



Updated June 2026

GODERICH MUNICIPAL CHILD CARE CENTRE PARENT INFORMATION HANDBOOK

Our programming is guided by *How Does Learning Happen?* Ontario's Pedagogy for the Early Years Document (2014).

Goderich Municipal Child Care Centre welcomes your child and family to a warm, caring, enthusiastic and respectful atmosphere. Our Educators provide a quality learning environment for all children with daily opportunities to extend individual learning needs based on their natural curiosity, current interests, and real-life experiences.

Program Statement

This program statement was developed to be consistent with the recommendations from the Minister's statement and to be based on programming and pedagogy. Staff will reflect on this statement, and it will be reviewed by staff annually. To ensure this statement meets the on-going needs of staff, children, and families within Goderich Municipal Child Care Centre. It is reviewed annually to ensure it is relevant and current.

As such, this program statement is a living document that continually evolves with the ongoing engagement of the staff and families in our program. Annual and ongoing review of the program statement with staff, students, volunteers, and families ensures its continued relevance. Ensuring that the strategies set in place have a positive impact and are reflective.

Staff are supported to make meaningful contributions to the ongoing development and evolution of the program through professional learning provided in the form of onsite pedagogical leadership, attendance in training, workshops and conferences, and support with education.

To support positive and responsive interactions among children, families, and childcare staff.

We value family as a whole and invite parents/caregivers to be active participants and contributors throughout all areas of the program. Open communication enables us to share valuable information regarding all aspects of the child's development. Being respectful of family values and beliefs allows us to learn and grow together and therefore, create a caring family centered environment. Staff communicate daily with families and families have access to the Lillio App. This app allows staff to stay in contact with families, upload documentation, and provide information throughout the day. As well as an easy way to send messages or questions.

We are genuinely interested in children's lives and encourage families to share experiences and ideas. Allowing all children to participate in all areas of programming will allow a positive learning environment and encourage diversity. Each child will be supported in a positive way which encourages learning and experiences, which is inclusive of all children, including children with individual plans. All areas of learning and development will be supported in a positive manner.

Staff include self-reflection in activities, through documentation and personal reflection. Sharing goals and activities within documentation, shared with families through the app.

Children are viewed as resourceful, competent, and capable of complex thinking, and rich in potential.

Educators are co-learners and will collaborate with the children to gain an understanding of children's current interests. We value their thoughts about the world around them and encourage children to be active contributors to our classroom learning. We offer open-ended activities that encourage thinking by providing invitations and provocations within the classroom and in our outdoor environment.

Staff review program activities and documentation by providing feedback to each other and by the Manager of Childcare Services through observations and monitoring.

To incorporate indoor and outdoor play, as well as active play, rest, quiet time into the day and consider the individual needs of children receiving childcare.

Educators provide indoor and outdoor environments and experiences that invite children to investigate, imagine, think, and create. Open ended materials, sensory, loose parts, and activities that permit reasonable risk taking allow children to engage in meaningful play through active exploration and inquiry. The educator will allow the children the freedom to seek out areas of play, rest, or engage in quiet activities.

Supporting families while providing creative experiences, supporting the children throughout various parts of the day and supporting nap time while being mindful of parent requests and children's needs.

Children interact and communicate in a positive way to support their ability to self-regulate.

To support the development of individual self-regulation skills the educator will help model, guide, and support the child in expressing their emotions in a calm, relaxed, and positive way. Guidance can include setting expectations, limits, and rules but also by providing techniques that will help the children develop confidence in themselves and their abilities. Providers will support children's development through positive and consistent interactions designed to promote problem solving skills and self-regulation. The programs will allow children the opportunity to rest or engage in quiet activities to meet their individual needs for self-regulation. Encouraging all children to identify and acknowledge feelings and how to regulate them.

Fostering the children's exploration, play, and inquiry.

By providing a vast array of learning materials we will encourage the children's exploration, play, and inquiry. Adding learning materials as their interests evolve. These items may include, but are not limited to, nature items, items from home or the community. Offering various areas for the children to engage in, such as creative, literacy, and cognitive. We will inquire, share, observe, and document the interests of the children while providing materials that challenge and inspire. The documentation process will assist us in reflecting on ourselves and the effectiveness of our program.

Providing child-initiated and adult supported experiences

By observing and documenting experiences, we will further extend the learning providing various opportunities to expand ideas and thoughts. By providing materials that foster learning. Educators support all children in the programs and allow all children to participate. Being flexible in programming and following the children's lead by providing choices and expanding on the learning opportunities. By creating a positive learning environment all children's learning and development will be supported.

Planning and implementing activities that are following the child's lead, align with goals set by educators is an essential part of our programming

Children have a strong sense of self-health, safety, and wellbeing.

