



Bells Corners Co-operative
Nursery School

The BCCNS Parent and Caregiver Handbook

Revised August 2018

3955 Richmond Road, Nepean, ON, K2H 5C5, (613) 828-6011
e-mail: info@bccns.ca, web site: www.bccns.ca

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Welcome to BCCNS!

We are happy you have decided to join us! As a co-operative preschool, we work together with our teachers to provide the highest quality early childhood education for our children. We help out in the classroom, we join field trips, we participate on committees, and we form the School Council. We believe this family-centred approach is the best way to prepare our children for school and to impart to them a life-long love of learning.

This handbook gives you all the vital information about the school. The first section explains BCCNS, its mission, and the structure of the school. The second explains your rights and responsibilities. The third section explains our educational philosophy and our curriculum and our Policies and Procedures. We encourage you to read it over entirely. If you require further information, feel free to contact the Program Director.

Please note that the term “Parent” used in this document refers broadly to parents, legal guardians, and caregivers.

1. How BCCNS Works

Our Philosophy of Preschool

BCCNS believes that every child and family can benefit from a quality early years education and experience. We provide professionally programmed and supervised play, with a variety of developmentally and diverse inclusive experiences, to establish a positive sense of well-being and belonging in our children. BCCNS aims to help develop independent children capable of solving their own problems and making their own choices.

You can find BCCNS' complete philosophy, mission, and history on our website.

Licensing

BCCNS is licensed under the Child Care and Early Years Act (formerly the Day Nurseries Act) and is inspected regularly to ensure it is fully meeting all requirements. This legislation includes oversight of the playground, staff training and development, fire safety and emergency information, insurance, building and accommodation, health and medical supervision, nutrition, equipment and furnishings, program planning, and behaviour management. We are also governed by our own Bylaws, charity laws under Canadian Revenue Agency and Ontario's Cooperatives Corporations Act.

School Staff

Our Teacher and Program Director profiles are kept up-to-date on our website.

Our Program Director works Monday to Thursday from 8:00am to 4:00 pm and Fridays 8:00am to 12:00pm and is on-call in case of emergencies. The Program Director is available to answer member questions and she encourages an open-door policy. Please come in and share your feedback! If you are unable to reach her during office hours, you are welcome to leave a voice mail or send an e-mail to info@bccns.ca, which will be answered at the first opportunity.

The education and care of young children demand a high level of personal and professional integrity and enthusiasm. Our teachers have diplomas in Early Childhood Education (ECE) or are working toward this goal. An ECE program ensures that its graduates learn about the social, cognitive, emotional, physical, and creative needs of children (five and under) and have the skills and knowledge necessary for planning and carrying out programming which optimizes individual development for infant, toddler, preschool and school-aged children.

Our teachers have the knowledge and skills to:

- provide a physically safe, mentally healthy, and intellectually stimulating environment for children five and under, by understanding psychological, sociological, and developmental theories and principles;
- observe and interpret children's developmental levels and reactions to situations by assessing and analyzing children's behaviour;
- implement a flexible curriculum which will meet the needs of individual children within the group and implement a combination of the children's ideas along with the ideas taught in the curriculum so that children can expand their learning, and;
- communicate positively and purposefully with children, parents, and other adults in the preschool setting.

The School Council

The School Council is made up of skilled and caring volunteers elected from the membership and general public, as well as the Program Director. School Council positions are typically filled for the following school year at the Annual General Meeting held in the Spring or as soon as possible when vacancies exist. The School Council positions and a list of the members fulfilling them are kept up to date on the website. Dates of monthly School Council meetings can be found on the School Calendar online and meeting minutes are posted at the

school. Any queries, difficulties or ideas may be brought to a meeting or brought to the attention of the Program Director or a School Council member.

2. Members' Rights and Responsibilities

Parent or caregiver participation is vital to keep tuition fees reasonable and to ensure the best possible preschool education. Each member of the co-operative is required to share in the work of the school and become actively involved through the following:

1. Attend (or submit an advance ballot for) mandatory general membership meetings and complete membership surveys;
2. Volunteer with the School Council, a committee or in a specific role;
3. Participate in and contribute to fundraising activities as best you can;
4. Assist teachers in class, on rotation, as a Duty Parent (applies to morning programs only - see full description of duty days under Policies & Procedures of this handbook);
5. Stay informed through the website, emails, newsletters and school bulletin boards.

Your opinions count!

There are two (2) mandatory general membership meetings in each school year. These are the orientation meeting held in September prior to the start of the school year and the Annual General Meeting typically held in the spring. Additional special general meetings may be called if required. All meeting dates are posted to the school calendar on our website.

Attendance at the orientation meeting is mandatory as important information is shared.

Please make every effort to attend. Participation at other meetings is required but is more flexible, as advance ballots/proxy votes are typically distributed to our members in advance of these meetings. Submitting an advance vote absolves the member from having to attend in person. Each registered family is entitled to one vote on each question arising at any special or general meeting. Questions arising at any meeting of the members shall be decided by a majority of the votes cast.

Throughout the year, you may be invited to complete online surveys. This is an opportunity to voice your opinions and let us know what you enjoy about your experience with us and what you feel we could do to improve the environment for all. We would appreciate your completion of these surveys promptly, so we can grow and change with our membership.

VOLUNTEER ASSIGNMENTS

Members will be given a volunteer assignment (based on preference listed in your child(ren)'s registration form) to a committee or role. Members are required to complete the work in their volunteer assignment. There is an option to be a non-participating family which would enable you to opt out of volunteer work and duty days, however limited spaces are available. Contact the Program Director or Registrar to enquire. Families serving on the School Council are not required to do additional volunteer work. All members will be informed of their volunteer assignments at the orientation meeting or as soon as possible after that.

Full descriptions of all the potential volunteer assignments, including School Council roles, are listed in the registration package available on our website.

FUNDRAISING

The willing participation and enthusiastic support of our members are fundamental to the success of a co-operative preschool. At BCCNS, families have no fundraising obligations, all of our fundraising events and campaigns are voluntary. We encourage your participation in events because they build our community and allow our children to see their friends outside of school, with their families. Silent auctions and group sales help build our reserves and refresh our school equipment and gear. Fundraising events are promoted in the school, online and occur throughout the school year.

Corporate giving allows our community partners to help invest in our children and their education. Please consider sharing contacts or workplace programs with our Program Director and/or members of our School Council so we can help determine a mutually beneficial match. BCCNS is a registered charity.

MEMBER QUESTIONS AND CONCERNS

Please feel free to ask questions or voice concerns to either the Program Director or teachers. If the Program Director or teachers are unable to answer your questions or address your concerns to your satisfaction, members are welcome to contact the President of the School Council, at president@bccns.ca. The formal Parent Issues and Concerns Policy and Procedure is located in the Policy and Procedure portion of this handbook.

STAY INFORMED

To stay informed and connected at preschool, communication is facilitated through:

- **Childrens' cubbies:** located along the hallway across from classrooms. Each child is assigned a cubby where they will store backpacks and outdoor clothing during their program. School communications, special offers, your child(ren)'s art work and more will be deposited here for you to pick up. These cubbies are shared with other friends throughout the day, so all belongings must be brought home after programs each day.
- **Class Information Boards:** located beside each classroom door. Information is posted regarding class-oriented themes, events, duty rosters, and requests for volunteers, etc.
- **Monthly Newsletter / Emails:** is prepared for each class on a monthly basis, advising parents of upcoming class activities and more. The newsletter is emailed to each family (as are other important notices including your child(ren)'s start day for school, etc). If you are not receiving emails, please connect with the Program Director or Registrar to resolve the issue.
- **School Council Info board:** located on the wall to the right of the staff lunchroom. This board contains executive meeting minutes, monthly calendar, committee lists, requests for volunteers, etc.
- **School Office:** located at the very end of the preschool hallway is the Program Director's office. There is a large blue box here for placing fundraising and scholastic book orders.

- **Website & Facebook page:** School calendars, volunteer schedules, news from the school, registration reminders, daily activities and more are posted to either our website or facebook page (www.facebook.com/bccns.ca).

3. How to Make Preschool a Positive Experience

You can help prepare your child(ren) for preschool before the first day with one or more of the following activities:

- Explore books and videos about first days of school together (available at local library)
- Let your child(ren) play with their backpack to act out going to school, meeting friends
- Visit our website to show your child(ren) pictures of their teachers
- Join the playdates hosted by the School Council at the end of the summer to orient children to the outdoor area and allow them to connect with new friends (check the BCCNS Facebook page or website for details)
- Let your child(ren) know there will be new friends to make and toys to be shared by all the children and they will enjoy a snack
- Let your child(ren) know that you will return soon after they have played with the teachers, the toys and their friends
- Read through this handbook in full so you understand how the preschool runs.

THE FIRST DAY

- Have your child(ren)'s backpack full of all the necessary items to bring listed on the sheet "what to bring your first day" that is e-mailed to registrants at the end of summer.
- Allow sufficient time for dressing, eating and other routines at home to permit you and your child(ren) to arrive at school feeling relaxed and secure.
- Refrain from warning your child(ren) that they "must be good". Instead, we suggest, "have a great day".
- Permit your child(ren) those extra few hugs and kisses.
- When it is time to leave your child(ren), we encourage you to say goodbye, let them know when you will return and then leave the classroom. A lingering parent may heighten a child's anxiety.

TIPS FOR PICK-UP

Due to the layout of the school, the hallway can be congested especially during the 11:30 a.m. pick-up time as the teachers must ensure that an authorized individual picks up each child. Be patient with your child(ren) and others. It may help to gather their belongings for them at the start of the year or take them to a less congested area of the hallway while preparing to leave.

Please also ensure that additional children in your care are watched closely in the halls at pick-up and drop-off. For their own protection and to respect the set-up of the classrooms, we cannot permit them to play in the preschool classrooms.

