



Fort Erie International Academy

Parent/Guardian Handbook

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**Fort Erie International Academy
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Welcome



Welcome to (FEIA) Fort Erie International Academy, we are pleased to welcome your family to our Child Care program. This handbook will provide you with program information and policies regarding Fort Erie International Academy (FEIA) services. Please read the Parent Handbook carefully, to ensure our program is the right fit for you and your child. The Parent Handbook covers our childcare philosophies, business policies and procedures, and expectations of the families. Please feel free to discuss any questions or concerns you have with the Program Supervisor or any qualified childcare staff member. If there are any changes made to this document, you will be supplied with an updated version. If you would like, or need, an additional copy, we would be happy to provide it to you. Additionally, any parent wishing to view our Policies and Procedures Manual can gladly do so upon request. Thank you for becoming part of our FEIA family!

About Fort Erie International Academy

Fort Erie International Academy opened its doors to international students from around the world in September 2019. Located in the heart of Fort Erie, FEIA celebrates diversity, culture, family and community. With the growth of FEIA and to help the families and community with the need for childcare, FEIA has opted to open its first ever childcare in the Niagara Region. Our goal is to build a world class Mo with the combination of combining Montessori education with How Does Learning Happen? Ontario's Pedagogy for the Early Years.

Fort Erie International Academy emphasises on community, family, inclusivity and belonging. Our FEIA team takes great care in creating a learning environment that reinforces a child's independence and natural drive toward self-development. At Fort Erie International Academy, children are treated as unique individuals and progress at their own pace and level of understanding with the positive guidance and engagement of the educators in the classrooms.

Program Statement

Staff at Fort Erie International Academy believe children are competent, capable, curious and rich in potential. It is our belief that each child is of supreme importance in our world. It is our goal to ensure that all children are provided with an enriched, safe, and healthy program. Our caring and professional staff work hard to create opportunities for children to learn through play, with self expression and guided educational programming. We strive to

create the best possible learning environments for all children. FEIA views families as experts who know their children best and have valuable information to share. We encourage families to be involved in their children's care and education, and to help our teachers make their children feel secure and happy. As educators, we work to empower a lifelong love of learning.

"The goal of early childhood education should be to activate the child's own natural desire to learn." Dr. Maria Montessori

Fort Erie International Academy is committed to creating a safe, nurturing environment for children in which they can learn and grow physically, emotionally, creatively, intellectually, and socially at their own pace. We want to help children develop confidence, and self-esteem by treating them as unique individuals, and allowing them to express themselves in a variety of facets. We have built our program to incorporate Montessori methods with *How Does Learning Happen? Ontario's Pedagogy for the Early Years*. Fort Erie International Academy is currently not an accredited Montessori school, we simply blend Montessori elements into our early learning approaches.

Services Offered

Fort Erie International Academy is licensed and inspected by the Ministry of Education, under the Child Care and Early Years Act, 2014. Provincial Government standards and FEIA practises ensure that quality childcare is provided within a safe, healthy, and stimulating environment. Fort Erie International Academy is licensed to provide childcare for children 18 months to 6 years of age. We adhere to all legislated staff to child ratios.

Hours of Operation

Our hours of operation are Monday to Friday from 7:30 a.m. to 5:30 p.m.

The centre office hours are Monday to Friday from 8:00 a.m. to 4:30 p.m.

We will be closed on the following holidays:

Fees are required for all Statutory Holidays

- Thursday August 29th and Friday August 30th, 2024 – Professional Development (No Fees Due)
- Monday September 2nd, 2024 – Labour Day (Fees Due)
- Monday October 14th, 2024 – Thanksgiving Monday (Fees Due)
- Wednesday December 11th, 2024 – Professional Development (No Fees Due)

- Monday December 23rd - 27th 2024 – Closed for Christmas Holiday (No Fees due this week)
- Tuesday December 31st, 2024 – Closed (No Fees Due)
- Wednesday January 1st, 2025 – New Years Day (Fees Due)
- Monday February 17th, 2025 – Family Day (Fees Due)
- Friday April 18th, 2025 – Good Friday (Fees Due)
- Monday April 21st, 2025 – Easter Monday (Fees Due)
- Monday May 19th, 2025 – Victoria Day (Fees Due)
- Tuesday July 1st, 2025 – Canada Day (Fees Due)
- Monday August 4th, 2025 – Civic Holiday (Fees Due)
- Thursday August 28th and Friday August 29th, 2025 – Professional Development (No Fees Due)
- Monday September 1st, 2025 – Labour Day (Fees Due)

If any other closures are expected notice will go out to parents at least 2 weeks in advance, unless in emergency situations.

A child may not attend childcare, without supervisor approval. Occasional or varied care is not available.

Our Goals

By blending Montessori and *How Does Learning Happen?* approaches, Fort Erie International Academy has implemented the following goals for 2023/2024, from the *How Does Learning Happen?* handbook:

1. Belonging:

- a. “: Every child has a sense of belonging when he or she is connected to others and contributes to their world.” – It is our goal to ensure that children feel a sense of belonging within our centre. They feel included, and safe in the relationships with the adults and children in their classrooms. They participate in ways that feel comfortable to them, and that they learn to express a sense of purpose as they learn to participate and make contributions to the program and community. It is the goal of our educators to be Intune with the emotional and physical well-being of each individual child and respond in a warm and sensitive manner. A warm and caring manner is conveyed through body language as well as words – how we touch, carry, and move children through daily routines sends a strong message. Creating opportunities throughout daily experiences that enable children to explore, wonder about, care for, and make connections to the natural environment. Inviting community members to contribute to and participate in the program and providing opportunities for children to participate and make meaningful contributions to the community on an ongoing basis.

2. Well Being:

- a. Our goal is to ensure that each child is developing a sense of self, health, and well-being. To ensure that children are physically active on a daily basis and become confident in their growing abilities. That they are able to monitor their stress levels, learn and engage in strategies for self regulation. They are increasingly able to take initiative, tackle challenges with enthusiasm and persistence, and cope with and adapt to changes, frustrations, and the unexpected in everyday living, and they are able to develop a strong sense of self and the ability to value their own unique identity. We will work towards this goal by providing healthy meals and snacks while in our care. Incorporating opportunities and time to practise self-help and self-care skills based on each child's capabilities throughout daily routines and activities, provide regular daily activities for children to be physically active. Incorporating opportunities and time to practise self-help and self-care skills based on each child's capabilities throughout daily routines and activities. Reaching out to all families, including those who may be experiencing stressful and challenging circumstances, and helping them to make connections to formal supports, and participating in professional learning and connecting with the community to ensure the program fosters social and emotional well-being and resilience for children and families.

3. Engagement:

- a. *Every child is an active and engaged learner who explores the world with body, mind, and senses.* Our goal is to ensure children are engaged learner they express joy and wonder in their encounters with the environment, the natural world, and other people. They focus attention, manipulate, investigate, observe, question, test theories, solve problems, create, and represent ideas and their understanding of the world around them through play in divergent and increasingly complex way. They engage with others to negotiate, collaborate, create, and communicate feelings, ideas, experiences, and knowledge. Through their play, explore materials that support an increasing awareness and understanding of concepts associated with literacy and numeracy. Our educators will work towards this goal by designing indoor and outdoor environments and experiences that spark curiosity, invite investigation, and provide challenges that are responsive to individual capabilities to help children extend the boundaries of their learning. Connecting with families and communities and inviting their participation to ensure that environments and experiences reflect and are relevant to children's everyday lives. Providing a wide variety of interesting objects and open-ended materials for children to explore with their senses, manipulate, and investigate. Planning daily routines (the flow of the day) with limited interruptions and

transitions to maintain a sense of calm and simplicity for toddlers and preschoolers and providing ample opportunities through large blocks of time for older children to engage in sustained, complex play and inquiry. Working with families and community partners to ensure that environments and experiences provide equal learning experiences for all children by making flexible program adaptations and providing special equipment and/or adaptive devices.

Our Staff

Every staff member, including our volunteers and placement students have provided the centre with a Vulnerable Sector Criminal Reference Check. Additionally, our lead program staff are all Registered Early Childhood Educators (RECE), through the Ontario College of Early Childhood Educators or approved to take the place of a Registered Early Childhood Educator by the Ministry of Education. They are true professionals who are ready to connect with your children and provide them with the best possible learning environment. We view all children as being competent, capable, curious and rich in potential. We are here to create a classroom that children can flourish and reach to their full potential, while keeping in mind the best interest of each child at all times. We strive to use documentation to assess the impact our program has upon children and their families. We will be reflective in our practices and are life-long learners. To learn more about the staff at our centre, please visit our website at www.feiachildcare.ca



Students and Volunteers



Students and Volunteers play a vital role at Fort Erie International Academy. They support our programming, services and administration. We encourage and welcome students and volunteers at our centre. All students and volunteers are screened and interviewed prior to placement. All students and volunteers are required to provide us with a Vulnerable Sector Criminal Reference Check. They will be oriented in their positions, supported in their work, recognized for their contributions and time, and will be adequately supervised and evaluated. It is important to note that every volunteer and student will be supervised by an employee *at all times*, and they are not permitted to be alone with any child receiving

care as required under section 11.1 of Ontario regulation 137/15. Students and Volunteers are required to familiarize themselves with our programs policies and procedures prior to commencement of their position and are regularly observed for compliance of such policies and

procedures. If any family member would like to become a volunteer outside of their child's regular programming, please let our staff know. We thank you for your contribution in advance!