Our kitchen staff and some staff are trained in Safe Food Handling. Healthy food choices for our menu are reflective of the Canada Food Guide recommendations. All staff and parents work together to ensure that dietary concerns or restrictions are addressed and monitored. An Allergy and Parental Food preference list is posted on the wall of each classroom and in the kitchen. Any allergies or food intolerances are highlighted on a menu, so staff, students, and volunteers are aware of the lunches that contain dietary restrictions. Daily food consumption for infants and toddlers will be documented in the Lillio App and parents will receive the information nightly. Mealtimes parallel a home environment in which the children engage in conversations with their friends at the table during lunch and snack times. Educators sit with the children at the table to demonstrate table manners and promote self-help skills. Children can make choices about the food being offered and the amount of food they wish to eat. Once children are developmentally ready, they are encouraged to serve themselves and participate in part of our clean up routine. It is our belief that regular daily routines foster strong, secure, capable, and competent children.

Children have the opportunity for outdoor play and to expand their gross motor skills and staff will expand their learning to encourage thinking in all areas of the programs.

The safety of the children, staff and families is important to us, educators ensure all equipment and materials are in good repair, and all staff are trained and current in First Aid and CPR. As well, educators' complete visual health and emotional checks of each child upon arrival and communicate daily with the parents and caregivers to ensure the health and well-being of the children as well as daily sleep, and playground checks as well as monthly fire drills are all a part of our commitment to a safe environment.

To support childcare educators in relation to continuous professional learning.

To support each staff in their professional development, Educators participate in a variety of scheduled and voluntary learning opportunities throughout the year. Staff are encouraged to share their learning journey with other staff and families but also reflect upon their personal growth and the direction they wish to take next. Several times yearly, staff work together to share program observations and ideas that strengthen our learning community.

To involve local community partners and allow those partners to support children, families, and staff.

We will work alongside our community partners and agencies to better support our children and families. If a childcare educator or parent has a question or concern with regards to child development, they will consult with our Growing Together Early Learning Resource Consultant Program. Other referrals may be required based on the needs of the child and family.

In-Centre supports from the following Service Agencies are also available in centre to help with specialized programming: Small-Talk (Speech and Language), Thames Valley Children's Centre (Physiotherapy and Occupational Therapy).

At Goderich Municipal Child Care Centre, we strive to create a homelike atmosphere for children and families. Being reflective of the "How Does Learning Happen" Document, we view the children as competent, capable, and rich in potential.

Enrolling Your Child

Before enrolling any new children, parents or guardians may schedule an appointment with the Manager of Childcare Services(s) for a tour, and the child(ren) can accompany the parents for discussion, if requested. We believe this provides both the parents and the Manager of Childcare Services with the opportunity to clearly convey their expectations of the centre and go through our registration package one-on-one. Upon the decision to enroll your child, parents or guardians will be provided with a registration package, all health and emergency forms, as well as a copy of our handbooks. All forms can be filled out electronically and sent by email or mailed in.

In the event of a group being at full capacity, we will place your child on the waiting list. We cannot always meet the needs of the parents or guardians when requested, however you may call us and request an update on the waiting list. You will be called by the Manager of Childcare Services/ Supervisor when an opening becomes available.

Tours will be available by request.

Non-Discrimination Policy

Admissions to Goderich Municipal Child Care Centre shall be made without regard to race, colour, religious creed, ancestry, national origin, disability, age, or gender.

To the greatest extent possible, all children be included in the full range of activities and services normally provided to children at our centre by making necessary modifications to meet all children's needs.

Centre Information

The Centre is licensed for:

10 Infants (3 months – 18 months)

30 Toddlers (18 months – 2 ½ years)

64 Preschoolers (2 ½ years – 6 years)

We aim to move children into the age groups as above. Children may move to an older or younger group based on a variety of factors at any time, at the discretion of the Manager of Childcare Services or Supervisor.

Registration forms can be picked up at the Child Care Centre at 376 Cambridge Street.

Please call-in advance to arrange any tours at 519-524-7441.

Our facility is operational from 7:30am – 5:30pm, Monday through Friday. Please plan accordingly, to stay within these hours.

Hours of classrooms may be modified due to staffing and parent schedules, if required.

Children cannot start at the Centre until a Registration Package is complete. All forms need to be completed, and a copy of the child's immunization is required.

Parents will be notified of a start date by the Manager of Childcare Services.

Our Centre currently subscribes to the Lillio App. You will receive updates on your child's activities to your email and/or smartphone. Everything from health and nutrition to learning and development will be sent to you at 6pm.

Lillio App: Please download the Lillio App. This app will directly connect you to the classroom and your child's educator. Staff will be uploading pictures and updates as much as possible throughout the day. Please contact the Centre for any comments or support regarding the app.

Fees

Payment of fees is required in advance of care to guarantee a space for the child.

