



Parent/Guardian Information Package Infant Toddler Preschool

Table of Contents

Our Mission

Our Vision

Who we are: Pages 4-6

Our Locations

Program Statement

Parental Involvement

Our Educators

Relationship and Connections

Supervision

Prohibited Practices

Etiquette Policy for families and Educators

Communication

What to Expect: Pages 6-8

Safe arrival and Pick Up

Emergency Evacuation, Closures, Emergency Management

Nuclear Preparedness

Clothing and Possessions

Daily Excursions

Smoke Free Environments

Health and Well-being: Pages 8 -10

Immunization

Nutrition

Sleep and Rest

When your Child is ill

Administration of Medication

Injuries and Incident Reports

Outdoor Play

Sun Safety

Bug Spray

Financial: Pages 11-12

Registration and Childcare Fees

Non-Sufficient Funds

Late Fees

Holidays and Centre Closures

Withdrawal Policy

Waitlist

Appendix - Page 13

Welcome to P.R.Y.D.E. Learning Centre Inc.

Our Vision

Nurturing communities where children and families thrive.

Our Mission

P.R.Y.D.E. Learning Centres Inc. provides quality early learning and care programs for children in partnership with parents and the broader community.

Who we Are:

P.R.Y.D.E. Learning Centres Inc. has been servicing the Durham Region with quality childcare since 1987. Our vision was based on providing childcare that was accessible to all children regardless of their abilities.

P.R.Y.D.E. is a charitable non-profit organization operated by a volunteer Board of Directors. Parents interested in becoming a member of the board may contact our Executive Director or speak with their Centre's supervisor.

Our Locations

P.R.Y.D.E. Learning Centres operates 22 childcare centres across Durham Region for children from Infancy to 12 years of age depending on the location. We offer services from 6:00 a.m. to 6:00 p.m. depending on the location. For a full list of our centres and times of operation, please visit our website www.prydelearningcentres.ca for a full list of our locations.

Program Statement

P.R.Y.D.E. Learning Centres Inc. will provide a stimulating, nurturing environment for each child. All children are children first regardless of their ethnic background, cultural differences, and developmental needs. The program will enhance the child's level of development. Every child is unique and has individual interests. Our efforts are directed towards enhancing each child's development and increasing his or her sense of self-worth. At P.R.Y.D.E. Learning Centres Inc., we believe that children are naturally curious and learn through their unique interests. Educators work together to observe, guide, support, and document children's play to provide children with a program that is suited to their interests and developmental needs. Our goal is to teach children how to become critical thinkers, competent and capable problem solvers, and provide them with the skills necessary to have success in school. We do this by providing a quality nurturing program for your child.

Through emergent curriculum children are engaged in activities that foster literacy, numeracy, communication, along with social, emotional, and physical development. When fully engaged in a play-based program, children are enthusiastic about learning which helps to build a foundation for life-long learning. P.R.Y.D. E Learning Centre uses How Does Learning Happen (2014) Ontario's Pedagogy for the Early Years as the framework to guide programming and pedagogy. HDLH is a tool used by Educators to support ongoing reflection, planning, and assessment for documentation of the child's learning and development. These observations are used to develop programs and set individual goals for each child. **Please see appendix # 1 for a full description of the goals that guide the program and our approaches that will be implemented.**



Parental Involvement.

P.R.Y.D.E. Learning Centres welcomes you to participate in our programs in a meaningful way. We recognize and value each family for their unique characteristics and strengths they can bring to our centres Your input is important and we encourage families to take an active role in their child's education. We embrace opportunities to listen and learn with the families of children in our care. Communication is both cooperative and collaborative. Regular engagement happens via formal and informal documentation, surveys, conversations, and special events.

Our Educators

The role of our educators is multidimensional. We encourage educators to use a warm, responsive, and inclusive approach, building positive relationships with children, families, colleagues, and communities. We are co-learners with children and families. All our educators have Standard First Aid and CPR level C. All our educators have a criminal reference check with vulnerable sector screening on file. We encourage educators to strengthen their practice through critical reflection, so they can discover multiple perspectives and deeper understandings. Our educators participate in team meetings, professional development, and evaluations & self reflection.

Relationship and Connections

Young children flourish when they are in positive and responsive relationships with Educators. We focus on the needs of the individual child. We manage behaviour through encouragement and redirection to develop a positive self-image, foster independence, and encourage self -discipline/regulation.

Supervision

P.R.Y.D.E. Learning Centres ensure that every child who receives care in our infant, toddler, and preschool programs will always be supervised by an adult. We follow the direction of the Ministry of Education to ensure we meet all the requirements of staff-child ratios and Maximum groups size. An adult is an individual who is 18 years of age or older. P.R.Y.D.E. Learning Centre will ensure every volunteer and or student will be supervised at all times, will not be left alone with children, and will not be counted in staff-child ratios. P.R.Y.D.E. offers an integrated program for children with various developmental needs. Additional staff may be required to enhance a program and support the integration of all children.