CLOTHING AND POSSESSIONS

All children should have a complete change of clothes in their school bags. Please dress your child(ren) in comfortable easy-to-manage clothing. Preschool is messy work and while

we use washable art supplies clothing may be stained. Please keep this in mind when selecting your child(ren)'s school clothing. Rubber-soled shoes, preferably with Velcro fasteners, are necessary for indoor play. For those children in diapers or in the process of toilet training please include extra diapers in backpacks.

Walks and outdoor play are enjoyed when the weather permits. Please ensure weather-suitable clothing is available for your child(ren) (sunscreen, hats, snow pants, splash pants, rain gear, boots, mitts, neck warmers, etc.). **Please label all belongings to ensure their return to your child(ren).**

Toys that are needed for security in the early days of school, or toys that are treasures from a special occasion may be brought in. Please label such toys or treasures with your child's name to avoid the item being lost or misplaced. Please encourage all other home toys to stay safe at home!

SEPARATION ANXIETY

On occasion a child may have difficulty separating from their parent/caregiver. Tears are a normal part of separation. Establishing a positive good-bye routine will help your child(ren) see that you have a positive attitude toward their new environment and allows your child(ren) to begin to look forward to preschool. It is important to a child's success to be consistent in time limits and good-bye routines. Consistency sets a child up for a successful transition into preschool. When inconsistencies occur in the good-bye routine, it can prolong separation anxiety. If a parent/caregiver is uncomfortable leaving the building, then they are welcome to remain in the school office or staff room. Alternately the Program Director can call you mid-morning to let you know how your child is doing.

If your child(ren) has trouble adjusting during the first few days of preschool, feel free to talk to the teachers or the Program Director regarding the adjustment. The professional judgment of the teachers regarding separation anxiety is based on many years of experience. The philosophy of BCCNS is that the teachers and parents are partners in providing a nurturing environment for children. BCCNS is committed to helping both the child and the parent/caregiver through the difficult transition of separation anxiety.

TOILET TEACHING

It is not necessary for children in any of our programs to be toilet trained prior to enrolling in our school. At BCCNS, we believe that toilet teaching is a co-operative effort between parent, child and teachers. A casual, friendly attitude, with praise for success, is used to encourage children to become independent with respect to toileting. Children develop at different rates and will learn to use the toilet when they are developmentally ready.

Only a member of our staff is permitted to assist children with toileting at school. Duty parents may assist ONLY their own children.

A FINAL WORD

Preschool may be a new experience for you and your child. For many, it will be the first time you have entrusted the care of your child(ren) to someone else. This is a big step for parents,

caregivers and preschool children. We understand and appreciate the significance of this decision, and your trust, and assure you that we will do our best to ensure your first school experience is a positive and memorable one. Welcome to BCCNS!

4. LIST OF INFORMATION, POLICIES & PROCEDURES

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*Please note an acknowledgement of understanding for the policies in **bold** is required upon*

enrolment.

Bells Corners Cooperative Nursery School Program Statement:

Mission Statement

Bells Corners Cooperative Nursery School will provide an environment in which parents and teachers work together to provide quality care and early childhood education. The needs, rights and concerns of the children, parents and teachers will be given equal emphasis to create an atmosphere conducive to learning. BCCNS is an inclusive school, where all children belong.

Program Statement

Bells Corners Cooperative Nursery School is licensed by the Ministry of Education under the Child Care and Early Years Act (CCEYA). Our Teachers are all trained Registered Early Childhood Educators (RECE), members of the *College of Early Childhood Educators*, who continue to engage in professional activities to upgrade their training and education or are engaged in achieving their Early Childhood Education diploma. All employees, volunteers and students require a Vulnerable Sector Check prior to interacting with the children in our care.



At Bells Corners Cooperative Nursery School, we view the child as competent, capable, curious and rich in potential. We engage in child initiated, teacher supported, play based learning and use the guidelines of the *How Does Learning Happen? Ontario's Pedagogy for the Early Years Document (2014)*. The four foundations of this document, which Bells Corners Cooperative Nursery School agrees with and practices in our program, are Belonging, Well-Being, Engagement and Expression. There are copies of this document available in the office if you would like to read it, or online at: <http://www.edu.gov.on.ca/childcare/pedagogy.html>

Bells Corners Cooperative Nursery School believes that every child and family have a right to a quality early years education and experiences. In co-operation with our members, we will

provide a caring and nurturing environment for hands-on learning through play experiences. Our teachers support children's learning based on the ELECT model of emergent learning. Our welcoming classrooms encourage inclusion and a sense of belonging. Each child's well-being is an important factor. Through various methods of engagement, children explore their own expression in the learning environment. BCCNS will provide the opportunity for professionally programmed and supervised play, with a variety of developmentally and diverse inclusive experiences, to establish a positive sense of self in our children. BCCNS aims to develop independent children capable of solving their own problems and making their own choices. Our belief is that when children are more involved in their learning they learn that their ideas are important and that almost anything is possible if you try. The learning is meaningful and relevant to the children's lives. Play is children's work and children learn through play. Our teachers provide the learning objectives in concrete activities that enable the children to learn through their play. With this philosophy, the preschool experience will allow children to reach their full potential.

We have set our goals for the children to be consistent with the Ministry of Education pedagogy that reflects the view of children as competent, capable, curious and rich in potential. Our view of the child is as follows:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and well-being.
- Every child is an active and engaged learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who expresses himself/herself in many ways.

Through exploration of the children's interests, teachers will provide both active and quiet activities that will create a positive environment that will stimulate all areas of the children's development while meeting the needs of each individual.

Bells Corners Cooperative Nursery School has an open-door policy with parents. We work to foster a positive relationship with parents to build a bridge between home and school. Through phone calls, notes, emails, documentation and parent/teacher meetings teachers will keep parents abreast of their child's activities and development.

Goals and Approaches To Meet Our Program Statement (implementation Policy)

Bells Corners Cooperative Nursery School will promote health, safety, nutrition and well-being of the children.

All permanent classroom teachers will be Registered Early Childhood Educators (RECE) licensed by the College of Early Childhood Educators or working on achieving their RECE. All staff will be trained in health and safety protocols. Staff supervise the children at all times. The school observes and follows the Ministry of Health and Safety guidelines and holds evacuation and fire drills on a monthly basis. We have a safe shelter location at Our Lady of Peace School at 3877 Richmond Road in the event an evacuation is required. Parents may pick their child up there after attendance has been taken and are asked not to go to the school once notified that an evacuation has taken place.

All staff will be trained in standard first aid, including Infant and Child CPR (upon hire and prior to expiry) and the use of Epi-Pens. Bells Corners Cooperative Nursery School will collect information from each staff member and child, including documentation of immunization. Teachers will review all information regarding a child before said child starts in their classroom (especially noting allergies, diet and parental preferences). Health concerns for children will be documented in daily log books. A record of immunization is kept in each child's file. Any child who is sick must be 24 hours fever, vomit and diarrhea free before returning to school (without use of fever reducing medication). If medication is required while a child is at school, the parent must complete a Medical Authorization Form each time the medication is required. This form can be obtained from the Program Director. In cases of potential emergency (asthma, anaphylactic allergy) where medication may be required in an emergency situation, parents can complete an anaphylaxis plan. Such medications will be kept at the school in classroom emergency bags out of reach of the children for quick administration by teachers.

The staff member administering the medication will complete an Administration Record immediately following administration of the medication. Depending on the nature of the medication, it will be stored in a designated locked space in the supervisor's office or another space inaccessible to children when special storage (ie: refrigeration) is required.

Medication must be labelled with the child's name and come in the original packaging which includes dosage instructions and expiration date.

BCCNS requires the child's parent/legal guardian sign a waiver releasing the school from responsibility if, in spite of the staff's appropriate and best efforts, a serious consequence occurs as a result of the child's condition or medication administration. Good hygiene habits are strongly encouraged, such that everyone (staff and children) are required to wash their hands after toileting and before eating.

Snacks are provided by duty parent volunteers in the morning programs and provided by individual parents in the afternoon programs. Snacks are to be balanced and based on the Canada's Food Guide. We are a nut safe program and request that foods containing nuts or potentially having come in contact with nuts are not brought to school. Children with serious allergies are requested to bring their own 'Safe Snack' clearly labelled with their name. They will be given a specific seat highlighted with a "Safe Snack" card including their name and allergy. Water is always available to drink throughout the day. Staff reserve the right to supplement or replace snack items to meet the above requirements. Bells Corners Cooperative Nursery School does have an Anaphylactic Policy and Procedure in place and staff have been trained in the use of EpiPens.

Staff will role model to the children healthy eating behaviours by participating in snack and through creative play activities, such as the dramatic play in the kitchen area. There will be a calendar for each morning class on the classroom notice board showing what was served for snack in the morning programs.

Staff with volunteer support will provide a clean and safe environment. Washrooms are cleaned and disinfected after each program and floors are swept after snack. Toys are cleaned and disinfected weekly as well as before being stored and any time they have been mouthed. All furniture is kept clean and in good order (broken furniture is fixed or removed immediately upon discovery). The school makes use of a professional cleaning company on a nightly basis.

Support positive and responsive interactions among the children, parents, child-care providers and staff.

We have an open-door policy with parents. Staff will greet parents and children each day on arrival and departure and share information pertaining to the child through verbal or written communication. Staff will also use phone calls and emails as well as newsletter/calendars to maintain communications with parents. Teachers will make themselves available for parent/teacher meetings when the needs of the child or parent require it. Documentation is displayed for parents to see what is happening during their child's time at school.

Staff will practice and encourage inclusive and positive interactions. Toys or play areas are never gender defined, rather all children are encouraged to experience all areas of the classroom. We will foster an atmosphere of inclusion, cooperation, sharing and friendliness. This behaviour is modeled through teachers' interactions with coworkers, children and parents.