Fees must be paid in full on the 1st day of each week for the upcoming week of scheduled care.

Payment may be by debit, cheque, online payment, or cash.

Payment of the child's scheduled space is required when the child is absent due to illness.

Enrollment in the Centre and the guarantee of a space for the child is conditional on full and timely payment of all fees.

There is a \$25.00 (non-base fee) bank administration charge for any payments returned by the bank to the Childcare Centre. After two returned items, payments must be made by cash or debit.

Payment of fees, in whole or in part, by the County of Huron will proceed according to the policy set out by the County.

GMCCC is participating in the funding for the Canada-Wide Early Learning and Childcare (CWELCC) system. Allowing the fees to decrease as announced.

Rates 2026

	2026 Fees	CWELCC Funding**	Net Parent Portion BASE FEE
Infants – Full Day	\$58.75	\$36.75	\$22.00
Toddlers – Full Day	\$53.00	\$31.00	\$22.00
Preschoolers – Full Day	\$49.81	\$27.81	\$22.00

This chart will be updated as funding announcements are made and approved within the fee by-law.

Starting January 2025, the Centre no longer offers a half day program.

GMCCC is participating in the funding for The Canada-Wide Early Learning and Childcare (CWELCC) system. Allowing the fees to decrease as announced.

**Effective August 1, 2022, applies to eligible children, defined as any child under six years of age until June 30th and any child who turns six years old between January 1st and June 30th in the calendar year; and is enrolled in licensed childcare as defined in the CCEYA.

Please call the Centre or send a message to the Lillio App if your child is going to be absent. A call will be placed to the parent if the child is absent, and we have not been notified.

Refunds or Credits

Refunds or credits will be issued in specific situations as approved by the Manager of Childcare Services. For example: overpayments made with adequate notice of withdrawal of childcare; or changes to amounts pre-paid for fees no longer applicable.

Late Fees

The Centre hours are 7:30am – 5:30pm sharp. If a child is late, the late fee policy will come into effect. The Centre is closed, and the doors are locked at 5:30pm. If a child is still in attendance after 5:30pm, the Childcare Teacher will call the parent whose name is on the Child's Enrollment Form to inquire how long they will be before they arrive at the Centre to pick up.

If you are late, the Manager of Childcare Services will forward one written late notice warning letter to the affected family, and subsequent late pickups will be subject to a charge in accordance with the Town of Goderich Fee By-Law No. 107 of 2025 Schedule A. "The Childcare Centre administrative assistant will invoice the family a minimum of 2 hours labour and benefits rate for a Step 5 ECE Teacher." **The (non-base fee) is \$82.91 for 2025.**

Safe Arrival and Dismissal Policy and Procedures

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare centre as expected, as well as the steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

General

- Goderich Municipal Child Care Centre will ensure that any child receiving care at the childcare centre is released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the childcare may release the child to.
- Goderich Municipal Child Care Staff will only dismiss children into the care of their parent/guardian or another authorized individual. The Centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/ guardian and child.
 - ask the parent/ guardian how the child's evening/ morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/ guardian picking up). Where the parent/ guardian has indicated that someone other than the child's parent/ guardian will be picking up, the staff must confirm that the person is listed on the registration forms or where the individual is not listed, ask the parent/ guardian to provide authorization for pick-up in writing (e.g. note, email, or on Lillio).
 - Document the change in pick-up procedure in the daily written record.
 - Sign the child in on the classroom attendance record.

Where a child has not arrived in case as expected

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message/ message or advised the closing staff at pick-up), the staff in the classroom must:
 - Inform the Childcare Manager/ Administrative Assistant or Childcare Supervisor of the absence. They will commence contacting the child's parent/guardian no later than 10:30am. They shall send a message or email via the Lillio App, and if there is no response then call the parent, continuing to contact the parent/ guardian. If no response is received via the app and through calling the parent via telephone, the next steps would include contacting the other parent/ guardian or emergency contacts.
2. Once the child's absence has been confirmed, program staff shall document the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/ guardian or individual that the parent/ guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/ guardian or authorized individual),
 - Confirm with another staff member that the individual pickup up is the child's parent/ guardian/ authorized individual.
 - Where the above is not possible, ask the parent/ guardian/ authorized individual for photo identification and confirm the individual's information against the parent/ guardian/ authorized individual's name on the child's file or written authorization.

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

1. Where a parent/ guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within 1 hour, the staff shall proceed with contacting the parent/ guardian. The program staff shall contact the parent/ guardian via phone call and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/ guardian, staff must call again and leave a message for the parent/ guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/ guardian's instructions or leave a voice message to contact the Centre.
 - Where the staff has not heard back from the parent/ guardian or authorized individual who was to pick up the child, the staff shall contact the child's emergency contact. If no contact is made and the program closes, refer to procedures under "Where a child has not been picked up and program is closed".

