director's and the centre Supervisor, the child and his/her parents will work together to resolve the situation. A step in the resolution may include developing a case plan and consultation with community resources.

Parent Participation and Communication

Parents are considered to be an important link to a young child's success in the child care programs. At Omemee Children's Centre we encourage all parents who are able, to become involved in their child's child care experience. Parents are encouraged to offer their skills and talents in many different areas. There are various tasks or special work projects in which parents may become involved in the Centre. The Board always has space for more volunteers to assist, either on the Board or on committees. Signs will be posted in the Centre to inform parents of these opportunities or talk to the supervisor.

All volunteers and students will be supervised at all times by a staff member and will not be permitted to be alone with a child at any time. Their presence will not be included in staff ratios.

Omemee Children's Centre is striving to provide an early education and care program that is fun, safe and exciting. The staff plan the program with the best interests of all the children in mind. You are encouraged to visit and participate in our programs and special events. Excursions, and invited special guests into the centre form part of that planning.

Approach to Inclusion

The OCC is experienced in providing inclusive programming for children with special needs, working closely with parents, OCC staff, school network and linking with other community partners who support children with special needs to ensure the child's individual needs are met.

It is essential that all pertinent information specific to the child's unique needs be made available to staff at the time of registration inquiry. Once the inquiry takes place, the parent will meet with an OCC program support staff to ensure that upon entry in the OCC program the appropriate support and resources are in place to ensure optimum success for the child.

Serious Occurrences

Omeme Children's Centre follows all legislation regarding the reporting of serious occurrences, which supports the safety and well-being of all children in our care.

The centre posts all Serious Occurrence Notification Forms for the parent's information.

Accident Reports

Parents will be informed regarding any incidents affecting their child's health, safety or well-being. If a child is injured, parents will be provided a copy of the Accident Report.

Sun Safety

The Centre applies sunscreen twice daily (or more often if needed) during the spring, summer and fall periods, and as needed in the winter. **Parents/guardians will be required to pay \$7.50.** Parents/guardians will be invoiced for this in June, and if needed again in September. We purchase a non-allergenic brand that has UVA and UVB protection and has at least a 30 SPF.

Inclement Weather & Emergency Closures

On rare occasions an announcement will be made on 91.9 BOB FM or Pure Country 105 if the centre will be closed. Please always call before you leave if the weather is bad. There will be no refunds if the centre is forced to close due to a power failure or any other emergency out of our control. If the centre is closed throughout the day each parent will be notified.

Clothing

Children must arrive with suitable clothing for active, and sometimes messy, play. Weather conditions must be kept in mind (mud, snow, etc.) and children must be dressed in seasonal clothing. Each child should have a complete spare set of clothing which is placed in the child's cubby with their **name clearly marked**. **THE CENTRE CANNOT BE RESPONSIBLE FOR LOCATING MISSING CLOTHING, THOUGH WE WILL TRY.**

Parents/guardians of day care children are asked to bring:

- a) a set of indoor footwear
- b) necessary diapering materials
- c) stuffed animals for sleep time

Toys

Children are always welcome to bring items from home, as this provides a direct link with their home life and may make the transition to day care an easier one.

Talk to staff if you have questions. We will try to take care of your child's possessions, but **we are not responsible if a toy goes missing.**

Field Trips/off Site Excursions

At time of enrolment parents sign a permission form for children to participate in walking excursions. If the trip is a distance, our Board of Directors decides the mode of transportation. A permission form with all information is prepared and signed by parents ensuring their knowledge of the trip.

Our ideal ratios for field trips will be 1:5 for toddlers, preschool and kindergarten groups. School Age ideal ratio would be 1:10.

Parents are welcome to volunteer as well but will need Criminal Reference Check with a Vulnerable Sector search.

Staff are always prepared with emergency lists and first aid kits for all excursions.

All staff, are required to provide a Criminal Reference Check with a Vulnerable Sector search, and hold a current Standard First Aid and CPR certificate.

Parent Issues and Concerns

It is the goal of Omemee Children's Centre to provide services of the highest quality. To provide a safe, stimulating, consistent, and accessible service to children and their parents. To achieve this, we welcome ongoing feedback from our families. We as a centre will listen to any issues, concerns or compliments you may have. This will only improve our services to our families.

Steps for Parents

Stage One

- If a parent/guardian has a concern about the care provided, they are encouraged to discuss this with employee who is working directly with their child. The employee will work with the family to resolve the situation as quickly as possible by arranging a time for a meeting within 2 working days. If your unable to resolve the problem...

Stage Two

- The parent/guardian may file a written complaint with the Supervisor. The following information should be forwarded to the Supervisor:
 - The nature of the complaint
 - An outline of relevant circumstances
 - Steps already taken to resolve the issue
 - The name of the program, time and date
 - The action desired
- After the Supervisor has received the written complaint, she/he will take 5 working days to fully investigate the matter and work towards a resolution. The Supervisor will then discuss this with the parents and explain the recommendations and the actions taken.

Stage Three

- If the family is not satisfied with the action taken by the Supervisor, the parent may file a written complaint by email to kids@nexicom.net or a sealed letter addressed to the Board of Directors. The Board of Directors

will have 7 working days to review, investigate and respond to the parent's complaint.

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the Local Children's Aid Society (CAS) directly.

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

For more information, visit

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

Smoke-Free Ontario Act

We are required to comply with the requirements under the Smoke-Free Ontario Act, 2017 that prohibit smoking tobacco and medical cannabis and the use of electronic cigarettes in licensed childcare centre. There is no smoking on School property.

Emergency Preparedness

Omeme Children's Centre is committed to ensuring the safety of the children and staff in the event of an emergency.

The daycare centre and the school board are required to develop Emergency Preparedness Plans which include prevention, intervention and response measures that will facilitate prompt and appropriate responses in an emergency situation.

If this occurs you will be notified by phone of the emergency and where we will be if evacuation is required.

Centre Phone Numbers

Omeme Children's Centre (main office) 705-799-7924

Children's Centre Downeyville 705-928-4279

www.omemechildrenscentre.ca