



Parent Handbook: A Guide to the Halton Regional
Child Care Centres.



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1. Program Statement

At the Halton Regional Child Care Centres we design our programs using, [How Does Learning Happen?](#), Ontario's pedagogy for the early years, to ensure our learning environments and experiences are intentional, inclusive, and based on children's interests.

Our centres are caring, inclusive places where every child is respected and supported. We value the different cultures, experiences, and abilities that families bring to our community.

Our educators work hard to build strong, positive relationships with you and your child. We create a safe and welcoming space where children can learn through play, explore new ideas, and feel that they belong. We view each child as being competent, capable, curious and rich in potential.

This Parent Handbook will help you learn about our program, our values, and the policies that guide our work. We look forward to working together and supporting your child's growth and development.

Promoting the health, safety, nutrition and well-being of children

Our educators support children's well-being by creating safe, healthy environments indoors and outdoors. We provide nutritious and diverse menus that respect individual food preferences and allergies, monitor children's health and safety, and maintain open communication with families. Children's physical and mental well-being is supported through environments that allow for active play, quiet time, and rest.

Supporting positive and responsive interactions among children, families, and educators

We build positive relationships through daily interactions with children and families. We welcome family input, honour each child's unique spirit and individuality, and create a warm, inclusive atmosphere where families feel connected.

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

Educators encourage children to express themselves and support their development of self-regulation skills. Positive communication, cooperative play, and guidance during social interactions help children understand and manage their emotions and behaviours.

Fostering exploration, play, and inquiry

Our play-based program encourages curiosity, exploration, and hands-on learning. Educators provide both child-initiated and adult-supported experiences that extend children's interests and ideas.

Providing child-initiated and adult-supported experiences

Children's ideas guide the direction of learning. Educators plan, observe, and create experiences that respond to children's interests, abilities, and needs, while offering meaningful adult support.

Planning for and creating positive learning environments and experiences that support child learning and development

Guided by How Does Learning Happen? Ontario's Pedagogy for the Early Years, our program is

based on the foundations of belonging, well-being, engagement, and expression. Educators plan environments and activities that reflect children's cultures, experiences, and competencies, fostering creativity, complex thinking, and development.

Incorporating indoor and outdoor play, as well as active play, rest, and quiet time, into the day

We provide balanced opportunities for indoor and outdoor play, active experiences, and quiet spaces. Children's individual needs for rest, comfort, and activity are respected and supported throughout the day.

Fostering the engagement of and ongoing communication with parents

We encourage regular communication and collaboration with families. Educators share information about children's learning, program plans, and daily experiences, and families are invited to contribute to the program environment.

Involving local community partners and allowing those partners to support children and their families

We collaborate with community partners to enhance children's development and ensure inclusive support. Partnerships strengthen goal-setting, resource sharing, and opportunities for families.

Supporting educators, students, and volunteers in continuous professional learning

We support ongoing professional learning in areas such as child development, Truth and Reconciliation, Equity, Diversity, Inclusion, and pedagogical documentation. Time is provided for reflection, planning, and collaboration to strengthen program quality.

Documenting and reviewing the impact of strategies on children and their families

Educators use pedagogical documentation, including observations, photos, and samples of children's work, to make learning visible and reflect on the effectiveness of programming. Staff, students, and volunteers review this program statement before starting, annually, and when updated.

This program statement is our commitment to your family's experience in our program. You are encouraged to share your feedback with our team on a regular basis. All staff, students, and volunteers review the program statement prior to beginning their employment, annually, and when any changes are made.



2. Who We Are

Halton Region directly operates three licensed child care programs providing care for:

- Toddlers ages 18 months to 2.6 years of age
- Preschoolers ages 2.6 years to 4 years of age
- Full time and limited part time care options are available.

The Halton Regional Child Care Centres are a branch of the Children's Services Division and overarching Social and Community Services Department of Halton Region. We are committed to providing an enriched, inclusive, and diverse child care environment that nurtures and fosters each child's development. We provide high quality programming in accordance with the [CCEYA](#), Halton Regional Child Care Centre, and corporate policies.

