



Parent/Guardian Information Package

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VISION

Nurturing communities where children and families thrive.

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.

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. With this in mind, 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 for them to be rich in potential and have success in school, while providing quality, nurturing programs. Through emergent curriculum, children are engaged in activities that foster literacy, numeracy, communication, 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. How Does Learning Happen (2014) 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 to individual goals for each child.

VALUED GOALS AND IMPLEMENTATION

Promote the health, safety and well-being of young children, families and educators of P.R.Y.D.E.

- Every P.R.Y.D.E. location has a staff information board listing all staff member's names, photos and job title. Staff, students and volunteer 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.
- Our classroom environments are organized with a variety of materials that are accessible to children at all times.
- Our menus follow Canadas food guide and have been approved by a nutritionist, water is available to the children at all times throughout the day.
- Our educators sit with the children and eat at meal times, 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 Handout 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.
- 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, 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.
- Educators encourage and provide opportunities for the children to explore nature and their natural environment.
- 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 enroll 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.
- We share with families that our program is Play Based. Research tells us that this is how children learn best. Together we will be learning with and about your children in many enriching ways. We will work together to set goals for your child and what we can do together to support achievement of these goals.

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 Inc. 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. Child care 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. utilizes 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 Child Care team

- Our environments support our educators and others who interact with children, to have discussions, foster ongoing collaboration, and engage in continuous professional learning in order to provide the best possible learning environment for children.
- Educators at P.R.Y.D.E. 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 a number of 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 Child Care Forum.
- RECE 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 programme statement and valued goals have on the children, their families, our educators and community partners.

Programs are evaluated regularly and reflect changes within the Child Care 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 with current learning philosophies. Parents are invited to make suggestions and recommendations.

Annually the Executive 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 Child Care 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 carry out by all staff, students and volunteers. Documentation of this monitoring is found, but not limited to, the Positive Practices staff to children interaction monitoring.

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, together as a team, 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.

LOCATIONS

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

EDUCATORS

The Executive Director

The Executive Director is responsible for the management and operations of P.R.Y.D.E. Learning Centres Inc. and its staff. The Executive Director is the liaison between P.R.Y.D.E., the School Boards, Region of Durham and Ministry of Education. The Executive Director provides leadership, ensures the delivery of high quality programs, and represents the organization within the schools we are located in and with the community at large.

The Program Director

The Program Director is responsible for overseeing the day to day administration of multiple child care centres in support of the organization's philosophy, quality assurance and standards which uphold the vision of the organization. The Program Director supports the Program Managers to ensure the delivery of high quality programs. The Program Director assumes the role of Acting Executive Director in her/ his absence.

The Program Manager

The Program Manager, under the direction of the Program Director, is responsible for overseeing the day-to-day operations of multiple childcare centres in support of the organizations' philosophies, quality assurance, and standards, which uphold the vision of the organization.

The Supervisor

The Supervisor is responsible for the day to day operation of the program. They provide leadership to the staff in making decisions that are imperative to the program. Supervisors spend time in program, implementing, modeling and mentoring educators. He/she also provides experiences for the parents, which will enable them to understand the centers' program and the resources available within the community.

The Registered Early Childhood Educator (RECE)

The RECE's implement the program in a warm, nurturing manner, taking into consideration his/her understanding of child development and the needs of their class. The RECE will complete bi-annual evaluations of the development of each child and evaluate the groups program based on the evaluation.

Early Childhood Assistant

The role of the Early Childhood Assistant is to provide the RECE with the assistance needed to maintain a safe and happy environment. Assistants work together with the RECE to make learning visible through pedagogical documentation.

***All staff have Standard First Aid and CPR level C, and are required to have a criminal reference check with vulnerable sector screening on file.

STUDENTS AND VOLUNTEERS

P.R.Y.D.E. Learning Centres accepts 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. 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.

BOARD OF DIRECTORS

P.R.Y.D.E. Learning Centres Inc. is a non-profit organization governed by a volunteer Board of Directors. Individuals volunteer to sit on the governance board and are responsible for overseeing the organizations policies and procedures as well as financial matters. The Board of Directors are removed from the day to day operations of the organization. The Board consists of parents, both past and present, individuals with financial backgrounds, and others with an interest in childcare. Parents interested in becoming a member of the board may contact our Executive Director or speak with their Centre's supervisor.