Prohibited Practices

The Ministry of Education has put prohibitive practices provisions in place to protect the emotional and physical well-being of children. **Please see Appendix # 2 for a complete list of prohibitive practices.**

Etiquette Policy for Families and Educators

We all have a significant role in the care of children, and we all must maintain a safe and respectful learning environment for all children, educators, administrators, and families. P.R.Y.D.E. Learning Centre has an Etiquette Policy for parents/guardians and educators that is in line with Ontario's code of conduct for the education sector. **Please see Appendix #3 for our full Etiquette Policy**

Communication

We strive to have a strong, respectful, and reciprocal relationship with families. We are committed to exchanging information and ideas to support children. We do have a Working with Families and Conflict Resolution policy with clear and transparent procedures to follow if you have an issue or concern you wish to have addressed by our organization. **Please see Appendix #4 for our Working with Families and Conflict Resolution Policy.**

What to Expect

Safe Arrival and Pick-up

Our safe arrival and departure policy is aligned with the requirements made to reg. 137/15 under CCEYA.

On arrival you will be greeted by one of our classroom educators who will sign your child in to the program. Educators will complete a daily observation to detect symptoms of ill health. The educators will confirm if there are any changes to the child's pick-up schedule. Please ensure you connect with an educator prior to leaving your child.

In the event your child has not arrived by 10.00 am, and you have not communicated this change by phone, email or storypark, an educator will attempt to call/message you. If there is no response, we try your emergency contacts listed on your file.

All our childcare centres are located within publicly funded schools and follow the same "Safe School" protocol from the Ministry of Education. All School doors including childcare entrances will remain locked at all times.

We would encourage you to have a drop off routine with your child to create comfort and reassurance during the transition. Children depend on a routine for their own sense of security, please stay consistent as possible with your determined drop off and pick up times. Please notify the centre if there is a change to the schedule.

Children will only be released to Parent/guardian or the individuals that the parent/guardian has provided authorization for on your child's file as an emergency contact person. If an Educator is unfamiliar with the person picking up your child, they will be asked to show photo ID.

In the event a child is not picked up and no communication from the parent has been made by 6.00 pm, the educators will attempt to contact you and or the emergency contact. If no contact is made with either parents or emergency contact within an hour the Program Manager will be contacted. Durham Children's Aid will be notified, and we will follow the CAS's direction with respect to next steps.



P.R.Y.D.E. reserves the right to not release a child to any person who is impaired or otherwise unable to safely care for a child. Children will only be released to authorized individuals and under no circumstances will children be released from care to walk home alone. **Please see appendix # 5 for our Safe Arrival and Pick up Policy.**

Emergency Evacuation / Closures / Emergency Management

P.R.Y.D.E. Learning Centres are located within publicly funded schools within the Region of Durham. If we are given notice by Durham Regional Police, or the School Board (D.C.D.S.B, D.D.S.B. or P.V.N.C.C.D.S.B.), P.R.Y.D.E. Learning Centres will follow the Emergency procedures set out by the School Board.

When the school buses are cancelled, P.R.Y.D.E. will remain open. If DDSB, DCDSB or PVNCCDSB closes schools, we will also be closed. We will follow the Boards lead for closures due to weather or unforeseen circumstances. Announcements of closures will be posted on websites the following websites:

www.prydelearningcentres.ca / www.ddsb.ca / www.dcdsb.ca and www.pvnccdsb.ca, as well as local radio KX-96 and if possible, CP24. When possible, the supervisor or designate will update the childcare centre's voicemail message as soon as possible to inform parents/guardians that the childcare centre has been evacuated and include the details of the evacuation site location and contact information in the message.

P.R.Y.D.E. Learning Centres has an Emergency Management policy to provide clear directions to staff to follow when dealing with emergency situations to ensure the safety and well-being of everyone involved.

Nuclear Preparedness

The Canadian Nuclear Safety commission is the federal agency that monitors the safe operation of nuclear stations. It requires that all homes and businesses within 10 km of a nuclear station have on hand KI pills. KI pills will help prevent the development of thyroid cancer and are especially effective at safeguarding children's thyroid glands. It is important that each of our sites have a supply of these pills because they are most effective if taken just before or soon after exposure to radioactive iodine.

In the very unlikely event of a radioactive release, it would take many hours and days to unfold. There would be time to respond to emergency instructions.

In the event of an emergency that results in a release of radiation to the public, the Chief Medical Office of Health for Ontario will provide instructions through radio, TV, Internet, and other available channels on where, when, how by whom KI should be taken. P.R.Y.D.E. Learning Centre will take the following actions:

1. Go inside and wait for further instructions.
2. Follow instructions provided by government officials as passed down through our head office.
3. Follow instructions for evacuation, sheltering in place, taking KI pill (KI pill will only be given to children that have signed KI Pill wavier in our Parent Package, as the use of KI pills is voluntary)

Clothing and Possessions

Your child should be dressed in clothing that is appropriate for physical activity, the weather, and the season. A change of clothing and, if necessary, diapers and wipes need to be provided. All clothing and possessions should be clearly labeled with your child's name. We do not take responsibility for lost articles.

Daily Excursions

Our childcare centres use opportunities to engage children in the community whenever possible. We believe that these experiences create a sense of belonging to the local community and the natural environment. We may go on regular excursions with your child to adventure in the community, on nature walks, to local parks, etc. There is a general waver in the registration package.

Smoke Free Environments

In accordance with the Smoke Free Ontario Act, smoking or handling smoking products is not permitted at any time on School Board property, including childcare, playgrounds and parking lots. Your cooperation is appreciated to ensure that we offer a smoke free learning environment for all children, families, and Educators.