Locations

Maple Avenue Regional Child Care Centre:

65 Maple Avenue Georgetown, ON L7G 1X8 ([Google Maps](#))
905-825-6000 ext. 8418 or ext. 8468

Margaret Drive Regional Child Care Centre:

344 Margaret Drive, Oakville, ON L6K 3P3 ([Google Maps](#))
905-825-6000 ext. 7952 or ext. 7468

Sedgewick Crescent Regional Child Care Centre:

1256 Sedgewick Crescent, Oakville, ON L6L 1X5 ([Google Maps](#))
905-825-6000 ext. 7951 or ext. 7435

2. Staffing

Our educators have an Early Childhood Education diploma or equivalent and must be registered and in good standing with the [College of Early Childhood Educators](#) (CECE). This designation of Registered Early Childhood Educator (RECE) ensures that they have received training and education in early childhood development. Our educators are dedicated to fostering a sense of belonging for your child and family through a commitment to equity, diversity, inclusion, and our on-going journey for Truth and Reconciliation.

All educators and staff participate in professional learning to stay updated on the latest research and effective practices in early years and child care. This allows them to enhance their skills and provide high-quality care to all children and families who attend our program.

The Halton Regional Child Care Centres welcome volunteers and community college, university, and high-school students for practical work experience to support their learning. Volunteers and students are active participants in the program but are not counted in the adult to child [ratio](#) and are supervised by centre staff. Prior to placement, all volunteers and students (19 years and older) must provide a current Criminal Reference Check with Vulnerable Sector Screen.

Our educators are certified in first aid for infants and children, CPR, and epi-pen administration. All staff, students and volunteers review our policies prior to beginning their employment, annually, and when they are modified.

[A Guide to the Halton Regional Child Care Centres](#)

3. Operating Hours and Closures

Operating Hours

Child care is available Monday to Friday 7:00am to 6:00pm excluding the following holidays and a Spring and Fall PA Day.

Closure Days	Closure Days	Closure Days
New Year's Day	Canada Day	Christmas Eve Closed at 12:00 pm
Family Day	Civic Holiday	Christmas Day
Good Friday	Labour Day	Boxing Day
Victoria Day	Thanksgiving	New Years Eve Closed at 12:00 p.m.

Inclement Weather and Emergency Closures

During extreme weather or emergency situations, the Director of Children's Services will determine the need for closure. Please call the centre before leaving your home during extreme weather conditions as the centre voicemail will be updated in the event of a closure. You will also receive an email by 6:45 am for any closures due to weather.

We have emergency management policies and procedures in place for our centres. In the event of an emergency closure, you will be notified as soon as possible by email.

Child care fees will be collected for all holiday, weather related, and emergency closures.

Professional Development Closures

The Halton Regional Child Care Centres are committed to professional development for their educators. Continuous learning is key to operating a high-quality program. Our centres will close two days per year to support the educator's professional development. These closures will be communicated to families in advance. **Child care fees will be collected for closures due to professional development.**

4. Child Care Fees and Payments

The Halton Regional Child Care Centres are enrolled in the [Canada-Wide Early Learning and Child Care System](#) (CWELCC). Please see the chart below for our current fees.

Age Group	Base Fee March 27, 2022	Reduced Fee April 1, 2022	Reduced Fee December 31, 2022	Fee Cap January 1, 2025
Toddler Half Day (18 months to 2.5 years)	\$38.52	\$28.89	\$18.20	\$18.20
Toddler Full Day (18 months to 2.5 years)	\$56.26	\$42.20	\$26.58	\$22.00
Preschool Half Day (2.5 years to 4 years)	\$37.01	\$27.76	\$17.49	\$17.49
Preschool Full Day (2.5 years to 4 years)	\$51.84	\$38.88	\$24.49	\$22.00

Fees are collected through monthly preauthorized withdrawal. **Fees are collected for all holidays, absent or sick days, professional learning days and any emergency or weather-related closures.**

5. Child Care Fee Subsidy

Fee subsidy is available to eligible families living in Halton Region to help with the cost of care. Please visit halton.ca to learn more about your eligibility and how to apply.

6. High Quality Child Care

High quality child care programs support children's learning, development, health and well being. The Halton Regional Child Care Centres believe that every child and family should have access to high quality care. You will be able to see, hear, and feel this quality when walking into one of our centres.

