Wise Owl Day Care Centre

"Where educators are passionate about creating environments that invite children to engage and express themselves, formulate questions and make discoveries; where authentic and respectful relationships ensure children are listened to and support a sense of belonging for children and families; and where well-being is a priority and includes nutritious meals and snacks and daily experiences in the natural world"

We provide a safe, inclusive, and developmentally appropriate program in accordance with the Child Care and Early Years Act, 2014 and Ontario Regulation 137/15. We follow a duty of care standard: acting as a reasonable and prudent operator to reduce foreseeable risks, which recognizing that group care cannot be risk-free. Policies are applied at the discretion of Wise Owl in accordance with it's duty of care obligations. Wise Owl reserves the right to make decisions necessary to ensure the safety, well being and regulatory compliance of the program.

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1. HOW TO REACH US

Street Address
151 Isabella Street, Pembroke ON K8A 5S8

Phone: 613-735-2323

Email
Director - director@wiseowldaycare.ca
Bookkeeper - wiseowlfinancial@gmail.com
Reception - wiseowlreception@gmail.com

Facebook
We are on Facebook! Check us out and follow our page to receive regular updates!

Website
Explore our new website, wiseowldaycare.ca, and take advantage of the online waitlist and employment applications, find the latest version of the parent handbook and always be informed about events and fundraising projects.



2. WHAT WE BELIEVE

Mission Statement (what we are….)



At Wise Owl it is our mission to provide child care, as an essential service, to the families of Pembroke and surrounding area**.** To create a place where children thrive in a nurturing environment. Where they are respected and acknowledged for their rich potential. A place where families trust us and are comfortable to leave their children with the knowledge that they are being cared for and supported in their learning and development. A place where educators desire to work and a work environment where they are respected and encouraged to develop their knowledge and skills.



Vision Statement (what we want to be….)



At Wise Owl it is our vision to provide childcare equally to all children. Where the family's financial position is not a factor in being able to access quality care for their children. To offer a workplace where staff are respected as professionals and compensated at a level that expresses that. To be a centre where people strive to work and are able to sustain a quality of life that not only includes fair compensation but benefits for their health and dental needs and a pension plan that provides future security. Where their well being is provided for with fair health leave and vacation time and a continually progressive work culture. A centre where our belief and priorities are constantly evaluated to ensure that we are providing nutrition, environments and programs that are based on current information. Where our professional advocacy is heard and valued at all levels of government. A centre that is fully funded and accepted as an essential service for all our future citizens.





Program Statement

Our program statement is a living document and represents our beliefs about children and their competence, and our promise of a program for children and families that is a reflection of our beliefs. As a staff, we work together in Communities of Practice to ensure the statement remains current and represents our daily work and the foundations of How Does Learning Happen? Ontario's Pedagogy for the Early Years.

Please see Appendix 1 to read our Program Statement.

Give and Take

Children often outgrow their clothing, boots etc. before they are used up. We have created a space in the front foyer, to share gently used items. Please feel free to take any item you would find useful and to give any items you no longer need.

Students and Volunteers

In addition to our regular program staff, you may see new faces in your child's program when we provide a learning environment for Early Childhood and Co-op students. These volunteer students complement our program and never take the place of our qualified staff and will not have unsupervised access to the children.

Note: All employees, students and volunteers over 18 years are required to provide a Vulnerable Sector Check.



Children's behaviour is guided in a positive manner at a level that is appropriate to their development and their actions. Our goal is to promote learning while encouraging self-regulation and nourishing a respect for the rights of others.

Please see Appendix 2 to read Prohibited Practices.

3. WHO WE ARE

Our educators are professionals who are registered (RECE) with the College of Early Childhood Educators of Ontario or alternatively have been approved by the Ministry of Education.

It is a requirement of the College of ECE that educators participate in Continuous Professional Learning. At Wise Owl we encourage our educators to become life-long learners and at times staff may be absent from the program to attend workshops or conferences. Our centre may be closed for a day in the month of May to allow all of our staff to participate in a P.A.Day hosted by Renfrew County Child Care. Parents will be given advance notice of the date if we will be closed.



Please see Appendix 3 to read about our College of ECE and professional standards.

Field Trips

Our programs regularly venture out into the local community. Generally, trips will be made within walking distance of our centre. In special circumstances school busses may be used. At no time will children be transported in personal vehicles. If a trip is planned you will receive a notice with the details, including the date, time, destination and program connection behind the excursion. You will be required to sign a consent form for your child to participate. .

Security

When you arrive at Wise Owl you will need to push the buzzer located on the front door. When the buzzer is answered you will need to clearly say your name and the name of the child/ren you are dropping off or picking up. You will then be buzzed into the building and the front door will be unlocked. This procedure is to ensure that only people who are permitted to enter the centre come through the door. It is also important that when the door is opened for you, upon entry, or when you are leaving, that you do not permit anyone else to enter the building for security reasons. Unless prior arrangements have been made we only accept children between the hours of 7:30 and 10 am. All children must be picked up prior to our closing, 5:30 pm. Thank you for your co-operation and understanding.

Confidentiality

All cell phones must be left in your vehicle, purse etc. Do not access your cell phone in the building or on the property. We want to ensure everyone's privacy and restricting cell phone use in the centre, by non-employees, is part of that process. We will not share information regarding other families and their children and children will only be photographed using devices owned by Wise Owl. Thank you for your co-operation and understanding.

Personal Belongings

Personal belongings and toys, except for the required change of clothing, blanket and small sleep toy, are not to be brought into the centre. Objects brought in and out of the centre are at risk of coming in contact with food and other substances that could create dangerous environments for children with allergies.
We also ask, that with the exception of school age children bringing lunches in their backpacks, that you or your child do not bring any food or drinks into the centre and respect our anaphylactic policy.

Clothing

Dressing and undressing is a time consuming part of the day, especially in the winter! It is also an important time for learning self-help skills and developing independence. We encourage the children to do as much for themselves as possible. If they have worked hard to put on their own snow pants and they happen to be on backwards, we will not take away from the success of the moment by having your child change it. If you come to pick up your child and find them dressed a bit "differently" you can be sure that they have worked very hard and mastered the task themselves.
Clothing considerations……The children play outside twice daily, except in extreme temperatures or weather. Your child must always be dressed for the weather! Layering clothing is a good way to ensure that your child will have appropriate dress as the day warms or cools. Soiled clothing will be placed in a plastic bag for laundering at home. Hats will be required in all seasons. Be prepared for weather changes and always have extra clothes on hand for your child. Something for the sun, the rain and the snow. You can help your child have a positive dressing experience by ensuring that all of their outdoor clothing is hung up in their cubbies and accessible.
We will not restrict a child from participating in an activity for fear of getting dirty and we cannot be responsible for soiled or stained clothes, or items of clothing/personal belongings that go missing. We do our very best to ensure that each child's clothing is placed in their personal cubby or bin, however, many items of seasonal clothing are identical and can be mixed up. We encourage you to label your child's belongings and check the lost and found regularly. Children must wear shoes at all times. Shoes can be left at the centre or taken home daily.

Safety Note:
*choose clothes and outerwear with no strings or loose ties
*neck warmers are preferred, if they are wearing scarves keep them short and tuck them inside outerwear
*choose closed toed shoes with rubber soles for good gripping

The Child Care and Early Years Act (CCEYA) requires us to play outdoors daily, for 2 hours.

Insurance for Assistive Devices

We cannot be held responsible for lost or broken assistive devices, such as hearing aids, contact lenses or glasses etc. We ask that you have adequate replacement insurance for these items should they become lost or broken.