PARENTAL INVOLVEMENT

Parent involvement is encouraged. Parents are always welcome in our Open Door Environment. They are encouraged to spend time with their child within the classroom when it is convenient for them. Parent involvement is key to our ability to fully engage as co-learners with the children and their families. We recognize and value each family for their role in their child's learning. Understanding the different family dynamics and diversities, educators seek out opportunities to engage parents in our program.

WAIT LIST

It is the policy of P.R.Y.D.E. Learning Centres that all wait lists for child care will be managed in a manner that is fair and equitable to all families interested in a space in any age group within the child care. There is no monetary fee to place a child on the waitlist nor to be informed a space is available for your child. Fees are charged only when the family and the childcare are confirming a space.

In the event a family requires care and there are currently no availabilities within the age group, the families' information will be recorded on the centre's waitlist.

P.R.Y.D.E. Learning Centers' employees use the following two prong approach:

1. Active review and updating of the wait list
 - Supervisors will update site waitlist in age groups and manage those waiting for care in the specific age group.
 - Contact families on the waitlist a minimum of every 6 months or more frequently as deemed necessary.
2. A proactive "move-up" planning strategy. Children will be accepted in to the centre from the waiting list on a first come, first served basis with four (4) possible exceptions:
 - 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 very 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 P.R.Y.D.E. Learning Centres 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.

Parents inquiring about the waitlist will have their child(ren) status on the waitlist disclosed to them as requested. Waitlist information is to be kept confidential and is not shared with any outside agencies or persons.

ADMISSION & WITHDRAWAL POLICY

An interview will be arranged to familiarize your child with the surroundings, answer questions, and complete registration forms prior to enrollment.

A non-refundable registration fee of \$50.00 is required at registration. All registration forms must be completed fully prior to enrollment.

Written notice of permanent withdrawal must be given 4 weeks in advance for child care and for nursery school programs. Full fees will be charged for the notice period.

A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. However, your child can be placed on a waiting list. Registration fees of \$50.00 will apply to re-enroll your child to our Program.

P.R.Y.D.E. Learning Centre Inc. may terminate services at any time if policies are not followed or if fees are not paid.

ARRIVAL & PICK-UP

Upon arrival, staff will complete a "Daily Health Check" of each child to detect possible symptoms of ill health/abuse. Staff will follow the Ill Health guidelines as outlined by the Public Health Department.

When your child arrives, notify a member of staff of your child's presence. As part of our Safe Schools, all Child Care doors and School doors are locked at all times. An adult must accompany your child into and from the Centre each day. When picking-up your child, please make sure the staff know you are leaving. Unless otherwise arranged, children will not be released to any person other than those specified on the registration form. Until the staff are familiar with faces, people picking children up will be asked to show a photo I.D.

Young children depend on a routine for their own sense of security, therefore we recommend that you establish the time you will drop off and pick up your child. The Emergency Contact will be notified if your child is not picked up ½ hour after closing. If the emergency contact cannot be reached and you have not made contact with the centre, next steps could involve the centres Program Manager contacting Durham Children's Aid

In the event that the person picking up a child arrives intoxicated or suspected to be under the influence of drugs or alcohol, the following steps will be taken

1. Staff will call a taxi for the parent/guardian
2. Staff will call child's home to ensure someone is able to care for child
3. If parent/guardian refuses to take a taxi, the police will be contacted

FEES/PAYMENTS

There is a one-time, non-refundable registration fee of \$50.00 per family for all programs.

Child care fees are paid on a bi weekly or monthly basis and are due prior to receiving care based on P.R.Y.D.E. Learning Centres' fee schedule. Fees are due regardless of child attendance. Discounts will not be given for missed days, statutory holiday, illness, vacations or inclement weather closures as operating costs are based on children enrolled.

A \$5.00 late fee will be applied if child care fees are not paid within the week receiving care.

All Kindergarten and School Age fees are prorated and take into account all non-school days and statutory holidays. Additional fees will apply if P.A. days, Christmas Break and March Break are required for

Kindergarten and School Age children.

Payments are made via **Pre Authorized Debit** on a bi weekly or monthly basis ONLY.

A receipt will be issued every year and should be kept for income tax purposes.