You will be welcomed into your classroom by an educator who will get down to your child's eye level introducing themselves to foster trust and begin the relationship building process. You will hear our educators having thoughtful conversations with your child, asking questions about their play in efforts to expand their learning and follow their lead. You will see educators observing and documenting your child's learning to capture their learning process and identify their interests. This documentation is used to implement future experiences to support growth and development. You will hear educators offering your child choices to promote decision-making and independence. You will hear singing, laughter, and children at play.

As you continue through our centre you will see an inviting, bright, clean, and comfortable indoor environment. You will notice that our classrooms are set up in way that invites your child to explore freely and offer endless opportunities for play. Our educators consider all abilities,

cultural backgrounds, and family dynamics when setting out equipment and materials for your child to explore.

Our outdoor environment offers your child space to explore nature and promote physical play, where they can challenge their abilities in a safe way. There are opportunities to climb, run, garden, and be creative. The educators are active participants in your child's outdoor experiences playing alongside them while supporting their need for independence.

You will be able to see and feel the strong relationships our educators have with your child. You will see your child seeking support, comfort, and help, and educators responding with warmth, kindness, and empathy. You will notice how our educators treat your child as an individual, and value their unique abilities and needs. This can also be seen through their thoughtful programming. The educators ensure that their program is reflective of all abilities, cultures, and individualized needs in their classroom.

The importance of relationship building with families and caregivers is a priority in the care of your child. As parents and caregivers, you will feel welcomed, seen, and heard. Trust is key and we want you to feel your child is safe and well cared for while participating in our program. Educators will spend time getting to know more about you and your family's culture and dynamic. You are welcome to become active participants in our program. We invite you to share your family's, cultural traditions, special hobbies or activities with our educators and children. We want you to feel valued and ensure that you and your child can see yourself in our program.



7. What We Do

Play-based Program

“[How Does Learning Happen?](#)” supports children in the centre by promoting a play-based approach to learning. It recognizes and respects each child’s unique abilities, interests, and cultural backgrounds, fostering an environment that nurtures their well-being, curiosity, and development.

“[How Does Learning Happen?](#)” supports educators by providing a framework that values their expertise, encourages reflective practice, and emphasizes collaborative relationships. It gives educators the tools to create responsive and inclusive learning environments, guiding the overall quality of care.

“[How Does Learning Happen?](#)” supports families in the child care centre by emphasizing collaborative partnerships, open communication, and involving parents in their child’s learning. The framework encourages a shared understanding of the child’s experiences, fostering a strong connection between home and the child care centre.



Outdoor Play

Natural and recycled materials are added to the outdoor environment promoting open-ended and explorative play. Your child will have daily physical activity where they can engage in risky play in a natural outdoor environment alongside their educators.

Through outdoor play your child can connect with nature and learn more about our environment. This promotes enjoyment and respect for the environment and living things. Your child can participate in:

- Growing plants and flowers from seeds,
- Building flower, vegetable, herb, and fruit gardens using local plants that encourage birds, butterflies, and other insects, and
- Harvesting the produce grown to be used in the centre's weekly menu.

Under the [CCEYA](#) children are required to play outside for two hours per day during all seasons. Please ensure that your child comes prepared for the day's weather conditions. During extreme weather conditions or heat, cold, and air quality advisories children will not participate in outdoor play. On days when outdoor play is not possible, indoor gross motor experiences are offered instead.



Rest Time

Your child will sleep, rest, or play with quiet activities on their cot each day. They will have their own cot and bedding which is washed weekly or sooner if needed. They are welcome to bring their own blanket, stuffed animal, or other soft sleep toy for comfort, however we do have blankets if needed. During this time, the lights are dimmed, and soothing music is played to help the children relax and rest.

Under the [CCEYA](#) children who attend child care for more than six hours per day are not permitted to rest for more than two hours per day.

Nutrition

We offer “family meal times” where your child will sit with their friends and their educators to enjoy their lunch or snack. This offers a unique and fun chance for your child and their educators to be social, have meaningful conversations, and reflect on the day’s activities. Our educators foster independence and self-help skills by modelling and promoting the use of cutlery and drinking glasses and encouraging the children to self-serve.