Staff will encourage self-help skills. Because we view the child as capable we will allow every child the opportunity to develop their potential. This means that we will encourage children to do as much for themselves as possible without becoming discouraged or frustrated. We will assist them as is needed. Staff will challenge the children's skills so as to facilitate the development of new and stronger skills. Staff will encourage the children to be helpful to each other as well.

All staff will follow the CCEYA guidelines for Behaviour Guidance. We will use positive language when talking with children and adults. We will guide behaviour through the use of positive language, questions and encouragement and never use prohibited practices (pursuant to Ontario Regulation 137/15 s. 48).

BCCNS does not permit: staff, students or volunteers to engage in the following prohibited practices:

(a) corporal punishment of the child;

(b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

(c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

(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.

We believe that when children experience warm, supportive relationships they are happier, less anxious and more motivated to learn than those who do not. Experiencing positive relationships in early childhood also has significant long-term impacts on physical and mental

health, and success in school and beyond. BCCNS strives at all times to provide a program that respects children's well-being and encourages a sense of belonging while providing opportunities for expression in an engaging environment.

Each staff member will sign off on the Duty to Report upon being hired as well as the College of Early Childhood Educator's Code of Ethics.

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

Staff will model the use of positive language and behaviours at all times when talking with the children and other adults. We will work to help children to develop communication skills and problem-solving skills such that they become competent in using multiple forms of communication (words, sign language, visuals and body language) to solve any issues.

To encourage self-regulation, we strive to create an environment where every child feels safe and supported to find a variety of ways in which to express their emotions. We work to teach the children to recognise their emotions and to discover ways in which to deal with them effectively and calmly.

Foster the children's exploration, play and inquiry

Children make their interests known in a variety of ways. To discover those interests the teachers observe, listen and talk with the children and document their interactions. Using the four foundations of How Does Learning Happen (Belonging, Well-Being, Engagement and Expression) we will create an environment that allows the children to explore a topic of interest, and the world around them, with their natural curiosity and exuberance. Through play-based learning, children will develop the skills needed to expand their abilities as well as their knowledge and understanding of their world.

Provide child-initiated and adult supported experiences

Teachers will follow the child's lead in our interactions and in developing an environment that is rich in opportunities for exploration and interaction. Reflecting on our documentation we discover the child's current interests, which guide us in the materials we provide and the opportunities we offer in all areas of the child's development. While considering the needs of the group, individual needs are always considered as well. The environment will then be set up to encourage the children to challenge their abilities, expand their interests and develop relationships.

Plan for and create positive learning environments and experiences in which each child's learning and development will be supported

From regular observations of the children's activities and interactions we will plan a program that will stimulate the interests and development of the children. We will provide a variety of activities, both active and quiet, which will meet the needs of the developing child regardless of the level of need and development. We will make changes in our environment and program as the children's interests and developmental needs change.

Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to the individual needs of the children receiving care.

We will follow the guidelines of the CCEYA in setting our program. We strive to provide equal opportunities for all children to find the active and quiet time that meets their individual needs. We make use of the playground up to an hour every day, weather permitting, providing a variety of active materials.

Foster the engagement of and ongoing communication with Parents about the program and their children

Parents are welcome to visit and are encouraged to participate in their child's classroom. The School has adopted the PicCollage App. as away for educators to document learning in the classroom. Teachers will keep communication open via short discussions, notes, phone calls and emails. EA monthly newsletter/calendar is sent out for each class and Parent/Teacher meetings occur whenever necessary. We have a Board of Directors that we encourage parents to become involved in school activities and fundraising projects.

Involve local community partners and allow those partners to support the children, their families and staff

Bells Corners Cooperative Nursery School is fortunate to be a cooperative environment welcoming family members and community partners to share in our daily school life. Children are afforded the opportunity to share experiences through our local library as well as on field trips to our local Fire Station etc. We are proud to partner with Andrew Fleck Children's Services Children's Inclusion Support Services as well as First Words and Ottawa Children's Treatment Centre to create a supportive and inclusive preschool environment for all children.

We welcome students from several colleges and high school co-operative education programs to help foster the next generation early childhood educators.

Document and review the impact of strategies set out in this statement on the children and their families

We will use documentation, and reflection, to continually evaluate our program and its effects on the children and their families. Surveys will be sent out regularly to our parents and staff in an effort to further evaluate our effectiveness.

Staff, students, and volunteers will read this Program Statement and sign off prior to interacting with the children, and when the statement is updated and on an annual basis. The Director will review this document yearly. Staff will engage in an evaluation process annually, at a minimum, evaluation will include reflective discussion about the implementation of the Program Statement as well as a review of monitoring for compliance of policies and procedures. Staff and the Program Director will work together to create meaningful goals that will ensure educators continue their professional learning and development.

POLICIES & PROCEDURES

ABSENCE POLICY

We would appreciate parents informing the Program Director if their child(ren) will be absent from school. The teachers will keep a daily attendance record but will not contact families if their child(ren) is not at school. We are unable to give tuition refunds for absent days under any circumstances, including extended vacations.

ACCIDENT POLICY

If a child is injured an incident report is completed by the teacher and given to the parent/legal guardian to sign after the teacher discusses the incident with the parent/legal guardian. The signed report is kept in the child's school file. Parents will also receive a copy of the injury report.

ADMINISTRATION OF MEDICATION POLICY

If medication is required while a child is at school, the parent must complete a Medical Authorization Form **each time** the medication is required. This form can be obtained from the Program Director.

In case of a potential emergency (asthma, anaphylactic allergy) where medication may be required in an emergency situation, parents will complete an anaphylaxis plan. Such medications will be kept at the school in classroom emergency bags out of reach of the children for quick administration by teachers.

The staff member administering the medication will complete an **Administration Record** immediately following administration of the medication. All other Medication is kept in a designated locked space in the Program Director's office or another space inaccessible to children when special storage (ie: refrigeration) is required.

Medication must be labelled with the child's name and come in the original packaging which includes dosage instructions and expiration date.

BCCNS requires the child's parent/legal guardian sign a waiver releasing the school from responsibility if, in spite of the staff's appropriate and best efforts, a serious consequence occurs as a result of the child's condition or medication administration.

ALLERGY AND ANAPHYLAXIS POLICY

Because of the ever-increasing number of children with life-threatening peanut or nut allergies, our nursery school is a NUT-FREE SCHOOL; that is, free of all nut-related products. All foods that contain any nut-related products are NOT permitted through the doors of our school. We are aware that more and more food chains and food manufacturers are labelling many food products with the words: "This item may contain nuts or has been exposed to machinery which contained nuts..." In addition, any food product that states "may contain hydrolysed plant protein" will also be restricted as this is a peanut-based product (see definition below). This labelling needs to be respected and therefore, presents our parents

with restrictions on the kinds of foods that they can bring safely into the school. We will continue to scrutinize foods and will notify parents of products that are restricted.

“Hydrolysed plant protein” is actually a peanut in a basic form (the leaf of the peanut plant is ground down and used as a filler for sauces, mixes and such). The peanut protein (that which is most likely to initiate a reaction) has not been extracted. Therefore, when parents are checking the ingredients list on food labels, check for EITHER: “May contain traces of peanuts or nuts”, or “hydrolysed plant protein”.

It is the policy of our school that any child with any kind of a life-threatening food allergy is required to bring their own snack to school on an ongoing basis. These children will not be permitted to share the class snack. The staff will follow our safe snack policy to ensure no cross contamination of food.

Snack Time:

1. Each child with an allergy will be assigned a permanent eating spot for the year.
2. “Safe Snack” place cards will be at each child’s spot.
3. Art teacher will place the card and ensure that the child’s safe snack is at the table.
4. If a supply teacher is in as the art teacher, the cognitive teacher will assume this responsibility.
5. Supply staff and students will be briefed on the children with allergies. Supply staff will not directly supervise children with allergies during snack time.
6. Each child will wash his/her hands both before and after snack.

Baking Days:

1. Children with an allergy will be directly supervised by a regular staff member on baking days.
2. A plan of action meeting will take place with all teachers, students and duty parent to clarify:
 - § Children in the class with allergies
 - § Seating arrangements
 - § Safe snacks available
 - § Placement of safe snack
 - § Assign a specific staff to ensure plan is followed.

If on a particular occasion, at school or on a field trip, a parent wants their allergic child to consume other foods which the parent has not prepared, a snack authorization form must be completed and submitted to the Program Director. A completed form must be submitted on each such occasion.

Children with Anaphylactic Allergies:

Staff will receive EpiPen and anaphylaxis training along with Standard First Aid CPR -C Training every 3 years at a minimum.

Each child who has an anaphylactic allergy that requires an Epi Pen will be given an individual plan to include:

- Location of Epi Pen
- Safe snack procedure
- Specific parental input for emergency procedure

This individual plan will be signed by staff, Program Director and parents as well as the child's doctor if parents prefer. The plan will be kept in a labelled individual pouch along with the EpiPen and located in the emergency bag for each classroom unless otherwise agreed upon by parents and Program Director. EpiPen will go with the class anytime they leave the school grounds.

Administration of Emergency Anaphylaxis Medication

Employees of the preschool will be authorized by the parents of the child to administer medication in response to an anaphylactic reaction. If an employee has reason to believe that a child is experiencing an anaphylactic reaction, the employee may administer an Epi-Pen or other medication that is prescribed, even if there is no pre-authorization to do so. A child cannot start in the program until authorization and an epinephrine auto injector have been obtained and remain on the preschool site.

Parental Responsibilities:

1. To inform the Program Director of a child's allergy status and medical needs.
2. To inform the Program Director of any previous allergic reactions.
3. To ensure that accurate and up to date information is available to the preschool.
4. To ensure that all medication is up to date.
5. To complete and submit an Individual Anaphylaxis Plan to the Program Director.
6. It is strongly recommended that children with the potential for an anaphylactic reaction wear a medic alert bracelet.
7. Parents/legal guardians are required to provide the preschool with a prescribed Epi-Pen for their child(ren).
8. If an Epi-Pen has to be used, the child cannot be admitted to the Preschool until a new Epi-Pen has been received by the Program Director.
9. The Twinjet Epinephrine auto injector is not allowed in the preschool.