Health and Wellbeing

Immunization

The Child Care Early Years Act stipulates that prior to admission each child must be immunized as recommended by the local Medical Officer of Health. P.R.Y.D.E. Learning Centres Inc. requires a copy of your child's immunization record and any immunizations that take place after registration from birth to start of school. If your child is exempt for medical or religious reasons a form will be provided for your physician to complete.

Nutrition

P.R.Y.D.E. Learning Centre understands that adequate and appropriate nutrition is vital to children's health, growth, development, and well-being. We provide a morning and afternoon snack and midday meal. All meals, snacks, and beverages meet the recommendations set out in the Health Canada documents "Eating Well with Canada's Food Guide." Proper hydration is important for children, particularly during hot summer months; we will ensure water is always available for children. Menus and menu changes will be posted on the parent information board. Special dietary needs and allergies will be posted in all service areas and food prep areas. Parents may identify special dietary and feeding arrangements for their children by providing it in writing. P.R.Y.D.E. Learning Centres uses Wholesome Catering to provide

healthy and nutritious hot meals and snacks at most of our locations. Wholesome Catering is HACCP certified.



Sleep and Rest

P.R.Y.D.E. Learning Centres Inc. follows the recommendations set out in the document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada" published by the Public Health Agency of Canada unless a child's physician recommends otherwise in writing.

Our Safe Sleep Policies apply to infants under the age of 12 months and our safe sleep Monitoring procedure applies to all infants, toddlers and preschool children enrolled in our program who rest/sleep. A copy of the above Statement and Policies and Procedures will be given to parents of infant children upon enrollment at P.R.Y.D.E.

When your Child is Ill

Children that attend childcare are at a higher risk of acquiring an infectious illness as they are exposed to more germs and have increased interactions. P.R.Y.D.E. works with the Durham Regional Health Department to ensure proper infection control practices are in place to reduce the number of children getting sick.

Our childcare educators will monitor the health of each child every day. The Supervisor or designate will make the decision to contact a parent if your child is experiencing enteric symptoms (vomiting or diarrhea) or an elevated temperature. Educators watch for changes in a child's behaviour or appearance, and overall ability to participate in the program. P.R.Y.D.E. Learning Centres follow the Illness Exclusion versus an Outbreak chart provided by Durham Region Health Department

<https://www.durham.ca/en/health-and-wellness/resources/Documents/OperatingaChildCareCentre/Illness-Exclusion-Versus-Outbreak-DUHEV-600.pdf>

Please keep in mind our programs spend extended periods of time engaging in outdoor activities. While we will make every effort to accommodate your child's individual needs, if you feel your child is too ill to participate in programmed activities, including outdoor play, we recommend you keep your child at home.

In the event your child gets Head Lice (pediculosis), it is the policy of P.R.Y.D.E. Learning Centre that children remain at home until they are free of all live louse and free of all nits.

Animals can offer a valuable learning experience but can also expose children and educators to infections, injuries and be a source of allergens and therefore are not recommended for Childcare Centres. In support of protecting children from infection, all bites/scratches will be reported to the Health Department whether occurring at home or at childcare.

Administration of Medications

Whenever possible, we encourage parents to administer medication at home, if this can be done without affecting the treatment schedule. P.R.Y.D.E. Learning Centre Inc. will administer prescription medications and over the counter drugs if required while your child is receiving care. (As defined in the Drug and Pharmacies Regulation Act) Medications will be administered by the classroom RECE or designate.

1. P.R.Y.D.E. will ensure all prescription and over the counter drugs or medications, are administered according to the instructions on the label and written parental authorization on our Medication Authorization Form.
2. Medication must be in the original container as supplied by a pharmacist or the original package and
3. that the container or package is clearly labelled with child's name, physicians name, dosage, the date of purchase, instruction for storage and administration of the medication.
4. Medication that is to be administered on an "as need" basis must have clear instructions including physical symptoms that are present.
5. Parents must provide training to staff and complete an emergency plan form prior to the child starting in our program if their child has an anaphylactic allergy and or life-threatening illness. Emergency plans are signed by all staff and parents and reviewed annually.
6. All medication must be handed directly to a staff person. Prescription medication, over the counter drugs and product must never be left in cubbie area. Medication must be signed in daily by the parent/guardian.
7. Non -prescription over the counter products must have your child's name clearly marked on it.
8. When a non-prescription drug or product is administered you may be required to pick up your child as deemed necessary by the site supervisor or designate.

In the event of a Pandemic, P.R.Y.D.E.'s Pandemic Plan will be implemented as directed by the Department of Health.

Injuries and Incident Reporting

When accidents or incidents occur that affect the health, safety or well-being of children, educators will document on P.R.Y.D.E. Accident, Incident and Illness forms describing the circumstances of the injury and any first aid administered. A copy of the form will be provided to you at pick up and we will require you to sign off on our copy.

In the event of a Head Injury, parents will be notified. If a child is sent home from Childcare or School due to a suspected concussion injury, he/she may return to childcare when given written permission from a doctor.