All meals and snacks are prepared on site by our child care centre cooks in accordance with the [CCEYA](#) and [Canada’s Food Guide](#). Our cooks have a valid [Safe Food Handlers](#) certificate and prepare fresh, nutritious, and delicious daily meals and snacks for your child.

When menu planning our cooks, educators, and supervisors work together to offer a culturally diverse menu reflective of our community. We encourage families to participate by sharing recipes or ideas for our menu.

The following items are considered when creating our menus:

- Allergies, intolerances, or sensitivities,
- Food preferences,
- Variety and diversity of foods.
- New food introduction,
- Local and seasonal produce, and/or
- Inclusion of foods from the centers' gardens.



8. Learning about our Community

Our program encourages a sense of community and connection with nature by regularly taking your child on walks within the local community. These outings provide valuable opportunities for hands on learning and exploration.

During our community walks your child will have the chance to observe and learn from various elements, including local gardens, animals, construction sites, and people in their community.

Parents and caregivers are always welcome to join.

9. Application, Admission, and Dismissal

How to Apply

To add your child's name to the waitlist please call each centre directly. There is no cost to be added to our waitlist.

Our waitlist is maintained in chronological order; however, priority status is applied for the following considerations:

- Families in receipt of government subsidies. [Child Care Fee Subsidy](#)
- Families with involvement in child protection or family support services.
- Children requiring special needs resources/supports.
- Community priorities as defined by government funding or partnership agreements (e.g. Ontario's Access and Inclusion Framework 2023).
- Siblings of children who are currently enrolled in our centres.

When a Child Care Space Becomes Available

When a space becomes available for your child, the centre supervisor will contact you to confirm your start date and schedule transitional visits. This will give you and your child the chance to get to know their educators, children, and their classroom.

Prior to your child's first official day you are required to complete our Halton Regional Child Care Centre Admission package which includes:

- The admission form,
- Any additional permissions forms required such as sunscreen, diaper cream, or insect repellent,
- Emergency contact cards,
- Individual medical or anaphylactic plans if applicable,
- Immunization record, and
- Preauthorized withdrawal form

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Please label all your child's personal belongings. This helps the educators to make sure all personal belongings are returned. Please note the Halton Regional Child Care Centres are not responsible for lost items.

- Your child will also require at least one full change of clothes kept at the centre which includes:
- Underwear (if applicable),
- Socks, and
- Pants, shorts, t-shirt, sweater, depending on season or weather.

Withdrawal from the Child Care Centre

Withdrawal from the child care centre requires 30 working days written notice or payment of fees in-lieu.

10. Safe Arrival of Children

You will be given an access code to enter the centre as our doors are always locked for safety. Please do not share this code with anyone who does not have permission to drop off or pick up your child. Your child must be brought into their classroom by their parent, caregiver, or other authorized individual each morning.

If your child is going to be absent for any reason, please contact us by phone or email no later than 10:00am on the day of the absence. We are required by the [CCEYA](#) to contact you to confirm that your child's absence if we do not hear from you. If contact is not received from you by 2:00 p.m. on the day of the absence, the [CCEYA](#) requires us to contact Halton Regional Police to request a wellness check at your home.

11. Pick Up Procedure

Halton Regional Child Care staff will only release your child to the parent, or authorized pick up person(s) listed on your child's emergency contact card.

If you are unable to pick up your child from care, we ask that you contact us to advise who will be. We are required by the [CCEYA](#) to request photo identification to verify any person picking up your child that we are not familiar with, including parents, caregivers, and authorized pick-up persons.

Under the [Children's Law Reform Act, R.S.O 1990, c. C.12](#) Halton Regional Child Care Centres do not have the legal right to deny a parent's access to their child unless there is a custody order or legal agreement on file. If the parents or caregivers have legal joint custody of their child or there is no custody or court order in place, the child will be released to either parent or caregiver provided both names are listed on the child's registration form. Photo identification will be requested for verification if the staff member is not familiar with the parent or caregiver picking up as per the [CCEYA](#).

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If only one parent or caregiver has legal custody of your child, a copy of the legal agreement or court order is required for their file. This documentation must include the visitation schedule and any restrictions to access that are in place. Please ensure to provide this information to us prior to your child's first day of care.