A \$5.00 administration fee will apply for changes in banking information, tax receipt replacement, changes in child's enrollment or pay schedule changes. Any change in child's enrollment must be requested in writing to the centre supervisor. Changes in banking information, tax receipt replacement or pay schedule changes must be arranged directly with P.R.Y.D.E. Head Office by calling 905-430-2774.

All returned payments will be subject to a \$40.00 administrative charge. Replacements for all returned payments must be made by money order.

Fees more than two weeks in arrears without a payment plan in place will result in suspension of care.

Discounts for 2 or more children in one family attending on a full time basis in our Infant, Toddler and Pre-school programs are available, please see the Supervisor.

A late pick-up fee will be \$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).

P.R.Y.D.E. Learning Centres Inc. is a non-profit organization; therefore, fees are reviewed on an annual basis by the Board of Directors.

SUBSIDY

P.R.Y.D.E. Learning Centres Inc. has an agreement with Durham Region Children's Services for families requiring financial assistance. Further information can be obtained from the Supervisor.

TRANSPORTATION

P.R.Y.D.E. does not transport children to neighboring schools. Children traveling by bus to and from school are required to have a Bus information package and permission forms completed prior to enrollment.

HOLIDAYS/CLOSURES

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

New Year's Day	Civic Holiday
Good Friday	Labour Day
Easter Monday**	Victoria Day
Canada Day	Christmas Day
Thanksgiving	Boxing Day
Family Day	

Please note: Full fees are still due on these weeks. Fees are calculated to incorporate all statutory holidays for full time and part time families.

We are closed **Easter Monday each year as it is our one day for inventory and Professional Development.

There will be early closings on Christmas Eve and New Year's Eve. Advance notice will be given to parents.

SUMMER PROGRAM

P.R.Y.D.E. offers a full summer camp program at select locations depending on enrollment. Programming in the summer involves a wide range of activities that encompass our curriculum.

EMERGENCY EVACUATION/CLOSURES

P.R.Y.D.E. Learning Centres are located within publicly funded schools within the Region of Durham. In the event that P.R.Y.D.E. Learning Centres 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 school buses are cancelled, P.R.Y.D.E. will remain open. In the event that DDSB, DCDSB or PVNCCDSB closes all 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 child care centre's voicemail message as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

HEALTH

The Child Care and 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 children, infant to preschool immunization record. If your child is exempt for medical or religious reasons a form will be provided for your physician to complete.

Regulations require daily outdoor play for each child. Therefore, it is our policy that children who are too ill to play outside remain at home. If a child becomes ill during the day, temporary care will be provided until you can be contacted and your child can be taken home. If a child has been sent home due to a suspected contagious illness, he/she may return to the Centre when given written permission by the doctor.

For fevers, children must register a normal temperature free from fever reducing medication for a minimum of twenty-four hours prior to returning. In the case of vomiting or diarrhea, it must have ceased for twenty-four hours prior to returning to the program. Parents that have these symptoms should also be excluded from the child care centre until they have subsided for at least twenty-four hours.

***Please note that the Durham Region Health Department may extend exclusion times for the above.**

In the case of head lice, it is our policy that children must be free of all nits before returning to child care.

Notification of any communicable disease within the program will be posted at the entrance of the Centre. The Supervisor will report communicable diseases to the Public Health Department as necessary.

Any Animal bites or scratches whether occurring at home or at childcare will be reported to the Department of Health.

Please be advised that should a pandemic arise, P.R.Y.D.E.'s Pandemic Plan will be implemented as directed by the Department of Health.

Any accidents, illnesses or incidents that occur while a child is in attendance will be documented on an incident report and a copy will be provided to the parents or guardian within 24 hours. In the event of a Head Injury, parents will be notified. If a child is sent home from Child Care or School due to a suspected concussion injury, he/she may return to child care when given written permission from a doctor.

NUTRITION

All meals provided by P.R.Y.D.E. are planned in accordance with Canada's Food Guide and the Child Care and Early Years Act. Special dietary needs and allergies/anaphylaxis will be posted in all the service areas and food prep areas. Menus and menu changes are posted on the parent board in each Centre.

Some Centres have meals catered by catering companies. Applicable Centres' Supervisors will inform parents if their centre is catered and will provide them with any required information.