Centre Emergency Closure

Our primary concern is always the health and safety of your children. The director reserves the right to close the centre should there be a concern that would impact negatively, unsafe weather etc. A closure could affect the whole centre or a single program. Families will be notified of closures as soon as possible by email and on our Facebook page. Please check these sources regularly.
In the event that we are short staffed due to staff illness or personal emergency, the Director may have to make a decision to close a program. If your child is in a program that is affected you will receive an email before 7 am on the morning of. Please check your email regularly to ensure that you are informed.

Release of Children

No child will be released to anyone without the specific direction of the custodial parents, and only when that person has shown photo identification. When you enrol your child, your picture, and the pictures of your regular pick-ups and alternates will be taken to verify identification. If there is any question of identification your child will not be released.
No child will be released to any person who, in the opinion of the educator, is under the influence of any substance or who does not appear to be competent.
We will only release children to persons under 18 years of age with written parental consent. Persons under the age of 16 years will require written parental consent and proof of successful completion of an organized babysitting course. We will not release children to persons under the age of 12 years.

Emergency Management

We have an Emergency Management policy in place to ensure that we are doing our best to keep your children safe during any emergency situation; fire, flood, dangerous weather, disaster etc.
If it is determined to be unsafe to remain in our centre the children will be evacuated from the building. We will relocate to our alternate location where we will stay until the situation is safely resolved or the children can be picked up by their parents. Our alternate location is Cathedral Church, located adjacent to Wise Owl on Isabella Street. If the situation becomes long term parents will be contacted to pick up their children.
Primary Emergency Services:

- Pembroke Regional Hospital
- Local EMS and Fire Services

Supervision

All of the children in our programs are actively supervised appropriate to their age and the environment. Group care involves inherent risks, including peer interactions (e.g. biting). Wise Owl will provide a reasonable standard of care and supervision, not constant individual supervision. We are not liable for injuries resulting from peer interactions where reasonable care was provided. We will take reasonable steps to ensure safety.
Our older school age children will be supervised in a manner that respects their age and independence and children may not always be in the sight of the educator. We will escort school age children off and on

school buses when they are enrolled in our before and after school programs. Parents of children walking to and from school, supervised or independently, are required to sign a release form.
Staff maintain required ratios at all times. Active supervision is used (positioning, scanning, engagement) and environments are arranged to reduce hazards and blind spots.

Safe Arrival

If your child will be arriving later than your regular scheduled time or not attending for the day it is important that you inform the centre, by email, director@wiseowldaycare.ca. If we do not receive any information regarding your child's late arrival or absence we will have to contact the family and if necessary to the alternates to confirm the child's location. *Please see appendix 9 - Safe Arrival Policy*
Children must be dropped off directly to the supervising adult, ensuring that they are acknowledged. Children will only be released to authorized individuals listed on the child's Emergency Record, or authorized in writing from a parent. Photo ID will be required and staff will not release a child if there are reasonable safety concerns (e.g., impairment)

Storage

Due to fire regulations, stroller, wagons or car seats cannot be stored in our front foyer. The storage shed at the front entrance of our centre is to be used. Please be advised that we are not responsible for lost or stolen items and items cannot be stored in the shed overnight.

Parking

To drop off or pick up your child there is 10 minute stopping on Isabella Street, in front of our centre. The parking lot across the street belongs to Cathedral School; do not park in that lot or block cars that are parked there. Please help us ensure a safe and healthy environment for all of the children and turn your car off when stopping at the front. Children are impacted when breathing the toxic fumes from your exhaust. We all appreciate fresh air.

Publicity

The media attends our centre periodically to report on special events or human interest stories and we often use pictures of our program and children in public relations materials. Non-identifying photos may also be used online on our Facebook page or our website.

Child Protection

As professional educators we have a "Duty to Report". A legal and moral obligation to report any circumstance where we suspect that a child is, or may be, in need of protection, to Family and Children's Services. This is never done lightly, and only after serious consultation and always with the best interest of the children involved.

Open Door Policy

Parents are always welcome to visit our program to experience their child's environment. This invitation includes extended family members with the consent of the parents or legal guardians. It is recommended that visits are arranged around arrival and departure for our youngest children who may have difficulty separating from parents.

Parent Questions or Concerns

We welcome the opportunity to answer any questions or listen to any concerns you may have. Please feel free to arrange to speak with your child's educator, they are very busy with the children, but with notice, we can arrange time for them to meet with you. You can also meet with the director in person, by phone - 613-735-2323 or email director@wiseowldaycare.ca. If you prefer, there is a comment box in the front reception area for parents. *Please see Appendix 4 to read our Parent Concerns Policy.*

4. HEALTH AND WELL-BEING

When Your Child is Not Well

Childhood viruses are common and may last for several days. To minimize the spread of contagious illnesses, we follow a variety of methods including sanitizing toys and equipment regularly, washing hands frequently and ensuring time for rest and outdoor play. We encourage everyone who enters our facility to use the hand sanitizer provided in the front foyer. We ask parents to keep their child home when they are not feeling well, have symptoms of illness or are not able to participate in our full program inside and outside. If your child becomes ill at daycare you, or your alternates, will be contacted for **prompt pick-up.**

Home is the best place for your child when they are visibly ill. To protect all of the children in our care please do not bring your child to day care if they have any of the following symptoms:

- fever over 100 F (returning after normal temp for 24 hours and no other symptoms of ill health)
- diarrhea or vomiting (returning after 48 hours with no symptoms remaining)
- redness of discharge from the eyes (returning 24 hours after treatment received)
- a severe cold which includes fever, sneezing, coughing and nasal discharge (returning after their symptoms have improved and their temperature has been normal for 24 hours)
- unusual paleness, irritability, tiredness or listlessness (returning after 24 hours if they are able to participate fully in the program and have not developed other symptoms)
- unusual rashes (returning when the rash is determined to be not contagious by a medical professional)

Medical clearance may be required in some cases.

We follow the guidance from the Renfrew County and District Health Unit, including

- illness exclusion requirements
- outbreak management procedures
- immunization and hygiene protocols

Please see Appendix 5 - Temperature -Excerpt from "caringforkids.cps.ca" website
https://www.rcdhu.com The Renfrew County Public Health website
https://www.ontario.ca/school-screening/ - Ontario School/Childcare Covid Screening tool
https://caringforkids.cps.ca/wellbeings/wellbeings

Medication

- Whenever possible, parents are encouraged to administer drugs/medications to their children at home, please ask your doctor to prescribe medication that can be given before and after care.
- Medication can only be given to children if Wise Owl agrees to do so AND the parent gives permission in writing.
- Prescription and over-the-counter-medications will be administered to children when a parent has given written authorization by completing a medication form. At all times we are mandated to follow the directions provided on the medication container.
- The following information will be required to complete a medication form:
  - -the child's full name
  - -the name of the drug or medication
  - -the dosage of the drug or medication
  - -instructions for storage
  - -instructions for administration and if and when to stop the medication for adverse reaction
  - -the date of dispensary
  - -DIN (drug identification number) or NPN (natural product number)
  - -the expiry date
  - -Doctors name and in the event of non-prescription/over the counter medication a doctors note.

- Over the counter medication may require a separate consent form when treating an acute condition and includes but is not limited to sunscreen, moisturizing skin lotion, lip balm, insect repellent, diaper cream and hand sanitizer
- All drugs or medications will be labelled with the child's name and kept inaccessible to children, in a locked container in the reception office.
- If you are bringing medication for your child you will need to plan on extra time to complete the process. Bring the medication to the receptionist, they will assist you to complete the medication form, and will follow the instructions for medication storage. Medication cannot be left at the centre without a signed medication consent form. Medication must be taken home if the medication or the medication form expires or for whatever reason the medication is no longer required.



Immunization

Wise Owl Day Care is required to follow the guidelines of the Child Care & Early Years Act 2014 and the Renfrew County Public Health with respect to immunization practices. As part of the enrolment procedure you will need to provide a current copy of your child's immunization or provide a notarized, Ministry approved Statement of Conscience or Religious Beliefs or Statement of Medical Exemption (these forms are available at our office).