Outdoor Play

In all of our programs we ensure children spend at least two hours outside, weather permitting, to engage with the natural world, including exploration, investigation, and observation of the outdoor environment as per the regulations in the Early Years and Childcare Act.

As described in How Does Learning Happen? research suggest that allowing children to actively explore and investigate what they are natural curious about, to test their limits, take manageable risks appropriate for their age and abilities, and engage in creative problem-solving is critical for children physical and mental health as well as overall wellbeing.

Sun Safety

P.R.Y.D.E. Learning Centre Educators recognize the roll we play in teaching children about sun safe behaviors. We encourage the children to wear clothing that covers the skin including a hat, as well as eye protection.

Parents are encouraged to put sunscreen on their children prior to bringing them to care, as well as providing us with labeled container of sunscreen. We will apply sunscreen prior to outdoor play and reapply sunscreen especially after water play, excessive sweating, or toweling off.

Bug Spray

P.R.Y.D.E. Learning Centre Educators love to get out in nature and explore with the children. To minimize the risk of mosquito bites we recommend that you dress your child in light coloured, loose fitting clothing and avoid perfumes and lotions with strong smells. Parents may provide bug spray and sign the waiver in our registration package for our staff to apply, as necessary. Bug spray must be labeled with your child's name and contain 10 % or less of DEET.



FINANCIAL

Canada Wide Early Learning and Child Care

On March 28, 2022, the Province of Ontario announced that it had signed the Canada-Wide Early Learning and Child Care (CWELCC) agreement which commits to increasing access to high-quality childcare while making it more affordable for families. P.R.Y.D.E. Learning centres is enrolled in this program.

Families with children 5 years and younger, and kindergarten children until the month they turn 6 years old, who are enrolled in licensed childcare programs are eligible.

P.R.Y.D.E. Learning Centres Inc. is a non-profit licensed organization. Our official date of enrollment was April 01, 2022.

Registration and Childcare Fees

Once we confirm there is space availability for your child, we will set up an in-person meeting to review our parent information package, registration forms, and sign offs. During this meeting you will have a tour of the centre and meet the educators. A one-time, non-refundable registration fee of \$ 50.00 per family will be required once we confirm your application.

P.R.Y.D.E. Learning Centre uses Community Care Professional Solutions Inc, (CCP) a leader in Canadian childcare management software system. You will be required to complete a pre-authorized debit (PAD) agreement including banking information. Your childcare fees will be invoiced monthly with a payment option of Monthly or Bi-monthly on the 1st and 15th of the month. Childcare rates are daily and will be charged for the number of scheduled childcare days that fall within the month including statutory holidays. Your childcare fees are due regardless of your child's attendance. Credits/Refunds will not be given for missed days, illness, vacation, or inclement weather closures.

A \$5.00 administration fee will apply for changes in the child's enrollment once approved by the supervisor. When changes are made to your child's enrollment or payment frequency a new PAD agreement will need to be signed.

Fee Subsidy is available from the Region of Durham if you require financial assistance. If you have already been approved, please let us know at the time of registration. You will be required to pay full childcare fees prior to subsidy approval, and after the subsidy has expired.

You will receive an emailed tax receipt every year and this should be kept for income tax purposes.

Non-Sufficient Funds

All returned payments will be subject to a \$ 40.00 administrative charge. Childcare fees more than four weeks in arrears may result in suspension of care. If your space is suspended due to nonpayment your space will be held for 1 week for full payment to be made. Failure to pay the balance will result in full withdrawal of care.

Late Fees

Our educators rely on parents/guardians to be on time at the end of the day so that they can meet their personal and family obligations. We do understand that weather conditions, train delays and traffic accidents can happen. We ask that you please contact the centre to inform them that you are running late. It is good practice to have an alternate pick up to avoid late fees when you are running late.

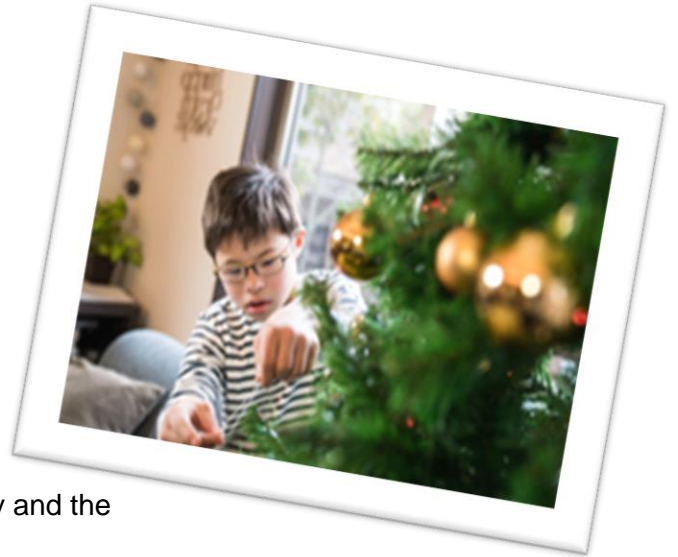
Our late fee is as follows: \$5.00 for the first 10 minutes and \$1.00 for each additional minute thereafter, to be paid immediately to the staff member caring for your child (ren).