ARRIVAL AND DEPARTURE INFORMATION

Promptness in arrival and pick-up of the children is important. Program hours are 9:00 am - 11:30 am (morning programs), 8:30am - 12pm (extended hours program) or 1:00 pm - 3:30 pm (Kinders & School Readiness programs). If there is a special reason why your child(ren) cannot play outside, you may bring them after outdoor play or pickup prior to outdoor play (depending on their program schedule). Playing with your child in the classroom while the remainder of the class is outside or leaving your child under the supervision of the duty parent (in the classroom) is not permitted.

If you are not returning home during class time, or will be unavailable to answer your cell phone, please leave a telephone number where you may be reached. Verbal and written authorization must be given to your teacher if the child(ren) is/are to be picked up by persons other than the parents.

For safety reasons, please **remember to reverse into the parking spaces**. According to the Landlord-Tenant Agreement, school members may use only the preschool entrance and immediate area. Please **do not use the Church entrance** unless you require a ramp entry for strollers, wheelchairs, etc. At the start of the program, the teacher will receive your child(ren) and record their attendance. Similarly, at the end of the program, the teacher will release the child(ren) into the parent/guardian's care and record the departure. These procedures ensure the safety of all children in the care of the teachers.

BANK FEES POLICY

There will a charge to cover the complete cost of banking fees for any cheques or payments returned or rejected by the banking system. In order to avoid these charges, please connect with the Program Director if you are aware in advance of potential problems with payment.

CELEBRATIONS INFORMATION

BCCNS recognizes the diversity of our community and membership. We welcome all families to share their cultural celebrations. We encourage family participation in bringing their cultural celebrations to our program in the form of food, dress, information, etc.

CONFIDENTIALITY POLICY

Managing private information is part of preschool business and confidentiality must be observed by all program staff (Program Director, teachers, program assistants and supply teachers), students, program advisors (including CISS staff, therapists and school board psychologists), School Council members, parents, and volunteers. Breaches of confidence as they relate to this Policy may result in disciplinary action.

Confidential information is to be shared "behind closed doors" on a need-to-know basis only. Confidential information may not be disclosed through informal discussions or casual conversations. Shared information is to be stated objectively, without judgment or bias.

Each person is responsible for the security of confidential information collected and/or stored by them. Information obtained and stored must be relevant to the overall operation of the preschool.

Parents, volunteers, program staff and students have the right to access any stored information about themselves or their children.

If an outside agency or individual requests confidential information about the students of BCCNS, the written consent of the child's parent/guardian is required prior to the release of information.

DUTY DAY INFORMATION (*applies to morning programs only*)

Members are responsible for providing a nut-free & peanut-free snack for their child's entire class when they are on duty day. In addition, they are encouraged, but not required, to help out in the classroom that day as a Duty Day Helper.

Duty Day Helpers get a first hand opportunity to share in their child(ren)'s preschool experience. You will see your child(ren) grow as they play at the different learning stations in the classroom, find out which are their favourites and watch them interact with their peers. At the same time you will be contributing to the smooth running of the program while assisting the teachers. Parents of children in the afternoon 3P class and the Kinder program are not required to fulfill duty days; however voluntary assistance may be requested throughout the year for various activities and events.

A grandparent, aunt, uncle, caregiver or friend is welcome to be the duty person for your family, provided that an approved Police Vulnerable Sector Check (VSC) has been submitted and processed. Only individuals with a completed VSC on record will be permitted to fulfill this role, even on short notice or emergency circumstances. VSC remain on record for 5 years, however a Declaration of Offences must be signed each school year after the initial VSC.

A schedule of duty days is prepared by the Registrar and is posted outside the classrooms and distributed via email. If you are unable to bring snack for your assigned duty day it is your responsibility to find a replacement or exchange duty days with another member. Please do inform the teachers or Program Director of changes in the duty schedule to ensure the duty roster posted outside the classroom reflects the change.

A detailed information sheet regarding "Duty Parent Responsibilities" is available in each classroom for reference. If you have a special skill, talent, interest or hobby that you would like to share with the group, please inform the teachers before your duty day. Your creative participation will make your days more fun and our program will be enriched!

Duty Day Helpers may bring an infant with them into the classroom so long as the infant can be worn (ie in a sling or snuggly). For safety reasons, car seats and other similar chairs may not be permitted in the classroom, however check with the teachers for more information if you plan to attend with an infant.

Forgot your duty day?

If you forgot to prepare a snack for the class on your assigned duty day the staff will use backup snacks (non-perishable goods) from our cupboards. It is your responsibility to replenish this back-up snack. Staff will provide you a shopping list for this.

EMERGENCY MANAGEMENT AND EVACUATION POLICY

Policy

Keeping all members of the BCCNS family safe is our primary goal at school. This policy is in place so that in case of an emergency or unexpected evacuation each member of staff knows what to do in order to help keep themselves, children, volunteers and students safe.

Evacuation Space:

In case of an emergency evacuation we will be located at Our Lady of Peace Catholic School at 3877 Old Richmond Road, 613-828-4037.

Fire drills:

will take place once a month and are to be recorded by the Program Director. All records will be retained for a period of two years.

Fire Drill and Evacuation Procedures

- Fire bell rings.
- The teacher in each room goes to the classroom door calling the children to fall into line behind him or her, in twos if possible, but do not spend too much time arranging this. Art Room Teacher will take physical charge of any child deemed to require additional assistance with regards to needs or temperament. Art Room Teacher will direct Program Assistants and or duty parents to provide assistance as needed .
- Duty parent checks the classroom, the washroom and the adjoining room for other children and then moves them over to the doors near the teacher.
- Teachers from each room, with children and duty parent, will lead off from rooms when given the signal by the Program Director (or the person in charge at that time).
- Vacate the building through the north door to the parking lot or southwards through the play yard door as quickly as possible, but in an orderly fashion.
- Once outside the building attendance will be done by Teachers to ensure all children are accounted for. Assemble children using walking rings located in emergency backpacks and proceed safely to emergency shelter location. Teachers should be on the end of walking rings with volunteers and remaining staff interspersed.

- Listen carefully for any directions that come from firefighters, Program Director, etc., as to the instructions on vacating the building.
- Do not stop for coats, boots and such.
- Take the children off the church property to the alternate site:

Our Lady of Peace School
3877 Richmond Road

- The Program Director (or person in charge at that time) will vacate the nursery school last (with the Emergency Contact Binder and Medication Box), going through each room on the way out and closing each door as he or she goes.
- Each teacher on the Cognitive Rotation will take attendance and supply Program Director with Numbers and any Children, Staff, Volunteers or students missing.
- Program Director and one teacher from each class will begin contacting Parents and Guardians once Safe Evacuation Space has been reached. Only Designated Emergency Contacts will be permitted to pick up children. If possible, a message will be put on the school phone indicating that we have evacuated to our emergency site.

Post Emergency Planning pursuant to Ontario Regulation 137/15 68 s. 2 (g)

- Following an emergency event debriefing will occur depending upon the seriousness of the event this may take the form of a letter or email notification to parents or it may involve finding ways to offer supports to enhance the wellbeing of the children staff and volunteers involved in the emergency. A decision on how to proceed with debriefing and when to resume normal operations at school (if applicable) will be made in a timely manner, jointly, by the Program Director and the Board President. Staff and Families will be kept informed throughout the process.

Other Emergency Situations

Secure School: This is when we are notified of a situation occurring outside of the school area that we need to take extra precautions for and are not in immediate danger to continue with our daily routine within the LOCKED school.

- Fugitive loose
- Bank Robbery
- Police Intervention
- ETC

Staff Procedures:

- 3's Block room teacher will man/lock the front door and Program Director will man/lock the yard door.
- All teachers and duty Parent, PA will lead children safely to a room in the classroom (3's class-Block Room dramatic area 2's class-Art room cognitive area)
- Teacher will pull down curtains and lock the door of the classroom they are in, using the bolt as well as the door lock as they are heading to the safe spot in the classroom.
- Program Director will lock main church door and inform church

LOCK DOWN will be called by the Program Director through the tablet using Google Hang-Outs or by Cell Phone if:

- There is an active threat where serious injury or death is imminent or occurring
- In any circumstance that a member of the school's Staff determines it is appropriate to ensure the safety of a person (s) at the school
- If the Secure School warning escalates

When **LOCK DOWN** is called **ALL** persons in the school will move to a safe area out of sight and determine if a full or partial evacuation is required.

- All teachers and duty Parent, PA will lead children safely to a room in the classroom (3's class-Block Room dramatic area 2's class-Art room cognitive area)
- Teachers will pull down curtain and lock door in the classroom they are in, as they are heading to the safe spot of the room
- Program Director will call 911 and lock main church door and inform church

All persons within the school will remain in their safe location until released from that location by an authorized person who shows up in person (Program Director and /or Police)

The Police in consultation with the Program Director will determine who will conduct the room-to-room release, which will depend on the situation. Our password is: **PASSWORD**

Arrival of the Police: Upon arrival, the police will assume command and control of the school, but will work with Staff throughout the situation when appropriate and practical

During lock down procedures a fire alarm may sound for (but not limited to) the following reasons:

- The person responsible for the life-threatening situation may sound the Fire Alarm (prior or during the incident) as a means to have persons in the school evacuate the school or to cause confusion/panic
- The actions of the Police may cause it to sound unintentionally
- There is an actual fire/explosion

If the school has activated Lock Down procedures and the fire alarm is sounding:

- Disregard fire alarm IF safe to do so. Program Director will let you know if possible if we/police have set it off.
- Always be aware of the potential of other emergencies such as a fire during lock down
- **Be prepared to ACT Quickly**

Our safe house in case of evacuation is:

OUR LADY OF PEACE SCHOOL
3877 Richmond Road
613-828-4037

*****We will all meet at the end of the fence closest to Richmond Road if evacuation is required, and do another headcount of children and adults. Director will inform emergency crews of any persons missing and who they are.*****

We will then Proceed to Our Lady of Peace and beginning contacting Parents/Guardians to pick up there.