We are also required to report any initial and additional immunizations that your child receives to Renfrew County Public Health. Please remember to provide us with a record of immunizations that take place after your intake.



Sanitary Practices

At Wise Owl we believe that consistent and diligent hand washing is an important way to maintain the health of our children and staff. Educators will model and support children with proper procedures for routine hand washing before and after meals, diapering/toileting and food preparation and handling.

We also believe that learning and caring environments for children need to be respectful, clean and well organized. We sanitize the toys and equipment, with a bleach solution, on a regular basis and encourage children to participate in tidying and organizing their environments.

Hand sanitizer is available at the entrance and we encourage parents and visitors to use it before they enter our programs.

Nutrition

A nutritious mid-day meal as well as morning and afternoon snacks will be offered each day. All food is selected on the basis of its nutritional value and the age of the children. We offer children the opportunity to experience eating a variety of healthy foods, in a small group setting. The educator participates in the meal with the children to model healthy eating and table manners. Children are encouraged to serve themselves whenever possible. We provide small pitchers so children can experience pouring their own drinks and we provide small tongs so children can serve their own finger foods.

Our menus are posted at the front door to assist you in planning meals at home.

Please do not eat nuts or nut products before attending the centre and do not send food with your child. It is the policy that all food served to the children at Wise Owl is prepared on the premises or catered specifically for our purposes. The only exceptions are infants and special diet requirements.

Parents may be asked to provide food if their child's dietary needs cannot be accommodated. Parents are also asked to provide food and liquids for infants who are not eating table food. Please respect our allergy policy and provide food unopened and in its original packaging, to avoid cross contamination, and clearly

label the food with your child's name. If the food requires refrigeration please send it in an insulated bag with cold packs.

All of our food is prepared, stored and served in non-plastic containers. Glass, steel, ceramic, paper and wood are safer alternatives. Public Health officials regularly inspect our programs, kitchen and cooking methods to ensure that we are meeting requirements. As recommended, we use a bleach solution to sanitize surfaces, toys, etc.

We have children attending our centre with food allergies. For this reason we do not serve any foods known to contain nuts, peanuts, peanut butter or any nut oils. Allergies can be life threatening. We ask all staff, parents, children and visitors to refrain from using or consuming any product containing a known allergen or from bringing any food products, drinks, creams, sunscreens, lip balms etc. into our centre. It is a small thing that can prevent an unthinkable tragedy.

Allergies, Food Restrictions, Special Requirements

During your intake, or at any time during your child's enrollment, it is important to inform us of any allergies, food sensitivities, food restrictions or medical needs. If a child has an anaphylactic allergy or a medical need we have a procedure in place to ensure everyone is informed and medication etc. is available. We prepare all of the food on site, or source it from a reputable caterer, and all allergies and food restrictions are posted in the kitchen, in the program, and on the dining cart. All of our staff work diligently to ensure that no child is exposed to a known allergen. It is important that you keep your child's primary educator informed of any changes to their allergies or restrictions. You will be required to sign a special requirement outlining the restrictions, the reaction and potential outcome.

APPENDIX 10 - Anaphylaxis Policy

When you change the way you look at things.... the things you look at change.

Bringing our program outdoors

There is no such thing as bad weather, when you have appropriate clothing. A growing body of research suggests that connecting to the natural world contributes to children's mental, physical, emotional and spiritual health and well-being. HDLH. Daily outdoor play is provided unless weather poses a risk. In extreme weather (cold alerts, heat warnings) follow public health guidance.

Outdoor play will provide time and space for children to .....

…have their efforts supported to take reasonable risks, test their limits and gain increasing competence and a sense of mastery through active play and social interactions. HDLH

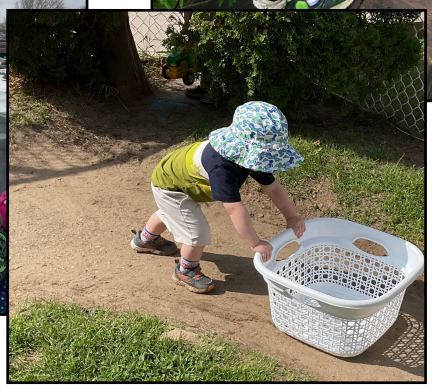
..experience environments that spark curiosity, invite investigation, and provide challenges that are responsive to individual capabilities to help children extend the boundaries of their learning. HDLH

Providing opportunities to care for and interact with the natural world can be a valuable learning experience and can stimulate children's interest in, curiosity and appreciation of nature. Children will have the opportunity to observe changes in plants and animals and learn the responsibility of feeding, watering and caring for living things. You may see visiting animals, dogs, rabbits, gerbils etc. All animals will be in good health and under the care of a veterinarian as necessary. Interaction with animals is always supervised and strict sanitary procedures are followed. If you have any questions or concerns please see our director.









Our School Age children regularly use play-spaces in the community during their outdoor time, and our kindergarten program has additional access to a small outdoor space adjacent to their program. All of our programs will venture into our local community for walks. Walks around the block or perhaps along the main street to observe seasonal changes. Our playgrounds are inspected daily and monthly by our educators. When the ground is frozen, or at any time that the educators determine an area of the yard or piece of equipment unsafe for use by the children, that area will be considered closed. Signs will be posted. Our playgrounds are considered private property, not for public use at any time.



Safe Water

Our taps are flushed daily and our tap water is sampled annually to ensure the water we provide the children does not contain unacceptable lead levels.
All children have access to a personal stainless steel water bottle throughout the day, inside and outside. We fill the bottles with either tap water, filtered water or alkalized water, based on parental preference. If there is a short term water interruption, we will have a sufficient supply of bottled water on hand. If the water interruption is long term, the situation will be re-evaluated and parents will be informed.

Rest Time

Rest time is a very important part of a child's well-being. It is the time when their bodies are still and their brains get to sort out all of the information they have accumulated during their morning experiences. We have very busy mornings, often spending a lot of time outdoors, and the children welcome lunch and a rest time. This period of down time helps them to be ready to participate in the afternoon program.

Infants will sleep on their own individual schedules and we are required to follow the Joint Statement of Safe Sleep: Preventing Sudden Infant Deaths in Canada. Any child younger that 12 months old is placed for sleep on their back, unless otherwise instructed in writing by the child's physician. Sleep sacks are recommended but light, breathable blankets are also acceptable for warmth at sleep time. Walks in strollers are limited to short distances and children who fall asleep are transferred to their cribs as soon as possible. Educators perform regular sleep checks and will inform parents of any unusual observations during sleep.

In the toddler, preschool and full day kindergarten programs there is a rest period after lunch. The children each have an assigned cot with a fitted sheet and you can send a blanket and if you like, a pillow from home. We create a restful environment, the lights are dimmed and soft music is played. Children may choose to sit or lay on their cots. Educators remain with the children during the entire rest period and quiet play will be available for children as they are done resting or sleeping. During the sleep period educators perform regular sleep checks and will inform parents of any unusual observations during sleep.

We always consider family preferences but we cannot exclude children from the rest time, prevent children from falling asleep or wake them up before the rest time is over or their natural sleep ends.

Please see Appendix 6 to read the Joint Statement of Safe Sleep: Preventing Sudden Infant Deaths in Canada.

Injuries and Accident Reporting

The educators supervise the children at all times, but minor incidents do occur. The children will be cared for and an accident form will be completed which explains the incident in detail. The educator will review the incident with you, ask you to sign the form and provide you with a copy. We will take reasonable steps to prevent foreseeable harm but cannot guarantee elimination of all accidents.

