Precious Pearls
CHILD CARE CENTRE

ABOUT US

Precious Pearls Child Care Centre is a privately owned and family operated child care. We are a fully Licensed Child Care Centre under the Ministry of Education and follows the rules and regulations as outlined under the Child Care and Early Years Act, 2014.
The Centre is conveniently located at 2495 Old Bronte Road, Oakville, Ontario, at the intersection of Dundas & Bronte Road. We are minutes away from major highways 407 ETR, 403, QEW, the Oakville Go Station, and the New Oakville Hospital.

Parking is available in front of the Main Entrance and on the side of the property, for drop-off and pick-up purposes.

Precious Pearls has opted into the CWELCC program to help reduce the cost for families. Our costs has been reduced down to $22.00 per day per child of any age. Our Centre also accepts children receiving childcare fee subsidy. Families seeking financial assistance can contact the Region of Halton at 311 for eligibility information.

Precious Pearls is propelled by experienced Registered Early Childhood Educators who are committed to quality care and providing the best knowledge to enrich each child.
At Precious Pearls, we believe in Safety First as well as Quality of education for each and every child.

We offer a unique learning experience by incorporating Reggio Emilia inspired programs. The Reggio Emilia Approach allows teachers, parents and students to form relationships which provide an environment full of potentials for the child's education and future.
We recognize our children as thinkers, explorers and leaders in the program.
We offer an enriched environment where children can literally absorb information from. We ensure to provide your child with a total curriculum that follows *How Does Learning Happen*. Our program provides children with progressive learning in all areas of Practical Life, Literacy, Mathematics, Sensory Development, Science, Physical activities and much more.
We have embraced *How Does Learning Happen*, document http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf,
Ontario's Pedagogy for the Early Years, as our professional learning resource guide for our Educators to support pedagogy and curriculum in our program.

Four Foundations of *How Does Learning Happen*

Precious Pearls is a member of the Ontario Reggio Association http://ontarioreggioassociation.ca which provides workshops and includes annual or semi-annual conferences for Reggio educators, professional development Saturday sessions in which small groups share documentation and discussion, website access and information, networking for members, and announcement for various events through their website.

ontario reggio association

Quality Engagement Cycle

Precious Pearls participates in the Quality Engagement Cycle as part of our commitment to providing high-quality early learning and child care. The Quality Engagement Cycle is a process in which child care operators work with regional staff to support continuous quality improvement. This process may include on-site visits, meetings with regional staff, completing and submitting required documentation within set timelines, collaborative goal setting, and developing and implementing action plans to improve programs and services.

WHAT IS REGGIO EMILIA

The influences of the highly regarded Reggio Emilia schools of Italy are at the core of Precious Pearls Child Care Centre. In 1991, Newsweek named Reggio Emilia's school system one of the ten best in the world. The Reggio Emilia Approach offers a way for teachers to harness children's natural curiosity and creativity by encouraging them to work on projects that interest them.
The Reggio Approach simply means allowing children to guide their teachers in choosing the classroom environment that will challenge and maximize their curiosity. At the heart of this system

is the powerful image of the child. Rather than seeing children as empty vessels that require filling with facts, Reggio Educators see children as full of potentials, competent and capable of building their own theories.
The Reggio Emilia Approach to preschool education was initiated by the schools of the City of Reggio Emilia in post-World War II in Italy. The Reggio Emilia Approach to Early Childhood Education is named after the town of Reggio Emilia in the Emilia Romagna province of northern Italy. In Reggio Emilia, 54 publicly funded schools provide education for children from birth to six years. These schools have been described as among the best in the world.

PRINCIPLES OF REGGIO EMILIA

- The Hundred Languages of Children- Children express themselves through many languages (visual, verbal, written, movement and music, etc.)
- The Image of the Child- All children are competent, curious and creative
- The Role of the Environment- The environment serves as an invitation to enter and participate.
- The Role of the Teacher- To facilitate children's ability to represent what they know and imagine.
- The Importance of Time- Children have the time and guidance to use the same materials repeatedly until they are pleased with the results and deicide to move to a different interest. Time is not set by clock but by children's own sense of time.
- The Value of Relationships and Interaction of Children in Small Groups- Provides opportunities for negotiation and dynamic communication. As well as the emergence of cognitive conflicts that can initiate a process of new learning and development.
- Observation and Documentation- The teachers learn how to work with children by continuously observing and documenting interactions through written notes, photos, visuals, etc.

We believe that play is a very important tool in the development of children in their early years. We run Inquiry and Play-based programs that allow children the opportunity to explore their world through various material, group activities, creative art, science, literacy, math, sensory play, dramatic, and many play activities.

Reggio Emilia Approach brings children together for project-based learning where they learn to include everyone to build a community. It is an emergent curriculum that has documentation as its strongest component. Children and teachers are co-constructors of knowledge. It promotes a positive image of the child.

"*Children must be taught how to think, not what to think*" (Margaret Mead).

Our program offers Creativity, and Imagination through an enriched environment from which children can literally absorb information, and allow for inquiry through play.

Our program includes many natural materials to be used through developmentally appropriate activities per each child in the Centre. These natural materials help children develop their Physical, Cognitive, Social, Emotional, and Communication through our variety of play centres available such as Sensory Play, Dramatic Play, Art/Craft, Woodworking, Blocks, Math, Literacy, Science/Nature, Physical activities, and much more.

Precious Pearls Child Care Centre is inspected by a licensed Health Inspector and follows the rules and regulations set out by the Region of Halton Health Department in regards to the following:

- Immunization and Health Awareness
- Illness
- Appropriate temperatures and weather conditions for outdoor play
- Sanitary practices

We provide quality care for children between the age of 12 months up to 6 years old on a full time and part time basis. Our capacity is 77 children.

PROGRAM STATEMENT

"*The mind is not a vessel to be filled, but a fire to be kindled*" (Plutarch).

We believe that the early years of a child are the most vital years in their development. Children need to explore and to be inspired to enrich their mind for a healthy life development; furthermore, they will become life learners, responsible and well-adjusted individuals.

We believe that Children are competent, capable of complex thinking, curious, and rich in potential.

Each child is unique in their development, experiences and culture. Therefore, to be able to enhance and enrich them we follow the Ministry of Education's Pedagogy document "How Does Learning Happen", including children's sense of belonging, wellbeing, engagement and expression.

- ✓ Every child has a sense of *Belonging* when they are connected to others and contributes to their world
- ✓ Every child is developing a sense of their self, health, and *Wellbeing*
- ✓ Every child is an active and *Engaged* learner who explores the world with full body, mind and senses
- ✓ Every child is a capable communicator who *Expresses* themselves in many diverse ways

At Precious Pearls Child Care Centre, we are committed to accomplish the foundations of learning through:

HEALTH, SAFETY, NUTRITION and WELL-BEING

- Our goal is to promote a safe, whole-hearted and healthy environment that makes each child feel at home. We allow children rest time, provide them with individual care and attention, and offer nutritious food. We also allow them to be creative and use their imagination through positive play, interaction with peers, and closeness to nature.

INTERACTIONS

- Support positive and responsive interactions among children, staff and parents who are the first teachers a child will have. Therefore, we trust that every parent, child and staff at our Centre would discover satisfaction on the path of learning as they challenge, lead and nurture one another in a creative natural environment.

- Encourage children to interact and communicate in a positive way and support their ability to self-regulate. At Precious Pearls, we support different ways of learning and communicating through respect, and ensure the safety and well being of all children and staff in the Centre. The staff will foster self-regulation, self-help skills and promote collaborative problem solving skills.

LEARNING ENVIRONMENT

- Our goal is to plan and create positive learning environment full of educational materials to support child's learning and development and which is inclusive of all children, including children with individualized plans through exploration, play and inquiry.

- Our staff will help provide child-initiated and adult-supported experiences. Each classroom will be designed to encourage child-led activities that can be transformed into learning experiences.

- Our program at Precious Pearls will incorporate indoor and outdoor play, active play, rest and quiet time into the day and give consideration to the individual needs of the children receiving child care.

COMMUNICATION

- Foster the engagement of and ongoing communication with parents about the program and their children. We encourage freedom to explore, choose, create and grow through communication between children and staff. We believe that family involvement and input is key to their children's development.

COMMUNITY

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

CONTINUOUS PROFESSIONAL LEARNING & TRAINING

- Precious Pearls Director and Supervisor's goal is to provide a supportive environment where staff will receive ongoing training and guidance to ensure their classrooms are a place with knowledgeable and skilled staff.

DOCUMENTATION & PROGRAM REVIEW

- Our goal is to document and review the impact of the strategies, set out above, on the children and their families. We shall document children's learning experiences, reports, log sheets, inspections, and all necessary communications between staff, families and children.

Precious Pearls Child Care Centre keeps all required documents, log sheets and files for 3 years. All financial records must be kept for 7 years.

An annual policy review shall be conducted each fall by the Director and Supervisor to ensure policies and procedures are current and up to date.

This program statement shall be reviewed annually and signed off by each staff member, student and volunteer prior to the commencement of their employment at Precious Pearls Child Care Centre and each time the Program Statement is amended. The Program Statement will be appraised annually to determine alignment with Precious Pearls Child Care Centre values, beliefs, and reflects the current trend of ECEs, Ministry guidelines and the Child Care and Early Years Act. The Supervisor shall share new information in regards to the Program Statement with the staff.