12. Late Pick Up

All children must be picked up from care each day by 6:00 pm. If you are unable to pick up your child by 6:00 pm please contact the centre to advise of an alternate pick up person.

If you arrive for pick up after 6:00 pm, you will be asked to initial your child's attendance record to acknowledge the late pick up time and receive a verbal reminder of the centre closure time.

On the second late pick up, you will be asked to initial your child's attendance record to acknowledge the late pick up time and receive a second verbal reminder of the centre closure time. You will also receive written communication from the centre supervisor regarding the importance of picking up by 6:00 pm.

On the third occurrence of late pick up, you will be asked to initial your child's attendance record to acknowledge the late pick up time and be given a third verbal reminder of the centre closure time. The centre supervisor will contact you to discuss strategies and offer support to assist you in meeting the centre closure time of 6:00 pm.

In any late instance, if your child has not been picked up by 6:30 pm and we are unable to reach a parent, caregiver, or emergency contact, we have a duty to report this incident to the [Halton Children's Aid Society](#) under the [Child, Youth and Family Services Act, 2017, S.O. c. 14. Sched. 1](#). We will follow the direction of the [Halton Children's Aid Society](#) regarding next steps.

13. Child Care and Early Years Act (CCEYA) Requirements

Duty to Report

The Halton Regional Child Care Centre have a legal responsibility to report reasonable grounds or suspicion of risk of physical or emotional harm to any child, child abuse, neglect or abandonment as outlined in the [Child, Youth and Family Services Act, 2017, S.O. c. 14. Sched. 1](#). Our educators are trained to identify and promptly report any suspected cases of abuse to the [Halton Children's Aid Society](#). In instances where a report has been made information about your family will be shared with CAS as part of our duty to report.

Serious Occurrence Reporting

As a licensed child care provider, the Halton Regional Child Care Centres have a responsibility to report serious occurrence incidents to the Ontario Ministry of Education within 24 hours.

Many factors contribute to a serious occurrence report, and it does not necessarily mean that an operator is not meeting licensing requirements or that children are at risk. For example, the

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unplanned disruption of water could have a potential risk to the health and safety of children and would result in a serious occurrence report to the Ministry.

To support transparency and access to information, a serious occurrence notification form will be posted beside the license at the front door of the centre for 10 days following an incident. The posting provides families with a brief overview of what happened and any follow-up that will occur while protecting the privacy of everyone involved. This policy supports the government's commitment to increase transparency and access to information about licensed child care programs in [Ontario](#).

Prohibited Practices

Halton Regional Child Care educators use positive reinforcement to guide your child's behavior. This supports self-regulation and problem-solving skills. Our educators promote positive self-esteem by setting age-appropriate limits that support independence and decision making.

In accordance with the [CCEYA](#) and Halton Region's internal policies the following practices are prohibited:

1. Corporal punishment of a child (physical punishment),
2. Physical restraint of the child, such as confining the child to a high chair, car seat, stroller, or other device for the purposes of disciplining or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or others, and is used only as a last resort until the risk of injury is no longer imminent,
3. Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the centre's Emergency Management policies and procedures,
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, frighten the child, or undermine their self respect, dignity or self worth,
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding, and/or
6. Inflicting any bodily harm on the children including making children eat or drink against their will.
7. Sexual abuse, sexual misconduct and prescribed sexual acts (as defined under the [Early Childhood Educators Act, 2007, S.O. 2007, c. 7, Sched. 8 | ontario.ca](#)).

14. Parent Issues and Concerns

We ensure ongoing communication with parents and caregivers regarding issues or concerns about your child's care and/or well-being. This is outlined at admission and takes place informally at drop-off or pick up times, by phone or email, and/or formally in a meeting. We are committed to ensuring that all issues or concerns receive an initial response within two business days.

We encourage you to speak directly with the classroom educator or centre supervisor. If the resolution is not to your satisfaction, you can request to speak to the Manager of Direct Child Care Services, Halton Region Children's Services Division or make a direct complaint to the [Ministry of Education](#) by phone or e-mail at 1-877-510-5333 or childcare_ontario@ontario.ca.

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15. Allergies and Medical Conditions

It is crucial to maintain an allergen-reduced child care environment for the safety of all children. Protecting children who have life threatening allergies or other medical conditions is a shared responsibility. Only children with an approved medical plan will be permitted to bring outside food into the centre.