Volunteers and Placement Students Policy

Volunteers and students play a vital role at Fort Erie International Academy, supporting programming, services and administration. FEIA encourages and welcomes student placements, and family members, and members of the community in volunteering. However, volunteers and students do not replace employees, and will not be used to eliminate or displace paid positions. Volunteers and students will be oriented to their position, supported in their work, adequately supervised and evaluated, and recognized for their contributions and time. Fort Erie International Academy does not permit direct unsupervised access for any persons not employed by the childcare, i.e. volunteers and students as required under section 11.1 of Ontario regulation 137/15. Access to any personal files of children or the organization is not permitted. Additionally, volunteers and students will not be counted in the staff-child ratios.

Volunteers

Volunteers are important to the centre. They may include students who need to complete community volunteer hours, students seeking to gain practical experience in a childcare setting, or others interested in volunteering in childcare and within the community. Fort Erie International Academy works with colleges, universities, Boards of Education, and other community agencies in the placement of volunteers.

All volunteers must be at least 14 years of age to be considered for a volunteer position.

It is important to stress that every volunteer and student will be supervised by an employee *at all times* and is *not permitted* to be alone with any child who receives care at Fort Erie International Academy.

The Program Supervisor or Designate will be responsible for the implementation, review and evaluation of this policy. A criminal reference check is required for all volunteers and students having direct contact with children. All volunteers and students will sign a confidentiality form and review the following documents and policies prior to their involvement at the childcare:

1. Playground Safety Policy
2. Anaphylactic Policy
3. Sanitary and Cleanliness Policy

4. Sleep Supervision Policy
5. Serious Occurrence Policy
6. Drug and Medication Policy
7. Volunteer and Placement Student Policy
8. Program Statement and Program Statement Implementation Policy
9. Criminal Reference Check Policy
10. Fire Safety Procedures
11. Process for Monitoring Compliance and Contravention Policy
12. Waiting List Policy
13. Individual Support Plans
14. Emergency Procedure Policies
15. Parent Issues and Concerns Policy

The Program Supervisor or Designate will guide the volunteers/students through an orientation session to ensure there is a clear understanding about the operation of the childcare, and what the expectations are for the placement of the volunteer or student. All employees who are responsible for their respective placement students or volunteers are expected to adhere to this policy and the ongoing supervision of the student or volunteer.

Provisions for Volunteers:

- All persons requesting to become a volunteer must be screened and given a placement by the Program Supervisor or Designate.
- Every effort will be made to place the volunteer in a setting that best utilizes their interest and experience.
- The length of commitment will be mutually agreed upon by the volunteer and the Program Supervisor or Designate.
- The Program Supervisor or Designate, may, at any time, ask the volunteer to leave provided there is written documentation on file indicating the reason for the request.

After one month, a meeting will be scheduled for reviewing suitability of the placement and to discuss any pressing concerns the volunteer may have. A performance review will be conducted at the 3 months period, and semi-annually (twice per calendar year) after that.

Provisions for Students:

- The designated employee (RECE) will establish a regular meeting schedule with each student they are supervising.

- Meetings will comply with the Educational Institutes, as required.
- The supervising RECE will also complete all pertinent evaluation required by the Educational Institute.
- Students are to adhere to all provisions set forth by their Educational Institutes and those of Fort Erie International Academy.

All Volunteers and Students are expected to:

- 1) Familiarize themselves with all Policy and Procedures of the centre.
- 2) Respect all aspects of confidentiality related to the centre, staff, children, and their families
- 3) Report any suspicions of child abuse to the local Children's Aid Society
- 4) Make an initial commitment to the centre for a length of time agreed upon between the volunteer and the Program Supervisor/Designate, and for students, the length of time will be agreed upon by the Educational Institute and the Program Supervisor/Designate.
- 5) Fulfill the roles and responsibilities assigned to them.
- 6) Dress comfortably and respectfully and follow the centre's dress code.
- 7) Sign-in using the Visitors Log in the office.

Limitations

- Volunteers and Students must **never** be left alone with a child or group of children
- Volunteers are not responsible for the planning or evaluation of staff's program plans; however, their ideas are welcomed. Students will collaborate with their designated RECE with respect to program assignments from their Educational Institute.

Inclusion and Individual Support Plans

Fort Erie International Academy welcomes all children and is committed to providing developmentally appropriate early learning and development experiences that support the full access and participation of every child. We believe that families have the right to attend the childcare centre of their choice and parents are essential to a successful integration process into childcare. We will make every attempt reasonably possible to be responsive to the needs of all children and families. Like all children, children with special needs are welcomed. Fort Erie International Academy believes that including children of varying needs and abilities enhances the entire childcare experience for all children, parents, and staff. Children learn the uniqueness and individuality of people and learn to understand and accept others.

Staff are dedicated to collaborating and building partnerships with families and outside service providers to find ways to meet the developmental needs of all children, provide accommodations

and remove barriers that prevent children from actively participating in programming. Individualized Support Plans will be created for every child whose needs are of such a nature that additional supports are required. Individualized Support Plans will be created alongside parents and any external agencies or supports that are deemed necessary to provide full inclusion into our program.

Accessible Education for Children with Disabilities and the Duty to Accommodate Policy

Fort Erie International Academy is committed to creating a program that is inclusive and barrier-free to ensure the full participation of all children. FEIA Childcare aims to foster an environment that encourages and supports accommodation requests by working with parents on strategies to accommodate the needs of their child.

In working towards this goal, the organization will strive to provide support for and facilitate parent/guardian requests for accommodation consistent with the protected grounds outlined by the Ontario Human Rights Code and the Child Care and Early Years Act and AODA.

Fort Erie International Academy is committed to striving to the extent possible to accommodate children who have behavioral issues related to a disability when administering this policy. The organization will, where it is possible and reasonable to do so and does not cause undue hardship, alter existing practices, adopt new policies or practices, adjust the program or centre once the parent/guardian has provided the appropriate documentation supporting the request for accommodation.

PURPOSE

The purpose of this policy is to provide the organization with:

- A clear statement of the obligations and responsibilities that are inherent in the organization accommodation process
- Set out guidelines and standards for the implementation of this policy
- Recognizing the need for accommodation can be either requested by a parent/guardian or recognized by a staff member working with the child

OBJECTIVES

Within the guidelines and requirements of the Ontario Human Rights Code and the Child Care and Early Years Act the organization is committed to:

- Ensuring that each request will be considered individually, on a case-by-case basis, to determine accommodation requirements
- Working to eliminate barriers that prevent children from accessing or participating in the program
- Achieving a culture and program environment that is supportive of children including reviewing policies and practices to ensure that they are not discriminatory
- Ensuring compliance with all applicable legislation and the organization's policies
- Establishing an efficient and timely accommodation process that is consistent
- The organization will develop (jointly with the parents/guardian and the treating physician if appropriate) an accommodation plan that respects the dignity of the individual child, promotes integration and full participation and respects confidentiality
- Clarifying roles, responsibilities, and accountabilities for the accommodation process ●
Ensuring all parents/guardians are advised of their right to be accommodated.

CHILD CARE RESPONSIBILITIES

- Respect the dignity of the parent/guardian by accepting a parent's/guardian's request for accommodation in good faith
- Advise parents/guardians of available accommodations, support services, and resources
- Ensure that the accommodation provided meets the specific circumstances, while at the same time working to ensure general accessibility for all children in terms of spatial and physical requirements
- Ensure the necessary steps are taken to determine what modifications might be required for a child to participate fully in the program
- Be inclusive by ensuring that the parent/guardian is involved in the process
- Consult with appropriate specialists, obtain expert advice where needed to determine individual accommodation requirements
- Ensure that all accommodation requests are considered on an individual basis

- Limit requests for information to those reasonably related to the nature of the need or limitation, and only for the purpose of facilitating access to the program.
- Deal with accommodation requests in a timely manner.
- Ensure that the childcare environment is welcoming and that all children treat one another with respect.
- Take immediate remedial action in situations where bullying and harassment is or may be taking place; and,
- Educate all staff and placement students about disability-related issues.
- Take an active role in ensuring that alternative approaches and possible accommodation solutions are investigated, review various forms of possible accommodation and alternative solutions up to the point of undue hardship.
- Work to identify an appropriate accommodation which meets the needs of the child in an equitable and financially responsible manner.

PARENTS/GUARDIANS RESPONSIBILITIES

- Inform the organization of the need for an accommodation related to disability in writing to the Supervisor
- Provide sufficient information regarding limitations and restrictions that impact the child's ability to be able to participate in the program
- Cooperate and be involved in the development and implementation of a reasonable accommodation plan based on the child's current abilities
- Communicate any known accommodation needs to the Supervisor. To facilitate the accommodation process, parents/guardians will not unreasonably withhold such information
- Provide the organization with all medical and/or other relevant information that pertains to the accommodation request

- Provide the organization with any changes to the child's medication or circumstances that may require a change in the accommodation plan
- Participate in the accommodation process. The organization reserves the right to determine the nature of the accommodation
- Communicate any issues or problems with the accommodation plan in writing to the Supervisor as required.