Biting can be a common behaviour during early childhood as children develop communication, emotional-regulation, and social skills. While biting can be developmentally understandable, it is not an acceptable behaviour and we take every biting incident seriously.

Our priority is to maintain a safe, caring and respectful environment for all children and staff. When a biting incident occurs, educators will respond calmly, provide appropriate care to the child who was bitten, document the incident, and communicate with the families involved in accordance with our policies and confidentiality requirements.

When biting continues, Wise Owl will work collaboratively with the child's family to identify possible triggers and develop strategies to reduce the behaviour. This may include increased supervision, and the development of an individualized support plan.

We recognize that every child is different and will make reasonable efforts to support a child who is experiencing ongoing biting behaviour. However, if biting continues despite reasonable interventions, or if the behaviour creates an ongoing or serious safety concern that Wise Owl cannot reasonably manage within our available resources and staffing, we may require temporary changes to attendance or, as a last resort, may require the family to withdraw from the centre.

Our goal is always to work together with families to support the child while ensuring that every child has the right to a safe environment in which to learn, play and grow.

Serious Occurrence

A serious occurrence is considered to be any serious injury or incident involving a child. All serious occurrences are reported to the Ministry of Education and posted on our parent board.
If a child has a serious accident or illness they will be taken to the hospital by ambulance. They will be accompanied by a staff member and parents/alternates will be notified as soon as possible. If a parent/alternate is not immediately available, Wise Owl may hospitalize, secure proper treatment, including injections, blood transfusions or anaesthetics or any other treatment as deemed necessary by the medical professionals.

Sunsmart Policy

The purpose of our sunsmart policy is to ensure that all children in our care are protected from the effects of too much sun/heat and skin damage caused by the harmful ultraviolet rays of the sun.
We provide and apply a sunscreen approved by the Canadian Dermatology Association with a Sun Factor Protection (SPF) of 30 or higher. You will be invoiced a non base fee of $25 per season, per child.
Children must wear wide brimmed hats and t-shirts at all times when outdoors.
Outdoor activities will be held in areas of shade whenever possible and the time will be scheduled to avoid the hottest part of the day. Children will always have access to drinking water and will be encouraged to drink regularly.
Our staff will act as role models by practicing Sunsmart behaviour.

Smoking

Our child care is a designated smoke-free environment and we abide by the Smoke Free Ontario Act. "No Smoking" signs are posted and smoking is not allowed on the property or within 20 meters, inside or outside, at any time.

Personal Celebrations

At Wise Owl we recognize individual "special days" such as birthdays, with the group. We talk about the celebration together and acknowledge the moment. If you would like to be part of the celebration a good way to do that is to donate a special book about the occasion, or a plant that will remain in the program as a reminder of the special day etc. Our anaphylactic policy restricts us from accepting any type of food item.

6. ENROLLMENT

If you are interested in enrolling your child in our program you will need to complete the online waitlist form. The link can be found on our website wiseowldaycare.ca. This form will be directed to our email and you will receive an email confirmation. We will ask for some basic information about your family and your contact information. We will contact you as soon as a space becomes available. We also encourage you to come for a visit to our centre and to review our parent handbook located on our website wiseowldaycare.ca.

Please see Appendix 7 to read our Wait List Policy.

We will provide you with information about the fee subsidy available for qualifying families in Renfrew County. If you are interested in receiving subsidy to support your child care fees you will be directed to call the Renfrew County Child Care office. They will ask you for more detailed information about your unique situation. You may have to attend a meeting and provide copies of documents they need to determine your subsidy qualification.

County of Renfrew Child Care Services - 7 International Drive, Pembroke, ON K8A 6W5
Phone - 613-732-2601

Once a space becomes available for your child you will be contacted to arrange an intake meeting with the director. During the intake you will be asked questions about your child, their habits and routines. This information will help our educators as they get to know you and your child. This is also a good opportunity to deal with any questions you may have and share any information about medical or special needs.

Prior to your child attending our program we are required to obtain a copy of your child's current immunization record. This information and your child's continued enrollment in our program will be

shared with the Renfrew County Public Health Unit. If your child is enrolled in the school system the school will be responsible for their record of immunization.

Renfrew County and District Health Unit - 141 Lake Street, Pembroke, ON K8A 5L8
Phone - 613-732-3629

If it is determined that you child needs additional support to be included in all aspects of our program we may seek assistance from outside agencies. This support may come as an additional staff person in a program, a Family Centred Planning Meeting, additional resources and observations and discussions between our staff and other specialists. If we believe that we could better meet the needs of your child with the help of theses resources you would be involved and nothing would be done without your prior knowledge and/or consent.

Information about your child and family is gathered for the sole use of Wise Owl Day Care. Information is kept in confidence and accessed by staff and representatives from the Ministry of Education. As a parent you have access to your child's file in the presence of a Wise Owl authorized representative. Your child's enrollment information will become the property of Wise Owl Day Care Centre and it will be safely stored on site for three years after they withdraw. We will also require copies of any custody documents that have an impact on who can and cannot have access or information about your child.

Once the intake is complete, we will arrange a gradual enrollment for your child. Attending our centre will be a new experience and separation from parents can be a stressful time for both you and your child. We try to make this time as comfortable as possible by having your child's first experience in our program be with someone they know and trust. We ask you to visit with your child for approximately one hour on the first day. During this time the primary educator will spend time visiting with you, explaining the routines of the program and answering any questions you may have. The next day your child will spend a morning with us on their own. They will participate in all the program activities and have lunch with their new group of peers. We ask that you pick up your child at the conclusion of the lunch routine. Adjusting to a new setting is different for each child and at this time you and the primary educator will decide together if your child is ready to begin attending full days or if they would benefit from further half days.

At the intake you will be asked for a regular arrival and departure time. If your child care needs change you will need to update the receptionist with new hours of arrival and departure. If you need to change the departure time short-term, make arrangements with your child's educator. It is our policy that all children arrive in our programs by 10 a.m. In special circumstances, such as medical appointments, arrangements can be made with your child's educator for a later arrival. Special arrangements must ensure that children are not arriving during the middle of a routine such as rest-time, lunchtime etc.

If your child will be late arriving or not attending for the day it is important that you inform the centre prior to your child's regular arrival time. If we do not receive any information regarding your child's late arrival or absence we will have to contact the family and if necessary to the alternates to confirm the child's location. If you have a child in school and they have been picked up at school and will not be arriving at our centre it

It must be noted that, for a variety of reasons, not all families and children are suited to group care; policies not followed, safety risks exist or needs cannot be safely met. In such cases, and only after careful consideration of the needs of all the children involved, a decision may be made to terminate enrollment. Parents will be notified and given up to two weeks notice. Care will be terminated immediately where a safety risk is present.

is very important that you inform us. If a child does not arrive from school and we cannot locate or determine the location of the child we will call the police. In the case of a missing child we need to act quickly and involve emergency services.

Wise Owl is closed at 5:30 pm. Your child must be picked up before our closing time. If you are late, a non- base fee of $40 for the first 15 minutes and $20 for every 15 minutes after will be imposed. This charge will be billed to you and must be paid immediately. If a parent is continually late, the ability of our service to meet the childcare needs of the family and their child's continued enrollment in our program will be re-assessed. Repeated late pick-ups may result in review or termination, as they impact supervision ratios and staffing.

7. FINANCIAL

Our before and after school base rates and our full day base rates for children attending school, and six years of age and older, are determined by the annual operating costs of the centre and will adjusted as necessary.