Please inform the centre supervisor if your child has any medical conditions including asthma or allergies or has had a severe anaphylaxis reaction. You will be required to complete additional information regarding your child's health that includes necessary precautions, signs, symptoms, treatment, and medication.

16. Illness

Our goal is to keep all children healthy at the centre. Despite our best efforts, illnesses do occur. The Halton Regional Child Care Centres follow the [Halton Region Public Health recommendations](#) related to exclusionary periods and outbreaks for children's symptoms and illness.

Halton Region Public Health recommends that children with new or worsening respiratory symptoms such as new or worsening cough, low grade fever, and sore throat must stay home until their symptoms are improving for at least 24 hours.

Gastrointestinal symptoms such as nausea, vomiting, and diarrhea can be an indication of a COVID-19 infection. Children with symptoms of gastroenteritis must be free of vomiting and diarrhea for at least 48 hours before returning to child care.

If your child becomes ill while in care you will be contacted for pick up immediately. If your child becomes ill at home, please [ensure to call or email the centre](#) to report this absence. All illnesses, communicable diseases, and/or infections must be reported to the supervisor immediately. **Child care fees will be collected for all absent or sick days.**

17. Medication Administration

Educators and staff must have written permission from a parent or caregiver before giving medication to your child. All medication, whether prescription or non-prescription, should be in its original sealed container and stored securely in a locked container at the centre. Please remember to take home any medication that is no longer needed.

18. Photographs and Social Media

We prioritize your child's safety and privacy. When taking photos of your child at the centre, ensure they are the sole focus, and do not post them on social media. The educators will only use centre owned devices to take photos of your child's learning and development. Pictures will not be taken of your child without a completed photo release which is included in your admission package.

19. Smoke and Vape Free Environment

The Halton Regional Child Care Centres are a smoke and vape free environment. Under the [Smoke-Free Ontario Act](#) smoking or use of a vape, the entire premise of any child care centre is prohibited. You must be at least twenty meters from the child care centre's entrance or outdoor play space.

20. Parking

Each location has designated parking for drop off and pick up. Halton Region promotes idle free parking, and we ask that you turn your vehicle off prior to coming into the centre.

As a reminder, do not leave your child unattended in your vehicle during drop off and pick up. Please ensure that all children in your vehicle during drop off and pick up come with you into the centre.

21. Gift Policy

We appreciate that on special occasions you may want to thank your child's educators with a gift. If you choose to please note that Halton Regional staff cannot:

- accept gifts valued at \$50.00 or more,
- accept gifts in the form of tickets to an entertainment event including sports events, concerts, or other similar activities, or
- accept gifts on a frequent basis.

Appendix A – Policies and Procedures

Parent Issues and Concerns

Policy Statement

Parent and caregiver issues and concerns are addressed in a professional and timely manner.

Purpose

To provide staff, parents, and caregivers a framework to follow in relation to issues or concerns brought forward regarding a Regional Child Care facility or staff.

Scope

This policy applies to all Regional Child Care Centre staff and parents or caregivers with a child in attendance.

Definitions and Acronyms

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- N/A

Requirements

1. An initial response to the issue or concern will be received within two business days.
2. This policy will be included in the Parent and Caregiver Handbook and distributed to all parents and caregivers prior to their child's first day as required by the [Child Care and Early Years Act \(CCEYA\) 2014, O. Reg. 137/15](#)

Roles and Responsibilities

The Parent or Caregiver will:

- Speak directly to the Regional Child Care Centre Supervisor or staff when an issue or concern arises.
- Provide details of the issue or concern and discuss possible resolutions.
- Request a formal meeting with the Regional Child Care Centre Supervisor or staff if resolution is not reached.
- Contact the Manager of Direct Child Care Services if a resolution is not reached to their satisfaction.

The Regional Child Care Centre Staff will:

Maintain daily communication with the parent or caregiver during drop off and pick up times to develop trusting relationships.

Ensure parent or caregiver concerns are heard and resolutions are considered.