Where a child has not been picked up and the centre is closed

1. Where a parent/ guardian or authorized individual who was supposed to pick up a child from care has not arrived by closing, staff will ensure that the child is given a snack and activity while they await their pick-up.

2. One staff shall stay with the child, while a second staff proceeds with calling the parent/ guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/ guardian first and then proceed to contact the individual responsible for pick-up if unable to reach the parent/ guardian.
3. If the staff is unable to reach the parent/ guardian or authorized individual who was responsible for picking up the child, the staff shall contact authorized individuals listed on the child's file.
4. Where the staff is unable to reach the parent/ guardian or any other authorized individual listed on the child's file (e.g. the emergency contacts) by 6pm, the staff shall proceed by contacting the local Children's Aid Society (CAS) at 519-524-7356. Staff shall follow the CAS's direction with respect to the next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/ guardian or other authorized individual adult. Under no circumstances will children be released from care to walk home alone.

Illness

Payment for the child's scheduled space is required when the child is absent due to illness.

If your child has suffered from vomiting, diarrhea, or any other communicable illness, we ask that they must not attend the Centre for **48 hours gastral or 24-hour fever free after the last episode.**

Admission/ Exclusion due to symptoms of illness

Children who are obviously ill with fever, diarrhea, vomiting, green-runny nose, infected eyes, disease, or condition (i.e. ringworm, head lice, chicken pox, measles, mumps, pink eye, fever over 37.8/ 100.4 degrees, etc.) will not be admitted to the program. It is a danger to other children and staff members at our facility. If you have any doubts about your child's health, please call us at 519-524-7441 to be sure they may attend. If your child appears to be sick or has any of the above while at the centre, we will notify the parent or guardian immediately, and it is necessary that the child be picked up within one hour of notification.

Children will be permitted to return when his/her temperature is normal for 24 hours without aid of fever-reducing medication, symptoms are visibly improving or advised by a doctor or medical practitioner. This requirement may change as the requirements set out from public health are evolving.

When vomiting or diarrhea has occurred, the child will be required to stay home from a minimum of 48 hours after the last occurrence, to reduce the spread.

Enteric Outbreak

Case Definition

A case is defined as a child or staff who has been in the facility within the last 24 hours and is experiencing:

Two or more episodes of unformed or watery stool within a 24-hour period OR

Two or more episodes of vomiting within a 24-hour period OR

One episode of unformed or watery stool and one episode of vomiting within a 24-hour period OR

At least one symptom compatible with enteric infection (nausea, vomiting, diarrhea, abdominal pain or tenderness AND lab confirmation of a known gastrointestinal pathogen).

Enteric Outbreak Definition

Two or more cases meeting the case definition with a common epidemiological link (e.g., same room or same caregiver) with initial onset within a 48-hour period.

Symptoms must meet the case definition above and not be attributed to another cause (e.g., medication side effects, diet or prior medical condition).

When an Enteric Outbreak has been declared by the Health Unit and the Childcare Centre remains open, regular billing will continue.

Vacation

Vacation time must be booked a minimum of 2 weeks in advance, in writing via email or the app. No fees will be charged for scheduled vacations, when advance notice is given.

In the event a parent needs to change or cancel a day without the 2 weeks' notice, fees may be waived based on the Manager of Childcare Services or Supervisor's direction.

Statutory Holidays

The Centre will be closed:

Family Day (February)

Good Friday & Easter Monday

Victoria Day (May)

Canada Day (July)

Civic Holiday (August)

Labour Day (September)

Truth and Reconciliation Day (September 30)

Thanksgiving Day (October)

Remembrance Day (November 11- if it falls on a weekday)

Christmas closure will vary depending on the need in the present year.

Additional closure dates may happen for staff training and development.

E.g. Early Childhood Educators Day (October) No fees will be charged for statutory holidays.

Payment During Inclement Weather

If the Centre has not closed, payment of the child's scheduled space is required. If the Centre has closed, payment of the child's scheduled space is not required.

Centre Information

Two weeks' notice must be given to the office when withdrawing a child from the Centre.

Parents must drop and pick up their children directly from a teacher.

Meals include 2 snacks and a hot noon meal. The weekly menu is posted in the classrooms and the hallway.

We ask if your child brings a blanket or small stuffed toy, that it be placed in your child's cubby until rest time to prevent items from being misplaced.

Please label all belongings with your child's name.

All children are expected to participate in all aspects of the program.

The doors to the childcare centre will remain locked. Parents will be provided with a 4-digit code that will be changed on a regular basis.

Excursions

If your child will be participating in any offsite field trip adventures or having special classroom themed days, you will be notified in advance through the Lillio App to ensure that your child is prepared to participate.

Children may be taken on walking excursions within the community when parents have signed the offsite form, which is contained in the Registration package.