BEST PRACTICES

- Review all your admissions material to ensure that it provides information on your accommodation process and invites prospective families and new participants to request an accommodation if required.
- Create an accommodation process that is transparent, can be followed consistently and is easily documented including goals and review dates.
- Maintain regular documentation on the child's progress and response to the accommodations that have been put in place. Be prepared to modify your program goals /interventions for the child to better meet his/her needs.
- Set regular review meetings with the parents to ensure the accommodation plan is meeting the child's needs. Document all meetings in writing. Have the parents sign off on the plan and provide them with a copy of the plan for their own records. ● If the accommodation plan is not working and you may need to discharge the child from your program contact your lawyer before proceeding.
- Be proactive about managing the message when other parents start to complain or gossip by scripting a response that addresses concerns without disclosing confidential information.

Child Code of Conduct Policy & Behaviour Management

We understand that children will, from time to time, display inappropriate behaviour in the classroom. When dealing with such behaviour, the developmental capabilities of each child

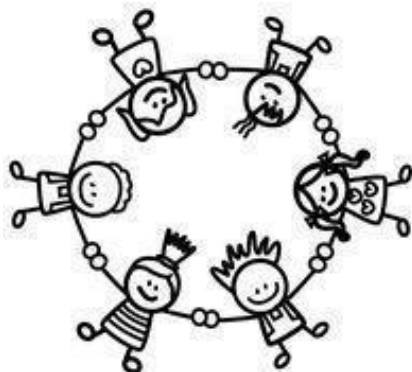
as well as any relevant stressors will be considered when determining both expectations for behaviour and the consequences of inappropriate behaviour.

Fort Erie International Academy is committed to ensuring the health and safety of all individuals involved with the centre, including children, parents, guardians, volunteers, educators, placement students, administration staff and any other family members. These safety standards apply whether they are on centre property or any special events that may be organized elsewhere. If a child's behaviour puts any other child's or person's health or safety at risk, the parent/guardian will be contacted immediately. You will be required to pick up the child or arrange an alternate pick up for them.

Fort Erie International Academy is committed to striving, to the extent possible, to accommodate children who have behavioural issues related to a disability when administering this policy. Parents are reminded of their responsibility to inform FEIA Childcare of accommodations related to a disability in writing to the Supervisor. Please review our Child Care Accommodation Policy in your Parent Handbook.

Positive Guidance Policy

At Fort Erie International Academy, problem solving approaches and guidance is centered around respect and responsibility. We look to guide children in becoming a respectful and responsible



member of our centre. Our approach holds emphasis on self regulation which is a vital component of each child's development. It is different from self-control or compliance in that, it does not involve resisting an impulse or suppressing behaviour to avoid a punishment or to receive an award. Children who learn to self-regulate begin to manage their own behaviours and learn to take responsibility for their actions. We strongly believe in providing an environment that reduces stress, encourages children to make their own choices and enables them to interact in a positive way. When we feel a

child needs further direction; we use problem solving alternatives to guide the child's behaviour in a positive way. In the event a child is displaying negative behaviours, we have adopted a problem-solving approach which includes:

1. Using a firm but gentle verbal approach
2. Setting realistic and developmentally appropriate expectations. Being clear and consistent. Following through and always providing a reason why you have set these expectations

3. Creating a culture of accountability that is developmentally appropriate for each child. For example, asking if they are okay and/or apologizing.
4. Making them aware of logical and natural consequences which can result from their actions
5. Using positive verbal reminders regarding inappropriate behaviour. For example, “It is important to walk inside. I don’t want you to get hurt”
6. Providing both verbal and non-verbal positive reinforcement of appropriate behaviour. For example, smiling and clapping, celebrating them.
7. Ignoring inappropriate behaviour (unless the child is being harmful to themselves or others)
8. Channeling the child’s energy to a closely supervised area. For example, a reading corner.
9. Redirecting the child to a quiet, non-isolated, space where they can reflect on their actions. A brief discussion/explanation should follow; to help the child understand why they needed this time to reflect. Use discretion when using this alternative and only after other alternatives have been tried

Prohibited Practices

Fort Erie International Academy is committed to ensuring staff and children are in a safe environment. Children are supervised closely and provided with a safe atmosphere, free from all known harms. The Ministry of Education has outlined a list of Prohibited Practices for all licensed childcare operators in Ontario within the *Child Care and Early Years Act 2014*. **Fort Erie International Academy does not permit any of the following by an employee, student or volunteer:**

- a) Corporal punishment of the child
- b) Physical restraint of the child, such as confining the child to a highchair, car seat, stroller or other device, for the 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. It is used only as a last resort and only until the risk of injury is no longer imminent.
- c) Locking the exits of the childcare centre for the purpose of confining the child or confining the child in an area or room without adult supervision is prohibited. 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.

The safety of the children who attend our program is very important to us. Under the **Child Care and Early Years Act, 2014**, our staff is obligated to report any suspected child abuse to Family and Children's services of Niagara. Additionally, children will NOT be released to any individuals that we have reason to believe is under the influence of drugs or alcohol. An emergency contact will be called to pick up the child. Any incident that may cause physical, mental or emotional abuse to children in our care will be reported to the Ministry of Child and Youth Services and Family and Children Services of Niagara. As staff members, it is our duty to report. Staff members who do not abide by this policy is subject to termination.

No Smoking No Vaping Policy

In accordance with the *Smoke-Free Ontario Act, 2017*, *Fort Erie International Academy* prohibits the smoking of tobacco, the use of electronic cigarettes (e-cigarettes) to vape any substance, and the smoking of cannabis (medical or recreational) in or around the entire premises. It is a designated smoke-free, vape-free facility at all times, even if children are not present! *Smoking* refers to smoking or holding lit tobacco or cannabis (medical or recreational). *Vaping* refers to inhaling vapour from an electronic cigarette or holding an activated electronic cigarette, whether or not the vapour contains nicotine. No smoking, No Vaping signs are posted around the premises. Notice will be given to all employees, volunteers, students, and parents prior to commencement at the Centre. Staff and student volunteers have been directed to confirm that individuals are not permitted to smoke or vape on or around the premises. The Program Supervisor or Designate will ask anyone not complying with this policy to leave the premises. Our policy clearly states: **"The smoking of tobacco, the use of electronic cigarettes (e-cigarettes) to vape any substance, and the smoking of cannabis (medical or recreational) is strictly prohibited in all areas of Fort Erie International Academy, including the outdoor play areas and pathways, whether children are present or not.**

Parents/Guardians are Partners

As a parent/guardian, you know your child best. Your input is very valuable in assisting with your child's early learning. We encourage all parents and caregivers to take an active role in their child's education and development by visiting, observing, reading, documenting, and asking questions. Our doors are always open to parents/guardians who would like to be involved in their child's care and education. We welcome any questions, comments and/or suggestions from parents/guardians about the centre's programming or care of children.



If any parents/guardians wish to volunteer at the center or would like to accompany us on outings or trips, please contact any staff member so we can make the necessary arrangements. Fort Erie International Academy is committed to maintaining an open, respectful and honest relationships with our families. If any parent/guardian should have concerns, or suggestions, please do not hesitate to contact us. Our staff and administration will listen and work with you to find a resolution, recognizing that there may be times when concerns are complex.

(FEIA) Fort Erie International Academy 474
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Fort Erie, Ontario, Canada
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289 – 476 - 0124

If you need to contact the childcare centre for any reason, please feel free to call us. If we are unavailable, we will return your phone call at the earliest time possible. (Note: there may be times that are busier and require all staff to be present to ensure the highest quality of care to both the pre-school and toddler groups). If you call outside of childcare hours, please leave a detailed message. Someone will return your call at our next earliest convenience.

Parent Issues and Concerns

Fort Erie International Academy is dedicated to ensuring the delivery of high-quality childcare to all families. Children are entitled to be in a safe, healthy, and caring environment. The Childcare Supervisor will always be open to discuss any issues and concerns! All staff is committed to work in partnership with families to resolve any issues or concerns that they may have about their child's care. All issues and concerns raised by parents/guardians, will be taken seriously and addressed. Every effort will be made to resolve all issues and concerns, and have all parties

involved, come to a satisfactory agreement. It will be done as quickly as reasonably possible. Our Parent Issues and Concerns Procedures Policy is listed below. It was created to provide a transparent process for all members of the childcare centre. The policy outlines the steps to take when an issue or concern arises, and it ensures the highest degree of confidentiality possible.

Parent Issues and Concerns Procedures

All issues and concerns raised by parents/guardians are taken seriously by Fort Erie International Academy. This policy has been created to provide a transparent process for parents and guardians, the childcare centre and staff/students/volunteers to use when parents/guardians bring forward any issues or concerns.

Issues and Concerns

Parents/Guardians are encouraged to take an active role in our childcare centre and regularly discuss their child's experiences and development with staff. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, and staff, and foster the engagement of ongoing communication 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. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties, as quickly as possible. Issues and/or 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 within 3 to 5 business days, dependant on the severity and type of concern. The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to all parties involved.

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students, and volunteers, except when information must be disclosed for legal reasons. For example, to the Ministry of Education,

College of Early Childhood Educators, law enforcement authorities or Family and Children Services Niagara.

Conduct

Our centre maintains high standards for positive interactions, communication, and role modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, care provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation the Program Supervisor and/or Program Director.

Suspected Abuse or Neglect

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 Family and Children's Services Niagara (FACS) directly. Persons who become aware of such concerns are also responsible for reporting this information to FACS as per the "Duty to Report" requirement under the Child and Family Services Act.