Wise Owl is enrolled in the Canada Wide Early Years Child Care Agreement. All base fees for infants, toddlers, preschoolers and full day kindergarten (under the age of 6 years) are determined by the Canada Wide Early Years Child Care provincial/federal agreement. *Please see Appendix 8 - Base Fee Chart*

If you are receiving a fee subsidy your child's attendance records will be submitted to the County of Renfrew on a monthly basis. It is very important that you let us know when your children will be absent and the reason for the absence. If we do not receive that information from you it will be considered an absent day for subsidy purposes. You have limited sick and vacation days so it is important to inform us of your child's attendance/absence each day. Additionally, we are required to provide the Child Care Office with any changes in your personal information that becomes known to us.

Your child care base fees will be billed monthly. The fees are due in advance of the care and are to be paid before the first day of each month. **Base fees must be paid by e-transfer**. There will be a late charge of $50.00 if payment of an invoice is late. If an account is in arrears and/or policies are not followed Wise Owl reserves the right to terminate care, a withdrawal notice will be sent out. All prepaid fees are non-refundable.

If your childcare needs change and you decide to withdraw your child from our program, a written notice is required one month in advance of your child's last day of enrollment. You are responsible for your regular child care base fees during the notice period. A withdrawal form is available from our office. If you wish to temporarily withdraw your child, re-enrolment cannot be guaranteed.

All enrolments will only be accepted to start as the of the 1st day of the month, all withdrawals will only be accepted as of the last day of the month, received one month in advance.

Example -
if your child is currently enrolled and you want to withdraw from the program in October; when you are paying your regular September childcare fees, as per the invoice you receive in August, inform us that September will be your last month of care and that you will be withdrawing as of September 30th. When we receive that note from you we will forward a withdrawal form for you to complete with a withdrawal date of October 1st.

Refunds and/or credits will only be given in the event a child is asked to leave the program before the end of the month, there is a subsidy change, or in the event of a clerical error.

Our centre is regularly open from 7:30 am to 5:30 pm, Monday to Friday. We are closed on statutory holidays and the days below for staff vacation.

Planned Closures in 2026	
• **January 1st for New Years Day**	• **August 3rd - Civic Holiday**
• **February 16th for Family Day**	• **September 7th - Labour Day**
• April 2nd and 7th -staff vacation	• October 8th, and 9th- staff vacation
• **April 3rd Good Friday**	• **October 12th - Thanksgiving**
• **April 6th Easter Monday**	• **December 24th - closed 12:30pm - 5:30pm Christmas Eve**
• **May 18th - Victoria Day**	• **December 25th - Christmas Day**
• **July 1st - Canada Day**	• **December 28th - Boxing Day**
• July 27,28,29,30,31 staff vacation	• December 29th staff vacation and 30th - closed
	• **December 31st - New Years Eve**

8. BOARD OF DIRECTORS

Wise Owl Day Care Centre is a licensed, non profit centre overseen by a volunteer board of directors. Our board is a group of parents and community members who have a shared interest in what is best for our centre, the children and the staff. The board meets once a month to review the finances, discuss the progress of the centre and to review and approve policies that impact our operation, the children and the employees.

If you are interested in volunteering as a board member and can make a commitment to attend meetings, provide a vulnerable sector check and pay a $5.00 corporate membership fee, please forward a letter to director@wiseowldaycare.ca, stating your interest to the president of the board.

Our Board Members for 2025/26

- Jen Levair - President
- Marie Beauchemin - Vice President
- Wade Forrest - Secretary
- Julia Armstrong- Treasurer
- Kyle Robinson -member
- Tammy Griese - Member
- Mital Vyas - Member
- Cedar Swartz-Fisher - Member
- Caroline Smith - Member
- Elizabeth Miron - Member



We value our families and recognize that open, respectful communication is an important part of providing quality care. Parents and guardians are encouraged to ask questions, share concerns, and provide feedback. Our goal is to work collaboratively with families to resolve concerns in a respectful and constructive manner.

All parents, guardians, and visitors are expected to:

- Treat children, staff, families, and visitors with dignity and respect.
- Communicate concerns calmly and appropriately.
- Respect staff members' professional roles and responsibilities.
- Follow centre policies, procedures, and safety requirements.
- Respect the privacy and confidentiality of other children and families.
- Raise concerns through the appropriate educator, supervisor, or director rather than confronting staff, children, or other families.
- Avoid behaviour that disrupts the childcare program or interferes with staff supervision.

Wise Owl does **not tolerate** yelling, profanity directed at others, threats, intimidation, harassment, discrimination, physical aggression, personal attacks, or other behaviour that creates an unsafe or hostile environment.

Concerns involving another child or family should be brought directly to the director. Parents and guardians must not attempt to address another child's behaviour or confront another family.

If inappropriate behaviour occurs, Wise Owl may take progressive steps, which may include a discussion with the parent/guardian, a written warning, communication or access restrictions, or temporary restrictions on attending the centre. Serious or threatening behaviour may result in immediate action, including asking the individual to leave the premises or contacting appropriate authorities when necessary.

In cases of repeated or serious inappropriate behaviour, where Wise Owl determines that the safety or well-being of children or staff is at risk and the situation cannot reasonably be resolved, we may terminate the childcare agreement in accordance with the enrolment agreement.

We understand that disagreements may occur. Families do not have to agree with every decision made by Wise Owl; however, concerns must be communicated respectfully and through the appropriate channels.

Our shared goal is to maintain a safe, welcoming, and respectful environment where children can learn and grow, staff can provide care without fear of harassment or intimidation, and families feel heard and supported.

9. YOUR RIGHTS AND RESPONSIBILITIES

Your rights:

- to be treated with courtesy and respect in a manner that fully recognizes your dignity and individuality
- to privacy and confidentiality in all matters
- to know who is responsible for your child's care
- to be informed of your child's observed interests and what they wonder about
- to designate persons who may act on your behalf in emergency situations
- to be informed of any policies directly affecting your family; accessible customer service policy in place
- to have your concerns and questions addressed in a timely and professional manner
- to an inclusive environment for your child that focuses on their well-being, engagement, expression and belonging





Your responsibilities:

- to be co-operative, following Wise Owl policies and being respectful in the treatment of all staff and children attending Wise Owl. Harsh language, aggressive tone, derogatory remarks and intimidation will not be tolerated and could impact your child's enrollment.
- to attend scheduled appointments
- support behaviour and medical plans and Individual Support Plans
- provide accurate and update information
- to provide one months notice, for the last day of the month your child will be attending, if your child is being withdrawn
- to inform your child's educator if your child will not be attending
- to inform your child's educator if your child is sick or may have a condition that is contagious
-
- to pay your fees in advance of the care and before the first of the month
- to read and have an understanding of the Parent Handbook and follow the policies
- not bring any personal technology devices (phones, i-pads etc) into the centre
- to drop off your child and pick up your child at your agreed upon times and within our hours of operation; 7:30 am - 5:30pm; respecting that the educators are also finishing their day.





APPENDIX 1 - Program Statement

Child Care & Early Years Act 2014
Program Statement 5.2 - 46(1)

We view children as competent, capable, curious and rich in potential. We respect their need to learn by engaging in experiences of their own discovery. We will support their interests and provide opportunities for children to answer their own questions and follow the direction of their own thoughts. Our program will be a place where children thrive and develop a healthy understanding of themselves and their place in the world. A place where educators understand the importance of relationship and the natural development of children through their daily play experiences. Where they use their observation of children's play to guide inclusive programming and pedagogy. 46(3)-(d)(e)

We are committed to the health and well-being of children and their innate need to connect to the natural world. We recognize the value of and will model a healthy lifestyle. We will offer choices and provide opportunities that support health and well-being. 46(3)-(a)(g)

We respect all of the environments. The children's space, the adult spaces and the community.