Administration of Medications

Non-prescription drugs (i.e. Tylenol, Advil) will not be administered unless accompanied by a doctor's note.

Prescription drugs must have written consent and instruction from a parent or guardian for the administration of medication. The medication must be in the original container with the child's name and the correct dosage. The medication and written instructions must be hand delivered to the appropriate staff member.

If diaper cream is required, a parent or guardian will have completed the blanket form for non-prescription creams and lotions upon registration.

***Please do not leave any prescription medication or over the counter medication in the children's backpacks.**

Emergency Management

An Emergency Management Policy and Procedure has been developed to ensure the safety of the children and staff at Goderich Municipal Child Care Centre. The children and staff will participate in emergency preparedness training and drills throughout the year.

If there is an emergency that requires parents/caregivers to be contacted, Childcare staff or another Town of Goderich employee will call the parents. If the parents cannot be contacted, the emergency contact will be called.

Prohibited Practices

In accordance with the Ontario Childcare and Early Years Act list of Prohibited Practices, Goderich Municipal Childcare Centre shall not permit the following:

- (a) Corporal punishment of the child;
- (b) Physical restraint of the child, such as confining the child to a highchair, car seat, stroller, or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) Locking the exits of the Childcare Centre or home childcare premises for the purpose of confining the child or confining the child in an area or room without adult supervision unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (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.
O. Reg. 126/16, s3 34
- (g) Any sexual abuse, sexual misconduct and prescribed sexual acts (as defined under the *Early Childhood Educators Act, 2007*).

Anyone working in or providing licensed child care who has been convicted of below-noted offences must notify their licensee immediately and cannot continue working in or providing child care.

- Section 152 invitation to sexual touching
- Section 153 sexual exploitation
- Section 153.1 sexual exploitation of person with a disability
- Section 160(1)(2)(3) bestiality
- Section 162 voyeurism
- Section 162.1 publication of intimate image without consent
- Section 170 parent or guardian procuring sexual activity
- Section 171.1 making sexually explicit materials available to a child
- Section 172.1 luring a child
- Section 172.2 agreement or arrangement sexual offence against a child

- Section 271 sexual assault
- Section 272 sexual assault with weapon, threats to a third party or bodily harm
- Section 273 aggravated sexual assault
- Section 281 abduction of person under 14
- Section 286.1(1) obtaining sexual services for consideration
- Section 286.1(2) obtaining sexual services for consideration from an individual under the age of 18

Wait List Policy

It is the policy of the Goderich Municipal Child Care Centre that wait lists are maintained in a positive and efficient manner. Huron County has a centralized on-line Childcare wait list available (One HSN-Huron). Registration for the GMCCC waitlist is done through this application webpage <https://onehsn.com/huron>. There will be no cost associated with placing a child on this wait list or having them removed.

Once parents have completed the online waitlist, families are contacted in order of application registration date to discuss requested care requirements and eligibility of space/availability for Childcare. All parents will be informed at the time of the Manager of Childcare Services reviewing their application form: the registration process, the status of admission, and the estimated wait time.

Once admission has been established, the parent/ guardian will be required to fill out a Centre Registration Package and return it to the Centre. The child will be placed in the One HSN application and the start date required. Parents will be contacted to confirm a start date.

If there are no spaces available, the Manager of Childcare Services will refer to the wait list as a priority once a space becomes available. If a parent declines the space, the Manager of Childcare Services will call the next family on the waitlist according to space availability and family priority. Parents will be encouraged to call in periodically to check availability if they are waiting for space.

When registering, please note that priority is given in the following order to our families: families with siblings currently enrolled at the Centre.

Full-time care

Part time care

Flex care (varied days weekly) – will be based on space availability

Parent Issues and Concerns

We value the individual needs of our children and families at our Centre. We respect this partnership and foster on-going communication with parents, school personnel and community partners to meet these needs. Open communication daily with parents, children, and staff is essential for a quality childcare experience. Our staff will discuss your child's day with you and will ask for your feedback to ensure your child has a positive experience in our program.

All issues and concerns will be addressed in a timely manner and every effort will be made to resolve these concerns. If the program Manager of Childcare Services or Supervisor are contacted,

they will follow-up and make contact within 2 business days. In concerns regarding the allegation of abuse, the response to the concern will happen, within 24 hours of the concern being reported.

- If there is a concern regarding Program Activities/ Room (i.e. programming, schedules, toileting, or nutritional concern), please address this concern directly with the program staff. If the issue cannot be resolved, contact the Manager of Childcare Services or Supervisor
- If there is a concern with day-to-day operations (i.e. wait list, fees, menus), contact the Manager of Childcare Services or Supervisor
- Any concerns surrounding students on placement (Co-operative Education/ College Placements), address the concern with the program staff. If needed, they will discuss the issue with the Manager of Childcare Services and the Manager of Childcare Services may follow up with the Field Placement Supervisor if required.
- All issues or concerns regarding individual staff conduct that puts a child's health, safety, and well-being at risk should be reported to the Manager of Childcare Services immediately.
- Concerns regarding the Manager of Childcare Services should be directed to the Town of Goderich.