Holidays / Closures

P.R.Y.D.E. Learning Centre observes the following statutory holidays:

New Year's Day
Civic Holiday
Good Friday
Victoria Day
Christmas Day
Boxing Day

Family Day
Labour Day
Canada Day
Thanksgiving



P.R.Y.D.E. Learning Centres' close early on Christmas Eve and New Years Eve.

P.R.Y.D.E Learning Centres will be closed on Easter Monday and the last Friday in June for educator professional activity days.

Withdrawal Policy

P.R.Y.D.E. Learning Centre requires a written notice of permanent withdrawal 4 weeks in advance. Full fees will be charged for the notice period.

A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. Your child can be added to the centre's wait list if you choose. Registration fees of \$50.00 will apply to re-enroll your child to our Program.

P.R.Y.D.E. Learning Centre Inc. has the right to terminate services at any time if policies are not followed and/or fees are in arrears.

Waitlists

Each childcare location maintains a waitlist for families requesting care. There is no fee associated with the placement of a child on a waiting list. **Please see Appendix # 6 for our full Waitlist Policy.**

Appendix

Appendix 1Program Statement

Appendix 2Prohibitive Practices

Appendix 3Etiquette Policy for Families and Educators

Appendix 4Safe Arrival - Departure Policy

Appendix 5..... Working with Families and Conflict Resolution Policy

Appendix 6..... Waitlist Policy

Appendix # 1**Program Statement - Valued Goals and Implementation*****Promote the health, safety and well-being of young children, families, and educators of P.R.Y.D.E. Learning Centres***

- Every P.R.Y.D.E. Learning Centres location has a staff information board listing all staff members' names, photos, and job title. Staff, students, and volunteers will have name tags on to identify themselves to parents and caregivers.
- Children are signed into and out of programs using times to ensure safe supervision.
- Security measures are in place at all full sites, with controlled entry. All visitors are required to sign into the centres when visiting.
- Children will be always supervised by a staff member over the age of 18 years.
- Staff are responsible for knowing how many children are in their care. Frequent head counts of the children throughout the day will ensure that all children are accounted for. A head count is required before and after transitions to and from the playground and any time that the children are taken to a different area other than their classroom.
- Attendance forms must always accompany the group, inside the classroom/school, outside in the playground and off premises.
- Our classroom environments are organized with a variety of materials that are always accessible to children.
- Our menus follow Canada's food guide and have been approved by a nutritionist, water is always available to the children throughout the day.
- Our educators sit with the children and eat at mealtimes; children are encouraged to serve themselves and try new foods.
- All of our educators follow the health and safety guidelines set out by the Ministry of Education and our health department.
- Centres are continually cleaned throughout the day and professionally each evening.
- Hand washing is frequent throughout the day by educators and children to promote good hygiene and to prevent illness.

Support positive and responsive interactions between educators, children, and families.

- Our parent handbook provides the operational details of our programs, our locations, and our hours of operation. Payment processes are outlined in this package, along with operational policies to help families familiarize themselves with our program and what to expect when choosing P.R.Y.D.E. Learning Centres.
- Fee schedules are available to families upon request.
- During registration, families have a chance to meet the educators at the centre. The supervisor will go through the enrollment package and Parent Handout with the family, answer any questions, and go over any documents that are required prior to the child starting at the centre.
- Families will be asked to complete a Nippissing Development Screening tool. This information assists the educators in getting to know your child and allows them to get a better understanding of your child's likes, dislikes, and specific needs.

Encourage and enable children to interact and communicate in a positive way and support their ability to self-regulate.

- Through play-based curriculum, children choose and engage in activities that foster numeracy, communication, social, emotional, and physical development. Through exploration, engagement and conversation, educators build on the strengths and abilities of each child.
- Positive interactions are encouraged and supported by the development of enriched environments. Children will be provided with many different medias to communicate their thoughts, feeling and ideas. Educators focus on helping the child to understand those feelings and emotions and provide support to help regulate their behaviours.

Provide a play-based learning environment that is child initiated and adult supported that focuses on inquiry, exploration, and play.

- Educators help to foster connections, we encourage, and support and aid children to make connections and gain skills developed learning through play.
- Children learn through exploration, play and inquiry with our educators and their family members as co-learners, and the classroom environment as the 3rd teacher.
- Educators will continuously evaluate our learning environment by documenting learning.
- Educators will encourage independence, ask questions, and engage in conversations to expand learning. Educators allow children to make mistakes and learn from them independently.
- Program plans will be posted with a variety of educator planned activities that will be added throughout the week as the children expand on their interests and move forward in new directions.

Incorporate a range of different experiences which include indoor and outdoor play, active play, rest, and quiet time considering the individual needs of children.

- Well stocked shelves and creative materials available to children.
- Quiet areas are available for reading or for individual quiet time and rest.
- Children are engaged in a range of different activities throughout the day.
- Quiet activities will be available for children who do not require a nap during rest time.

Create and plan positive learning environments and experiences that are inclusive to and support all children's learning and development including children with individualized plans.

- Educators have discussions with all children in the program.
- While playing, the educators take the opportunity to answer and ask questions and to encourage inquiry and problem-solving skills.
- Educators observe and make documentation with all children.
- Educators use observations and documentation to review individual plans to ensure that all children are being fully supported in our programs.
- Environments are created to support the learning of all children by ensuring that the materials and equipment in the classroom are adaptable and accessible to all children.
- Educators include information and resources gained from organizations or agencies that children with individualized plans are involved in, into their programming so that all children are supported.