HOURS OF OPERATION

Our hours of operation are 7:00 am to 6:00 pm, Monday through Friday, excluding holidays listed below.

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HOLIDAYS / CHILD CARE CENTRE CLOSURE DAYS

Our Centre is closed to observe the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving
- Christmas Eve close at 12:00 pm
- Christmas Day
- Boxing Day
- New Year's Eve close at 12:00 pm

We will notify you of any other Centre closing

INCLEMENT WEATHER

At Precious Pearls we take every consideration for the safety of our families, children, and staff. Therefore, our Centre follows the Halton District School Board and may close due to severe weather conditions as announce by the Board. We may also decide to close without following the school board when we think it is for the safety of everyone.

Please check Oakville news for school board closures the morning of a bad snow storm or severe weather conditions. We will also send a note on Lillio App to notify you of any unscheduled closures.

It is the family's responsibility to find alternate care for their children once the Centre is closed due to the severe weather.

PANDEMIC CLOSURE

In the event that a pandemic is declared, Precious Pearls will close for the safety of the Children, Families, and Staff.
The Centre will follow orders from the Government of Ontario, Ministry of Education, and Public Health.
Parents will be informed as soon as possible via Lillio App.

EMERGENCY MANAGEMENT

During an emergency, the Centre will follow the Emergency Management Policy and Procedures and will notify Families through the Lillio App or by calling if pick up is needed to happen.

EDUCATORS AND STAFF

All staff at Precious Pearls Child Care Centre follow and meet the standards and regulations outlined by the Ministry of Education.

All Early Childhood Educators must be Registered and in good standing with the College of ECE prior to employment.

Staff are required to be fully trained in Standard First Aid and CPR. They are also required to complete a Vulnerable Sector Check with Police prior to employment. An Offence Declaration is signed annually and a new Vulnerable Sector Check must be completed every five (5) years.

In addition, the Centre Cook must have Food Handling Certificate prior to employment.

We believe in progression and continuous learning, therefore, we will provide ongoing individual professional development opportunities to all staff.

OUR PROGRAMS

Each classroom will have at least one Registered Early Childhood Educator (RECE) and an Educator Assistant.
Each classroom will have its own daily routines which will be posted on the classroom bulletin board and that will include Program Activity Times, Meal Times and Rest Times.

JUNIOR PEARLS (TODDLERS)

Toddlers' utmost need is autonomy. They learn how to explore, discover their will, make their first decision and start to build up the image of self-identity. The goal of this stage is to develop an intellectual curiosity that will follow them throughout their lives. Children in the Centre have many possibilities to browse through different corners, feel the nature of different activities and choose their favourite ones. This way, children have a chance to create a positive image of a person who is confident and appreciated by others.
For further details, please check our website at preciouspearls.ca.

SENIOR PEARLS (PRESCHOOLERS)

During the preschool years, children start to develop initiative and sense of accomplishment: they need to do things on their own and plan. Gradually, through repeated actions of play, with

variations in different contexts or on different kinds of objects, children learn to differentiate, compare and integrate elements, think in cause-and-effect terms as well as plan their play/actions. Preschoolers are able to make not only simple verbal categorizations but also, while manipulating concrete materials, they can indicate two or three common features at the same time.
For further details, please check our website at preciouspearls.ca.

OUTDOOR PLAY TIME

Our outdoor time is when children get physically active and learn about nature around them. We believe that children will learn best through exploration; therefore, we are providing them with rich natural playground that will allow them to learn basic motor skills such as running, jumping, riding tricycles and much more as well as learn about nature through hands-on free play within what nature provides, such as life cycle of insects, pinecones, leaves, and much more.
Our program offers outdoor time for a minimum of two hours per day weather permitting.
Below are the guidelines to determine if weather conditions are safe for outdoor play.

Winter guidelines:

- When outdoor temperature is -15°C or below with or without wind chill
- When a cold weather alert has been issued by Environment Canada
- Weather conditions such as light rain, rain, freezing rain, high winds, blizzard, snow that prevents visibility, or ice storm

Summer guidelines:

- When outdoor temperature predicted high is 30°C or above with or without humidex
- A heat advisory / alert has been issued by Environment Canada
- There is a smog alert, high heat alert, or humidex advisory
- Weather conditions such as high winds, pouring rain, thunder and / or lightning storms

Children will access the outdoor playgrounds from different doors depending on their location. Classes on the main floor will use room 101 & 102 to access the outdoor. Classes on the second floor, will use the outdoor stairs from their classes only when the stairs are clear of any snow or ice. In the event that the outdoor stairs for the second floor are slippery, the classes will be using the main entrance to go around the building to access the playground.

All children in attendance are expected to follow the classroom routines. No children will be allowed to stay indoor during outdoor time due to ratios and capacity. Precious Pearls Child Care Centre expects parents to send their children with weather appropriate clothing every day according to the season. Please make sure to label **ALL** items sent to the Centre with the child's first and last name to prevent any mix up or loss.

Below is a list of appropriate clothing but not limited to:

Cold weather:

- Hat
- Neck warmer (no scarves)
- Rain coat / Snow jacket
- Waterproof gloves / mittens (no strings)
- Snow pants / Splash pants
- Rain boots / Snow boots
- Warm sweater

Hot Weather:

- Sun hat
- Closed toe shoes (or running shoes)
- Spring jacket
- Light sweater
- Waterproof splash pants

In the event that the weather doesn't permit outdoor play, Educators will provide gross motor materials to children in classroom such as obstacle courses, parachute, tunnels, and other group activities.

DAILY SCHEDULE / ROUTINE

Provided is a sample of what a day schedule might look like. Each classroom will have its own schedule posted on the bulletin board in the classroom.
7:00 am – 8:30 am: Free Play as children join in (with possibility of combined classes)
8:30 am – 9:00 am: Morning Snack is served
9:00 am – 11:30 am: Children will be involved in variety of activities that would include:

- • Gross motor activities (Outdoor Play)
- • Circle Time
- • Programmed activities (Art, Sensory, Cognitive play, fine motor activities, creative projects)

11:30 am -12:30 pm: Lunch is served
12:30 pm - 2:30 pm: Sleep / Rest time OR quiet play activities for children that do not wish to rest (time may vary)
2:30 pm – 3:00 pm: Afternoon snack is served
3:00 pm - 5:00 pm: Children will be involved in variety of activities that would include:

- • Gross motor activities (Outdoor Play)
- • Circle Time
- • Programmed activities (Art, Sensory, Cognitive play, fine motor activities, creative projects)

5:00 pm – 6:00 pm: Free play for close time (with possibility of combined classes)

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REGISTRATION AND FEES

Precious Pearls requires parents/guardians to follow the below process in order to ensure their child gets registered at the Centre:

- Complete and sign the Registration Package
- Provide completed copy of the child's Immunization Record
- Pay a deposit of 4-week base fee to be used towards the last 4 weeks of child care, this child care services fee is non-refundable.
- Precious Pearls charges child care services fee every 4-week period. This fee is due at the start of the 4-week term and is non-refundable in case of parents withdrawing their child in mid-term.
- Provide banking information such as Direct Deposit form for direct withdrawal from your bank for payments for child care costs. Direct withdrawal is the only method Precious Pearls accepts for payments.
- Precious Pearls does not provide refunds or credits for any circumstances, all fees paid are to be used towards care only.

Child Care Services base Fees per day starting January 1st, 2025:

Infant (12 months – 18 months)		**Toddler** (18 months – 30 months)		**Preschool** (30 months up to 6 years)	
$22.00	**2 Days**	**$22.00**	**2 Days**	**$22.00**	**2 Days**
$22.00	**3 Days (not consecutive)**	**$22.00**	**3 Days (not consecutive)**	**$22.00**	**3 Days (not consecutive)**
$22.00	**4 Days**	**$22.00**	**4 Days**	**$22.00**	**4 Days**
$22.00	**5 Days**	**$22.00**	**5 Days**	**$22.00**	**5 Days**

A charge non base fee of $45 applies to all NSF payments.

Fees are charged in full to ensure your child's spot, regardless of days absent due to illness, vacations, and holidays or emergency closures.

Annual tax receipts are issued by February of the following year.

We encourage all parents / guardians to visit our Centre for a tour prior to registration. A play visit is then scheduled after registration for a short period of time to have the child visit and experience the classroom prior to the start date.

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WAITING LIST POLICY

Licensed Child Care Centres are no longer authorized to charge prospective parents a fee or deposit for the placement of a child on a waiting list for admission. Precious Pearls Child Care Centre will comply fully with this new requirement. However, the Centre will continue to charge a non-refundable deposit, once a spot is available and secured.

Procedure

- All our classes have enrollment limits based on our licensed capacity. When our classes are filled, we keep a waiting list through the year.
- A space would be made available based on a child terminating from the program or moving up to a different classroom.
- At that point parents will be contacted and informed of available space.
- If parents wish to decline a spot, they will be removed from our waiting list.
- The waiting list is done in order of inquiries received with siblings and family members of currently enrolled children prioritized and then fulltime inquiries.
- The list is reviewed every six months to determine where children will be per their age.
- Open spots for the following school year are filled first with our currently enrolled students. Incoming siblings are prioritized next and then fulltime inquiries. Any additional spots are filled from the waiting list in order of inquiries.