Every discussion will be treated as confidential, except when information must be disclosed for legal reasons (i.e. CAS, Ministry of Education, College of Early Childhood Educators). The duty to report is an ongoing obligation. If there are reasonable grounds to suspect that a child may need protection, by law, a report must be made to the Children's Aid Society. The duty to report overrides the provision of any other provincial statute.

Should parents express an issue or concern directly with a staff member, the staff member will:

- Listen attentively to gain a full understanding of the issue or concern.
- Problem solve together.
- Document the situation, which will include the issue/concern and the steps taken to resolve it.
- Follow up with the parents to ensure that the plan/ supports are being met and manageable.
- Contact the Manager of Childcare Services for support if a resolution cannot be found.

Sleep

Rest Periods

A rest period is an important part of the day for all children. Rest times vary greatly among children. Preschoolers and Toddlers may sleep up to 2 hours daily. Once the classroom sleepers are settled, if a child is unable to fall asleep, the child may leave their cot and participate in quiet activities on their bed until they are able to leave their cot.

Please consult the classroom teacher with respect to any changes in sleeping behaviours or sleeping patterns. Our goal is to help keep sleep routines consistent between home and school. A special blanket and/or soft toy is always welcome.

Infant Sleep Room

Staff will inform parents with children under 12 months and under of the Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada.

Infants less than 12 months of age will be placed on their backs for sleep in accordance with the recommendations set out in the Joint Statement. This requirement for an infant sleep position can only be waived with a letter from a Doctor/ Physician stating that an alternate sleep position is recommended.

Infants who regularly sleep at the Centre

An electronic sleep monitoring device will be used in the sleep room to detect and monitor the sound. The monitoring device will be checked daily upon staff arrival to ensure that it is functioning properly. This check will be logged, signed, and dated. If the device is not working properly, the Manager of Childcare Services/ Designate will be informed immediately.

Infants will have a direct visual check every 15 minutes while they are sleeping. The staff member will be physically present beside the sleeping child and look for indicators of distress or unusual behaviours. The staff conducting the visual check will initial under the time the check was performed and the name of the child observed.

Lighting in the sleep area will be dimmed to provide sufficient light for the staff to perform a direct visual check of each sleeping infant.

All children will have assigned individual cots or cribs. The cots/ cribs will have a photo of the child for labelling/ identification purposes. If a child shares a crib/cot it will be disinfected, and sheets will be changed before the other child arrives.

Staff/child ratios will not change during sleep time and a designate will not be used.

If the child does not have a sleep sac, a light blanket will be used.

Parents will provide information about their child's sleep patterns in the completed registration package. If staff notice any obvious changes in the child's sleep patterns, this change will be documented in the Infant Daily Report and the parent will be informed by the staff member when the child is picked up or by phone earlier if required.

Toddler/ Preschool who regularly sleep at the Centre.

All children will have individual assigned cots with a name label for child identification purposes. If a child shares a cot, it will be disinfected, and sheets will be changed before the other child arrives.

Staff will visually always supervise the sleep room during the 2 hour rest period. A direct visual check of each sleeping child will be completed once (1) during the rest period. The staff member will be physically present beside the sleeping child and look for indicators of distress or unusual behaviours. The visual check will be documented in the Classroom Logbook noting the time the check was performed. A direct visual check will be performed by 1:30pm daily.

If staff notice any obvious changes in the child's sleep patterns, this change will be documented in the Classroom Logbook and the parent will be informed by the staff member when the child is picked up or by phone earlier if required.

The classroom will have sufficient light for staff to visually supervise sleeping children and to perform a direct visual check.

Parents addressing sleep concerns will be recorded in the Classroom Logbook. If a parent requests that staff wake a child after a specified amount of sleep (for example: 1 hour) it will be posted in the classroom for consistency.

If the staff notices any obvious changes in a child's sleep patterns, the parent will be informed by the staff member when the child is picked up or by phone earlier if required.

Toddler staff will document the child's sleep and wake up times daily.

Clothing

Clothes which are comfortable, easy to get on and off, and are washable, are the most suitable for the children to wear. Running shoes or rubber-soled shoes should be worn. Boots should be large enough to slide on and off easily. **TWO PAIRS** of warm mitts should accompany your child each day during the winter months along with snow pants, hat, safety scarf, and snow boots. No gloves please. Scarves will not be allowed at the Centre. Please send a neck warmer or safety scarf. **RECOMMENDED:** No flip flops or crocs for inside and outside gross motor play.