Foster engagement of, and ongoing communication with families about our program and their children

- Parent involvement is key to our ability to fully engage as co-learners with the children and their families.
- Daily reports are provided for families with children enrolled in our Infant and Toddler programs.
- Educators seek out opportunities to communicate with parents regarding their children and our programs.
- We recognize and value each family for their role in their child's learning.
- Understanding the different family dynamics, Educators seek several opportunities to engage parents in our program, keeping in mind families' busy schedules.
- Parents are always welcome in our program! They are encouraged to spend time with their child in the classroom whenever it is convenient for them.
- Educators post documentation of activities, inquiries, interactions, and engagement.
- Parents are invited to share family experiences and cultures to help in the development of our curriculum.
- Our team will share resources and materials about community supports and activities for families.

Actively engage with community partners and provide opportunities for the children and families to develop close connections with a range of community supports.

- P.R.Y.D.E. Learning Centres is an integrated Centre for children with special needs. In addition to participating in the daily routine, individual support programs for children with special needs are conducted by qualified staff.
- In recognizing the diversity of families utilizing care, Educators treat every child and their family with dignity and respect. Childcare staff plan and implement activities and experiences that are free of stereotypes, racism and sexism while encompassing various cultures.
- Our Educators work with students from High Schools and Community Colleges to complete co-operative placements. Volunteers are also welcomed at all of our sites. At no time are these students or volunteers counted in classroom ratios and are never left unsupervised with children.

P.R.Y.D.E. Learning Centres utilize community partners as resources and support for the children and families in need.

Continuous professional learning is recognized and supported by all members of our Childcare Team

- Our environments support our educators and others who interact with children, to have discussions, foster ongoing collaboration, and engage in continuous professional learning to provide the best possible learning environment for children.
- Educators at P.R.Y.D.E. Learning Centres are provided with all mandatory and safety related training such as Standard First Aid, -Infant and Child CPR, Health, and Safety training and WHIMIS.
- Educators are also required to participate in several professional development learning opportunities each year and share their feedback.
- Educators, students, and volunteers are encouraged to participate in community learning opportunities through capacity building and the Durham Region Childcare Forum.
- R.E.C.E. are encouraged to participate in the College of Early Childhood Educators Continuous Professional Learning Program.
- Educators have weekly team meetings to share ideas and information to help expand and develop programs and are provided with scheduled programming time each week.

Continually monitor and review the impact our program statement and valued goals have on the children, their families, our educators, and community partners.

Programs are evaluated regularly and reflect changes within the Childcare Early Years Act and ideologies in Early Childhood Education. Frequent staff meetings provide time to review program content. Professional development opportunities ensure that staff have the tools to offer programs that are relevant to current learning philosophies. Parents are invited to make suggestions and recommendations.

Annually the Executive/ Program Director and Program Managers will review and sign off on the program statement and valued goals, while ensuring that P.R.Y.D.E. Learning Centres are reflective of the Childcare and Early Years Act 2014, the Region of Durham Regulations, How does Learning Happen? and pedagogical teachings. All monitoring documentation will be kept on file for three (3) years.

All employees, students and volunteers are required to review our program statement prior to employment and before interacting with the children in our care. Staff are required to sign off that they have read our program statement, valued goals and implementation policy at this time and any time that there are any changes or updates.

It is the responsibility of the supervisor or designate to monitor the Program Statement and valued goals and ensure implementation is carried out by all staff, students, and volunteers. It is the Program Manager or designates responsibility to monitor and ensure that our program statement valued goals and implementation of our Program statement is carried out by the Supervisor.

Our Program Statement Implementation policy is a living document, it allows educators to review, reflect and it defines that we do what we do because it is what is best for children and their families. Once a year at a Staff meeting, each team of educators will reflect and review the program statement. This provides the opportunity to discuss the successes and challenges over the past year and set goals for the New Year. Educators will make learning visible through pedagogical documentation and learning stories that enable parents to review and explore the developmental trajectory of their child. Quality Assurance reports enable educators to reflect on the impact of their activities and strategies. Monitoring will be done by the supervisor or designate on an ongoing basis through observations using the Staff Monitoring and Review Form. Each review form will be signed a minimum of twice per year, dated and kept on file.

Appendix # 2

Prohibited Practices

Policy

It is the Positive Practices policy of P.R.Y.D.E. Learning Centres to focus on the needs of the individual child. Behaviour will be managed through encouragement and redirection to develop a positive self- image, foster independence, and encourage self-discipline.

Procedure

All employees are responsible for addressing children's behaviour in accordance with the above goals, to read and follow the Positive Practices guidelines in Childcare and Early Years Act 2014 and specifically to adhere to the following guidelines:

1. Be patient and calm in your behaviour, actions, and responses.
2. Be aware of tone of voice, be calm but firm.
3. Be consistent at all times.
4. State suggestions in a positive rather than negative manner.
5. Give as few directions as possible. Show the children as well as telling. Calmly assist any child if they need further assistance.
6. When limits are set, they should be clearly defined and consistently maintained.
7. Avoid motivating a child by making comparisons between one child and another, thereby encouraging competition.
8. Arrange your program so there is enough stimulating, and interesting activities set up for the number of children.
9. Redirect a child by suggesting an activity that is related to their own interests or purpose.
10. Be consistently alert to the entire situation of the children both inside and outdoors.
11. Avoid trying to change behaviour that may lead to a loss of self-respect for the child.
12. In resolving conflicts, avoid any physical contact with children other than that administered in an acceptable, caring manner.