Procedures

| Nature of Issue/Concern | Steps for Parent/Guardian | Steps for Staff to Respond |
|--|--|---|
| Program Room-Related | Raise the issue or concern to: 1. Classroom staff directly or | ✓ Address the issue/concern at the |
| Example: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc. | 2. Program Supervisor or Designate | time it is raised or ✓ Arrange for a meeting with the parent/guardian within 3-5 business days Document: ✓ Complete a Grievance Report ✓ Document any |

| | | |
|--|--|--|
| <p>General, Centre or Operations Related</p> <p>Example: childcare fees, hours of operation, waiting lists, staffing, menus, etc.</p> | <p>Raise the issue or concern to the Program Supervisor or Designate</p> | <p>reasons for delay of investigation or resolution</p> <p>✓ Provide contact information for the appropriate person if the person being notified is unable to address the matter</p> |
| <p>Staff, Program Supervisor or Designate, or Licensee-Related</p> | <p>Raise the issue or concern to:</p> <ol style="list-style-type: none"> 1. The individual directly or 2. The Program Supervisor or designate <p>All issues/concerns about the conduct of staff that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p> | |
| <p>Student or Volunteer Related</p> | <p>Raise the issue or concern to:</p> <ol style="list-style-type: none"> 1. The staff responsible for supervising the student or volunteer 2. The Program Supervisor or Designate | |
| | <p>All issues/concerns about the conduct of staff that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation</p> | |

Escalations

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.

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 (such as, Niagara Public Health, the police department, Ministry of Education, Ministry of Labour, the fire department, the College of Early Childhood Educators, the Ontario College of Teachers, College of Social Workers, etc.) where appropriate.

Contact can include, but are not limited to:

| | |
|--|--|
| Ministry of Education, Licensed Child Care Help Desk | 1-877-510-5333 childcare_ontario@ontario.ca |
| Niagara Public Health | 905-688-8248 ext. 7425 |
| Police Department | 905-871-2300 |
| Ministry of Labour | 1-877-202-0008 |
| Fire Department | 905-871-1600 |
| College of Early Childhood Educators | 1-888-961-8558 |
| Ontario College of Teachers | 1-888-534-2222 |
| College of Social Workers | 1-877-828-9380 |
| Family and Child Services | 1-888-937-7731 info@facsnagara.on.ca |

Parent Surveys

Annually, we ask parents and caregivers to complete a Parent/Guardian Survey. All feedback is appreciated and is important to enhance the learning opportunities and meet the needs of our families at our sites.

Sharing the Learning

As part of our Program Statement, we believe it is important to document the learning experiences of children. We create displays throughout our centre that outline recent interests of the children, and the learning outcomes they have established. We like to take plenty of pictures to share with children and their families. We plan on creating, and updating, Centre photo albums that will remain on the premises for children and families to enjoy.



We also have a Facebook Page. On this page, we promote special events, provide parents with updates, give hints/tips for learning ideas or activities at home, share relatable news of activities, trips or other special events. No last names will be used when discussing children. Additionally, our educators use *Lillio*, a new app used to share what your child is learning in a private setting. All new families will sign a photo and video release form upon enrollment. If any family chooses to opt-out from photo and video releases, no photos of their child will be taken or shared. We ask that other parents be respectful and remember not to post photos of children other than their own without the consent

from a parent or guardian.

The Lillio application will allow staff to communicate with parents, and vice versa. Staff will be able to inform you of your child's food intake, washroom breaks, sleep/rest period, as well as a description of their day and share photos and videos with you.

Parent Code of Conduct

We all have the right to be safe and feel safe in our school community. Fort Erie International Academy sets clear standards of behaviour that apply to all individuals involved with the Centre, including parents, guardians, volunteers, educators, placement students, administration staff and other family members. These standards apply whether they are on centre property or any special events that may be organized elsewhere.

1. All members of the Centre are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by the Ontario's Human Rights Code.
2. All adult members have a responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting, etc.) is not acceptable. Individuals engaging in such behaviour will be asked to leave the premises immediately.
3. Inappropriate behaviour or harassment of any kind towards a child, parent, educator, volunteer, placement student, or administration staff will result in immediate intervention up to and including the family's expulsion from the Centre and/or police intervention. This type of behaviour includes, but is not limited to, harassment or intimidation by written note, email, words, gestures and/or body language.
4. No weapons are allowed on Fort Erie International Academy property or at any special events that may be organized elsewhere. The consequences for failure to comply will include, but it not limited to, the family's expulsion from the Centre.
5. The privacy and confidentiality of our parents, guardians, educators, volunteers, placement students and administration staff, is important to us. All concerns and

comments should be addressed with the educators. Should this discussion not address your concerns, the next step is to review the situation with the Program Supervisor and/or Director or Designate. Parents should familiarize themselves with the Parent Issues and Concerns Policy.

6. Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the hallways, the parking lot or via electronic mediums such as Facebook, Twitter, personal blog sites or other forms of electronic information sharing.
7. Any pictures taken at any of our Centre's events or during programming are for the private use of the family only. Pictures including adults or children other than your own should not be posted online unless consent has been given.
8. Cubbies are to be used for the purpose of communicating between parents/guardians and the program educators. They are not to be used for business promotion.

Daily Routines

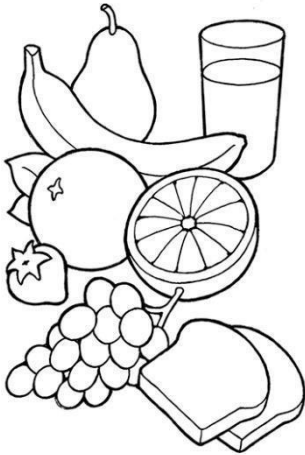
Schedules are very flexible and are adjusted according to the season and the number of children in attendance. When the attendance numbers are low, there will be mixed age grouping. The mixed age group will follow one of the sample schedules. The Children will always be given the maximum designated time of 2 hours, for a nap or rest period. The children will always enjoy the minimum designated time of 2 hours per day spent outdoors. If weather conditions warrant, the children will then spend this designated time in the gymnasium, for gross motor and active play. There may be additional time spent outdoors, especially during the spring and summer months when the amount of daily sunlight increases. Additional time spent outside may include special events such as, water play, and nature walks around the neighbourhood. The following schedules are sample routines for each age group and are flexible to the needs and interests of the children and the season.

Example Daily Schedule:

| Lilac Routine | Times | Sapphire Routine | Times | Emerald Routine | Times |
|---------------------------------------|---------------|--|---------------|------------------------------------|---------------|
| Arrival | 7:30 – 8:00 | Arrival | 7:30 – 8:00 | Arrival | 7:30 – 8:00 |
| Morning Snack | 8:00 – 8:30 | Morning Snack | 8:00 – 8:30 | Morning Snack | 8:00 – 8:30 |
| Outdoor Play | 8:30 – 9:30 | Open-Ended Play / Programming / Washroom Routine | 8:30 – 9:30 | Learning Centres | 8:30 – 9:00 |
| Washroom Routine | 9:30 – 10:00 | Outdoor Play | 9:30 – 10:30 | Washroom Routine | 9:00 – 9:30 |
| Programming / Open-Ended Play | 10:00 – 11:15 | Open-Ended Play / Programming / | 10:30 – 11:30 | Open-Ended Play / Programming / | 9:30 – 10:30 |
| Lunch | 11:15 – 11:45 | Washroom Routine | 11:00 – 11:30 | Outdoor Play | 10:30 – 11:30 |
| Washroom Routine | 11:45 – 12:00 | Lunch | 11:30 – 12:00 | Washroom Routine | 11:30 – 11:45 |
| Rest Period | 12:00 - 2:00 | Rest Period | 12:00 - 2:00 | Lunch | 11:45 - 12:15 |
| Afternoon Snack / Washroom Routine | 2:00 - 2:30 | Afternoon Snack/ Washroom Routine | 2:00 - 2:30 | Rest Period | 12:30 – 2:30 |
| Outdoor Play | 2:30 - 3:30 | Programming/Free-Play | 2:30 – 3:30 | Washroom Routine | 2:30 – 3:00 |
| Programming/Free-Play | 3:30 – 4:30 | Outdoor Play | 3:30 – 4:30 | Afternoon Snack | 3:00 – 3:30 |
| Washroom Routine | 4:30 – 5:00 | Washroom Routine | 4:30 – 5:00 | Small Group Activities | 3:30 – 4:30 |
| Departure | 5:00 – 5:30 | Departure | 5:00 – 5:30 | Outdoor Play / Departure | 4:30 – 5:30 |

Snack and Lunch

In an attempt, to be as environmentally friendly as possible, we would like to provide the children's lunches in the healthiest way possible. Throughout the day, water and drinks are available for the children as needed. Parents are asked to send a labelled reusable water bottle



for their child. During mealtimes, all children will be provided with a meal, unless otherwise noted by a parent/guardian. Children are required to be seated and not engaged in any play activity. This is to ensure safety (to avoid choking) and to promote healthy eating and drinking habits. Under no circumstances will young children be allowed to walk around or play with bottles or food in their mouths. Pacifiers are encouraged for use at nap time only. If your child requires a bottle at nap, it will be given to him or her before they lay down in bed. Under no circumstances will children be allowed to go to sleep with a bottle in bed. This is to ensure safety (prevent choking) and to prevent future dental problems.