OUTDOOR PLAY SPACE AND PLAYGROUND SAFETY POLICY:

Playground meets CAN/CSAZ614-14 requirements “Children’s Play Spaces and Equipment”. BCCNS ensures daily and monthly inspections of the Playground are conducted by staff. A repair log is kept in the Playground Inspection binder in the office. Playground repairs will be assessed in order of priority with the children’s safety in mind at all times. Repairs will be logged in the logbook as they are required and must include a plan and timeline to complete repair. Injury log will be maintained.

Playground is inspected annually by a 3rd Party inspector to ensure safety standards.

Program staff is required to:

- Meet staff-to-child group ratios during the entire outdoor play period.
- Provide a high level of supervision, by placing themselves at appropriate positions through the yard to ensure ongoing safety while the children use the playground materials and equipment.
- Promote creative and constructive play within the outdoor environment.

Adherence with this policy is guaranteed by the following monitoring procedures:

- Regular observation.
- Annual review with each program staff, and signed confirmation of understanding.
- Written performance evaluations for teachers and program assistants which specifically address the programming and supervision requirements for outdoor play.
- Failure to comply with this policy will result in immediate disciplinary action which may include verbal warning, written warning, dismissal or expulsion, dependent on circumstance.

SERIOUS OCCURRENCE POLICY:

A serious occurrence is when any of the following incidents occur as set out and defined in the Child Care and Early Years Act:

- (a) the death of a child who received child care at a home child care premises or child care centre, whether it occurs on or off the premises,
- (b) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care premises or child care centre,
- (c) a life-threatening injury to or a life-threatening illness of a child who receives child care at a home child care premises or child care centre,
- (d) an incident where a child who is receiving child care at a home child care premises or child care centre goes missing or is temporarily unsupervised, (Child was found or child is still missing)
- (e) an unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre.

In the event of a serious occurrence at the centre the following procedures shall be followed:

1. The staff present sees to the immediate needs of the child (e.g. calling of ambulance, first aid, etc.)
2. The staff or another witness shall report the occurrence to the Program Director.
3. The Program Director, contacts the parents (parents may be called after other authorities; this is the decision of the Director or designate and depends on the type of occurrence).
4. The Program Director contacts the people involved to ensure all persons having knowledge of the occurrence shall remain at the site until excused.
5. The Program Director contacts the Ministry as well as the President of the Cooperative.
7. The Program Director determines if other authorities should be notified - Children's Aid, Police, etc.

8. The Program Director and witnessing staff file the necessary information through the Child Care Licensing System (CCLS). (Note: If a serious occurrence report is completed as a result of physical restraint the parent's views must be contained in the report).

9. The Program Director makes sure that copies of all reports concerning the occurrence (ambulance, police, etc.) are gathered and filed.

10. The Serious Occurrence Summary Form will be posted in a conspicuous place when a serious occurrence occurs. Details of this posting below.

The following is a list of people and authorities to be called in order:

1. Emergency Service - "911" (Fire, Ambulance, Police)
2. Parents (If appropriate, i.e. if the serious occurrence is the reporting of suspected abuse by a parent, then parents should not be notified at this time. Take advice from CAS).
3. Children's Aid Society.
4. The Ministry within 24 hrs of occurrence.

SERIOUS OCCURRENCE NOTIFICATION FORM:

BCCNS will complete and post a summary of each serious occurrence in a place that is visible and accessible to parents within 24 hours of becoming aware of the occurrence for a minimum of 10 business days, including any allegation of abuse or neglect. The summary will not include any identifying information and will be updated as new information is obtained.

SERIOUS OCCURRENCE ANNUAL ANALYSIS:

BCCNS will conduct an annual analysis of all serious occurrences that occurred in the previous year. The annual analysis is to be used as a method of identifying issues, trends and actions taken. The analysis and record of actions taken in response to the analysis will be kept on file at the school. In addition to ongoing reviews and follow-up to serious occurrences, licensing ministry staff will review the serious occurrence annual analysis during license renewal inspections.

RECE DUTY TO REPORT

All RECE's are required to follow the rules and guidelines outlined by the Ontario College of Early Childhood Educators specifically the Advisory on Duty to Report and the Code of Ethics and Standards of Practice.

FIELD TRIPS INFORMATION

Throughout the year, the 3s and Kinders programs take field trips to special places of interest. Parents are responsible for arranging the transportation of their child(ren) to and from the field trip destination. For reasons of safety the child(ren) must be given directly into the care of a teacher upon arrival at the destination. At pick-up the child(ren) will be released directly to the parent/guardian and the departure will be recorded.

“Field Trip Proposal/ Permission Forms” outlining the details and cost of the trip will be posted on the class bulletin board and will be sent home for the parent/guardian to sign. The “Field Trip Permission” portion of this form must be returned by the specified deadline date or your child will not be able to participate. Late permission forms cannot be accepted due to issues of safety and organization.

The “Field Trip Permission Form” may ask for volunteers to supervise children during the field trip. All volunteers must have an approved Vulnerable Sector Checks. The parents who have been chosen to supervise will be contacted prior to the date of the trip. Supervising parents are asked not to bring additional children in their care on field trips, unless cleared with staff in advance. The number of supervisors required will vary depending on parking, optimal safety, program limitations, etc. Typically, the parent/caregiver will be responsible for supervising their own child(ren) and 1 or 2 of the child’s peers. The cost of the children’s attendance on the field trip are prepaid and included in monthly tuitions. Parent supervisors may be responsible for their entrance and parking costs. Particulars regarding this information will be on the “Field Trip Proposal/Permission Form”.

HARASSMENT POLICY

BCCNS is committed to providing an environment in which all individuals are treated with respect and dignity. Harassment will not be tolerated from any person in the preschool. The Membership, Staff and Volunteers are expected to uphold this policy, and will be held accountable by the HR Committee of School Council.

Harassment, as it pertains to this policy is:

- Engaging in a course of vexatious comment or conduct against a member, staff or volunteer in the preschool -- a comment or conduct that is known or ought reasonably to be known to be unwelcome.
- Any vexatious comment (including communication both verbal and non-verbal) written or not, whether intended to harm or not is considered harassment.
- Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code, but it does not have to.

- Examples of harassment are: Belittling a person; Demeaning a person; Embarrassing a person; Humiliating a person; Repeating a behavior they've been told offends; Threatening or Intimidating a person.

Members, staff and volunteers are encouraged to report any incidents of harassment to the President of the School Council or Program Director. There will be no *negative consequences for reports made in good faith*.

The HR Committee of the School Council will investigate and deal with all concerns, complaints, or incidents of harassment in a fair and timely manner while respecting the individuals' privacy as much as possible

Nothing in this policy prevents or discourages a member, staff or volunteer from filing an application with the Human Rights Tribunal on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. A Member, Staff or Volunteer also retains the right to exercise any other legal avenues that may be available.

HOLIDAYS

The school year is 40 weeks beginning in September and ending in June. All Statutory Holidays, Family Day and Easter Monday are observed. The school will also be closed for a two-week holiday break in December through January and a one-week March Break. Check the School Calendar online for specific dates.

ILLNESS POLICY

Children are busy building their immunity during their early years. Your child may continue to attend programs with mild sniffles or colds. However, please keep your child(ren) at home when they:

- have heavy nasal discharge or undetermined rash
- are feverish, have an upset stomach or diarrhea, or a communicable disease until they have been clear of symptoms for 24 hours
- have been prescribed antibiotics for a communicable disease until they have been taking the antibiotics for a minimum of 24 to 48 hours

The preschool requires immediate notification by the parent(s) of any infectious diseases that occur. This includes, but is not limited to, chicken pox, measles (German or red), strep infections (including strep throat and scarlet fever) and pediculosis (head lice).

All incidents of communicable diseases will be reported to the Ottawa Carleton Public Health Department. All persons who may have come in contact with the infected person(s), while at school, will be notified of the illness and provided with information regarding the incubation period, symptoms and treatment.

IMMUNIZATIONS POLICY

Staff and children attending BCCNS are required to have up-to-date immunization records as recommended by Ottawa Public Health.

INTEGRATION / INCLUSION POLICY

BCCNS is an inclusive school meaning we welcome children with a variety of developmental needs. Together with the Children's Inclusion Support Services (CISS), a division of the Andrew Fleck Child Care Agency, we ensure that all children receive developmentally appropriate programs.

The Program Director and teaching staff must assess children with identified developmental needs prior to registration. This assessment is required to ensure that the school can provide appropriate support, and to determine the level of assistance required from CISS, if any. CISS states that, "a child who has a physical or mental impairment that is likely to continue for a prolonged period of time, and who as a result is limited in activities pertaining to normal living, as verified by objective, psychological or medical findings, and including a child with a developmental handicap" is eligible for support from CISS.

The number of children in our programs with exceptionalities depends on the staff/school being able to provide all children in the program with the appropriate attention/supervision and having the appropriate support provided by CISS. The Program Director is available to assist families requiring support from CISS.

- 1) CISS provides a range of support to assist with the integration of preschool children with special needs, including, but not limited to the following: Resource Consultants. The consultant's role is to support the family and the program. The consultants provide assistance in the development of individual program plans and goals, and also support the program and staff on "how to" incorporate the goals into the regular program activities. The consultant visits programs as needed and identified by staff and is available for consultation anytime.
- 2) Program Assistants (PA): Program assistants provide support with the challenges of integration for the teachers in the program. PA's are assigned to programs to provide a balanced teacher/child ratio in order to provide the fundamental attention/supervision required by all children in the program, and to facilitate the integration process. There is a maximum of one program assistant permitted in any program.