During Emergency order / COVID-19:

During the Emergency order / COVID-19, The maximum number of children that we can accept will depend on regulations from Ministry of Education.
Children will be given priority to attend the centre according to the categories listed below and will be chosen with the answers provided from families enrolled with us:

- Essential workers
- Children with special needs
- Subsidized children
- Full time children
- Full time working families outside of home
- Full time working families from home
- Part time children

Our Centre will accept new families from the new enrolment waitlist if spots are available during the reduced capacity period or if care is needed in the future with the flexibility to wait until reduced capacity is lifted.

Enrolled families can be placed on an internal waitlist if they wish to hold their spot and not attend when restrictions ease up. The spot will be held until it is needed by another family and minimal charge will be required for the hold. If the spot is needed, the family gets notified of potential spot loss and will have to make a decision to take it or give it away.
The List will follow seniority category and most recent families will be contacted first.

TERMINATION OF ENROLLMENT

- A minimum of 4 weeks written notice must be submitted to the office to withdraw a child from the Centre.
- The written notice should be given at the end of the paid 4 weeks and prior to starting the following 4 weeks of care.
- Please note that the amount paid at registration is non-refundable in the case of withdrawal within the first 8 weeks.
- Children with temporary termination will not be guaranteed a spot in the following year.

The agreement shall be terminated if any one or more of the following occur:

1. Failure of a parent or guardian to honour all obligations listed in the parents' handbook or the enrollment agreement or in any rules, regulations provided by the Child Care Centre.

2. The parent or guardian of the child allows their account to become in arrears.

3. The Child Care Centre in its sole and unfettered discretion, determines that it is not in the best interest of the Child Care Centre or other children enrolled at the Centre to have the child in attendance.

ARRIVAL AND DEPARTURE POLICY

At Precious Pearls Child Care Centre we ask each parent or guardian to inform staff when they are dropping off or picking up a child. Children should be dropped at their appropriate classroom and never left unattended at any time. Staff need to sign in and out the child when an adult is present. If a parent is not able to pick up a child certain days or times, staff should be informed of the person picking up the child and are required to ask for a government issued Identification to make sure that the person is on the child's record. Our staff will NOT release a child if they feel that it is NOT in the child's best interest to do so.
A Safe Arrival and Dismissal policy is in place and is found in the Parent Handbook with other policies.

LATE PICK UP POLICY

A late non base fee charge of $2 per minute will apply if a child is picked up after closing hours and is added to the next payment of fees. Late pickups will be recorded and reviewed and if it turns into repeated occurrences, it may cause withdrawal of your child from the program.
If a parent is aware that a late pickup may occur, we encourage you to either try and find alternate arrangement for pickup prior to closing time or to please notify the office before 5:00 pm.

ILLNESS, HEALTH AND MEDICATION

In the Region of Halton, the Medical Officer of Health requires that all children attending child care centres be immunized against certain communicable diseases. An up-to-date immunization record is required for all children upon registration. Copies of updated immunization records are required to be submitted as your child's immunizations are received. If you have opted to not get your child immunized for medical, conscience or religious reasons please let the Supervisor know. An exception form must be completed accompanied by a signature of a Medical Professional.

Please note if your child is not fully immunized against any of the following, and there is an outbreak, they can be excluded and/or suspended from the Centre by a Medical Officer of Health.

- Measles
- Mumps
- Rubella
- Haemophilus influenza b
- Diphtheria
- Pertussis
- Tetanus
- Poliomyelitis

If your child should become ill during the day while at the Centre, the parent or guardian will be notified in order to arrange for pickup of the child. The child MUST be picked up within 1 hour of the initial phone call to the parent or guardian. If you are unable to arrive at the Centre within the 1 hour, please make arrangements for someone to pick your child up. Picture identification is mandatory for anyone who the educators are not familiar with.

Any child who is sent home due to an illness or suspected illness/communicable disease, must stay away from the Centre for a minimum of 1 full day (more than 1 day if required for the child to be able to participate). Certain diseases and infections require different exclusion periods (see below).

The following is a detailed outline of when you will be notified should the Centre require you to pick up your child due to an illness or a suspected illness:

- Fever - 2 consecutive readings taken 15 minutes apart showing no less than 100°F or 37.7°C both times
- Diarrhea – 2 or more episodes of water like bowel movements that are not normal for the child that have occurred within 2 hours or less
- Vomiting – 2 or more episodes of vomiting that have occurred within 2 hours or less
- Rash/marks on skin not previously explained/common to the child

It is the parents' responsibility to inform the child care centre if the child has been diagnosed with an infection/communicable disease or any injury and steps to be taken following the physicians visit. The Supervisor will guide you as to the accurate exclusion periods if applicable. If a

reportable communicable disease is known, the Centre must post a notice on the front door indicating the type of infection/disease, the number of cases and the classroom that the child is in. The Centre must also notify the Health Department immediately.
Children who show signs of fever, vomiting, diarrhea and/or excessive tiredness must remain home for the well-being of the child as well as their peers at the Centre. While children are in our Centre, they are expected to follow the daily schedule and routine.

Anyone with the following diseases should remain at home and away from others:

- Pinkeye: Until 1 full day of antibiotic treatment
- Strep Throat: Until 24 hours after antibiotics are started
- Head lice: Until child has been treated for head lice and cleared by a medical professional or a Lice Clinic. A note (at your expense) is required
- Ringworm: Until treatment has started; keep child from swimming/wading pools, and water play until treatment is complete
- E-coli: Until 2 consecutive negative stool specimens taken 24 hours apart
- Giardia: Until diarrhea has stopped
- Hepatitis A: Until 1 week after onset of jaundice
- Impetigo: Until 24 hours of antibiotics
- Influenza: Until 5 days after symptoms began
- Pertussis: Until 5 days after antibiotics are started, or until 3 weeks if not treated with antibiotics
- Pinworms: Until 24 hours after treatment is started
- Rubella: Until 7 days after onset of rash
- Scabies: Until 24 hours after treatment
- Scarlet Fever: Until 24 hours after treatment
- Shigella: Until 2 consecutive negative stool specimens taken 24 hours apart
- Tuberculosis: Call Regional Municipality of Halton at 905 825 6000

It is the parents' responsibility to notify the Centre if the child will be away from the Centre due to an illness. It is the parents' responsibility to inform the Centre if your child has been diagnosed with an infection/communicable disease.

FEVER POLICY

If a child has a fever of 100°F or 37.7°C or more, the parents or guardians will be contacted and advised that the child is ill and needs to be picked up.
Tylenol or similar over the counter medication cannot be administered to children unless discussed with the Supervisor.

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ADMINISTRATION OF MEDICATION POLICY

Precious Pearls Child Care Centre will administer prescription medication to children after and only after the child has been on the medication for at least 24 hrs. Non-prescribed medications can be administered following parents' requests and instructions.

The prescription must clearly state the child's name, medication name, expiry date, dosage, or amount to be administered, and time(s) to be administered.

When medication is required to be carried by a staff member to ensure immediate access for a child, appropriate measures must be taken to ensure that the medication is not accessible to any other child.
Staff shall:

- Keep the medication in their direct possession and control at all times, using a secure method such as a designated medication pouch, waist pack, or other secure container that is worn or carried by the staff member.
- Ensure the medication is stored in a securely closed container and is not placed in pockets, bags, backpacks, purses, or other locations that may be accessible to children.
- Never leave medication unattended on tables, counters, shelves, cubbies, playground surfaces, strollers, wagons, or in any other area accessible to children.
- Ensure that medication remains inaccessible to all children during indoor and outdoor activities, transitions, neighbourhood walks, field trips, and emergency evacuations.
- When responsibility for supervising the child is transferred to another authorized staff member, ensure that the medication is directly handed over from one staff member to the other, with verbal confirmation that responsibility for the medication has been transferred.
- Regularly check that the medication remains securely stored and immediately accessible to authorized staff when required for the child for whom it has been prescribed.
- Return the medication to its designated locked or inaccessible storage location when it is no longer required to be carried by staff.

All staff responsible for carrying medication must be familiar with the child's Individualized Plan, where applicable, and the centre's medication administration procedures. At no time shall medication carried by staff be left in a location where another child could access or handle it.

Staff will proceed with the following steps for collecting information, medication storage and medication administration:

- Ask parents / guardians to fill out the Medication Administration Form. Note that Anaphylactic Forms are filled during registration.
- Review the Form carefully to ensure that all the information required has been filled in; staff shall also double check the medication container to ensure that information provided in the form matches that on the container.
- Place the medication container in the locked box in the fridge (if required) or in the locked box in the office (excluding emergency medication) and keep the form in the classroom until medications is finished. EpiPen, Puffers, and other emergency medications, should be placed in First Aid kit or teacher's bag and must be carried by staff anywhere the child is present and out of children's reach.
- Emergency medications (such as EpiPen and Puffer, diabetes, epilepsy, allergy, or any other medication that a licensed prescribing medical professional has determined must be

readily accessible to prevent a significant risk to the child's health) will never be locked up while the child is in attendance, and will be made easily accessible to all staff while being kept out of the reach of children, including during outdoor play periods and off-premises activities. The medication (EpiPen and Puffer, etc.) will be stored in the medication box in the office once the child gets picked up, and until they resume again.