Additionally, all snacks and meals will be provided by the centre. If you wish to send a snack with your child, we ask to please be considerate of the environment, and use reusable containers. By using reusable containers, the amount of waste and clean up is decreased. Please be aware of any allergies within the centre. **We are a peanut/tree nut/sesame seed free Centre.** Please label all food and drink containers, clearly with your child's name. Menus for the current, and the following week will be posted within the centre for your viewing.

Allergies, Intolerances, and Dietary restrictions



All allergies, intolerances and dietary restrictions will be clearly posted on all entrances into the building, in each room, on the refrigerator and written on the child's emergency information page. Please note that we are a **PEANUT/TREE NUT/SESAME FREE** facility. If you send any food with your child or donate any food to any functions held at the centre, please ensure that these foods are **PEANUT/TREE NUT/SESAME FREE**. If snacks do not have the appropriate symbols or ingredients listed, they will not be served to

anyone, for safety reasons. They will be returned home, or discarded, if necessary. Please refer to the Anaphylaxis section for more information on severe allergies within the centre.

Sleep Procedures

Rest is an important part of the day for children. Each child who receives care for 6 hours or more will have a resting period that will not exceed 2 hours in length. Children are also permitted, and encouraged, to sleep/rest/engage in quiet activities based on their individual needs. The Centre schedules are also designed so every child will be resting or napping in the same 2-hour time frame, from 12pm to 2pm. The Centre understands not all children need a midday nap but recognize that children benefit greatly from periods of quiet relaxation to balance their active play. The need for rest/sleep varies greatly between each child. Staff will consult with parents to meet the sleeping/resting needs of their child. At the time of enrollment, parents will identify their child's sleep preferences.

Every child will be assigned their own bed. The Centre will provide the sleep sheets for each bed. We ask parents/guardians to supply their child(ren) with a blanket and any sleep comforts they may need. During the rest/sleep period, staff will be present and monitor the children by conducting physical checks every 15 minutes. Staff will record each child's period of sleep in the Lillio Application. Any significant changes in a child's sleeping pattern or behaviour will be communicated to the parents/guardians to read.

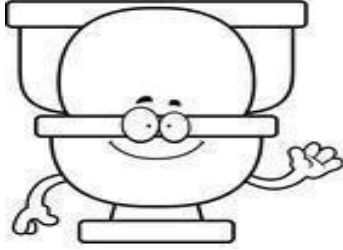


Toilet Training

We strive to support your efforts in toilet training at home while your child attends childcare. However, there are some key signs to look for before we can fully help you train your child at the Centre.

The key signs of readiness for toilet training include:

- The child can follow simple instructions like, give the ball to mommy.
- The child tells you with words or gestures when he does a pee or poop in his diaper.
- The child starts to dislike wearing a diaper.
- The child is able to communicate pee or poo before they go in their diaper.
- The child is becoming interested in watching others go to the toilet.
- The child's diaper is dry after nap times and for long periods during the day.
- The child is able to pull down/up their pants and underwear/pull-ups on their own with little or no assistance.

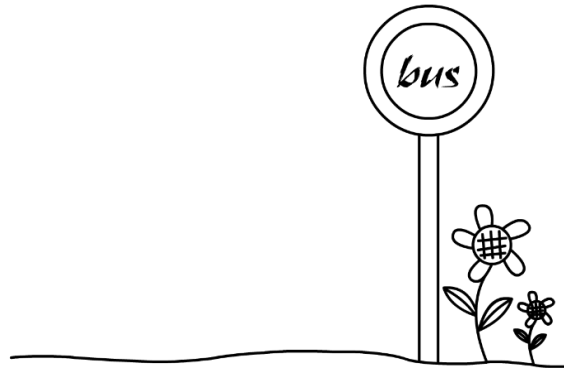


- We always encourage children to use the toilet regularly. We will begin to introduce, sitting on the toilet, as soon as a child begins in our toddler room, or as directed by the parents or guardians. When your child begins toilet training, we ask that you provide extra clothing and remove any soiled clothing daily. If we run out of clean clothing, you may be contacted during the day, as we can not ensure we will have spare clothing available at the centre.

Walking Field Trips

Outings and walking field trips are an excellent way for children to engage in meaningful learning, about their community. Weather permitting, neighbourhood walks will be a frequent part of our programming. For any walking field trips or outings, parents will be notified with a consent form 2 weeks prior to the field trip.

If any parent is uncomfortable with the chosen method of



transportation, they have the option of transporting their child themselves. Field trips are a part of the Early Learning and Education Curriculum, and participation is encouraged by all families. If you do not wish your child to attend a field trip, you can keep them home, and bring them to the centre, when their class has returned. Fees will still apply for this day, if you choose not to attend. If there is anything we can do to help anyone feel more comfortable with their children participating, please feel free to talk to staff or the Program Supervisor.

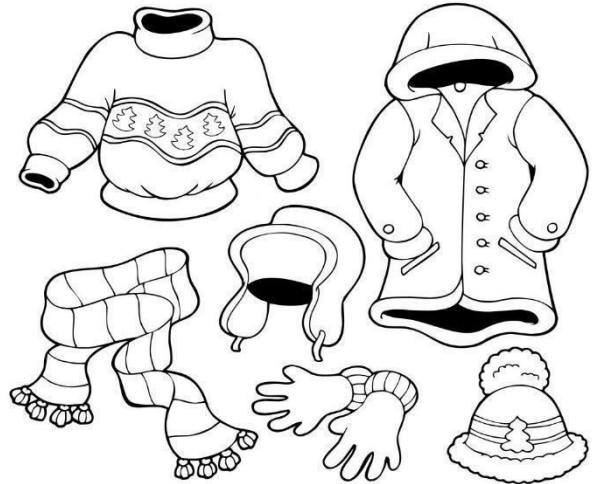
****No child will be permitted to go on an outing without written parental consent***

Children's Dress Code

Children should come dressed in comfortable clothing, appropriate to the season, that can get dirty. Some daily activities we do are messy. Although we are careful while doing art activities and playing outside, there are instances where clothes could become dirty and stained. We appreciate your understanding, and so do the children. A spare change of clothes is required for all children in case of accidents and messes. Spare clothing is to be replenished as needed. Children under the age of three, and those who are not fully toilet-trained, require at least two extra sets of clothes.

A separate pair of indoor shoes is required for each child, at all times. Public Health requires that the children's feet be covered at ALL TIMES when indoors. "Indoor shoes" can simply be a pair of clogs from the dollar store, or a separate set of sneakers. It is recommended that children's footwear have rubber bottoms or non-slip soles to prevent slipping and possible tripping. Indoor shoes also protect your

child's feet in the event of a fire drill in the winter months or on rainy days. Lack of weather appropriate clothing will prevent your child from enjoying our outdoor play time. Please ensure you dress your child according to the daily weather forecast, as we go outdoors to play everyday for a minimum of 2 hours.



For children to enjoy playing outdoors, we recommend:

Spring/Fall: splash pants, jackets, rubber boots, hats and mittens

Summer: sun hat, bathing suit, towel, sunscreen

Winter: winter boots, hats, 2 pairs of mittens, snow pants and coat

Please label all items of clothing, that will be left at the Centre, including shoes. (first name with last name initial) It is very common, for clothing to get mixed up between children, and this will help staff easily identify what items belong to which child. Thank you in advance.

Items from Home

- Nap Bedding – **We provide the cot sheet that they sleep on.** You must provide a blanket, to cover up with, as well as any comfort items they may need to sleep comfortably. (blanket, soother, special stuffed animal etc.) Bedding will be laundered weekly at the centre and is not required to be sent home.

- **Toileting Necessities:** Please provide diapers, ointments, disposable wipes, training pants or pull ups, and any other items you see fit for toileting routines. Staff will update parents/guardians when supplies need to be replenished through our Lillio App.
- **Spare Clothing:** underwear and socks, at least 2 complete sets (3 would be best) for those potty-training age and under, please be considerate of the season. Clothes can remain at the Centre for the duration of the season.
- **Seasonal items needed:** proper sun protection accessories (example, a wide-brimmed hat, sunscreen, sunglasses, etc.) Proper winter accessories (example, snow pants, gloves, hats, snow boots, etc.) Other items, such as splash pants and appropriate jackets/sweaters are also needed. Please consider providing a helmet for outdoor riding toys.
- **Footwear:** Indoor, can be running shoes, crocs, etc. Also, appropriate shoes for outside (with consideration of the weather and season).

Parents should label all items brought to the Centre from home with their child's first name and the initial of their last name.

Your Child's Toys

Our centre has a variety of age-appropriate toys and activities for your child to enjoy, and children are encouraged to share as part of their learning experience. ***We ask that children keep their own toys at home.*** Staff cannot be responsible for their care and return. There may be designated Show and Share days, these allow your child to bring in a special toy from home on that day to talk about at group time. The children may be asked to bring in toys for a learning activity. These toys will be used and then stored, to ensure their safe return home. The only toys we ask that children do not bring to the Centre are play guns and weapons. Thank you for your understanding.