Water is available for the children to drink at all times during the program. Special dietary needs/restrictions/allergies will be discussed at the time of enrollment to ensure that the parent's written instructions are being followed by staff.

All Kindergarten and School Age Programs receive nutritious snacks daily on instructional days. Non-instructional days follow the Brown Bag Lunch Policy. Parents/guardians supply a nutritious bagged lunch that is clearly marked with your child's name on all scheduled full days that children attend. Bagged lunches should meet the Canada's Food Guide requirements. Special dietary meals and allergies will be posted.

PRESCRIPTION/NON PRESCRIPTION MEDICATIONS

P.R.Y.D.E. Learning Centres Inc. will administer prescription medications to children in accordance with Provincial Legislation. This requires that parents provide:

1. Written authorization, including the dosage and time the medication should be administered.
2. Medication must be provided in the original container with prescription label, clearly labeled with the child's name, physicians name, dosage, the date of purchase, instruction for storage and administration of the medication.
3. If your child has an anaphylactic allergy or life threatening illness, parents must provide training to staff and complete an emergency plan form prior to the child starting in our program. Emergency plans are signed by all staff and parents and reviewed annually.

Medication is not to be left in the cloakroom area (cubbies); it must be given directly to a program staff member. Medication administered on a daily basis must be signed in daily by the parent. Medication will be administered by the classroom RECE or designate.

P.R.Y.D.E. Learning Centres Inc. may administer non-prescription over the counter medications for documented medical needs when accompanied by a physician's note. The physician's note must outline all specifics that are pertained in a prescription.

Child's name

Physicians name and signature

Name of medication

Dosage

Specific administration time/or specific symptoms in which medication should be administered

Duration of medication

*** Please note that in the event that a non-prescription medication is administered you may be required to pick up your child from care if deemed necessary by the centres' Supervisor or designate.

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/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.

SPECIALIZED SERVICES

At P.R.Y.D.E. Learning Centres, we will recognize every person’s individual differences with regard to dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs or other ideologies. We are dedicated to provide a safe, positive, and nurturing environment that encompasses acceptance and respects that each individual is unique. In addition to participating in the daily routine, individual support programs for children with exceptionalities are conducted by qualified staff.

P.R.Y.D.E. Learning Centres Inc. recognizes the diversity of families utilizing care. Educators treat every child and their families with dignity and respect in recognizing our diverse community. Educators plan and implement activities and experiences that are free of stereotypes, racism, are non-sexist and encompass various cultures.

P.R.Y.D.E. Learning Centres may utilize the following approved outside agencies:

- Grandview Children’s Centre,
- Resources for Exceptional Children and Youth,
- Children’s Aid Society,
- Durham Speech and Language.
- Durham Behaviour Management

Any other services not listed, must be approved by the Executive Director.

POSITIVE PRACTICES:

Children are disciplined in a positive manner at a level that is appropriate to their actions and their ages in order to promote self-discipline, ensure health and safety, and respect the rights of others and of property. In accordance with Section 48 Prohibited Practices of Child Care and Early Years Act 2014 the following are **not permitted**:

- Corporal punishment of any child. This includes striking a child directly or with an object, shaking, shoving, and spanking.
- Physical restraint of a child unless the 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.
- Confinement in lockable room unless such confinement occurs during an emergency and is required as part of Emergency lockdown/ hold and secure policies and procedures, isolation or physical restraints.
- The harsh, belittling or degrading responses in any form, including verbal, emotional and physical actions that would humiliate or undermine a child’s self-respect, dignity or self-worth.
- Denial of usual comfort, including shelter, clothing, bedding or food.
- Inflicting bodily harm on a child including forcing children to eat or drink against their will.

Our centres' Positive Practices and our methods used to help children with self-regulation are discussed at staff meetings, professional workshops and in consultation with Durham Behaviour Management as necessary.

P.R.Y.D.E. utilizes all internal and external resources and community support to assist children within the program. On occasion, children will exhibit aggressive behaviours towards others. We endeavor to not allow this to happen and put strategies into place to lower the risk of such occurrences.

Our Positive Practices Policy is available for all parents to read.