Appendix # 3**Etiquette Policy for Families and Educators****Policy**

P.R.Y.D.E. Learning Centres strives to create and maintain a positive working environment where everyone feels safe, welcome, and respected. P.R.Y.D.E. Learning Centre expects that our families and all staff will be treated with respect and standards of behaviour.

P.R.Y.D.E. Learning Centre will not tolerate unacceptable behaviour and will take appropriate action where necessary to protect the safety, security and well-being of our educators and families.

Standards of Behaviour

- Treat all P.R.Y.D.E. Learning staff and families with dignity and respect, especially when there is a disagreement.
- Respect the rights of others, and treat others fairly, regardless of race, ancestry, place of origin, colour, ethnic origin, creed, sex, gender identity, gender expression, sexual orientation, age, marital status, family status, or disability.
- Respect the requirement of staff to work in a safe and secure environment that is conducive to carrying out the policies and procedures of P.R.Y.D.E. Learning Centres.
- Show care and respect for school property and the property of others.

Unacceptable Behaviours (may include, but are not limited to the following actions:

- Harassing, bullying, verbally abusing, or seeking to intimidate.
- Making excessive, unreasonable, or aggressive demands or enquires.
- Shouting or yelling.
- Theft or vandalism
- Using profanity and /or obscene language when addressing staff or others,
- Creating a disturbance through physical action,
- Discriminatory comments, including racial, gender, or ethnic slurs.

Proactive Strategies for Unacceptable Behaviour

- Providing a verbal and /or written warning to the individual about their unacceptable behaviours.
- Remain professional, polite, and calm, and firmly notifying the individual that their conversation will be terminated if they continue to engage in unacceptable behaviours and ending the conversation with the individual if they do not comply.
- Limiting the individual's communication with staff to a particular format. (i.e., email only, telephone at specific times)
- Limiting the individual to a particular point of contact at P.R.Y.D.E. Learning Centre
- Requiring any face-to-face interactions between the individual and staff to take place in the presence of an appropriate witness.
- Contacting the police for assistance where there is an immediate or serious threat to the safety of staff or other persons, or where an individual refuses to leave the building.

Appendix # 4**Safe Arrival and Departure Policy****Policy**

P.R.Y.D.E. Learning Centre Inc safe arrival and dismissal policy supports the safe arrival and dismissal of children receiving care. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 to ensure we are implementing proactive communications requirements to ensure we keep the most vulnerable children in licensed childcare safe.

Safe Arrival Procedures

When accepting children into care educators will complete the follow steps

- greet each parent/guardian and child.
- complete a daily observation to detect possible symptoms of ill health.
- confirm if there are any changes to child's pick-up schedule.
- mark the time of arrival on the attendance tracking form.
- document any changes to child's schedule in the classroom logbook.

Where a child does not arrive at the centre by 10.00.am and the parent/guardian has not communicated a change in drop-off the classroom educator will attempt to contact the parent/guardian by phone, message and/or storypark. If classroom ratios do not permit the educator time to make the calls or no response is received the educator will inform the supervisor or designate. Educators will document the incident in the communication book.

Safe Dismissal Procedures

P.R.Y.D.E. Learning Centres will only release children to parents/guardians or authorized emergency contacts listed on the child's registration form. In the event someone other than the parent/guardian or authorized individual is picking up the parent/guardian must notify the centre by phone, message and/or email. The person picking up will be required to show photo identification. If an educator is unfamiliar with any person picking up the child, they will be asked to show photo ID.

P.R.Y.D.E. Learning Centre Inc reserves the right to not release a child to any person who is impaired or otherwise unable to safely care for a child. Children will only be released to authorized individuals and under no circumstances will children be released from care to meet a parent outside the centre or walk home alone.

Where a child has not been picked up as expected (before the centre closes)

Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and child has not been picked up the educators shall contact the parent/guardian by phone, message, or storypark to advise that the child is still in care and has not been picked up.

Where the staff has not heard back from the parent/guardian the educators shall wait until program closes and then follow the procedures under where a child has not been picked up and program is closed.

Where a child has not been picked up and centre is closing

Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6.00 pm with no communication, the educators will complete the follow steps.

- attempt to contact both parents/guardians listed.
- attempt to contact emergency contacts.
- Offer the children activities to keep them busy and offer a snack.
- After one hour the program manager will be contacted, who will contact Durham Children’s Aid. We will follow the CAS’s direction with respect to next steps.

Appendix # 5**Working with Families and Conflict Resolution Policy****Policy**

It is the policy of P.R.Y.D.E. Learning Centres to make connections with the families that choose our care. Families and educators will work together as partners to provide the best quality care for children. This connection benefits the children, families, educators, and the community.

In situations where differences arise, P.R.Y.D.E. Learning Centres' Educators, families and management will work together to resolve differences in a timely manner.