LATE PICK-UP POLICY

Promptness in picking up the children is extremely important for your child(ren) and our teachers. The teachers have many other duties around the school and tight schedules between programs. The following late policy is in effect and enforced at our school:

- The late policy consists of a 5-minute grace period, after which a fine is charged of **\$1.00 per minute** calculated from the end of program time. This fine is payable to BCCNS and should be given to the Teacher assigned to wait with the child(ren).
- Late pickups are noted and multiple late pickups may result in a reminder conversation or letter from the Program Director.

- Four or more late pickups, or late pickups extending more than 30 minutes will be brought to the School Council for review, in addition to the fine, and could result in expulsion due to the impact on the child(ren), staff and preschool.

NON-PARTICIPATION POLICY

If you are unable to be an active member within the school, there is an option to pay a non-participation family fee. The fee schedule is in the registration package. Only one non-participation space is available per class since we are a cooperative preschool. If you are interested, please discuss it as soon as possible with the Program Director or Registrar.

Vulnerable Sector Check Policy

Staff, Student and Volunteer Screening: Vulnerable Sector Check, Offense Declaration and Attestation

Bells Corners Co-operative Nursery School is responsible for providing a safe and secure environment for all members (children, employees and volunteers) attending and participating in the school and for minimizing potential situations of risk.

Effective March 1, 1995, the provincial Ministry of Community and Social Services (MCSS) enacted policy that requires criminal background checks be conducted on individuals involved in providing direct service to children, including child care. The Bells Corners Co-operative Nursery School applies this policy as a means of ensuring the safety and well being of people who are receiving services of the organization.

Effective March 1, 2001, Bill C-7 of the Criminal Records Act was legislated to permit the flagging of pardoned sex offenders.

Criminal reference checking is a precautionary measure designed to ascertain whether individuals providing direct service to children have a criminal history which could potentially make them unsuitable for certain positions of trust. This background check is only one component to be used in the overall selection criteria for new employees or volunteers.

Effective Sept.01 2017 Pursuant to Section 8 of the Child Care and Early Years Act:

All Staff, Volunteers and Students are required to obtain a Vulnerable Sector Check before beginning work with or volunteering with children.

Policy

Vulnerable Sector Checks (VSC) must be completed every 5 years for all present and prospective staff members, and co-op students and Volunteers. In the intervening year an Offence Declaration, that addresses the period since the last VSC was completed, must be completed 15 days prior to the 1-year anniversary of the previous year's VSC. Should there be a delay in the receipt of a new VSC Staff and volunteers will be required to sign a current offence declaration, provide receipt for application of VSC and practice team teaching at all

times until current VSC is obtained and verified. Volunteers (including duty parents) must supply a VSC at the beginning of their child's enrolment in our school, it will remain valid for the term of their child's enrolment at BCCNS or for 5 years whichever comes first. Volunteers may be asked to sign an offence declaration at any time.

Any person from whom a licensee is required to obtain a vulnerable sector check is required to provide the licensee with an offence declaration, as soon as reasonably possible, any time he or she is convicted of an offence under the Criminal Code (Canada).

Third party individuals such as but not limited to Resource Consultants and Therapists must provide attestation that they have submitted a VSC to their representative agency according to that agency's policy or sign an offence declaration annually minimally 15 days prior to the anniversary of their previous declaration.

Vulnerable Sector Checks may be accepted in the following formats :

- Original Vulnerable Sector Check
- True Copy of a Vulnerable Sector Check (in hard copy or digital format, digital format must include a verifiable electronic signature.), using online VSC process as per local Police Department.
- A copy of a Vulnerable Sector Check for a student (in hard copy or digital format)

Note: Bells Corners Co-operative Nursery School has created a VSC Review Committee to deal with criminal reference checking. This committee shall be comprised of three members of School Council and no staff member shall be associated with the Review Committee. The Review Committee will agree to keep confidential all information and proceedings of the Committee. The Committee will elect its own Chairperson.

Definitions

- Staff will include all staff employed by BCCNS (full time, part time, program assistants, resource teachers, music teachers).
- Students will include co-op students placed at BCCNS by an educational institution.
- Volunteer will include will include any person who attends a program at BCCNS on even one occasion for the purpose of fulfilling the duty parent responsibilities as stipulated by the school. This could include Mom, Dad, Grandparent, Caregiver, Aunt or Uncle, etc. or anyone who volunteers on a field trip even one time.

Procedure

- Complete VSC either online or in person using the Volunteer or Employee letter supplied.
- The potential volunteer/staff person/duty parent/co-op student will receive the results of the Criminal Reference Check by means of a letter or digitally marked "Personal & Confidential".

- A photocopy of the approved authorization will be kept on site for three year after the member leaves the school. After that, it will be shredded.

Vulnerable Sector Check Results

No Standing Convictions (Negative Finding)

Following a finding by the police that a person covered by this Policy does not have a criminal record, BCCNS will inform the individual of their results, by letter or telephone, and will return the results and accompanying Permission Form to the person involved via a letter marked "Personal & Confidential". Convictions for which pardons have been received are not considered standing convictions and will be treated as a negative finding.

Standing Convictions (Positive Finding)

Following a finding by the police that a person covered by this Policy does have a criminal record with one or more standing convictions, the police service will forward the results to the individual directly. Bells Corners Co-operative Nursery School is notified only that positive information is found. No details or specifics are provided to the organization.

The designated VSC Review Committee member will contact the individual directly to inform them of the positive finding and to establish if he or she wishes to disclose the criminal record information to the Review Committee. If the individual chooses to disclose the positive police information, it will be their responsibility to initiate the search and pay any related costs. A finding by the police that one or more standing convictions exist will not automatically exclude the person from employment, being a co-op student, duty parent, field trip driver or supervisor or volunteer. The VSC Review Committee shall have discretion to determine whether a person may serve in any of these functions.

CCNS cannot insist that an individual against whom a standing conviction is registered disclose information. The person may decline to answer any or all questions concerning their offence(s). However, a person who declines to answer the questions will be automatically excluded from employment, co-op programs, or being a volunteer with the nursery school.

Disclosure of a Criminal Record

The VSC Review Committee will request that the individual complete a Voluntary Disclosure Report (VDR) and consent to full disclosure of the person's criminal record by agreeing to have the RCMP release the information to the Review Committee, at no cost to BCCNS. Failure to provide verifiable and corroborative information will be considered non-disclosure, thus resulting in automatic exclusion from employment or being a volunteer with the nursery school.

It is the responsibility of the VSC Review Committee to determine whether the disclosed information is relevant to the potential volunteer's/staff's/co-op student's responsibilities and safety of children and volunteers.

Non-Relevant Record

If the record is not relevant to the person's responsibilities and to the safety of children, then the individual will be notified of the decision to accept him or her as a member of BCCNS.

Relevant Record

If there is a record of an offence which is directly or indirectly related to the issue of the protection of children, then the individual will not be accepted and will immediately cease all activities with the organization. The individual will be notified by letter or telephone of this decision.

BCCNS has determined that the following offences are of paramount concern, though the onus is on the applicant to submit a record that BCCNS deems to be a clean record. This list is for purposes of guidance only, and does not preclude exclusion or disqualification of an applicant for any offence that BCCNS determines to be relevant to the protection of children and vulnerable adults.

For all Persons:

- Pardons for sexual offences.
- Any offence related to minors.
- Assault or sexual assault, attempted assault or conspiracy to commit assault.
- Indecent exposure or indecent acts.
- Presence of the person's name on a Child Abuse Register, under S. 71 of the *Child and Family Services Act*.
- Convictions under the *Child and Family Services Act* related to the abuse of children.
- Any unlawful behaviour with a sexual component.

Decision Making

VSC Review Committee shall:

- Provide the findings of the police to the person concerned.
- Hold one or more meetings to provide the person with an opportunity to confront the police's findings and present evidence.
- Review the police report and any supplemental information as presented by the individual.
- Decide whether the individual may serve in the capacity of employee, co-op student, duty parent, field trip driver or supervisor or volunteer.
- Advise the person concerned of its decision as soon as reasonably practicable.
- Advise the Executive of its decision.

Decisions will be by secret ballot and a majority will decide the issues. No appeal lies from the decision of the Review Committee.

All evidence relating to a review by the VSC Review Committee will be safeguarded and kept away from the BCCNS office by the Chairperson of the Review Committee. The documentation and records will be destroyed, for example, by shredding, one year after any FINAL decision on the matter, or one year after the person concerned ceases to be associated with BCCNS, whichever is later. No copies shall be made or distributed without

the knowledge and the consent of the person concerned.

Guiding Principles

The following guiding principles will guide the decision-making:

- The process must comply with all laws.
- BCCNS is mindful of two duties:
 - The paramount duty to protect the children; and,
 - The duty of fairness to the applicants.
- BCCNS is aware that the Ontario Human Rights Code states "every person has a right to equal treatment with respect to employment without discrimination because of...record of offences...".
- The process must uphold the rights of the person concerned.
- The process must be fair, confidential, honest and expeditious.
- The process should comply with the Ministry's guidelines and objectives.
- The decisions must be reasonable, justifiable and not based on bias, prejudice, partiality or irrelevant considerations.
- The decision-making process must take into account the circumstances of the person concerned.