SUSPENSION OF SERVICES

In the event that a child is suspended from school, P.R.Y.D.E. Learning Centres' will be unable to offer care for the child until the suspension is over. The Durham District School Board, The Durham Catholic District School Board, Peterborough Victoria Northumberland and Clarington Catholic District School Board have policies that in the event that a child is suspended he/she is not permitted on school property. We cannot allow the child to attend the child care location as we are located on school property and we support the board's policy. Please note that fees will still apply for these days.

WITHDRAWAL OF SERVICES/ NON COMPLIANCE

P.R.Y.D.E. Learning Centres Inc. provides programs that are stimulating, safe and fun for all children. At any time that it becomes apparent that the centres' programs, staff and or facility cannot accommodate the current or future needs of a child and his/her parents, the centre reserves the right to terminate care. Failure to comply with any of P.R.Y.D.E. Learning Centres Policies and Procedures or Code of Conduct may in P.R.Y.D.E.'s sole discretion, result in the termination of care. Any termination of care will be handled through the Program Manager or Director and must be approved by the Executive Director. Families will be given 4 weeks notice to find alternate care however where the safety of the child, staff and/or other children is at risk advance notice of termination may not be possible. P.R.Y.D.E. Learning Centres will make every effort to assist the family in finding alternate care which better meets the needs of the child. The Region of Durham will be contacted in the event the family is subsidized. Support for the families may be found through "No Wrong Door" a resource offered through the Region of Durham.

Families that are more than 2 weeks in arrears for payment without a payment plan in place will result in immediate suspension of care until payment is made. Payment plans are made through Head Office and must be followed to continue care.

SERIOUS OCCURRENCES

A serious occurrence is an event deemed serious by the Ministry of Education and could include; serious injury to a child, fire, or other disaster on site, or a complaint about service standards. The safety and well-being of each child is paramount at P.R.Y.D.E. Learning Centres. Staff work diligently to provide an environment that is safe, nurturing and responsive to the needs of the children; however, serious occurrences can sometimes take place.

A serious occurrence does not necessarily mean our centre is out of compliance with licensing requirements or that the children are at risk. All serious occurrences occurring at P.R.Y.D.E. are reported to the Ministry of Education and The Region of Durham Children's Service Division. All serious occurrences are also posted in the centre near the centre's license to operate at the main entrance to the centre. This posting will provide parents/guardians with information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of individuals involved. Long-term actions by the operator will also be included to help prevent similar incidents in the future. If you would like more information, please speak directly to the centre's director. We encourage all families to visit <http://www.edu.gov.on.ca/childcare/>

SUNSCREEN AND BUG SPRAY

Sunscreen is to be provided with your child's name labeled on the container. Sunscreen will be applied prior to outdoor play. We are unable to share sunscreen between children.

Bug spray can be applied at parent's request. Bug spray must be labeled with the child's name and must by federal regulation contain 10% or less of DEET. Spray will not be applied to face or hands and will be applied after sunscreen.

OUTINGS

Activities that are planned off site will require a signed Trip Permission Form which will be provided to the Parent or Guardian prior to the trip. Parents sign a general wavier upon enrollment for neighbourhood walks.

CLOTHING & POSSESSIONS

Your child should be dressed in clothing that is appropriate for physical activity, the weather, and the season. A second set of clothing should be kept at the centre in case of accidents. All clothing and possessions should be clearly labeled with your child's name. We do not take responsibility for lost articles.

SMOKE FREE CENTRES

In accordance with the Smoke Free Ontario act, smoking or handling or smoking products in the child care centre is prohibited.

PARENT CONCERNS OR COMPLAINTS

It is the policy of P.R.Y.D.E. Learning Centres to make connections with the families that choose our care. The 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

In an attempt to minimize families concerns and/or complaints, **best practices are that staff:**

- Speak enthusiastically and knowledgeably about the curriculum while at work and in such community environments as network meetings, school playgrounds, conferences, seminars, and discussions with other RECEs and program assistants.
- Greet families in a manner that is welcoming, friendly, and a place that they want their child(ren) to attend.
- Attend trainings and plan for your own continuous professional learning
- Write informative documentations that are supported by How Does Learning Happen?
- Write examples of what children have learned through play
- After reviewing the curriculum, you may find that some families have different educational beliefs/philosophies. P.R.Y.D.E. Learning Centres may not be able to meet the needs of these families. It is the responsibility of all staff to inform, educate, and assist in families feeling part of the program.