Birthday Celebrations

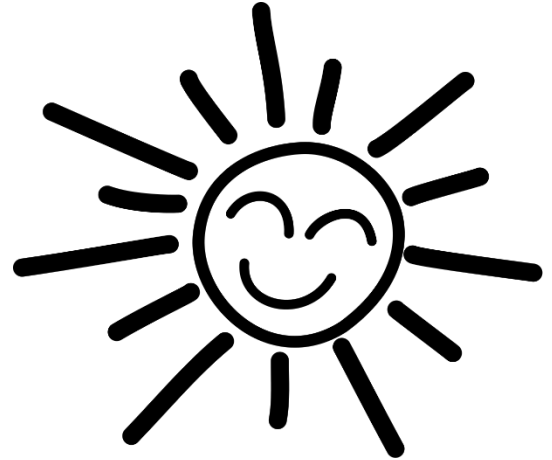
Children's birthdays are to be celebrated with family and friends outside of the centre. We ask that Parents/Guardians do not bring any items to the centre for Birthday Celebrations. There are a few reasons as to why we do not allow items like "loot bags" or treats for children's birthdays.

1. The children will not understand why a celebration is for someone else's birthday and not for their own
2. Other families may have a sense of guilt and feel pressure if they are unable to celebrate their child's birthday, which can be an added expense.
3. We are a childcare Centre not a "Party Place".

Sun Protection Policy

Fort Erie International Academy recognizes the dangers of children being exposed to the sun. The following steps should be implemented to protect children from the sun:

- ✓ Parents should apply sunscreen of at least 30SPF to children each day before arriving at the Centre.
- ✓ Parents should send a bottle of sunscreen, labelled with their child's name, to keep at the Centre. Staff will use gloves to apply sunscreen before going outside in the afternoon.
- ✓ Children are strongly encouraged to wear sun hats outside.
- ✓ At the beginning of the season with lots of sun, staff will send home **'Sunblock Permission' slips**. These are needed to apply additional sunscreen to each child and to ensure proper administration and safety.



Access to Premises Policy

Fort Erie International Academy has a doorbell and intercom installed at the front entrance door. The front entrance door will be locked at all times. When coming to the Centre, please ring the doorbell and one of our staff members will buzz you in. Those entering the facility, who are present for reasons aside from dropping off or picking up a child, are required to sign the Visitor's Log in the office. In the case of an emergency during a person's visitation, this log will ensure the safety of all visitors, including volunteers and placement students.

Access to the premises will be declined to anyone who is behaving in a disruptive manner that could be considered dangerous to the children on the premises. Where custodial arrangements are in place, the custodial parent must provide all relevant legal documentation to the provider, regarding the conditions of custody. If no custodial arrangements are in place, we are obligated by the Courts of Justice Act to provide both parents access to their child. Parents who do not have a legal right to access their child will not be allowed on the premises, nor access their child. Upon such situations, staff are to phone the non-emergency police number at 905-8712300. This number is also listed on the Emergency Telephone Numbers sheet posted near every phone, and within each classroom.

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

Purpose

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

This policy will provide employees, students, Volunteers and Parents/Guardians with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at Fort Erie International Academy as expected, as well as steps to follow to ensure the safe dismissal of children.

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

General

- Fort Erie International Academy will ensure that any child receiving childcare at the childcare Centre is only released to the child's Parent/Guardian or an individual that the Parent/Guardian has provided written authorization the childcare Centre may release the child to.
- Fort Erie International Academy will **only** dismiss children into the care of their Parent/Guardian or another authorized individual. The Centre will **not** release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, employees must follow the safe arrival and dismissal procedures set out below.

Arrival and Departure Expectations

Arrivals (7:30am – 10:00am)

- All main entry doors are locked, and an employee will need to provide the individual access to enter Centre.
- Find your child's labelled cubby.
- Assist child in taking off their outdoor clothing and putting on their inside shoes.
- Provide the employees child's labelled water bottle.
- Leave all belongings in cubby area.

Departures (4pm – 5:30pm)

- All main entry doors are locked, and an employee will need to provide the individual access to enter Centre.
- Always bring ID and provide to employees when requested.
- Employees will collect the child for the individual picking up.
- Collect child's labelled water bottle/individual items.

Sickness Protocols Directed by Centre

If a Parent/Guardian is given sickness protocols by the Centre preventing a child from attending childcare, the Parent/Guardian is not required to report during the timeframe provided by the Centre (e.g. 24 hours/48 hours).

If symptoms are considered questionable for a healthcare professional visit, the Parent/Guardian is to advise the Centre of the outcome from this visit to assess protocols for return to childcare (such as pinkeye, etc....).

Reporting to the Centre would be required by the Parent/Guardian of their child's continued absence when the child was to be expected back at the Centre (see the Arrival and Departure Protocols within this policy below).

Parents/Guardians and authorized individuals are responsible for their child(ren) during arrivals and departures when they are no longer in the Educator(s) care. (such as outside of the classroom or playground).

When possible, we encourage child to be picked up before (11:45am) or after (2pm), to prevent disrupting the children during rest period.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program employees in the room must:
 - o Greet the Individual and child when they arrive.
 - o Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up
 - o Where the Parent/Guardian has indicated that someone other than the child's Parent/Guardian will be picking up, the employees must confirm that the person is listed on the

Emergency Contact form or where the individual is not listed, ask the Parent/Guardian to communicate this information in writing providing authorization for pick-up via Lillio App.

- o Document the change in pick-up in the classroom daily written record/log.
- o Sign the child in on the classroom attendance.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare Centre and the Parent/Guardian has not communicated a change in drop-off (e.g., Call the Centre or sent a message on Lillio. The employees in the classroom must:
 - o Inform the Supervisor. The Supervisor or designated employee must contact the child's Parent/Guardian as indicated in the charts below until they have confirmed location of child:
 1. 10:00 am – Send Lillo App message to Parent/Guardian
 2. 10:30 am – Call first contact on Registration Form – Parent / Guardian (Leave Voicemail)
 3. 11:00 am – Call Emergency Contacts in Childs File
2. Once the child's absence has been confirmed, program employees shall document the child's absence on the attendance record and any additional information about the child's absence in the classroom daily written record/log.

Releasing a child from care

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

Where a child has not been picked up and the Centre is closed (5:30pm)

Where a Parent/Guardian or authorized individual who was supposed to pick-up a child from care and has not arrived by 5:30pm, follow "Centre is Closed" below:

Centre is Closed

1. Inform Centre Supervisor or designated employee.

2. Employees shall ensure that the child is given a snack (dry, pantry type of snack) and activity, while they await their pick-up.
3. One employee shall stay with the child, while second employee proceeds with calling the Parent/Guardian to advise that the child is still in care and inquire their pick-up time. • Contact the Parent/Guardian or authorized individual that was assigned to pick-up child. • 5 minutes has lapsed, call emergency contacts in child's file.
4. Where the Childcare employee is unable to reach the parent/guardian or any other authorized individual listed on the child's Emergency contact by 6:30 pm, the employees shall proceed with contacting the local Children's Aid Society (CAS) and employees shall follow the CAS's direction with respect to next steps. As well as contacting the Local Police non-emergency line.
5. Update Supervisor or designated employee with final results.

****NOTE: Late pick-up fee will apply as per Late Pick-up Policy.***

Dismissing a child from care without Supervision procedures

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

Attendance Procedures

Arrivals and Departures

Children are signed in and out by staff members upon their arrival and departure. Upon arrival, parents/guardians are expected to prepare their child for the day. Staff are encouraged to ask parents/guardians updates about their child, which may affect their normal behaviours during the day. Staff are to record any unusual marks, injuries and/or behaviours in the Daily Logbook. At the end of the day, staff are to inform parents/guardians of observations and activities that occurred throughout the day. The HiMama App is used to communicate with the parents throughout the day. Drop off and pick up are important points of the day for facilitating parent/guardian communication. We encourage family members to linger and explore what is happening in the program and to talk about their child's learning.



Upon arrival, parents/guardians are expected to let staff know if someone other than themselves will be picking up their child. We understand unplanned circumstances can occur during the day and it may affect who will be picking up children. Parents/Guardians are expected to message in HiMama or call the centre to inform us of any situations where a change of plans has been made. For precautionary measures, if a staff member is unfamiliar with anyone who arrives to pick up a child, photo identification will be requested before a child is released into their care. This process ensures the safety of all children.

Children will not be released to any unauthorized individuals.

If someone arrives to pick up a child and staff are not aware of it, we will contact a parent or guardian to confirm that the child is to be released to the unauthorized individual. Picture ID will be requested to confirm their identity prior to the child entering their care. Additionally, staff will only prevent access to a child and/or the childcare facility only if they believe there are reasonable grounds indicating that the parent trying to gain access does not have a legal right to access the child, or if that person is behaving in a disruptive manner and could be dangerous to the children. This is to ensure the health and safety of all children.

Late Pickup Policy

In the event of a late pick up (after 5:30 pm closing time, parents/guardians will be charged a late fee (non-base fee) of \$1 for every minute past 5:30 pm (closing). Upon arrival, parents/guardians will be asked to sign the Late Fees Signature Sheet to ensure records are properly kept. Teachers will report this to the supervisor and the supervisor will notify the parents/guardians of the amount owing. Any late fee unpaid will be added to billing accounts and subject to terms of payment outline within the Payment Procedures.



Late Drop off

Parents, caregivers are asked to call the school, or message the teacher if their child(ren) will be arriving later than 9:00am. If we do not hear from you and your child(ren) have not arrived by 10:00am, the child(ren) will be marked absent. Teacher's schedules and duties may be adjusted. Please call the Child Care Centre Supervisor, before bringing your child in for

care. The supervisor will confirm, there are adequate number of teachers for ratios and the late arrival will not disrupt the program. Example, during sleep time.