- An individual plan is required for all emergency medication.
- The Supervisor and assigned staff will administer the medication. All staff in the classroom will be made aware of the time the medication should be administered. In the event that the Supervisor is not available, the Supervisor's 1st designate replacement will assume the responsibility of administering the medication. In the event that both the Supervisor and their 1st designate are both unavailable then the Supervisor's 2nd designate will assume responsibility of administering the medication or the RECE in the classroom.
- Emergency medications may be administered to a child by any person trained on the child's individualized plan at the Child Care Centre.
- Administer EpiPen and Puffers whenever needed as per conformance with Anaphylactic and Asthma procedure / instructions.
- At the beginning of each month, check expiry date of EpiPen and Puffers; fill EpiPen and Puffers log sheet and notify the Supervisor if expiry date is within 2-months' time.
- Fill the child's prescribed medication log and sign the sheet after the medication has been administered.
- In case of an emergency, all staff, students and volunteers will be made aware of the location of children's emergency medications at all times.
- Emergency medications will be brought on all field trips, evacuations and off-site activities.
- Any topical products or drugs/medication in the first aid kit will not be used on children to clean or treat wounds. Children's cuts and wounds will be disinfected in accordance with local public health recommendations.
- Where drugs or medications are past their expiry date, they will be returned to the parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.
- Any drugs or medications remaining after the treatment period will be returned to a parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.
- Where attempts have been made to return a drug or medication to a parent and the parent has not taken the medication home, the person in charge of drugs and medications will ensure that the efforts made to return the drug or medication have been documented in the appropriate staff communication book (e.g. daily written record), and the drug or medication be returned to a pharmacist for proper disposal.
- At the end of the day, get the medication container from the locked box in the fridge or office and return it back to parents / guardians if they need it.
- Check to make sure the correct medication container is handed over to parents / guardians.
- Information about a child's medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons.

SLEEP SUPERVISION POLICY

Each child enrolled in Precious Pearls Child Care Centre for 6 hours or more is required by the Child Care and Early Years Act to have a rest time of maximum two hours after lunch. Children may however wake up before their 2-hours rest time.
Children on 1st floor will go to sleep at 12:00 pm, whereas children on 2nd floor go to sleep at 12:30 pm according to their classroom schedule.

Children who do not wish to sleep will have an opportunity to engage in quiet activities such as colouring, puzzles or books after the first 30 minutes of being on their cots.

Parents will be made aware of the Centre's sleep policy and procedures upon enrollment of their child. Staff will be made aware of the Sleep Supervision Policy and any specific sleeping arrangement the parents might have on the day of enrolment.

In the event that a parent doesn't wish their child to sleep or rest, a written consent from the parent is required. These instructions will be followed as much as possible dependent on the child's needs. For example, if the child is tired and feeling sleepy, the staff shall provide them a rest period. The Supervisor / staff will explain to the parents that the child needed a nap that day because the child was unable to stay awake.
The Director / Supervisor will ensure that:

- Parents will be informed of the Centre's sleep policy upon enrollment and be given a copy as part of the enrollment package.
- Children will be assigned to individual cots in accordance with the Child Care Early Years Act.
- Staff will label the individual cot with the child's name.
- Each child will be provided with a sheet and a blanket, which will be laundered and cots disinfected on a weekly basis.
- If the child moves or transitioned to a different classroom, their cot will be transferred with them. If there is a need for change of cots, a new cot will be provided and labeled with the child's name.
- Parents will be informed how the cots are assigned at the time of enrollment.

- Staff, students and volunteers will be trained how the cots are assigned before beginning work.
- Parents are consulted with respect to their child's sleeping preference / habit and will be asked few question in that regard in the enrollment form. A copy of the completed questions will be given to the staff. Staff will review the information of each child in her/his class and follow through directions given by the parents.
- Each class will have a binder for sleep questionnaires to file for future references.
- Staff, students and volunteers have been made aware of the Centre's Sleep Supervision Policy and have reviewed each child sleep preference prior to enrolment and when parents advise of any changes regarding sleep preferences.
- Staff, students and volunteers have read, understood and signed off on the Sleep Supervision Policy.

Every Staff on sleep supervision duty shall ensure that:

- Children will be assigned to individual cots in accordance with Child Care Early Years Act.
- Children are properly covered, being careful NOT to cover the child's head.
- Sleep toys or blankets are allowed during sleep time.
- Should the child require a bottle prior to nap, it will be given to them prior to laying down to sleep.
- The lights will be dimmed; however, it must be sufficient to conduct direct visual checks while sleeping. Soft soothing music and sounds will be played.
- Each child's younger than 24 months, will be checked visually looking for indicators of distress or unusual behaviours. Comments and notes shall be recorded in the Sleep Visual Check on the Lillio App.
- Direct visual check will be performed every 15 minutes for Toddlers of 24 months and younger.
- Observance of any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents via email/phone, calls/verbal etc. or whichever way the parents prefer as mode of communication.
- Staff will also set up an area in the sleep room with books/puzzles/ crayons and papers to keep the children quietly engaged.

DIAPERS, WIPES, CREAMS AND POWDERS

We ask that parents / guardians provide diapers, wipes, diaper cream, powder for their child if they require it. We recommend providing a sleeve of diapers and a package of wipes to start. Educators will notify parents / guardians when supplies run low.

Diaper rash often occurs with children in diapers due to their sensitive skin. Therefore, we ask that you provide diaper cream or powder to help your child feel at ease. A cream release form will be needed to be filled upon dropping off the ointments and it must be signed to grant permission to apply the ointment to your child.

All creams and powders must arrive in original packaging and the following information should be visible on the container or it will not be accepted:

- Child's first and last name
- Name of cream/powder
- Frequency of application
- Expiry date
- Application instructions

In case that the diaper cream contains a DIN number, then a prescription tag is required containing all of the above information and medication form is required to be filled out.

NUTRITION AND MEALS

At Precious Pearls we strive to provide the best Nutrition to our children. It is a very essential time during our daily routine. Our cook prepares all meals on site and according to Canada's Food Guide. We work on a four week rotational menu to provide a variety of different dishes from around the world. We provide 3 meals per day plus two extra snacks if needed (by choice of children).

Meals are served between the hours of:

- 8:00 am – 9:00 am: Morning Snack for all classes
- 11:15 am – 11:45 am: Mid-day Lunch is served for first floor
- 11:30 am – 12:00 pm Mid-day Lunch is served for second floor
- 2:30 pm – 3:30 pm: Afternoon Snack for all classes

Please note your child's class schedule for the exact timing of when meals are served.

Precious Pearls
CHILD CARE CENTRE

Sample Menu

PRECIOUS PEARLS CHILD CARE CENTRE MENU SAMPLE					
	Monday	Tuesday	Wednesday	Thursday	Friday
A.M. Snack	BAGELS CREAM CHEESE MILK	CROISSANTS WITH BUTTER OR JAM MILK	YOGURT GRAHAM CRACKERS WATER	CEREAL FRESH FRUITS MILK	BOILED EGGS WHOLE WHEAT BREAD MILK
Lunch	SPAGHETTI TOMATOE SAUCE GROUND BEEF SPINACH SALAD PEARS WATER VEG OPTION: MACARONI & CHEESE	RICE & BAKED CHICKEN STRIPS LETTUCE & TOMATOE SALAD PINEAPPLES WATER	SHEPPARD'S PIE CARROTS/CORN BANANAS WATER VEG OPTION: SHEPPARDS PIE MEATLESS WITH YOGURT ON THE SIDE	(BEEF TACO) GROUND BEEF SHREDDED CHEESE TORTILLA SHELLS LETTUCE/SALSA/ TOMATOES BANANA WATER VEG OPTION: BEANS TACO	RED BEANS & RICE GROUND BEEF TOMATOE SALAD APPLESAUCE WATER VEG OPTION: RED BEANS & RICE
P.M. Snack	APPLES BREAD STICKS MILK	RYE BREAD WITH MELTED CHEESE MILK	RAISIN BREAD APPLES MILK	ORANGES ARROWROOTS MILK	HOMEMADE LOAVES OR MUFFINS MILK

All toddlers will have access to 3.25% milk, and all preschoolers will have access to 2% milk during each meal. Educators will encourage all children to try the food provided but no child will be forced at any time to eat or drink if they refuse.

Two-week menu will be posted at the main bulletin board for all parents to view as well as on the Lillio App.

We strive to be a peanut/nut free Centre. In order to reduce the risk of exposure to anaphylactic causative agents, our menu will not include high allergy foods. We also ask that you please ensure that these products stay off our Centre premises and ensure that all labels are checked carefully for these food contents.

Precious Pearls Child Care Centre does not allow any outside food into the Centre unless the supervisor has pre-approved it. Otherwise, you will be asked to remove it from the Centre immediately. Any food that has been approved to come in from home will need to be labelled with the child's full name.

When enrolling your child into our Centre, a form must be filled out in the registration package about any specific dietary restrictions, in order for us to be made aware of any health or food allergies and/or restrictions. A detailed description of signs and symptoms may be requested for certain allergies, and an Anaphylaxis Emergency Plan must be filled out for ALL anaphylactic

allergies. Please refer to the Anaphylaxis policy. For children with specific diet restrictions, foods MAY be substituted either by the Centre or the parents and will also need to be labelled with the child's full name. Upon registration, specific instructions as to foods allowed to be ingested is documented and meal plans are reviewed. We make every effort to work together with families to accommodate dietary or religious food requirements.