Steps for parent complaints:

- A parent can raise a concern or complaint about any aspect of P.R.Y.D.E.s' 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 parties involved.
- If the complaint is in regards to 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, Executive Director, or designate with a 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 would be an acceptable outcome for you and your child.
- Be informed. Check relevant legislation and the service's policies or guidelines, where relevant.

CODE OF CONDUCT

It is the policy of P.R.Y.D.E Learning Centres Inc. to maintain a code of conduct for both the children and parents using our services. P.R.Y.D.E. Learning Centres will support and work in conjunction with the code of conduct outlined by each school board.

Expectations:

Children are expected to:

- Be courteous and respectful of other children and staff
- Use appropriate language inside and outside of the child care setting
- Respect child care property and the property of all individuals
- Use proper and acceptable methods to resolve conflicts
- Respect the rights of others to create a harassment free environment
- Not bring weapons or items that could be considered or used as a weapon to the child care setting
- Not inflict or encourage others to inflict verbal or bodily harm on another child or staff member

Behavioural Events:

Minor Occurrences generally include non-compliance of the child care rules, temper tantrums, or inappropriate language. (NO physical danger has come to the child themselves or anyone else).

Major Occurrences generally include non-compliance of the child care rules that result in the physical harm to the child themselves or other (i.e. biting, hitting, kicking, eloping) as well as destruction of personal or child care property.

Corrective measures for Minor Occurrences:

- Events and behaviours will be documented
- Parents/Guardians will be informed of ongoing occurrences
- If the behaviour occurrence escalates or occurs repeatedly over a reasonable time period, the situation may be treated as a Major Occurrence.

Corrective measures for Major Occurrences:

- Events and behaviours will be documented.
- Parents/guardians will be informed of ongoing occurrences.
- If the behaviour/situation or events occur repeatedly within a reasonable time period, the Supervisor will request a conference with the parents/guardian of the child.
- Supervisor can support the family to access outside support agencies.
- Parents/guardian may be asked to initiate contact/make referrals to outside agencies. Parents must give written permission for P.R.Y.D.E. to have contact and/or share information to make referrals to outside agencies. Contacts to outside agencies can be done together if the parent/guardian wishes.
- If the child's behaviour or situation inhibits their ability to participate in the program and the child's parents do not allow outside agencies involvement, the child's placement at P.R.Y.D.E. Learning Centres may be terminated.
- Support can be offered to the families by using "No Wrong Door" a resource guide provided through the Region of Durham
- A behavioural plan can be developed with outside agencies, parents and the Centres' Supervisor and/or Program Managers.
- Permanent notice of withdrawal may be given to a family if it is apparent that P.R.Y.D.E. cannot meet the child's specific needs.

Parents

Parents play an important role in the partnership with educators. Their support to the educators in maintaining a safe and respectful learning environment is essential. They fulfill this role when they:

- Bring their child into the child care each morning to ensure that the staff are aware of their arrival.
- Demonstrate a respect for educators, children and other parents.
- Conduct themselves in an appropriate and respectful manner.
- Support the efforts of the child care to provide a safe and learning environment for all the children.
- Show an interest in their child's day and progress
- Communicate regularly with the teacher in the classroom
- Help their child to be appropriately dressed and prepared for the day
- Report any illness and absences to the child care

NUCLEAR EMERGENCY

In the event of an accident at a nuclear station, radioactive material may escape from the station. One type of radioactive material which may be released is radioiodine. If radioiodine is inhaled, it is taken up by the thyroid (a small organ located at the front of the neck, at the base of the throat). Swallowing stable iodine will minimize the amount of radioiodine taken up by the thyroid.

It is expected that there will be plenty of time to evacuate children from day care centres before any radiation exposure occurs. However, a decision has been made to pre-distribute potassium iodide (KI) pills to all centres within a 10 km radius of the Pickering Nuclear Generating Station. All supervisors have been instructed that the issue of these pills is subject to the direction of the Durham Regional Emergency Control Group and/or the Durham Regional Police.

The dose for adults and children is one tablet; below one year the dose is half a tablet. There may be some reaction to potassium iodide for individuals allergic to iodine. For this reason, it is important for parents to notify the centre if their child is known to have an allergic reaction to iodine.

The use of KI pills is voluntary.