POLICY ON CHILD DEVELOPMENT OBSERVATIONS BY STAFF

The teachers will conduct informal observations on all children in their groups to take note of the children's social, emotional, language, cognitive, fine and gross motor skills. If a staff member is concerned about a child's development, the Program Director shall be notified, and the following steps will be taken:

1. The teacher or teachers will be relieved of their duties by the Program Director for sufficient time to allow for the preparation of written observations. The first observation will be in the form of a running record, anecdotal record, time sample, event sample, or checklist observation. After the initial observation is completed, the Program Director and the teachers together will decide on the best approach to take for further detailed observations. These observations will be done on different days and at different times of the day. Observations will be documents.
2. Once observations are complete, a meeting of the Program Director and teachers will take place. At this meeting, the staff will decide what they feel would be the best approach to help the child.
3. Parents/guardians will be notified, and a meeting will be set up with the child's parents/guardian and the Program Director where observations will be presented and discussed. The Program Director will also advise the parents/guardian of the preschool's recommendations with regard to supports and resources for the child.
4. If the decision of the preschool team is that further formal testing should be completed, a written list of supports and resources will be given to the parents/guardians by the Program Director. Information on the steps necessary for testing will also be given to the parents/guardian. It is the parents/guardian responsibility to work together with the school to resolve any issues representing barriers to participation if the child is to continue in the preschool program.

5. As a general rule a maximum of one child with special needs will be enrolled in each group to ensure maximal success. However, a decision to allow more than one child with special needs may be considered by the teaching staff. The criteria will be based on the safety of the child, other children, and staff as well as the amount of support an individual child may require. If parents wish to withdraw their child from the preschool, the standard withdrawal procedures will apply.

6. In rare circumstances, when a behaviour exists that affects the health, safety or well being of the children, staff or volunteers and after interventions, supports and resources available to the preschool have been exhausted, the parents may be asked to withdraw their child from the program.

7. The President may be made aware of any steps that are taking place with regard to observations, however, the child's identity will not be revealed during these communications. Should board discussions be required, the child's identity will remain protected. If further dialogue is required between the president and the parents/guardian, or at the parent's/guardian's request, the identity will be disclosed. All parental requests for information, resources or guidance shall be addressed within a maximum of five (5) working days.

SCHOOL CLOSURE POLICY

School closures will be posted on our Facebook page, and available on the voice message for the school. Every attempt is made to email members as well.

A decision to close the preschool may occur under the following extreme conditions:

- in the case of severe inclement weather conditions
- when there is a loss of essential services to the building, e.g., hydro, water, heat and telephone for an extended period of time
- when the alternate site (emergency location) is closed therefore eliminating access. BCCNS's emergency location is Our Lady of Peace School (3877 Richmond Road, Nepean).
- BCCNS will follow the Ottawa Student Transportation Authority when making decisions regarding school closure do to poor weather. Please listen to your radio or look on the OSTA website: <http://www.ottawaschoolbus.ca/> The BCCNS Facebook Page will also be updated by 7am on days the school is closed due to weather. If the buses are cancelled by OSTA school will be closed.

SMOKING POLICY

Smoking is prohibited in the preschool, on the property surrounding the building and during the course of field trips.

Snack and Nutrition Policy:

Snack is an important part of the Nursery School Experience it provides children the opportunity to:

- develop a positive attitude toward a wide variety of foods
- to prepare and serve food
- develop and enhance socialization skills, self-regulation, and language skills.

Morning Programs: As a member of cooperative parents in our morning programs are responsible for snack on their Duty Days. Snack should include items from a minimum of two food groups. Parents are asked to bring enough snack for the entire class as well as for 3 staff as modelling is one of our teaching methods. Snacks served at school must be nut free, items from bulk food stores as well as items that include “may contain or may have come in contact with nuts or peanuts” are not permitted at nursery school. Grapes must be cut in half prior to being served at school. Popcorn is not appropriate for children in the Toddler program.

Children who have food sensitivities will bring their own snack and sit at their designated space with a labeled “Safe Snack” card. Children who have food intolerances or special diets may participate in the group snack . they will sit at a space labeled with a “Head’s UP” card detailing what foods they need to avoid. This table will be directly supervised by the teacher on the Cognitive rotation. Volunteers should ask for directions when serving snack.

Treats are lovely on special occasions please speak with the Program Director or one of the teachers if you would like to bring something special to school. A list of acceptable snacks is listed below

Please consult the Program Director if you wish to bring something different.

Water is the beverage of choice at nursery school. Other beverages should not be served in class. Hot beverages must be consumed out of reach of children.

If your snack requires utensils, please provide them.

Please ensure you record the snack you brought on the snack calendar outside the classroom.

Staff reserves the right to supplement or exchange or add snack items from our contingency supplies at any time to fulfill the requirements of the Snack and Nutrition Policy

Food Preparation Practices:

In order to ensure the health of our students and protect against food-borne illness please keep in mind the following when preparing your snack for duty day.

- Wash your hands in warm soapy water before preparing food
- Wash kitchen towels, sponges and cloths often
- Make sure that raw fruit and vegetables are always stored in the refrigerator above any raw meats
- Wash cutting boards and knives in hot, soapy water before cutting fruits and vegetables
- Use clean dishes and utensils to pack, deliver and serve food

We also require that you wash and prepare fruits and vegetables at school so as to ensure freshness and limit cross contamination. Cutting boards, and knives will be provided.

The refrigerator in the staff lounge is available for items requiring refrigeration.

Afternoon Programs:

Parents in our afternoon program are asked to provide a nutritious snack for their child each

day. Learning how to manage snack containers etc. is an integral part of our School Readiness Programming. Snacks eaten at school must be nut free, items from bulk food stores as well as items that include “may contain or may have come in contact with nuts or peanuts” are not permitted at nursery school. Snacks should provide choices from two food groups and follow the Canada’s Food Guide. Please include a water bottle for your child. Water is the beverage of choice at nursery School we ask that other beverages not be served at school. Should a child arrive at school without a snack or with a snack containing allergens a snack will be provided by the school.

Treats are lovely on special occasions please speak with the Program Director or one of the teachers if you would like to bring something special to school.

List of Approved Snacks:

Fresh Fruit: Should be cut into child size pieces. Grapes must be cut in half.

Raw Vegetables: thinly sliced, cherry tomatoes should be cut in half, be wary of strong tasting vegetables on preschool palettes.

Cheese: cut in cubes or slices is always a favourite. Cheese Strings are also acceptable.

Muffins and “Quick Breads”: fruit based are best

Yogurt: cups or frozen tubes work well. Please provide spoons

Dried Fruits: 100% real fruit only such as raisins, dried apricots or Craisins. DOUBLE CHECK INGREDIENTS MUST BE NUT FREE

Whole Grain Crackers

Dry cereal: Such as multi-grain cheerios, corn squares (watch the sugar content please)

Whole Grain Bagels, Breads and Sandwich Quarters

Dip: Made with yogurt or sour cream or hummus

If you have any questions or need some ideas please contact the Program Director and visit.

<https://www.canada.ca/en/health-canada/services/canada-food-guides.html>

or <https://www.osnpnh.on.ca/child-care-resources>

FOOD ALLERGIES POLICY

Parents/legal guardians are responsible for ensuring that the Program Director is aware of their child(ren)'s food allergies. The Program Director will contact parents/legal guardians who list food allergies in the appropriate section of the registration package in order to clarify the nature of the allergy. This will determine whether the allergy is serious enough to disallow others from bringing the allergen to school.

It is the policy of our school that any child with any serious food allergy brings their own snack to school on an ongoing basis. The snack must be wrapped and labelled with the child's name. These children will not be permitted to consume any food other than what has been sent from home. However, if on a particular occasion, a parent/legal guardian wants their child (with allergies) to consume other foods at school or on a field trip, a **Snack Authorization** form must be completed for each such occasion.

Additional precautions that will ensure our classroom environment remains nut free are:

- Wash your child's hands and face and brush his/her teeth just before he/she leaves for school. This is especially important if he/she has consumed nut products at home, particularly peanut butter.
- If your child has consumed peanut butter (or any other nut butter) check that there isn't any on his/her clothing.

SANITATION POLICY:

BCCNS strives to provide a safe and sanitary environment for its students and staff. Following the guidelines provided by the Ottawa Board of Health.

Washing Children wash their hands with liquid soap and dry with paper towel directly before snack before snack and after snack and after using the toilet. A liquid soap dispenser is used in the bathroom. A disinfectant is used to clean table surfaces. Staff washes their hands before and after diapering, using the washroom facilities and before and after snack time. Snack tables are cleaned with disinfectant/ viricide as recommended by the Board of Health.

Equipment and Furnishings The floors are swept daily and vacuumed/washed several times a week or as they become soiled; Bathrooms are disinfected daily.

Water Tables are filled with fresh water daily when in use and emptied and disinfected each day. Children are discouraged from drinking water in the water-tables.

Toys and equipment are washed by teachers on an ongoing basis and disinfected by parents weekly. A thorough playroom and toy wash is undertaken by parents several times during the year.

Diapering Staff washes their hands before and after diapering. Staff wear disposable gloves while changing a diaper. The soiled diaper is disposed of. The child's diaper area is cleaned with disposable wipes. The change table is cleaned with disinfectant before and after child is diapered. Children wash their hands after using toilet, and after the diapering routine. The Diapering routine.

SUBSIDIES INFORMATION

1. Children's Integration Support Services (CISS)
CISS has limited funds available for families of children with special needs who require financial assistance. Contact CISS at 613-736-1913 for more information.

2. Social Services Department of Ottawa Carleton
If you are unable to afford tuition costs, you may apply for financial subsidy through the Social Services Department of Ottawa Carleton as follows:
 - a) first you need to confirm availability in one of our programs,
 - b) call Social Services intake at 613-560-6000 to make an appointment,
 - c) apply for the subsidy following the required steps,
 - d) once the school has written confirmation of a subsidy from Social Services, your child/children is/are confirmed as registered in the school.

If you require more information on applying for subsidy help or to find out if you are eligible for help, please contact the Social Services Department at 613-560-6000.