Procedures**Steps for parent complaints:**

- A parent can raise a concern or complaint about any aspect of P.R.Y.D.E. Learning Centres' operations. They should take a concern or make a complaint to the site supervisor or designate.
- Investigations of concerns or complaints will be fair, impartial, and respectful to the parties involved.
- If the complaint is regarding the actions or non-action of the supervisor or designate, the complaint can be made directly to the Program Manager or designate.
- At any time, parents are welcome to contact the Program Manager, Program Director or Executive Director with a concern or complaint. They may be asked to wait for 24 hours to allow time for the Program Manager, Program Director, or Executive Director to gather information and investigate the concern or complaint.
- Contact information for all of our sites is available at www.prydelearningcentres.ca.
- Concerns about neglect or abuse can go directly to the Children's Aid Society of Durham.
- Every concern/complaint will be treated confidentially, and every effort will be made to protect the privacy of Parents/Guardians, children, educators, student, and volunteers, except when the information must be disclosed for legal reason (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or the Children's Aid Society).

What families should consider before making a complaint:

- Be clear about the topic or issue you want to discuss.
- Focus on the things that are genuinely affecting your child(ren).
- Always remain calm and respectful. Remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss.
- Think about what an acceptable outcome for you and your child would be.
- Be informed. Check relevant legislation and the service's policies or guidelines, where relevant.

Complaints against service/resolving conflict.

All complaints against any program are to be taken seriously. P.R.Y.D.E. Learning Centres will work to resolve the situation in a timely manner, respecting families, staff, and children throughout the process.

- If a family is lodging a complaint (including allegations of racism) during a program, politely refer them to the site supervisor or designate. If the site supervisor or designate is not available, inform the family of a time when the site supervisor or designate will be available to meet with them or give them the site supervisor or designates office phone number.

- If a site supervisor or designate is not available and the family is not willing to do this or if the complaint is of a serious nature, the Program Manager or designate will be contacted immediately.
- If the complaint is an allegation of abuse, inform the family that it is their responsibility to call the Children's Aid Society (CAS). It is especially important that the family is informed that they cannot discuss any information relating to the allegation with anyone, except CAS. You may need to give the family the number for CAS. Inform your Program Manager or designate of the allegation.

Site supervisor or designate role:

- Document the details of the complaint; the person making the complaint, and the date the complaint was made.
- Listen to the entire complaint (do not interrupt).
- Do not solve the problem or make recommendations – just listen.
- Once the parent is finished talking and the complaint is not serious in nature, come up with a solution for the family.
- Record and take the information to your Program Manager or designate.
- If the complaint is serious in nature, or you are unsure of next steps/solutions, inform the family that you will take their concern to the Program Manager or designate, and someone will get back to them within 24 hours.
- All complaints received regarding operation and/or standards of care that were previously reported as a serious occurrence are to be addressed by the Supervisor, Designate, Program Manager or Executive Director. This policy is to be used as a guide to conflict resolution.
- If the incident complaint could be defined as a serious occurrence, then the incident shall be reported to MEDU under the appropriate category. The complaint itself does not need to be reported.

Appendix # 6

Waitlist Policy

Policy

It is the policy of P.R.Y.D.E. Learning Centres that all wait lists for childcare be managed in a manner that is fair and equitable to all families interested in a space in any age group. P.R.Y.D.E. Learning Centre will not charge or collect a fee or deposit for the placement of a child on a waiting list for admission.

Procedures

When there are no availabilities within the requested age group, the family's information will be added to P.R.Y.D.E. 's waitlist form. P.R.Y.D.E. Learning Centre will accept children into the centre from the waiting list on a first come, first served basis. When a space becomes available the first family on the list who meets the criteria (age category, date childcare is needed, type of care needed) will be contacted by email and telephone. The family has 48 hours to respond, to confirm if they are interested in the space. The family will be given the choice to take the childcare spot, hold their current position on the waiting list or be removed. If there is no response, their name is removed from the waiting list and the next family is contacted.

The following possible exceptions may apply.

- Siblings of children currently enrolled in the centre have precedence over those who may be higher on the waiting list when a space becomes available.
- The length of time that an incoming child will be eligible for any given group will be considered in the context of the "move-up" planning strategy. Should the first child on the waiting list be close in age to moving up to the next age group, and there will not be space available in the next age group, the next child on the list may be admitted.
- Children already enrolled in a P.R.Y.D.E. centre who wish to transfer to another site have precedence over those on the waiting list if and when a space becomes available in the location of choice.
- All staff currently employed with P.R.Y.D.E. Learning Centres will have a spot prioritized for their child pending on availability.

P.R.Y.D.E. Learning Centre understands our duty to accommodate children with special needs up to the point of undue hardship for the individual childcare centre location. The accommodation process is a shared responsibility between the parent and the childcare centre. If we cannot meet the needs of a child at the time due to undue hardship. (Lack of outside funding, health & safety, lack of staffing) your child's childcare spot will be secured however the start date will be dependent on having support in place.

P.R.Y.D.E. Learning Centre supervisors will contact families once they are nearing the top of the waitlist to confirm if they are still in need of childcare.

Parents inquiring about the waitlist will have their child(ren) status on the waitlist disclosed to them as requested.

Waitlist information will be kept confidential and not shared with any outside agencies or persons.