Every child is required to have his/her own water bottle/sippy cup. The bottle will be filled daily by the staff and washed and sanitized as per Public Health requirements at the end of the day unless parents choose to take it home daily. Please make sure the bottle is labeled with the child's first and last name and is clearly visible on all items provided from home.

CLOTHING

Please ensure that your child has at least an extra set of clothes that are clearly labeled with the child's first and last name. We suggest that you send your child with comfortable play clothes as they will be busy all day at the Centre and might get a little messy.
Our Centre also requires indoor pair of shoes to be worn while indoors which also should be labeled with your child's name.

VACATIONS AND SICK DAYS

At Precious Pearls, we understand the need for family vacations; however, to ensure your child's spot during the calendar year, full tuition fees are required. The office requires that you notify the Centre in regards to the time of when and how long your child will be off for vacation.

Tuition fees are charged in full, regardless of days absent due to illness, holidays or emergency closures, to ensure your child's spot. There are no substitution days for any closure days.

SAFE ARRIVAL AND DISMISSAL POLICY

Name of Child Care Centre: Precious Pearls Child Care Centre
Date Policy and Procedures Established: December 22, 2023

Purpose

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

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

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

Policy

General

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

Procedures

Accepting a child into care

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

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
    - inform the Supervisor and/or Assistant Supervisor and they must commence contacting the child's parent/guardian starting at 10:00am. Staff shall send a message on the Lillio App to inquire about the absent/late arrival

- A second attempt will be made half an hour after the message was sent if no reply was received. The second attempt will be made by calling the parent/guardian and a message will be left if no one picks up.

2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written

1. authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
    - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
    - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by the communicated time, the classroom staff shall contact the parent/guardian by a phone call and advise that the child is still in care and has not been picked up.
    - Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian after 10 minutes of first attempt. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
    - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed"

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall include steps such as, contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall be contacting authorized individuals listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30pm the staff shall proceed with contacting the local Children's Aid Society (CAS) at 905-333-4441, Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

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.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

(a) provides that a child may only be released from the child care centre or home child care premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home child care premises, or

(ii) a child is not picked up as expected from the centre or home child care premises.

ANAPHYLACTIC POLICY

It is the policy of Precious Pearls Child Care Centre to create an allergen-aware environment in order to protect the health and safety of our children and staff.

Creating an environment that reduces the risk of exposure to severely allergic or anaphylactic children requires the co-operation and understanding of all our members, including staff, students, volunteers, children and parents.

Strategy to Reduce the Risk of Exposure:

No Peanut, Tree Nut Products, or any material used for craft and sensory programming that might have a risk of exposure to anaphylactic causative agents ARE ALLOWED at Precious Pearls at ANYTIME.

All food prepared on premises have been verified that they are peanut or nuts free. Staff purchasing food on behalf of the Centre must read food ingredient labels every time they purchase a product and ensure they only bring peanut or nut free food inside the Centre.

The sample menus have been developed to ensure that all ingredients are peanut and nut free.

All staff, students, volunteers and parents are not permitted to bring in food or snacks at any time, except in very rare cases and in coordination with the Centre. Ex: any food brought in from outside by staff member for lunch should be consumed in the Staff Lounge only.
Parents who need to bring in any food for their children with coordination with the Supervisor, will have to ensure that it is peanut and nut free, labelled with child's full name, otherwise it will be disposed and not given to the child.

All surfaces must be cleaned with a cleaning solution prior to and after preparing and serving foods. All cleaning supplies, medicines and any other products that may be of danger and/or commonly produce allergic reactions must be stored safely away.

The strategy and information above will be revised as necessary depending on the life threatening allergies of the children enrolled.

Communication Plan:

Parents of anaphylactic children are required to indicate this on the Enrollment Form which they provide prior to their child starting at the Centre or when their child is diagnosed; and are also required to develop and sign an Individual Emergency Plan for their child. All parents are informed of the known allergies in the Centre upon enrollment of their child and are updated regularly.

A list of all anaphylactic children is posted in each classroom, food preparation area, and the office.

Staff, students and volunteers are informed of the known allergies in the Centre, the policies, procedures and individual emergency plans which are in place for each child.

The policies regarding anaphylactic procedures will be reviewed prior to employment and annually thereafter. Each staff, student, volunteer, and person giving guidance will sign and date the policies sign-off form. Use of the Epipen will also be reviewed annually.

Individual Plans and Emergency Procedures:

Prior to enrollment and/or upon diagnosis, parents of anaphylactic children will provide the Centre with an Epipen labeled with the child's name and expiry date. This will remain in the teacher's bag and travel with the child at all times and upon expiration will be replaced by the parents.

Parents will meet with the Supervisor to provide input to update the child's Individual Emergency Plan and emergency procedures. This plan will include but is not limited to:

- Description of the child's allergy
- Monitoring and avoidance strategies
- Signs and symptoms of an anaphylactic allergy
- Child care staff roles and responsibilities
- Parent/guardian consent for administering allergy medication
- Emergency contact information

The Individual Emergency Plan states the procedures that must be followed in the event of a child having an anaphylactic reaction, this plan is signed and dated by the child's physician.

Parents are requested to advise the Director if their child develops an allergy, requires medication or if there is any change to the child's Individual Emergency Plan or treatment. Individual Emergency Plans will be reviewed yearly by the parent and revised if necessary.

Copies of Individual Emergency Plans are posted in the child's classroom, on main bulletin board, in Staff lounge and Food Preparation area. Copies are also inserted in each child's file in the office.

All staff, students and persons giving care or guidance to children will review each individual plan prior to employment.

Training:

Prior to employment and on an annual basis all staff will be trained by parent or qualified and certified health professional on procedures to be followed if a child has an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer medication.

At the start of their involvement, students and volunteers must be provided training by the Supervisor; however, generally volunteers and students are not permitted to administer medication unless under extreme circumstances (i.e. staff is unconscious).

The staff will be required to provide a certificate that they have received training, date and sign off that they have received training.

Trained staff shall administer Epipen whenever needed as per conformance to Individual Emergency Plan and procedures.

A person having an anaphylactic reaction might have any of these signs and symptoms:

- Skin: hives, swelling, itching, warmth, redness, rash
- Respiratory (breathing): wheezing, shortness of breath, throat tightness, cough, hoarse voice, chest pain, nasal congestion, trouble swallowing or hay fever-like symptoms (runny itchy nose and watery eyes, sneezing)
- Gastrointestinal (stomach): nausea, pain / cramps, vomiting, and diarrhea
- Cardiovascular (heart): pale / blue colour, weak pulse, passing out, dizzy / lightheaded, and shock
- Other: anxiety, feeling of "impending doom", headache

Precious Pearls
CHILD CARE CENTRE

SERIOUS OCCURRENCE POLICY

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

Identify:

1) the death of a child who received child care at Child Care Centre, whether it occurs on or off the premises
2) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at Child Care Centre
3) a life-threatening injury to or a life-threatening illness of a child who receives child care at Child Care Centre
4) an incident where a child who is receiving child care at Child Care Centre goes missing or is temporarily unsupervised, or
5) an unplanned disruption of the normal operations of a Child Care Centre that poses a risk to the health, safety or well-being of children receiving child care at Child Care Centre

Respond:

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

1) The staff present sees to the immediate needs of the child (e.g. calling 911, fire, ambulance, police, first aid, etc.).
2) The staff or another witness shall report the occurrence to the Supervisor or designate.
3) The Supervisor or designate shall contact the parents or guardians
4) The Supervisor or designate shall contact the people involved to ensure all persons having knowledge of the occurrence shall remain at the site until excused.
5) The Supervisor or designate shall contact the Director.
6) The Director shall contact the Ministry [if Director cannot be reached, the Supervisor shall contact Ministry on their behalf.
7) The Director determines if other authorities should be notified - Children's Aid Society, etc.

Report:

The Supervisor and witnessing staff complete a serious occurrence report.

The Supervisor makes sure that copies of all reports concerning the occurrence (fire, ambulance, police, etc.) are gathered and filed through CCLS within 24 hours of the Supervisor becoming aware of the occurrence.

Serious Occurrence Notification Form

Precious Pearls Child Care Centre is required to complete a Serious Occurrence Notification Form and post it on the main floor bulletin board for parents to view within 24 hours of becoming aware of the occurrence for a minimum of 10 business days, **including any allegation of abuse or neglect**.

The form shall be updated if additional action or investigation takes place.

Reports and their summary as detailed in the Serious Occurrence Notification Forms shall be retained for at least three (3) years from the date of occurrence and shall be made available to current and prospective parents, licensing and municipal children's services staff upon request.