All clothing and personal belongings should be clearly labeled with your child's full name. Please be sure to send an extra complete change of clothing in a bag with your child's name clearly marked.

Outside Foods and Beverages/ Allergies

Before attending the childcare centre, the supervisor/ designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.

Before a child attends the childcare centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis 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 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, monitoring and avoidance strategies and appropriate treatment.

Infants that are still drinking breast milk or children that are unable to drink the milk supplied by the centre are encouraged to supply their own. These items must not contain ingredients that have possible allergens e.g. nut free. These items should be labeled with the date and child's name.

Individualized plans and emergency procedures will be always made readily accessible to all staff, students, and volunteers at the childcare centre and will be kept in the Manager of Childcare Services' office.

All individualized plans and emergency procedures will be reviewed with the parent of the child yearly, or anytime a change happens to ensure the information is current and up to date.

Parents that are supplying children's lunches due to a parental preference or allergies are recommended to supply foods that align with the Canada Food Guide.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents will be always followed by employees, students, and volunteers at the childcare centre.

Do not serve foods where its ingredients are not known.

Do not serve items with "may contain" warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.

Reviewing 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 the childcare centre cannot meet the child's needs, ask the child's parent to supply labeled snacks/ meals for their child. All written instructions for diet provided by a parent will be implemented.

Ensure that parent's labeled food brought to the childcare centre with the child's full name and the date the food arrived at the centre, and that the parents advise of all ingredients.

Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.

Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the childcare center (e.g. by thoroughly washing hands, brushing teeth, etc.).

Do not use craft/ sensory materials and toys that have known allergens on the labels.

Share information about anaphylaxis, strategies to reduce risk of exposure to known allergens and treatment with all families enrolled in the childcare centre.

Make sure each child's individual plan and emergency procedures are kept up-to-date and that all staff, students, and volunteers are trained on the plans.

Refer to the allergy list and ensure that it is up to date and implanted.

Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.

Update families when changes to allergies occur while maintaining the confidentiality of children.

Update or revise and implement the strategies in this policy on the allergies or children enrolled at the childcare centre.

Strategy to Avoid Exposure

Parents and staff will be advised and asked not to bring food from home to the childcare program that is a well-known reactant of an individual anaphylactic child at the Goderich Municipal Childcare Centre. Allergy lists will be posted in the kitchen and food serving areas, office, and in each classroom. If anaphylactic medication is needed, the location will be posted so that each member of staff will have knowledge of its location. Each parent will be notified if a child that is attending the Goderich Municipal Childcare Centre has a known anaphylactic allergy. Staff will avoid using craft and sensory materials if it is a known allergy to a child attending. The strategy will be revised as per child attending with anaphylactic allergy. Dietary staff will be prudent about food preparation, how to read and interpret food labels, and how to wash and store dishes.

Children bringing in breakfast items will be discouraged. When brought in due to necessity, the child will immediately be brought to the table within their classroom to finish and wash their hands immediately afterwards. These items will be confirmed allergen free before the child is accepted into the centre.

Volunteer Policy

The Manager of Childcare Services/ Designate will ensure that the childcare supervision for volunteers and student policy is reviewed by all new employees, students, and volunteers before commencing placement.

No child is supervised by a person under the age of 18. In the Childcare Centre, only employees of the Town of Goderich will have direct unsupervised access to the children unless the child is registered in Growing Together, Small Talk, or receive therapy from Thames Valley Children's Centre and any other agency that may have direct therapy with the child.

It is the policy that the Goderich Municipal Child Care Centre ensures that all volunteers receive a recent Vulnerable Sector Check (VSC) that will be completed at their expense. High school students who participate in the Co-operative Education course are not required to have a criminal reference check unless they are 19 years old. College students will be able to use the criminal reference check from their course, before commencing placement.

Volunteers and students will be oriented by the Manager of Childcare Services/ Designate and will review all Centre Policies, Emergency Plans, Individual Plans and Anaphylactic Procedures. Students and volunteers will be required to sign off/ date once these policies are reviewed. Volunteers and students will adhere to policies and procedures and Health and Safety Procedures of the Goderich Municipal Childcare Centre and the Town of Goderich.

Volunteers and students will be directly supervised by the classroom teacher and overall supervision by the Manager of Childcare Services/ Designate. No students (High School, College, University) or volunteers will be allowed to be alone with any child in the Childcare Centre. Students and volunteers will always be supervised by a staff member. Volunteers or students will not be counted in the staffing ratios at any time.

Access to information about licensed childcare programs/ inspection findings can be found on the Ontario Licensed Childcare website at: <https://ontario.ca/ONT/portal161/licensedchildcare>

All serious occurrences will be posted for 10 days outside the office door for parents to view.