Absences

We request that parents/guardians contact the centre by 9:00 am if their child is not going to attend care as per usual. When a child does not attend childcare, parents/guardians must call to let us know the reason for the absence. After 10:00 am, the centre will call the parent of a child who is not present when they should be. If a child is sick, they are to be kept home. If it is a communicable illness, the centre is required to make a record of it in the case of additional breakouts or, in some cases, report the illness to Niagara Public Health.

Please Note: There will NOT be a reduction of fees due to absences. There are no refunds or discounts for days missed. There are still costs associated with every child-care spot that cannot be avoided even when the child is not in attendance.

Child Vacation Days

After 4 months of **full-time** continuous care, we offer 1 week vacation time where fees do not need to be paid. We ask that a minimum of 2 weeks' notice is given before vacation days are taken. An entire week of Monday to Friday must be used at one time. Vacation days do not carry over from year to year. If less than 2 weeks' notice is given for vacation time, fees for your scheduled days will still be required to be paid in full.

Emergency Closure Policy



Fort Erie International Academy is committed to having our program open on all scheduled days. We recognize that emergencies such as the breakdown of essential services (hydro, heat, and/or water) or inclement weather days may occur. We must consider the safety of all children, families, staff, students and volunteers, when we make decisions regarding full day closures or early closures, due to emergency conditions. There may also be situations where the Centre will open at a later time, rather than close completely. In the event the Centre is required to close, due to an emergency condition, the staff will call families to pick up their child/children as soon as possible. In the event, that we are unable to open our program the next day, a message will be left on the Centre's voice mail and a posting will be made on our Facebook page. Parents are asked to call the Centre, after an emergency closure, to confirm that we have reopened.

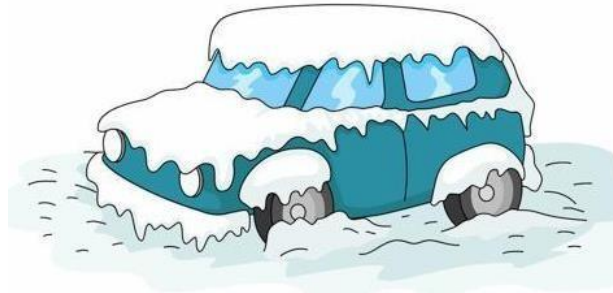
In the event of inclement weather, the Centre will determine a closure based on presence of one or more of the following criteria:

- The District School Board of Niagara has closed their schools (notification given at www.dsbni.org at 6:00 am) The Niagara Catholic District School Board has closed their schools (notification given at www.niagaracatholic.ca at 6:00 am)
- Public transit buses are not in operation

(www.niagarregion.ca/transit or
1-833-287-5463)

- Staff are unable to make a safe drive to work
- There is no power, water or heat at the Centre

*** Please note that we will be taking into consideration, Fort Erie's Weather conditions when making our decision if we need to close ***



Note: No payment is required if the school closes on a regularly scheduled day due to hydro, heat and/or water. Payment is still required if the school closes on a regularly scheduled day due to inclement weather (i.e. snow day)

Developing an Illness

In the event a child becomes ill during the day, to the point where they are not capable of participating in regular activities, the parents will be contacted immediately. You will be required to pick up the child or arrange alternate pickup for them. If the parents cannot be reached, the alternate emergency contact person(s) will be contacted to come pick up the child. Upon arrival, staff will do a daily observation of each child in order to detect possible symptoms of illness. An important step in preventing the spread of disease or infection is early detection so that children who may be ill can be separated from the other children.



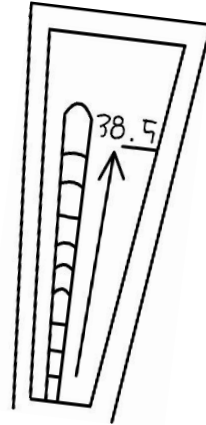
When a child should be excluded from our Childcare Centre?

It is normal for children to get sick quite often when they start childcare, contracting 6 to 12 viruses in the first year alone, this will assist in building their immune system. Please assess your

child before coming to the childcare Centre. If your child is ill, he/she cannot attend the Centre. Children showing signs of illness upon arrival will not be allowed to stay.

If any of the following conditions are present, it is required that the child be separated from the other children and symptoms noted. Parents will be called to pick their child up:

- **Headache and stiff neck, unusual behaviour (lethargy, lack of interest or appetite, etc.)**
 - **Pain: any unexplained or undiagnosed pain**
 - **Severe coughing**
 - **Difficult/ rapid breathing**
 - **Yellowish skin or eyes**
 - **Pink eye:** Should be kept at home until seen by a health care provider. If bacterial, they can return after 24 hours of antibiotic treatment.
 - **Unusual spots/rashes on the skin**
 - **Sore Throat or trouble swallowing, with high fever**
 - **Runny Nose/Congestion:** If your child has a runny nose/congestion that is discoloured (greenish), this is a sign of an infection. Your child will have to be absent from the Centre until the runny nose has significantly improved to the point of almost gone.
 - **Fever (99.9°F/ 38°C or higher):** A phone call will be made, and the child must stay home for 48 hours after the fever has broken before returning to the Centre. This is so the child is allowed proper recovery time prior to returning.
- *Please note that teething cannot be a reason for your child to attend for a fever***
- **Vomiting:** Once a child vomits, a phone call will be made home. Child can return to care after 48 hours without vomiting.
 - **Diarrhea** (as defined by an increase in frequency and loosening of stool): 2 or more times in 24 hours. Can return to care 48 hours after symptoms of diarrhea have passed.



The best place for a child to be recuperating from an illness is at home. Children may return to care when they are free of symptoms for at least 24 hours and are approved to return by the Program Manager and/or Supervisor or in some extreme cases, by a medical doctor

Once a Parent/Guardian receives notice that their child is ill, the child must be picked up within 45 minutes of notification.

NOTE: Late fees of \$15.00 (non-base rate) / 15 minutes applies for late pickup of ill child starts 45 minutes after notification.

Please Note: Parents are required to inform staff of any serious illness or communicable /contagious disease (with their child or within their family) within 24 hours to allow other families within the childcare centre to be alerted.

Medication Procedures

Children are not given any medication without the parents' written consent, on the Child Medication form. All medications must be in their original bottles, with original labels. All medications are stored in a locked container, that is inaccessible to children, and in accordance with the instructions for storage on the label. Medication will be administered in accordance with the instructions on the label and authorized by the parent. This shall include a schedule that sets out the times the medication is to be given and the amounts to be administered. Staff will ensure medication is labeled with the child's name, the name of the medication, the dosage, the date of purchase and expiration, if applicable, and instructions for storage and administration.

In all instances, staff need to know when the child received his/her last dosage of the medication, to ensure medication is given at appropriate times consistently.

With any prescription antibiotics, and to ensure children are on the road to recovery, children may not return to care until they've had a full 24 hours of the dosage, are no longer contagious and are ready to participate in the fully.

An Individualized Medical Plan is required for children with medical needs. A child with medical needs is defined as a child who has one or more chronic or acute medical conditions and he or she requires additional supports or accommodations. This plan is to be reviewed every 6 months or when changes occur to his medical conditions.

Anaphylaxis

"Anaphylaxis" means a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock. Symptoms of an Anaphylactic reaction include:

- skin reactions such as hives, flushed skin, or paleness.
- Suddenly feeling too warm.
- Feeling like you have a lump in your throat or difficulty swallowing.

- Nausea, vomiting, or diarrhea.
- Abdominal pain.
- A weak and rapid pulse.
- Runny nose and sneezing.
- Swollen tongue or lips.
- Wheezing or difficulty breathing.
- A sense that something is wrong with your body.
- Tingling hands, feet, mouth, or scalp.

Fort Erie International Academy has created an Anaphylactic Policy to ensure the health and safety of children who have a life-threatening allergy. This will include a strategy to reduce the risk of exposure to anaphylactic causative agents. A communication plan for the distribution of information on life-threatening allergies, including anaphylactic allergies. The development of an individualized plan for each child with an anaphylactic allergy. Training on procedures to be followed in the event of a child having an anaphylactic reaction. In cooperation with families, we will make every effort to reduce the risk to children with severe allergies by:

- ✓ Reading labels prior to serving any food. Labels with “may contain” warnings will not be served.
- ✓ Participating in hand washing practices
- ✓ Regularly disinfecting food surfaces
- ✓ Securely storing cleaning products and medicines that may pose a risk
- ✓ Communicating allergies to the catering company and reviewing the menu
- ✓ Posting any life-threatening allergies throughout the Centre
- ✓ Reminding families of allergies through newsletter communications
- ✓ Inspecting the playground areas for insects posing risks to children

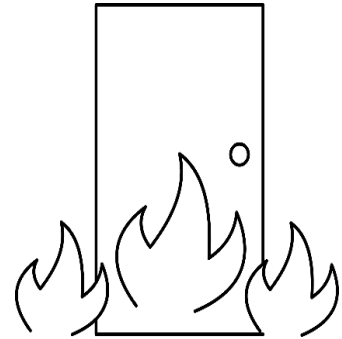
If your child has a life-threatening allergy, it is your responsibility to inform the Centre and complete the necessary forms. An Individual Anaphylactic Action Plan will be developed by parents/guardian, the child’s doctor and the Supervisor of the Child Care Centre. This plan will include a detailed explanation of your child’s allergies, strategies for avoidance, signs and symptoms of a reaction, child/staff roles and responsibilities, parent consent for administering medication and emergency contact information.