Below is a copy of the Serious Occurrence Notification Form:

Ontario

Serious Occurrence Notification Form
Formulaire de notification d'incident grave

Program name:/Nom du programme :

Date : *(yyyy/mm/jj)/(aaaa/mm/jj)*

Date of occurrence: *(yyyy/mm/dd)*
Date de l'incident : *(aaaa/mm/jj)*

Type of serious occurrence:/ Type d'incident grave :

- ☐ Death of a child / Décès de l'enfant
- ☐ Serious injury caused by service provider / Blessure grave causée par un fournisseur
- ☐ Serious injury – accidental / Blessure grave accidentelle
- ☐ Serious injury – self-inflicted/unexplained / Blessure grave auto-infligée/inexpliquée
- ☐ Alleged abuse/mistreatment / Allégations d'abus ou de mauvais traitement
- ☐ Missing child / Enfant porté disparu
- ☐ Disaster on the premises / Catastrophe sur les lieux
- ☐ Complaint about service standard / Plainte quant à une norme de service
- ☐ Other – complaint made by or about a child, or any other serious occurrence / Autre – Plainte d'un enfant ou au sujet d'un enfant ou tout autre incident grave

Description :

Action taken by Operator/Outcome:(add update if applicable)/**Mesure prise par l'exploitant / Résultat :**(ajouter une mise à jour le cas échéant)
Signature name: Nom : Date :*(yyyy/mm/dd)/(aaaa/mm/jj)* — X **signature**

CRIMINAL REFERENCE CHECK POLICY

The Ministry guidelines state that all licensed agencies providing direct services to children and/or vulnerable persons are required to have Vulnerable Sector Check (VSC) policies and procedures included in their hiring practices.

Vulnerable Sector Checking is a precautionary measure designed to ascertain whether potential and current employees have a record of criminal convictions, which would make them unsuitable for positions of trust.

It is in keeping with these guidelines that Precious Pearls' Programs incorporate Vulnerable Sector Checks into its recruitment practices and annual reviews. It is our commitment to ensure the safety of all children at our Centre.

All prospective employees of Precious Pearls having direct, unsupervised contact with children must provide a Vulnerable Sector Check which was obtained within the last 6 months prior to commencing work.

Examples of employees required to obtain VSC:

- Food preparation staff, cooks, drivers
- Supply educators above the age of 18 years old and one month
- Staff who participate in the licensed child care program above the age of 18 years old and one month

Examples of individuals who are not considered employees:

- Individuals employed by an agency that is contracted by the licensee to provide a service in the child care program (e.g. resource teacher) these individuals are considered third party.

The above individuals do not require to present a VSC but must provide an attestation from their employer or complete an Offense Declaration form.

The written attestation must include the following information:

- Name(s) of the employee(s), volunteer(s) or student(s) the attestation applies to
- Confirmation that the Vulnerable Sector Check was conducted less than 5 years ago from the date of the attestation (e.g. month and year of the VSC date)
- Confirmation that the Vulnerable Sector Check was conducted by a police force
- Confirmation that the Vulnerable Sector Check did not list convictions for any offences set out under Section 9 of the CCEYA
- Signature of the licensee or designate

Examples of people who are considered volunteers and must have VSC:

- Parents assisting on an occasional or recurring basis with child care programming, such as excursions, field trips, etc.

Examples of individuals who are not considered volunteers:

- Parents who engage with their child and other children at arrival or pick up time in the program
- Individuals who are paid by an organization that the licensee has contracted to provide a service and are not left alone with the children in care (e.g. dance teachers)
- Individuals from the community engaging in the child care for a specific event where they are not left alone with the children in care (e.g. presentations by community organization. Recreational programs, local librarian, fire fighter)
- Parents attending a child care or school event and are not assisting with the care for or supervision of children

All employees above the age of 18 years old and 1 month shall have:

- A Vulnerable Sector Check conducted by a police force in their file
- The document should indicate that the VSC was conducted no more than 6 months before the date it was obtained by the licensee prior to the start of their employment. If the employee is still waiting for the VSC to arrive, the director will accept employment with conditions and the person will be supervised and not left alone with children until the VSC arrives.

All Volunteers and Students who interact with children shall have:

- Vulnerable Sector Check conducted by a police force in their file
- The document should indicate that the VSC was conducted no more than 6 months before the date obtained by the licensee
- An Offence Declaration on file, addressing the period since the vulnerable sector check was performed

The original copy will be kept in the employee's file for record if possible, otherwise a copy of the original document will be used after being copied and signed by the Supervisor.

Criminal information obtained will be kept confidential.

A new Vulnerable Sector Check must be provided every 5 years on or before the fifth anniversary regardless of the individual's offence declaration schedule. Offence declarations must be provided annually in the years that a Vulnerable Sector Check is not provided. The Offence declaration must be obtained no later than 15 days after the anniversary of the previous offence declaration or vulnerable sector check.

In the case were the individual is on a leave when it is time to renew the VSC or the Offence Declaration form, such as maternity leave or other medical reasons, the Supervisor and the employee must work out a way to have it done by the time it is required as mentioned above.

At any time, an employee, student or volunteer is convicted of an offence under the Criminal Code (Canada), a new Offence Declaration form must be filled as soon as possible.

Volunteers or individuals under the age of 18 are not required to obtain a VSC. In the case of the individual turning 18 while still in a position, the individual is required to provide a statement in writing that discloses every previous finding of guilt of the person under the Youth Criminal Justice Act (Canada).

If the individual turns 19 while still in position where he/she interacts with children, a VSC within a month from turning 19 should be obtained and kept on file.

PROCEDURE:

1. All candidates for job positions above the age of 18 years old and 1 month shall be told that a Vulnerable Sector Check is required prior to commencement employment at Precious Pearls.
2. If a candidate has been successful a Conditional Proposal of Employment will be completed. The offer of employment is contingent on the return of a "negative" response on Vulnerable Sector Check.
3. The candidate shall forward the signed form and fee to the local Police department. The Police Department will forward the results directly to the candidate.

4. A positive response indicates that a criminal record does exist. When this occurs, it will be at the discretion of the Director on how to proceed. It will not necessarily preclude employment; however, serious consideration as to the suitability of the candidate to work at Precious Pearls will need to be determined.
5. The following are examples of convictions that will not allow an individual to obtain a position working with children:
    - An offence under the Child Care and Early Years Act, 2014
    - An offence under section 151 of the Criminal Code (Canada), sexual interference.
    - An offence under section 152 of the Criminal Code (Canada), Invitation to sexual touching.
    - An offence under section 153 of the Criminal Code (Canada), sexual exploitation.
    - An offence under section 153.1 of the Criminal Code (Canada), sexual exploitation of person with a disability.
    - An offence under section 160 (1)(2)(3) of the Criminal Code (Canada), bestiality.
    - An offence under section 162 of the Criminal Code (Canada), voyeurism.
    - An offence under section 162.1 of the Criminal Code (Canada), publication of intimate image without consent.
    - An offence under section 163.1 of the Criminal Code (Canada), child pornography.
    - An offence under section 170 of the Criminal Code (Canada), parent or guardian procuring sexual activity.
    - An offence under section 171.1 of the Criminal Code (Canada), making sexually explicit materials available to child.
    - An offence under section 172.1 of the Criminal Code (Canada), luring a child.
    - An offence under section 172.2 of the Criminal Code (Canada) agreement or arrangement sexual offence against a child.
    - An offence under section 215 of the Criminal Code (Canada), duty of persons to provide necessaries.
    - An offence under section 229 of the Criminal Code (Canada), murder.
    - An offence under section 233 of the Criminal Code (Canada), infanticide.
    - An offence under section 271 of the Criminal Code (Canada), sexual assault.
    - An offence under section 272 of the Criminal Code (Canada), sexual assault with weapon, threats to a third party or bodily harm.
    - An offence under section 273 of the Criminal Code (Canada), aggravated sexual assault.
    - An offence under section 281 of the Criminal Code (Canada), abduction of person under 14.
    - An offence under section 286.1(1) of the Criminal Code (Canada), obtaining sexual services for consideration.
    - An offence under section 286.1(2) of the Criminal Code (Canada), obtaining sexual services for consideration from an individual under the age of 18.
    - Any other federal or provincial offence prescribed by the regulations.
    - When individual has been found guilty of professional misconduct under the Early Childhood Educators Act, 2007, the Ontario College of Teachers Act, 1996, the Social Work and Social Service Work Act, 1998 or another prescribed Act, and

based on that finding,

- The individual's membership in the regulatory body established under that Act was revoked and the individual has not been readmitted since that time,
- A certificate or documentation issued to the individual under that Act that authorized the individual to practice was revoked and has not been reissued since that time, or
- The individual's authority to practice was restricted in any other way prescribed by the regulations.

6. If the candidate is deemed inappropriate the Director will notify the individual of the decision. A notation is made to the candidate's resume file. The form will not be retained by Precious Pearls. The notation may simply read "Positive Response on VSC."
7. Despite having a criminal record, the candidate may still be considered, depending upon extenuation factors such as the type of conviction, length of time since the conviction, frequency, etc. The Director will consult with the candidate as needed to make the decision. If the candidate is hired, a notation will be placed in their personal file indicating a positive response and the stipulations concerning the decision to hire.
8. A "negative" response indicates there is no criminal record, and the Director can proceed with the hiring the candidate. All original VSCs will be kept on file. All originals and copies will be stored in locked cabinets.
9. The Director may make a conditional job offer to the candidate pending the result of the VSC. The Director will provide a Conditional Proposal of Employment Form to be signed by the candidate to ensure that the candidate understands that they will not be left unsupervised with the children until the results of the check is shared with the Director. (This may be necessary if a considerable amount of time is required before receiving the results of the check and the immediate need for staff at Precious Pearls).
10. All employees must sign an Offence Declaration form on a yearly basis until the 5th anniversary of the new CRC/VSC.