Educators will use their experience to thoughtfully design and maintain the environment to provide provocation for children's engagement, support children's individualized plans and provide opportunity for children to develop a sense of self in relation to their world. 46(3)(f)

Our priority is relationships and developing healthy attachments with children and their families to ensure that they feel a sense of belonging and safety. 46(3)-(b)

It is our goal to be a centre that is respected and trusted by families in the community. We will use a form of expression that respects the educator, the family and the children while ensuring authentic communication. 46(3)-(h)

We will provide and share pedagogical documentation of children's experiences to connect families to their discoveries and experiences. 46(3)-(h)

We will support children's need for expression by being present with them and giving them time and space to share what is meaningful to them. We will be there to help them through emotional times and challenging learning experiences that shape who they are and promote self-regulation. 46(3)-(c)

We strive to remain at the forefront of early childhood education and to continue learning and changing as new information and insights become available. To be a place where educated and passionate professional choose to work and learn and where employees are motivated to reach for the highest standards. To reflect and discuss with each other and to fearlessly change as we learn and develop as professionals. 46(3)-(i)

APPENDIX 2 - Prohibited Practices

Prohibited Practices - Child Care & Early Years Act, 2014
Ontario Regulation 137/15
48(1) No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

(a) corporal punishment of a the child;
(b) physical restraint of the child, such as confine the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only a s a last resort and only until the risk of injury is no longer imminent;
(c) locking the exits of the child care centre or home child care premises for the purpose of confine the child or confine the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
(f) inflicting any bodily harm on children including making children eat or drink against their will.

48(2) No employee or volunteer of the licensee, or student who is on an education placement with the licensee, and no person who provides home child care or in-home services a a premises overseen by a home child care agency shall engage in any of the prohibited practices set out in subsection (1) respect to a child receiving child care.

APPENDIX 3 - Registered Early Childhood Educator

What do you know about your child's registered early childhood educator?
A registered early childhood educator (RECE) is a member of the College of Early Childhood Educators. RECEs are trained, qualified and accountable.
An RECE:

- Understands child development
- Attends to children's identified needs, interests and stages of development
- Plans programs for learning through play
- Maintains safe, healthy and stimulating environments
- Communicates regularly with parents

Online Public Register
You can look up the professionals working with your child on the College's online public register of members. Go to college-ece.ca.
Ethical and Professional Standards
You can read the Code of Ethics and Standards of Practice, which defines the professional skills, knowledge, practice and values expected of RECEs. It is available at college-ece.ca/resources.
Continuous Professional Learning
Did you know that continuous professional learning is an ethical and professional responsibility of RECEs? Learn more at college-ece.ca.
Have a concern?
RECEs are responsible for their practice, decision-making and behaviour. If you have a concern about an RECE's practice, you can contact the College.
Contact Us: 416 961-8558 1 888 961-8558 info@college-ece.ca college-ece.ca

APPENDIX 4 - Parent Issues and Concerns

Child Care & Early Years Act 2014
Parent Issues and Concerns Policies and Procedures 6.2 - 45(1)

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing within our programs. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians and staff, and foster the engagement of ongoing communication about the program and children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by our staff and will be addressed. Every effort will be made to address and resolve issues as quickly as possible to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parent/guardians within 2 business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to all parties involved.

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit
http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern	Steps for Staff and/or Director in responding to issue/concern
Program Room-Related E.g. schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc	Raise the issue or concern to -the primary educator directly or -the director	-Address the issue/concern at the time it is raised or -arrange for a meeting with the parent/ guardian within 2 business days. Document the issues/concerns in detail. Documentation should include: -the date and time the issue/concern was received; -the name of the person who received the issue/concern; -the name of the person reporting the issue/concern; -the details of the issue/concern; and -any steps taken to resolve the issue/ concern and/or information given to the parent/guardian regarding next steps or referral Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/ concern is initiated by the appropriate party with 2 business days or as soon as reasonably possible thereafter. Document reasons for delay in writing. Provide a resolution or outcome to the parent/guardian who raised the issue/ concern.
General, Centre or Operations Related E.g. child care fees, hours of operation, staffing, waiting lists, menus, etc	Raise the issue or concern to the director.	
Staff, Director and/or Licensee Related	Raise the issue or concern to -the individual directly or -the director or -in writing to the president of the board of directors All issues or concerns about the conduct of staff etc. that puts a child's health, safety and well-being at risk should be reported to the director as soon as parent/ guardians become aware of the situation.	
Student/Volunteer Related	Raise the issue or concern to -the staff responsible for supervising the student/volunteer or -the director All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the director as soon as the parents/guardians become aware of the situation.	

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue in writing to the president of the board of directors. The director or the receptionist will accept correspondence directed to the president of the board and forward it to their attention immediately.

Issues/concerns related to compliance with the requirements set out in the *Child Care and Early Years Act.,2014* and *Ontario Regulation 137/15* should be reported to the Ministry of Educations Child Care Quality Assurance and Licencing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, Social Workers etc.) where appropriate.

Contacts
-Wise Owl Board of Directors - 151 Isabella Street, Pembroke, ON K8A 5S8
-Wise Owl Director - director@wiseowldaycare.ca - 613-735-2323
-Ministry of Education Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca
-Renfrew County Public Health - 613-732-3629
-Ontario Provincial Police, Pembroke - 613-735-0188
-Pembroke Fire Department - 613-735-6821 x 1201
-College of Early Childhood Educators Ontario - 1-888-961-8558

APPENDIX 5 - Temperature

Excerpt from "caringforkids.cps.ca" website.

What is a normal temperature?

Method	Normal Temperature Range
Rectum	36.6°C to 37.9°C (97.9°F to 100.2°F)
Mouth	35.5°C to 37.5°C (95.9°F to 99.5°F)
Armpit	36.5°C to 37.5°C (97.8°F to 99.5°F)
Ear	35.8°C to 37.9°C (96.4°F to 100.2°F)

APPENDIX 6 - Joint Statement on Safe Sleep

Wise Owl Day Care follows the recommended guidelines regarding safe sleep in infants under 12 months of age. See the full document on Canada.ca.
www.canada.ca/en/public-health/services/publications/healthy-living/joint-statement-on-safe-sleep.
Summary - Sudden infant deaths that occur during sleep continue to be a significant public health concern in Canada. The most important modifiable factors that can lower the risk are:

-Placing infants on their backs to sleep for every sleep.
-Protecting infants from exposure to tobacco smoke, before and after birth.
-Providing a safe sleep environment for infants. The safest place for an infant to sleep is in a crib, cradle or bassinet, free of soft loose bedding, placed in the parent's room for the first 6 months.
-Breastfeeding - for at least 2 months, with greater protection provided with longer duration.
-Practicing the principles of safe sleep FOR EVERY SLEEP - at home, in childcare settings and when travelling.
-Although bed sharing is not advised, parents/caregivers should be aware of the factors that put infants at greatest risk when bed sharing so they can take steps to avoid them.

APPENDIX 7 - Wait List

Ontario Regulation 137/15 - 75.1

Wise Owl Day Care Centre maintains a wait list for potential clients. This list will be managed on a “first come, first serve basis” but priority will be given to employees of Wise Owl. There is no financial cost incurred by families to be included on the list.

Information on the list will include the parents full name and preferred contact information, the child’s full name and date of birth, if they are applying for subsidy, if there are any needs we should be made aware of, if they have siblings on the list and a preferred start date.

The family will receive quarterly emails from our online waitlist program, to confirm the families continued interest in remaining on the list and to ensure all information is still current.

Personal information about the family will remain confidential and only accessed by employees of Wise Owl. If a parent is is contacted regarding an available space and they are not responsive or they are no longer available at the supplied email address their application will be removed from the list.

Wait list applications can be made on the Wise Owl website. Families can also access information about our centre and our Parent Handbook, which includes our Program Statement, a Statement on Safe Sleep, Wait List Policy and Parent Concerns Policy. Families are encouraged to arrange a visit to see our programs.