It is the family’s responsibility to provide the Centre with an EpiPen. We will ensure all staff, students, and volunteers will be trained prior to engaging in the Centre, and annually

afterwards, on the use of EpiPen, individual support plans and the Anaphylactic Policy's emergency protocols. Staff will ensure that the EpiPen is easily accessible; but kept out of children's reach. It will not be locked up with other medication. Staff will ensure that emergency allergy and asthma medication is in the staff's possession when leaving the childcare centre (for example, outdoor time, walking children to school, going on a field trip)

Emergencies

Fort Erie International Academy has taken all necessary precautions to prepare for emergency situations. This includes any life-threatening situations or any situations that may cause health concerns. Our program may need to evacuate staff and children from the childcare facility in the event of a fire, or any other situation in which there is an immediate danger, or safety concerns, inside the building. Depending on circumstances, our program may decide to evacuate to the on-site location (on the sidewalk, outside the fenced in playground) or to the off-site location, Fort Erie Public Library. It is located at the corner of



Central Avenue and Gilmore Rd. 136 Gilmore Road., Fort Erie, Ontario, L2A 2M1, 905-871-2546. Upon evacuation, the Supervisor and/or Designate shall use the Emergency Contact Information provided, to contact families and inform them of the situation. Specific details of our Fire Safety Policy and Emergency Management Policy are available upon request.

Accidents



FEIA staff will advise you of any accidents or incidents that result in a minor injury to your child. We will ask you to review an accident or incident report and sign it, indicating that you have been made aware of any injuries. A copy of this form will be given to the family for their own records, and the Centre will also keep a copy in your child's file. Depending on the state of the injury or accident, the Centre may contact you to inform you of the situation prior to pickup. If medical attention is required, the Centre will call 911 and contact you immediately. Fort Erie International Academy has created an Accident and Injury Policy for the management of any accident that occurs while on the premises or during organized trips. In case of accidents, first-aid

kits and manuals are readily available in
all classrooms and on the outdoor playground.

Enrollment

We are thrilled to learn that you and your child are interested in becoming apart of our growing program! The following section describes all the necessary requirements for enrollment, including fees and other useful information. Do not hesitate to contact us with any questions or concerns!

Waitlist Procedures

The number of children in Fort Erie International Academy, is governed by the Ministry of Education. In case our classrooms are at capacity, we have developed a Wait List. Fort Erie International Academy has created a Waitlist Policy. The procedures to get on the waitlist is as follows:

1. Children are accepted into Fort Erie International Academy on a first come/first serve basis, according to need and open spots.
2. Fort Erie International Academy has a Waitlisting through the Niagara Region:
 - a. <https://www.niagararegion.ca/living/childcare/registry.aspx>
3. Parents are welcome to place their child on a waitlist during pregnancy, or any time prior to care being needed.
4. Children will be removed from the waitlist upon the following reasons:
 - Parents/guardians request
 - Child is over 6 years old
 - Family has moved away
 - No contact with the family has been made within a reasonable amount of time

If you and your child is added to the Centre's Wait List, please be patient for our phone call. If you attain childcare elsewhere and no longer are interested in our services, please call the Centre to revoke your request for care.



Registration Process

All parents must complete an Application Enrollment package prior to your child's first day of care. An application fee (Non-Base Rate) of \$50.00 is required, this is a non-refundable deposit.

You must complete and provide the following:

- Application for Enrollment Form
- Application Fee
- Child Care Health Information Form
- Copy of Immunization Record or Exemption Letter
- Completed Personal Care Plan
- Review and sign Parent Contract and Rate Agreement
- Receive Parent Handbook
- Receive the Illness Checklist for Parents
- Confirmation of all Consent Forms within the Application

It is up to the parents to inform the centre immediately if any of the information provided on your registration forms have changed. This accuracy of this information is vital to the safety and well-being of your child. Staff will review emergency information periodically with parents to ensure that it is accurate.

Visitation

We recommend that you and your child visit our Centre prior to enrollment. This process allows you and your child to become familiar with our program and staff and ensure our centre is the right fit for you and your child. If space permits, we can arrange for your child to be left in our care for 2 hours, free of charge, as a trial basis, before their first day.

WHAT TO BRING

LABEL ALL ITEMS WITH YOUR CHILD'S NAME

- **Spare Clothing**

This includes 2 sets of shirts, pants/shorts, underwear and socks

- **Indoor/Outdoor Footwear**
- **Re-Usable Water Bottle**
- **2 Packages of Diapers**
- **2 Packages of Wipes**
- **Diaper Cream**, if applicable
- **A Hat**
- **Proper Outdoor Gear** – Seasonal change

FEIA is a part of Mabel's Labels, which is a great place to order pre-made labels in many different styles, so that you can just stick them on to any personal belongings. They also have name stamps that are also great for the inside of clothing including socks. Selecting our Centre will help raise funds to put towards materials that will help contribute to the children's learning environment.

GO TO Website: https://mabelslabels.ca/en_CA/fundraising/support/

ADD Organization: Input "Fort Erie International Academy." and the center will pop up.

Fees

Fort Erie International Academy fees are set according to the ongoing cost of operation. Fees are reviewed annually or on an "as-needed" basis and are due on a regular schedule. The major source of funding required to keep the program in operation are fees. Children registering full-time will be given preference. A minimum of three days of care will be given preference next. Fees are charged for all the days that a child is scheduled at the centre, listed in your Parent Contract and Rate Agreement. Fees are not adjusted, refunded or credited for emergency closures (i.e. snow days), absence due to illness, withdrawal without proper notice or for any other reason.

Child Care - Fee Schedule (Base fees)

| Program Time Requested | Toddler (18 to 30 months) | Preschool (2 ½ to 4 years) |
|------------------------------|------------------------------|-------------------------------|
| | Per Day | Per Day |
| Full Day | \$22.21 | \$20.32 |
| Full Week - Full Days | \$111.05 | \$101.60 |

Registration Fee (non-base fee)

- An application fee (non-base) of \$50.00 will be required alongside an Application for Enrollment, this fee is a non-refundable deposit.
- Application fee is due annually. (September)
- Applications that are submitted without the application fee will not be considered until payment is made. This fee is not required when placing a child on the waiting list.
- All Payments are made through the Lillio (formerly Himama) App.
- Banking information is to be uploaded on the Lillio system by the Parent/Guardian

CANADA-WIDE EARLY LEARNING AND CHILD CARE (CWELCC)

FEIA has opted in the Universal Childcare program in which childcare fees will be reduced by over the next several years leading to \$10.00/day. Please see the link below:

<https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement>

SUBSIDY

FEIA offers subsidized Childcare through the Niagara Region.

What is Subsidy?

Childcare Subsidy is financial assistance that covers all or part of the costs of childcare. The amount of the subsidy is based on income level and confirmation of the reason for care.

Other Fees (non-base fees)

Other fees that may be applicable during programming could include:

- Late Payment Fee – Later than the grace period of 5 days will be invoiced a late payment fee of \$25.00
- NSF (Non-Sufficient Funds) fees of \$25.00 will be invoiced
- Returned Cheque Service Charge \$25.00
- Late Pick-Up Fee \$1 per minute

Payment Procedures

Forms of payment currently accepted are, cheques and payment made through Lillio (Formerly HiMama). *All cheques should be made payable to JPAS International Inc.*

- Banking information is to be uploaded on the Lillio (formerly HiMama) App by the Parent/Guardian
- Fees are to be paid **Monthly** – By the 1st of every month
- Invoices will be provided to you via Lillio within 7 days of the payment day (1st of each month)
- Payments and fees received later than a grace period of 5 days will be invoiced a late payment fee of \$25.00
- Tax Receipts will be issued on a yearly basis by February 28th
- Lost, misplaced, or duplicate tax receipts will be charged \$25.00 (non-base rate) to be replaced

If payment is not received in 2 weeks time, and alternate arrangements with the childcare Manager have not been made, childcare services will be suspended until payment is made in full or possible termination depending on the circumstances. If such a suspension occurs and payment or arrangements are not made, your childcare space will be reassigned.

Withdrawal of Services Policy

A **MINIMUM 2 WEEK WRITTEN NOTICE** is required for termination of childcare services. Even if your child does not attend during the last week of service, payment is still required. Any fees not paid on time, with regards to termination of childcare services, will also be subject to daily late fees, until full payment is received. If fees are not paid, the unpaid bill will be placed into collections.

In the event of any concerns (raised by staff, parents/guardians or even children), a meeting can be scheduled to address the issues. The meeting will include the Program Supervisor, any staff member involved, and the parents/guardians involved. The concerns will be clearly stated (ex. late payment, failure to adhere to Centre policies, behavioural problems etc.) and discussed. Meeting minutes will be taken, and solutions will be sought in a non-judgmental manner. A plan will be designed to resolve the issue. Within a reasonable timeframe, a second meeting will be scheduled to review the situation. In the event the issue cannot be resolved to everyone's satisfaction, a 1-week written notice of termination of services will be given.

Thank you for your trust in us to care, comfort and guide your child(ren)!

We look forward to an enriching and progressive alliance!

Effective September 2025