BEHAVIOURAL GUIDANCE

Reasonable limits should be clearly set and enforced consistently through positive example, affection and empathy. You can shape and manage a child's behavior through positive teaching methods such as, example, explanation, and encouragement. Children learn best when given reasonable limits and the freedom to make choices. By listening to children, respecting their rights, giving them choices and setting appropriate limits, the educators foster positive self-esteem and a sense of well-being and belonging in the children. We believe that children learn respect by being given respect and as such, our behaviour guidance policies reflect these beliefs. Strategies that the educators utilize include setting appropriate limits and expectations, promoting positive behaviour, natural and logical consequences, redirection and physical environment considerations.

PROHIBITED PRACTICES

Precious Pearls Child Care Centre believes that the practices outlined below are inappropriate and contradict children's rights which must not be used and will not be tolerated:

- Corporal punishment of a child;
- Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the Child Care Centre for the purpose of confining a child, or using a locked or lockable room or structure to confine a child without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policy and procedures;
- Deliberate use of harsh or degrading measures on a child that would humiliate shame and/or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- Inflicting any bodily harm on a child including making children eat or drink against their will.
- Leaving children unsupervised;
- Any form of abuse: physical, sexual, emotional, and/or neglect;
- Sexual abuse, sexual misconduct and/or prescribed sexual acts (as defined under the Early Childhood Educators Act, 2007)

SUPERVISION OF VOLUNTEERS AND STUDENTS POLICY

At Precious Pearls Child Care Centre, only employees must have direct unsupervised access to children. Volunteers and students are not counted in the staffing ratios and shall be supervised by full-time RECE staff within the setting. RECE in the classroom with a volunteer or a student shall verbally confirm that neither the volunteer nor the student must be left unsupervised with children. No child shall be supervised by a person under 18 years of age.

Precious Pearls expects volunteers and students to follow a job description, course outline and take direction from the RECE's and all staff at the Centre. Only students enrolled in ECE courses shall be accepted to complete placement at Precious Pearls.

Each student or volunteer will receive a tour and orientation before commencing placement or volunteer experience at Precious Pearls. Director or Supervisor will carry out this orientation at which time students and volunteers will receive a copy of the parent handbook. During the

orientation, a full review of policies and procedures shall be presented and explained.

Precious Pearls policies and procedures are reviewed with all employees, volunteers, and students who will provide care or guidance at the Centre before enrolment and at least annually thereafter. Students and volunteers shall comply with all written policies and procedures. Students and volunteers shall review the individual plan for a child with anaphylaxis as well as Emergency procedures. The plans must be reviewed before they begin providing care and at least annually thereafter.

All volunteers and students must provide a Vulnerable Sector Check as well as have a health assessment and immunization as directed by the local medical officer of health.

Duties of Supervisor:

- Responsible for the recruitment, orientation and training of volunteers and students
- Introduce to a designate classroom staff and assign them to work with the volunteer or student regarding duties
- Schedule a meeting after one month period to review the suitability of the volunteer or student regarding their specific position
- Provide an avenue for re-assignment
- Conduct a performance review at the three-month period
- Provide ongoing support and supervision

Duties of designated Staff:

- The designate is responsible for the ongoing supervision of the volunteers and students while they are in the classroom in the playground.
- The designate is responsible to familiarize the volunteer or student with all pertinent information related to the daily operations of the centre.
- Establish a regular meeting schedule with each student under their supervision
- Complete all pertinent evaluation required by the Educational Institute.

Duties of Volunteers or Students:

- Familiarize themselves with all policies and procedures of the Centre
- Respect all aspects of confidentiality related to the Centre, staff, children and their families
- Report any suspicions of child abuse to the local Children's Aid Society
- Make an initial commitment to the Centre for a length of time agreed upon by the

Supervisor and the volunteer or student

- For students, the length of time will be agreed upon by the Educational Institute and the Centre
- Fulfill all responsibilities assigned to them by the designate staff; all responsibilities will be directly related to the assigned position and will be outlined during first visitation, therefore will vary from one person to the other
- Volunteers or students' ideas in program planning are welcomed
- Volunteers and students must not communicate child's progress with parents and/or guardians
- All volunteers and students are expected to dress comfortably and respectfully
- Anytime a volunteer or student need to leave the group, a staff member should be notified (i.e. washroom/break/emergency call)
- Staff are legally responsible for the children at all times. However, we rely on the volunteer or student's co-operation by helping to supervise the children and informing the staff of any unsafe situation. If the volunteer or student feels something is not safe, they must report it to the designate staff immediately

Staff, volunteers and students shall review this policy, then sign and date the policies and procedures sign-off sheet.

CHILD PROTECTION RESPONSIBILITIES

Precious Pearls Child Care Centre staff are required by law to report a case where a child needs protection. Every person who believes, on reasonable grounds that a child is, or may be in need of protection must report promptly the belief and the information upon which it is based to the Children's Aid Society at 905 333- 4441.

COLLECTION OF PERSONAL INFORMATION

Please be assured that Precious Pearls Child Care Centre only collects information required to provide care for your child. All children's files are kept in locked storage cabinets in the office. Children's individual files are retained for at least 3 years from the date the child is discharged.

SECURITY SYSTEM

For the safety of all children and staff we employ a security system on the premises as well as Camera surveillance that is recording 24 hours a day. The main entrance is locked at all times,

enrolled families will be granted access code to enter upon arrival. Access to the Centre by visitors is done by ringing the door-bell from outside where the visitors are seen on camera; once we verify the visitor, the door will be unlocked to permit access to the premises.
Staff will NOT grant access to the building prior to 7:00am. Please DO NOT attempt to access the Centre from any of the other external doors as these are FIRE/EMERGENCY EXITS and are locked at all times. The staff WILL NOT unlock/open these doors to grant access; rather they will direct you to the main entrance of the Centre. We ask that you please be conscious of who is around you when you are entering/exiting the Centre, and we grant access to ONLY those that we are familiar with.

Video Surveillance Policy - Ensuring Safety and Peace of Mind

A. PURPOSE

Precious Pearls Child Care Centre is committed to the ongoing protection of the health and safety of our staff, children, families, and visitors as well as for the deterrence of destructive acts such as vandalism and protection against theft. In pursuit of this commitment, we have adopted this policy to ensure that appropriate video surveillance of our premises is performed, which will assist us in the achievement of our goals for a safe and secure environment.

Video surveillance can give Parents some valuable peace of mind, and it will ensure that if anything does go wrong, they will have everything on video.

The collection of personal information shall be used only for the purposes of maintaining a safe environment, protecting the Centre's property and as permitted by law.

Please be advised that Precious Pearls Child Care Centre will install and operate video surveillance system on its premises starting Monday December 23, 2024.

B. DEFINITIONS

Video Surveillance - Surveillance performed using a video camera designed to monitor and/or record activity.

Authorized Personnel – Director, Program Supervisor, Assistant Program Supervisor.

C. POLICY

Video Surveillance

- Precious Pearls will employ the use of security cameras as they will assist us in providing a safe and secure workplace as well as offer a reasonably effective deterrent for criminal activities.
- Video Surveillance system is strictly for internal use. Parents are not to request access to view their children by video.
- When installing video cameras, Precious Pearls has ensured that they are only located in areas monitoring entrances/exits, hallways, classrooms and outdoor playground.
- Video cameras are NOT installed in areas that create minimal intrusion to personal privacy (such as washrooms and staff room).

- Precious Pearls will not use video surveillance to monitor staff performance.

- Precious Pearls will provide notice that the area is under video surveillance by posting visible signs.
- Authorized Personnel shall maintain control of, and responsibility for, the video surveillance system at all times.
- To ensure the ongoing privacy of our staff and the public at large, only Authorized Personnel shall be allowed to operate video surveillance equipment, real-time viewing of recorded information and review recordings.
- Authorized Personnel shall have access to the personal information collected under the program only where necessary in the performance of their duties.
- In the event that any law enforcement agency requests access to video surveillance recordings, Precious Pearls will act in accordance with the law and provide the materials as necessary.
- Precious Pearls shall retain video surveillance recordings required as part of an investigation or for the purposes of evidence for One year.
- Recorded information that has not been retained by Authorized Personnel for safety reasons or requested by law enforcement will be routinely destroyed every 15-day period.
- All retained video recordings shall be stored securely in an access-controlled area.
- All retained video recordings shall be labelled and documented appropriately.
- All recordings created by means of video surveillance system shall be the sole property of Precious Pearls and may not be taken, reproduced or destroyed for any reason without prior express written permission.
- Authorized personnel shall be the only parties eligible to destroy video recordings, and then only in accordance with this policy, and following the expiration of the 15-day holding period, notwithstanding the requirements for retention in the event of an investigation or for the purposes of evidence.
- Where recordings are disposed of, they must be destroyed in such a manner as to ensure that they cannot be reconstructed or retrieved.

<u>Unauthorized Access and/or Disclosure (Privacy Breach)</u>

Any Precious Pearls staff that witnesses the unauthorized disclosure of any video surveillance recordings that are in violation of this Policy, and/or a potential privacy breach much report the incident to management immediately.

Video surveillance system and cameras shall not be adjusted or tampered with. This practice is strictly forbidden.

There is only one video surveillance monitor on premise and is located inside the Program Supervisor office; hence, this location does not allow for public viewing. Real-time viewing of the recorded information is strictly limited to the Authorized Personnel only or, on exception basis, as designated by the Program Supervisor.