Families can access information about the fee subsidy, available to qualifying families, on our website. The subsidy wait list is maintained by the Renfrew County Child Care Office.

APPENDIX 8 - Base Fee Chart

The chart below represents the (CWELCC) base rate for children under six years of age, effective January 2026.

Base monthly fees for children under 6 years of age		Base monthly fees for child under six in Before and after Kindergarten		Base monthly fees for children over 6 years of age	
January	$484	January	$299.95	January	$655.10
February	$440	February	$299.95	February	$655.10
March	$484	March	$299.95	March	$655.10
April	$462	April	$299.95	April	$655.10
May	$462	May	$299.95	May	$655.10
June	$484	June	$299.95	June	$655.10
July	$506	July	$506	July	$1,038.02
August	$440	August	$440	August	$1,038.02
September	$484	September	$299.95	September	$655.10
October	$484	October	$299.95	October	$655.10
November	$462	November	$299.95	November	$655.10
December	$484	December	$299.95	December	$655.10

Child Eligibility for Fee Reduction

Children turning 6 between January 1 to June 30 - your child is eligible for a fee reduction until June 30th if they turn 6 between January 1st and June 30th and are enrolled in preschool or kindergarten at Wise Owl

Children turning 6 after June 30th - if your child turns 6 between July 1st and December 31st, they are eligible for a fee reduction until the end of the month they turn 6 if they are enrolled in preschool or kindergarten at Wise Owl.

School age child care - children enrolled in our school program at Wise Owl are only eligible for the fee reductions until the end of the month they turn 6 years of age.

APPENDIX 9 - Safe Arrival Policy

Safe Arrival Policy

The purpose of the Safe Arrival policy is to help support the safe arrival and dismissal of children receiving care at our centre. It provides clear direction for staff to follow when dealing with children who have not arrived, to have a process in place to locate children who do not arrive at their scheduled time and to help ensure the safety and well being of all of the children in our care. We recognize the importance of a quick response when the location of a child is unknown. If a child is missing every minute counts. When a child does not arrive to daycare at their scheduled time it will initiate the Safe Arrival protocol. The policy will also provide clear direction on the procedures when releasing a child from the care of Wise Owl.

Each staff member will be made aware of their responsibilities in the event that a child does not arrive at Wise Owl Day Care Centre and when a child is released. New staff members will be instructed of their responsibilities at commencement of employment and all staff will read the policy annually. Students and volunteers will not accept or release children during their placement without supervision by a staff member.

Wise Owl Day Care Centre will ensure that any child receiving child care at the centre is only released to the child's parent/guardian or an individual for whom the parent/guardian has provided written authorization.

Where a child does not arrive at the centre as expected or is not picked up as expected, staff will follow the safe arrival and dismissal procedures set out below.

APPENDIX 10 - Anaphylaxis Policy

Anaphylactic Policy

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies. Providing relevant and important information on anaphylaxis to staff at Wise Owl Day Care Centre.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for child care centres. The requirements set out in this policy align with Sabrina's Law, 2005.

Appendix #1 Sabrina's Law

Appendix #2 Child Care and Early Years Act, 2014; Ontario Regulation 137/15

Appendix #3 Individualized Plan

Policy

Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

- Before attending Wise Owl, the director/designate will meet with the parent of a child to obtain information about any medical conditions, including where the child is at risk of having or has anaphylaxis.
- Before a child attends Wise Owl or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation.
- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.
- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitory and avoidance strategies, and appropriate treatment.
- All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at the child care centre and will be kept in the child's file and a copy will be in the Office Emergency Information binder and the Program Binder. A copy will be posted in the staff rooms and kitchen.
- All individualized plans and emergency procedures will be reviewed with a parent of the child annually or sooner if the epi-pen/medication expires or there are changes to circumstances.
- Every child's epinephrine auto-injector must be carried everywhere the child goes.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.
- Do not serve items with "may contain" warnings on the label to a child who has an individualized plan and emergency procedures specifying those allergens.
- The cook will be aware of the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by Wise Owl cannot meet the child's needs, we will ask the child's parent to supply approved foods for their child. All written instructions for diet provided by a parent will be implemented.
- Parents must clearly label all food brought to Wise Owl with their child's name, program and the date the food arrived at the centre. Food must be provided in it's original packaging and unopened (the exception to this requirement would be breastmilk) to ensure it doesn't contain allergens.
- When food is provided from home for children, educators must ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Parents of children enrolled will be asked to ensure that their child or they themselves do not consume foods containing allergens prior to coming into the centre.
- If foods containing allergens have been consumed at home, they and/or their child/ren must be rid of allergens prior to attending Wise Owl (e.g. by thoroughly washing hands and faces, brushing teeth, changing clothes etc).
- Wise Owl will not use creative or sensory materials and toys that have know allergens on the labels.

- Wise Owl will share information about anaphylaxis, and strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled.
- All individual plans and emergency procedures will be kept-up-to-date and all staff, students and volunteers will be required to read and understand the Anaphylaxis Policy, updating annually.
- All staff are required to complete online anaphylaxis training and to read Wise Owl policies and procedures annually.
- All primary educators are required to ensure that the posted allergy list is current and that any student, volunteer, or cover staff are aware of the allergies and any changes in their program.
- This policy will be updated, revisions or changes will be made to the strategies in this policy depending on the allergies of the children enrolled.
- Staff members wanting to bring in food will sign a procedure form and restrict personal food to the lunch room. No personal food or drink from home will be permitted in the programs or the staff room.
- Staff members may have a personal water bottle/cup in the program but it must remain on site. Taking cups/ water bottles etc. out of the building puts them at risk of cross contamination.

Communication Plan

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

- Parents and members of the public will be advised not to bring food or drinks into the centre.

Situation	Roles and Responsibilities
Accepting a child into care	• greet the parent/guardian and the child • ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's regular pick up. • where a parent/guardian indicates that someone other than the parent/guardian will be picking up the staff must confirm that the person is on the approved list of alternates/pick-ups. If the person is not on the approved list the parent will need to provide authorization in writing. • the change must be documented in the daily log • sign the child in on the attendance sheet, include the drop off time

- Signs will be posted on all entrances/exits and the receptionist will monitor people entering the building to ensure they do not bring in food or drinks.
- Parents will be informed about anaphylactic allergies and all known allergens at Wise Owl at their intake. They will be encouraged to access our Parent Handbook, posted on our website, explaining our allergy policy. Parents will be not notified when updates to the parent handbook are posted.
- A list of all children's allergies including food and other causative agents will be posted in all cooking areas, on the dining carts and each program.
- If there is a unsafe food on the meal plan for the day, a safe alternative will be provided for the child on a "red tray" which will have their name and their allergy listed.
- All Infant, toddler, preschool, kindergarten and school age educators will have a list of all the allergies, including food and other causative agents, in their attendance binder. This will ensure that they have a list of allergies in all

Situation	Roles and Responsibilities
A child does not arrive at their regularly scheduled time and we have not received information from the parents about the child's absence.	1. The primary educator will i-message the admin assistant with information that the child did not arrive. 2. The admin assistant will check emails and phone messages to confirm that the parent didn't notify the centre. 3. If the parent did notify the centre the admin assistant will respond to the i-message and inform the primary educator. 4. If the parent did not inform the centre the admin assistant will: • immediately call the parent to determine the location and well-being of the child • if the parent responds the admin assistant will discuss with the parent the reason for the absence. • if the child is ill the admin assistant will discuss the symptoms with the parent and provide information regarding when the child can return. • if the admin assistant is unable to reach the parent by phone they will send an email with a request for the parent to contact the centre. • if the parent does not respond before 10 am the admin assistant will contact the designated alternates/school to see if they have any information on the child • if the admin assistant is unsuccessful in contacting the parent/guardian and receiving information about the child's location they will bring the matter to the attention of the director for guidance. • when the admin assistant makes contact with the parent and determines the reason for the child's absence they will inform the primary educator who will record the absence and reason on the attendance sheet and if appropriate the child's health record. Note: all steps of the process must be documented by the admin assistant and by the primary educator
A child does not arrive off the bus from school.	1. The primary educator will inform the admin assistant. 2. The admin assistant will immediately call the parent to ascertain the child's whereabouts. If the parent is not reachable they will leave a message informing the parent that if we cannot locate the child in the next 10 -15 minutes we will have no choice but to involve the police. 3. If the parent is not available the following calls need to be made immediately • call the school (there is a short time where the school will be accessible) • call the bus company that transports the child • call the alternates • inform the director/designate that you are not able to locate the child • if you are able to find the location of the child inform the primary educator 4. Director/designate: • review the steps taken with the admin assistant • place one more call to the parent • if not able to reach the parent call the police and inform them of the situation • follow the direction of the police. • if applicable follow the Serious Occurrence policy Note: all steps of the process must be documented

activity spaces and that they have a complete list of all children during arrival and drop off transitions.