If you have any questions or concerns, please do not hesitate to contact the Manager of Childcare Services at: 519-524-7441 or just stop at the office.

CCTV Program

The Town of Goderich has established a Closed Circuit Television (CCTV) Program which records images from areas to which the public has access from certain fixed locations.

As part of the overall program, a CCTV Camera will be installed outside the Goderich Child Care Centre to view the parking lot and main entrance. The objective of placing a camera at this location is to contribute to the safe environment of the Centre, and to be able to use camera recordings for enhanced monitoring and evidence should an incident occur in that area.

The camera footage is not available to the public and is not regularly monitored. However, should an incident occur, the recorded footage can be accessed by certain Town staff and/or the Huron County OPP for investigative purposes. In addition, video footage can be monitored by certain Town staff (such as the Municipal Law Enforcement Manager) as well as the OPP in situations that may be warranted such as an active threat. Access to recorded information is only permitted in accordance with the Town's Code of Practice and MFIPPA.

More information can be found here: <https://www.goderich.ca/en/stay-and-play/cctv-program.aspx#>

If you have any questions, please do not hesitate to reach out to me or Michaela Johnston, CEMC, Accessibility and Health & Safety Manager at mjohnston@goderich.ca or 519-524-8344 x212.



To Families of Newly Registered Children,

RE: Information from Huron Perth Public Health's immunization team

Welcome to licensed childcare! Huron Perth Public Health (HPPH) partners with this centre to help protect your child's health and ensure their immunizations are up to date. Centres in Ontario follow the *Child Care and Early Years Act*; part of this law states that children who attend childcare must be immunized against specific diseases. Children attending centres must have an up-to-date immunization record or exemption on file with HPPH AND with the centre.

This letter will help you make sure your child has received all the mandatory immunizations. It also explains how to submit your child's immunization record to the health unit AND to the childcare centre.

Children require the following vaccines to attend licensed childcare:

- Tetanus, Diphtheria, Pertussis, Polio, Hib – given at age 2, 4, 6 and 18 months
- Measles, Mumps, Rubella – given at age 12 months
- Meningococcal-C Conjugate – given at age 12 months
- Pneumococcal Conjugate 13 or 15 ("Prennar") – given at age 2, 4 and 12 months
- Varicella (chickenpox) – given at 15 months old

How to Submit your Child's Record to the Health Unit

1. Parents/Legal guardians can submit their child's immunizations to HPPH securely using the online immunization reporting tool:
 - Visit www.hpph.ca/icon
 - You will need your child's valid Ontario Health Card and the postal code registered to the card.
 - Follow the instructions on the screen to enter the vaccines your child has received and the date they received them.
 - Always upload a picture of the record.
 - Print the record or save it on your computer at home.
 - Keep track of your PIN to log in again in the future to add vaccines and download your child's record from your computer or mobile device.
 - If your child does not have an Ontario Health Card or you have any difficulties, please call the health unit for assistance.

continued on reverse →

Huron Perth Public Health
1-888-221-2133
askh@hph.ca
www.hph.ca

Huron Office
7772 RD London Rd., RR #5
Clinton, Ontario
N0M 1L0

Perth Office
653 West Gore St.
Stratford, Ontario
N5A 1L4



Benefits of using the online immunization reporting tool:

- Provides a central place for parents/legal guardians to update and print their child's immunization record.
- Records won't be lost if your healthcare provider moves or retires.
- It is the same reporting tool that you will need to use when your child is in elementary and secondary school. You can update the record as your child receives other vaccines in the future.
- If you move, your child's record will move to their new school and public health unit anywhere in Ontario.
- If you have other children, you can submit immunization information for them using the reporting tool as well. If your other children are in school, some of their records may already be in the system. You can check their record to make sure it is complete and correct.

2. Parents/Legal guardians can submit their child's immunization records to Huron Perth Public Health by mail or in-person Monday to Friday 8:30am to 4:30pm.

Huron Office

77722B London Road, Clinton, ON N0M 1L0

Perth Office

653 West Gore Street, Stratford, ON N5A 1L4

Please call HPPH if you have questions, if you need help using the online immunization reporting tool, or if you require an alternate method of submitting records to the health unit.

Remember to give a copy of your child's immunization record to the childcare centre!

If parents/legal guardians decide they do not want their child to receive one or more of the publicly-funded vaccines, they must complete a [Statement of Conscience or Religious Belief](#), [Child Care and Early Years Act](#) and [HPPH's Childcare Immunization Exemption Request Form](#). Visit <https://www.hpph.ca/health-topics/immunizations-and-vaccines/immunization-exemptions/> for more information.

Thank you,

Immunization team, Huron Perth Public Health
1-888-221-2133 ext. 3558

Huron Perth Public Health
1-888-221-2133
askhpph@hpph.ca
www.hpph.ca

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