TAKE HOME AUTHORIZATION PROCEDURES

Picking up and taking home children is an extremely important aspect of a child's preschool day. Children will only be released to specifically authorized individuals. These individuals include all persons who have been listed on the child(ren)'s Emergency Cards and/or any person(s) who is given permission by means of completing a Take Home Authorization Form.

Take Home Authorization Forms are completed when the parent wishes to give permission for another individual to pick up their child(ren). This permission can be applicable on a special day or on a long-term basis (e.g., caregiver).

If a person is not listed on the Emergency Card or he/she does not have written permission, via a Take Home Authorization Form, he/she will not be permitted to leave the building with your child(ren). This written permission must be in place regardless of whether this person is a grandparent, daily caregiver, best friend or another relative.

Persons who are arriving at the school for the first time to pick up a child must be prepared to present a piece of identification (photo identification is preferred). This aids in ensuring the release of the child(ren) to an authorized individual.

TRANSFERS POLICY

If a member wishes to transfer their child(ren) from one class to another at any time during the school year, then a transfer administration fee of \$30.00 *may* be charged.

VACATION POLICY

Members are welcome to remove their child(ren) from programs to accommodate vacations or other plans. The child(ren)'s place(s) will be reserved for them. Unfortunately, no reimbursements or 'holds' are available.

WAITING LIST POLICY

BCCNS maintains waiting lists for every program once it has reached capacity. There is no charge to parents to place their child on a waiting list. Upon request the Program Director will provide each parent with their child's number on a waiting list within a specific program. Waitlist information will be provided to parents in a way that allows them to know their child's place on the list but still respects the privacy of other children. Waitlists are first registered first served; however, the Program Director along with the Executive Board of the school reserves the right to consider eligibility in any program based on the needs of a specific child in terms of the program dynamics. BCCNS prides itself on providing an inclusive early years experience for all children and will strive to meet each family's specific needs.

WITHDRAWAL POLICY

If a member wishes to withdraw their child(ren) from the preschool without forfeiting any tuition fees, **one full calendar month's written notice** must be given to the School Registrar or the Program Director. The written notice must be submitted by the *first* day of the month to be considered effective for the first day of the following month. Verbal notice is not considered official notice. If notice is not given in adequate time, one month's tuition fee is forfeited.

No refunds are given for withdrawals occurring after April 1st of any school year.

The preschool reserves the right to have a child withdrawn from the school if payment of the monthly tuition fees are not up to date, and/or parents do not participate as outlined in the section entitled Parental Involvement, and/or after consultation with the parents it is determined that the program is not suitable for the child.

WORKPLACE VIOLENCE POLICY

Bells Corners Cooperative Nursery School is committed to the prevention of workplace violence and is ultimately responsible for members, staff and volunteer health and safety. We

will take whatever steps are reasonable to protect our members, staff and volunteers from workplace violence.

Violent behaviour in the workplace is unacceptable from anyone. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect Members, staff and volunteers from workplace violence, a means of summoning immediate assistance and a process for members, staff and volunteers to report incidents, or raise concerns. Bells Corners Cooperative Nursery School as the organization, will ensure this policy and the supporting program are implemented and maintained and that all members, staff and volunteers have the appropriate information and instruction to protect them from violence in the workplace.

Every member, staff and volunteers must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats to the program director or board of directors. *There will be no negative consequences for reports made in good faith.*

The School Council pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

PARENT ISSUES AND CONCERNS REMEDIATION POLICY AND PROCEDURE:

General Policy

Parents/guardians are encouraged to take an active role in our school and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, and educators and foster the engagement of and ongoing communication with parents/guardians about the program and their 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 all staff and the Executive Board of Bells Corners Cooperative Nursery School and will be addressed. Every effort will be made to address and resolve issues and concerns 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 parents/guardians as soon as possible and at most within 1-2 business day(s). 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 parties involved.

Confidentiality

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

Conduct

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

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

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 [Ottawa Children's Aid Society](#) (CAS) directly.

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> ● the classroom staff directly <p>or</p> <ul style="list-style-type: none"> ● The Program Director. 	<ul style="list-style-type: none"> ● Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> ● arrange for a meeting with the parent/guardian within 1-2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p>
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> ● The Program Director 	<ul style="list-style-type: none"> ● 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

<p>Staff, Program Director, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> ● the individual directly <p>or</p> <ul style="list-style-type: none"> ● The Program Director or Executive Board President. <p>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 program director as soon as parents/guardians become aware of the situation.</p>	<p>parent/guardian regarding next steps or referral.</p> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student-Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> ● the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> ● The Program Director ● All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the program director as soon as 	

	<p>parents/guardians become aware of the situation.</p>	
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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 or concern verbally or in writing to the Program Director or the Executive Board President, Bells Corners Cooperative Nursery School is located at 3955, Richmond Rd. Ottawa, Ontario K2H 5C5.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing 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, College of Social Workers etc.) where app

SUPERVISION OF VOLUNTEERS AND STUDENTS

Bells Corners Co-operative Nursery School (BCCNS) is committed to providing a high quality, safe and secure environment for all children enrolled in our programs. The safety and well being of children who are being supervised on our premises is one of BCCNS highest priorities.

Pursuant to Ontario Regulation 137/15 s. 2.10

- Only employees of BCCNS will have direct unsupervised access to children
- Volunteers, Program Assistants and Students may not be counted in the staffing ratio.
- Volunteers and Students do not have unsupervised access to children.
- No child is supervised by a person under 18 years of age.
- BCCNS is responsible for the implementation, review and evaluation of this policy
- BCCNS is responsible for orientation procedures to help participating parents, students and volunteers understand the operation of the program and the expectations for their placement/volunteer experience. All Staff of BCCNS are responsible for assisting Students and Volunteers to ensure that the policies and procedures of the school are being maintained at all times
- The orientation will include the required policy and procedure reviews set out in

the O. Reg. 137/15 S. 1.2 of the CCEYA

Procedure:

- All staff are required to review the organization's policies, procedures and practices regarding the supervision of volunteers and students at BCCNS annually.
- All staff will review their roles and responsibilities when directly supervising and working with volunteers, , participating parents and students in their classrooms annually
- The Program Director of BCCNS is responsible for ensuring that volunteers, participating parents and students are provided an orientation to the organization, appropriately trained, and supervised
- Volunteers, participating parents and students have a responsibility to contribute to their orientation by seeking information, asking questions and assistance as required

- All volunteers, participating parents, and placement students must agree to follow all policies and procedures of BCCNS.
- All volunteers, participating parents, and placement students must agree to follow the directions and guidelines provided by staff and management of BCCNS.
- In the case of a disagreement over the direction provided by a staff member the volunteer participating parent or placement student may address this issue in writing with the Program Director
- To fulfill ratio requirements, a minimum of two Registered Early Childhood Educators (Director/Teachers) are present in the school during each session.
- All areas of supervision will be staffed by a staff member (Director/Teacher)
- The parent handbook, including the policy for the supervision of volunteers and students will be reviewed at the Parent Orientation meeting held prior to the commencement of classes in September and distributed to volunteers, new parents and students throughout the year.
- Staff, participating parents, volunteers and students will be required to sign and date the review of the policy on an annual basis.

STAFF TRAINING AND DEVELOPMENT POLICY

Policy

BCCNS promotes ongoing learning and development of employees to fulfill the need for skilled and qualified employees.

Objective

The objective of this policy is to ensure continuous learning and performance improvement of all employees.

Procedures

Learning plans will be derived directly from the performance review. The employee and supervisor will identify them jointly. Learning and development may include:

- On-the-job supervision, coaching and practice.
- Work assignment and exercises designed to give the employee practice, knowledge or skill in a particular area.
- Formal courses, seminars or workshops.
- Professional development and education leave.

Learning must be cost-effective. Any learning, training or development program must be carefully assessed by the Program Director in terms of its meeting the identified needs of the school and individual and within the allocated budget. It is the responsibility of the Program Director and employee to identify the most appropriate means of learning, training and career development. The employee shall be entitled to financial reimbursement for professional development, as deemed beneficial by the employer and under the following conditions:

- The employee is contracted to teach a minimum of five (5) sessions per week.
- The school has employed the employee for at least one (1) year.
- The employee has submitted proof of successful completion of the professional development to the Program Director or Treasurer (if applicable).

In the case of fees valued at over \$40.00, BCCNS will reimburse the employee for 100% of a tuition fee or cost paid by the teacher for the successful completion of each accredited community college Early Childhood Education course and other related professional development courses or workshops.

In the case of fees valued at less than \$40.00, BCCNS will pay for workshop fees in advance of a course, on behalf of the employee(s). This reimbursement is subject to a maximum of the dollar value stated in the term of each contract.

Required Training/Certification

All employees are required to be certified once every three years in Standard Level First Aid and CPR C. The Program Director shall coordinate the hosting of the required training course, at no cost to the employees. The employee is encouraged to attend the in-house training, or to make alternative arrangements to fulfil the certification requirements. BCCNS will reimburse the teacher for the tuition costs, to a maximum of the teacher's portion allotted for in the in-house training course. The teacher is responsible for any additional costs incurred. New Staff must provide proof of certification before beginning employment.

Accountability/Responsibility

The Program Director is responsible for:

- Approving requests for training, career development and financial reimbursement.
- Discussing the employee's developmental needs and identifying appropriate methods of gaining training and development.

- Collecting and recommending professional development opportunities for all employees.
- Working with each employee to plan their development and training activities in line with the requirements of the position.
- Coordinating the hosting of required training, such as CPR and First Aid.

The Employee is responsible for:

- Working with the Program Director to identify and formulate development plans based on the objectives and performance appraisal. As well as meeting the requirements under the Continuous Professional Learning required by the College of Early Childhood Educators.
- Seeking ways of continually learning and developing.
- Coaching, mentoring and participating appropriately in day-to-day knowledge sharing activities that foster team learning and development.