Precious Pearls will investigate all reported breaches of privacy, unauthorized viewings or disclosures. Any breaches may be subject to disciplinary action.

PARENT COMMUNICATION

At Precious Pearls Child Care Centre, we encourage daily communication between parents, staff and Supervisor. Multiple modes of communication can be used such as verbally, written and/or through email.

We have a membership with “Lillio” that can provide parents the opportunity to track their child’s progress and can stay connected throughout the day. An application free of charge to the parents can be downloaded into their smart phones, tablets or even computers. Each parent will only have a secure access to his or her child’s profile. Parents are required to sign a form prior to using the application to grant our Centre the authorization of including their child’s photo and information on “Lillio” website. This site is a secure portal used by many Child Care Centres across Canada

Precious Pearls understands that texting and emailing are more often an easier and more effective way of communicating with staff in your child’s class; however, we ask that parents Do Not request staff for their personal cell phone numbers and text them during the day. We do encourage all parents to contact the Centre either by phone or email at any time. We do our very best to return promptly all messages received.

INCLUSION POLICY

At Precious Pearls Child Care Centre, we believe that every child is unique with their own personality and character. We strive to provide a safe environment that is warm, nurturing and loving for all children, their families and staff. We provide essential learning to encompass and develop different cultures, policies and practices to include all learners.
At our Centre, we believe that learning, achievements, opinions and happiness of all our children, parents and staff matter. We work hard to meet the needs of each individual child and provide support for their families by encouraging and promoting collaborations with community based programs. Success can only be achieved through partnership between the parent, the child, the educator and any other professionals in the child’s life.
We believe that all children have the right to quality care, and we strive to the best of our ability to provide that quality care and inclusive learning for them to meet their full potential.
It is Precious Pearls’ responsibility to provide an inclusive environment to our children, parents and staff. As individuals, children and adults alike all require some form of support. Educational inclusion relates to all aspects of the learning environment for all individuals no matter their ability, age, gender, ethnic origin, religious belief, impairment, status, sexuality, or social or economic background.
The word “inclusion” includes but is not limited to the following groups:

- Girls and boys, men and women
- All ethnic and faith groups
- Learners with “special educational needs”
- “Gifted and talented” learners

Precious Pearls
CHILD CARE CENTRE

Acknowledgement of Support Services

Our child care program is supported by Halton Inclusion Services.

Halton Inclusion Services is delivered by Halton Region, Community Living Burlington, Community Living North Halton and Erinoakkids. Together, we help all children feel included and supported in our program.

You may see Resource Consultants, Occupational Therapists, and Speech and Language Pathologists (SLPs) visiting our centre. They watch how things are going in the classroom and work with educators to share ideas, training, and helpful tools. Often this support is for the whole classroom and may not be focused on any one child.

Resource Consultants help our educators by checking in on children's development, making plans that focus on children's strengths and needs, supporting children who are getting ready for school and delivering workshops, sharing information and providing useful materials.

If more help is needed, the Resource Consultant may bring in a Speech and Language Pathologist or an Occupational Therapist. Speech and Language Pathologists and Occupational Therapists are regulated health professionals who support children's learning and development.

In our centre, the Speech and Language Pathologist offers helpful suggestions to support children in joining classroom activities and play that encourage different ways for children to communicate, through pictures, gestures, sounds, or words.

The Occupational Therapist looks at how the classroom and materials are set up to help children take part in play, feeding and daily routines.

Sometimes, after observing the program, the team may notice that a child could use extra help to be successful. If your child could use extra support, our educators will reach out to you.
If you have any questions, please speak to our Supervisor or Director. They'd be happy to help.

COMMUNITY LIVING BURLINGTON Halton REGION Community Living North Halton

PICTURES AND VIDEOS

At Precious Pearls Child Care Centre, we understand that families like to recognize important milestones of their children through pictures, as well as the need for documentation to share children's learning with families.
Educators will periodically take pictures/videos of the children participating in various routines and activities throughout the day and post them in the classroom or in the Centre. Pictures will also be shared on "Lillio" with the child's family only if they wish to sign up for it.

FIRE SAFETY & EVACUATION PROCEDURE

Each staff member at Precious Pearls Child Care Centre is instructed as to their responsibilities in the event of a fire before commencing work for the first time.

Written procedures that states the duties of each member of the staff in event of a fire shall be posted in each classroom in the child care centre on their main bulletin board.

Fire drills shall be performed once a month for the entire child care centre by the Supervisor at various points of the day each month, by following the Fire Evacuation Procedures.

All written records of fire drills, tests of the fire alarm system and tests of fire protection equipment must be kept in the office for a period of 12 months from the date of the drill or test.

If the Centre must evacuate the premises due to an emergency, everyone must go to:

Palermo Medical Building- Lobby
2525 Old Bronte Road
Oakville, ON
L6M 4J2

Fire Evacuation Procedures

- When the fire alarm sounds, all staff members shall immediately line-up the children in the classroom then lead them to the designated emergency exits. If the regular emergency exit is blocked use the backdoor to the playground as alternative.
- The designated ECE in each classroom must be at the front of the line doing a head count. The ECE shall ensure the number of children corresponds with the attendance board.
- The staff who leaves the room last must make sure doors are closed, lights are off, and no children remain behind in the classroom and other play areas.
- The Supervisor shall check the central toilets in the Centre including washroom areas, closets and other hiding places for children, to ensure that all persons have left the building before evacuating the premises.

- All staff and children shall proceed in a quiet and orderly fashion to the designated emergency exit and move to the designated assembly area at the far end of east side parking lot. The designated ECE shall take again the children's attendance.
- Wait until clearance has been given before e-entering the building.
- The time limit for evacuation suggested by the fire department must be used as a goal during all practices.

In case of an Emergency

The staff who first discovers the emergency must:

- Assist anyone in immediate danger
- Try to isolate any burning area by closing the door
- Pull nearest pull station
- Call 911 for fire department

Other staff members should immediately undertake their pre-assigned emergency duties. The recommended duties include:

- Line-up the children in the classroom then lead them to the designated emergency exits. If the regular emergency exit is blocked use the backdoor to the playground as alternative.
- Direct the children to safety outside the building once they are in line, with one adult leading, other adults placed throughout the line and one adult at the end.
- Turn off stoves or other such appliances.
- Retrieve all allergies and asthma prescribed medication.
- Retrieve the emergency information and current attendance record.
- Check the number of children against the attendance record. If parents arrive before the attendance is taken, they must wait for attendance to be completed before the child is released to their care; maintaining an up-to-date record is essential.
- Search the premises, if safe to do so, including washroom areas, closets and other hiding places for children, to ensure that all persons have left the building.
- Close all doors and ensure that the building is locked after everyone has vacated it.
- If necessary, order and supervise evacuation to the designated place of shelter until parents are notified and arrive.

Failure of Fire Alarm System:

In the event of failure of fire alarm system, the Supervisor shall make half hourly rounds of the premises looking for any emergency event.

Precious Pearls
CHILD CARE CENTRE

PARENTS ISSUES and CONCERNS POLICY and PROCEDURES

Name of Child Care Centre: Precious Pearls Child Care Centre
Date Policy and Procedures Established: September 6, 2017
Date Policy and Procedures Updated: New

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program supervisor, program room staff).

Policy

General

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

All issues and concerns raised by parents/guardians are taken seriously by Precious Pearls Child Care Centre and will be addressed promptly. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within one (1) business day from the date it was brought forward to the Staff. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

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

Precious Pearls
CHILD CARE CENTRE

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the supervisor or licensee.	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within one (1) business day. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the supervisor or licensee.	
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to - the individual directly or - the supervisor or licensee. All issues or concerns about the conduct of staff, duty parents, etc. 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.	
Student- / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Licensee.

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

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

Contacts: Caroline Haddad, Supervisor 905-469-4311

Gaby Haddad, Licensee 905-469-4311

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

FIELD TRIPS

The Supervisor will be in attendance during field trips, when supervisor can not attend she will designate someone to replace her. Children will be counted before they leave on the trip and staff will have an attendance sheet of all children on the trip. When walking all staff will do head counts every 5 minutes.
While on the field trip staff will monitor all corners of the play area or space and will count children every 5 minutes. Children will be given instructions not to pass over certain areas. Staff will not be permitted at any time to leave the group with one child due to safety reasons and ratio. When it's leaving time, one staff member will be at the head of the group and watch the group at large. When all the children are gathered, a head count by all staff in attendance will be done to insure all of the children are in attendance before leaving the area.
If using a bus, children will be counted when they get on the bus, while on the bus, and when they get off the bus. If a child is found to be missing, staff will do a role call and stay in the area until that child is found. If there is fear that a missing child has been abducted, staff will immediately notify authorities in the following order: 911, Supervisor (if not attending), Parents, and Ministry of Education.
Other children will be gathered together close to staff in order to insure their safety, ratios will be maintained at all times. Upon arriving back at the centre, the children will be counted as they enter the Child Care Centre.

WELCOME TO PRECIOUS PEARLS CHILD CARE CENTRE!

THANK YOU FOR CHOOSING US, WE LOOK FORWARD TO A LONG-LASTING RELATIONSHIP WITH YOUR CHILD AND YOU.

Updated July 2026