Situation	Roles and Responsibilities
Releasing a child from care	1. When a staff member transfers a child/children to another group they will sign them out off of their attendance record, with the time of release. The staff member who is receiving the child/children will sign them in on their attendance record, with the time of acceptance, and sign them out again when they are released to a parent etc. 2. A child will only be released to the parent/guardian or and authorized alternate/pick-up. If the staff member does not know the individual picking up they will… • confirm they are permitted to pick up on the emergency contact sheet or with written direction from the parent/guardian • confirm their identity with another staff member • confirm their identity with photo identification Children will not be released to anyone who is not authorized, who is under-age or to anyone where there is a concern for physical or mental state or who appear to be under the influence of drugs/alcohol.

- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child, describing how to identify that they are having an allergic reaction and

Situation	Roles and Responsibilities
When a child has not been picked up as expected (before the centre closes)	1. When a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up 2. One staff will stay with the child, in the program, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and that they need to be picked up. 3. If the staff is unable to reach the parent/guardian staff will proceed to contact alternates. 4. Where the staff is unable to reach the parent/guardian or any other authorized individual the staff shall proceed with contacting Family and Children's Services. The staff will follow the FACS direction with respect to next steps.

what to do if they experience a reaction.

- Each child's individualized plan and emergency procedures will be made available in the program binder to ensure that it is accessible wherever the child may be present while receiving child care.
- The cook, and cooks assistant who collect groceries on behalf of Wise Owl will be informed of all the allergies at the centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the cook as soon as they are identified. The director will communicate with the cook about which foods are not to be used in food prepared for Wise Owl and will work together to provide safe food substitutions.
- Wise Owl will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established Serious Occurrence Policy and procedures.

- This communication plan will continually be reviewed to ensure it is meeting the needs of Wise Owl and that it is effectively achieving its intended result.

Drug and Medication Requirements

- Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the Medication Policy will be followed including the completion of a parental authorization form to administer drugs or medications.
- Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children, with parental authorization, so that they can be administered quickly when needed, when they are attending. When a child is present in the program, who does not carry their own emergency medication, the educator responsible will wear a pouch containing the emergency medication. When the child is not present, and not scheduled to be present for the day, the pouch containing the emergency medication will be locked in the isolation room, in the medicine box. When outdoors exposed to cold temperatures, the educator wearing the pouch will wear it under their coat etc., to ensure the temperature is maintained.

Training

- The director will encourage the parent(s) of a child with anaphylaxis to participate in the training of staff on the procedures to follow in the event of a their child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.
- The director/designate will ensure training is provided to all staff/volunteers.

  Online training - https://www.allergyaware.ca/courses/
- Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures.
- The admin assistant will keep a written record of training for staff on procedures to be followed for each child who has an anaphylactic allergy, will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training.

Confidentiality

- Information about a child's allergies and medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Additional Policy Statements

- If a child with an anaphylaxis emergency plan arrives at Wise Owl without their required allergy medication they will not be accepted into the program until the allergy medication is provided.
- If a child with an anaphylaxis emergency plan arrives at Wise Owl from school, on a bus, without their allergy medication, they will wait in the reception office and their parents will be contacted to provide the allergy medication or pick up their child.

- If a child has allergy medication on site and they withdraw from the program the primary educator will be responsible to have the parents sign the medication form and for returning the medication to the parents.
- If a child has allergy medication on site, prior to the medication reaching it's expiry date, the admin assistant will remind parent(s) that they need to provide new allergy medication. They will have the parents sign the expired medication form and give the parents the expired medication. Parents will sign a new medication form and provide the new medication. This exchange of expired medication with new medication must be completed prior to the expiry date to ensure that the child's attendance in the program is not interrupted.
- If a child has allergy medication on site and they withdraw from the program without notice they will be contacted, by the admin assistant, to pick up the medication. The medication will remain locked in the medicine box and the date of withdrawal will be recorded on the bag containing the medication. If Wise Owl is not able to contact the parents by phone after two days the medication will be returned to the pharmacy.
- Parents of children with an anaphylaxis emergency plan will be encouraged to provide two epi-pens for use in case of allergic anaphylactic reaction.
- Staff, students or volunteers requiring allergy medication will follow the same procedure as outlined for the children with the exception that if they are over 18 years of age they will not require their parents signature or involvement.

Procedures to be followed in the circumstances described below:

Circumstance	Roles and Responsibilities
1. A child exhibits an anaphylactic reaction to an allergen	**1.** The person who becomes aware of the child's anaphylactic reaction must immediately: • implement the child's individualized plan and emergency procedures; • contact emergency services and a parent/guardian of the child, or have another person do so where possible; and • ensure that where an epinephrine auto-injector has been used, it is properly discarded (ie. given to emergency services, or disposed of in accordance with the Medication Policy). **2.** Once the child's condition has stabilized or the child has been taken to hospital, staff must: • follow Wise Owl's Serious Occurrence policy and procedures; • document the incident in the daily written record; and • document the child's symptoms of ill health in the child's records.
2. A child is authorized to carry his/her own emergency allergy medication.	**1.** Staff must: • ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication; • ensure that the medication remains on the child (e.g. fanny pack, holster) and is not kept or left unattended (e.g. in the child's cubby or backpack); • ensure that appropriate supervision is maintained of the child while carrying the medication and of children in their close proximity so that other children do not have access to the medication; and • where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the director and the child's parent(s) of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the daily written record.

Anaphylaxis is a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock. Symptoms can vary for different people, and can be different from one reaction to the next, including:

- *skin: hives, swelling, itching, warmth, redness, rash*
- *breathing (respiratory): coughing, wheezing, shortness of breath, chest paint/tightness, throat tightness/ swelling, hoarse voice, nasal congestion or hay fever-like symptoms (runny nose and watery eyes, sneezing). trouble swallowing*
- *stomach (gastrointestinal): nausea, pain/cramps, vomiting, diarrhea*
- *heart (cardiovascular): pale/blue colour, weak pulse, passing out, dizzy/light headed, shock*
- *other: anxiety, feeling of "impending doom", headache, uterine cramps, metallic taste in mouth*

(Source: http://foodallergycanada.ca/about-allergies/anaphylaxis/)

Causative Agent (allergen/trigger): a substance that causes an allergic reaction. Common alleges include, but are not limited to:

- *eggs*
- *milk*
- *mustard*
- *peanuts*
- *seafood including fish, shellfish and crustaceans*
- *sesame*
- *soy*
- *sulphites which are food additives*
- *tree nuts*
- *wheat*
- *latex*

Epinephrine: A drug used to treat allergic reactions, particularly anaphylaxis. This drug is often delivered through an auto-injector (e.g. EpiPen or Allerject).