- Ensure the Supervisor is informed of any issues or concerns identified through daily communication verbally or by email within 24 hours.
- Discuss with the parent or caregiver a plan of action to resolve the issue or concern.
- Implement the plan of action in a timely manner, as agreed upon by all parties.
- Offer a scheduled meeting if additional time is required.
- Document the issue or concern and the resolution discussed.
- Place documentation in the child's file.
- Follow up to ensure the parent or caregiver is satisfied.
- Ensure the parent knows they can speak to the Regional Child Care Centre Supervisor if they are not satisfied.
- Alert the Regional Child Care Centre Supervisor if issue is not resolved.
- Document the process in writing, including dates, concerns, and parties involved.
- Follow up with the Regional Child Care Centre Supervisor as required.

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The Regional Child Care Centre Supervisor will:

- Ensure the parent and caregiver handbook contains information on how a parent or caregiver can communicate any issues or concerns regarding the program or staff.
- Discuss the communication procedures with parents and caregivers upon admission.
- Encourage staff, parents, and caregivers to communicate daily.
- Encourage staff, parents, and caregivers to resolve issues and concerns together, offering support as requested.
- Document any issues or concerns when notified.
- Notify the Manager of Direct Child Care Services by email of any issues that cannot be resolved onsite within 24 hours.
- Take a lead role in facilitating discussions between the staff, parents, and caregivers when the issue or concern cannot be resolved independently.
- Ensure parents and caregivers are aware they can contact the Manager of Direct Child Care Services if they are not satisfied with the resolution.
- Ensure issues and concerns are resolved by following up with all parties, where required.

The Manager of Direct Child Care Services will:

- Support the Regional Child Care Supervisor as required in resolving parent and caregiver issues or concerns as needed.
- Communicate directly with parents or caregivers at their request regarding any issues or concerns.
- Alert the Director of Children's Services by email of any issues or concerns that cannot be resolved within 24 hours.

Safe Arrival and Dismissal of Children

Policy Statement

In accordance with [Ontario Regulation 137/15](#) employees of Halton Region Child Care Centres are required to monitor the safe arrival and dismissal of children receiving care.

Purpose

Provide staff with a clear understanding of their roles and responsibilities to ensure 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 the steps to follow if a child is not picked up as expected from the child care centre.

Scope

This policy applies to all Regional Child Care staff.

Definitions and Acronyms

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- **Emergency Contact** - refers to a person that the parent/caregiver has identified to the child care program staff in writing as authorized to pick-up their child from care; this person is listed on the child's file and [Emergency Card RCF 8](#).
- **Verification** - refers to notice given by a parent or caregiver of alternate drop off or pick up person or arrangement including the person's name and any other information that allows staff to properly identify the alternate.
- **Wellness Checks** - refers to staff observing and documenting each child's health upon entry into the classroom. Children's health is observed and documented using abbreviations including "AW" for appears well; "RN" for runny nose; "V" for vomiting; "F" for fever (indicating degree); "T" for tired; "RE" for red eyes/discharge from eye; "D" for diarrhea; "E" for eczema; "C" for cough; and "R" for rash.

Requirements

1. Children's arrival and departure times shall be documented on the Group Attendance Log RCF 20a.
2. Upon arrival, a Wellness Check RCF 20b shall be completed and documented for each child.
3. Children shall be supervised at all times as per Supervision of Children in a Regional Child Care Centre policy 4-f-12.
4. Custody and Separation agreements that are duly notified to the centre shall be adhered to.
5. A child will not be released to any person under the age of sixteen.
6. Up-to-date telephone numbers and contact information for parents or caregivers shall be maintained on file.
7. Verification must be received from a parent or caregiver prior to their child being released to an alternate pick-up person.
8. Staff shall verify identification before releasing a child to an adult they do not recognize as a parent, or Emergency Contact.
9. If a person arrives to pick up a child and they appear intoxicated, staff shall inform the person that they are not able to release the child and call an alternate person for pick up. The staff will call a taxi to transport the person home. If the person refuses, becomes un-cooperative or takes the child, staff will call the police at 911 and inform the Regional Child Care Centre Supervisor. It may also be appropriate to contact the Halton Children's Aid Society (CAS) under the Duty to Report Policy 1-9; if the staff believe that the well-being of the child is at risk.
10. Group Attendance Log RCF 20a and the Wellness Check RCF 20b are to be kept on site as per the CCEYA.

Roles and Responsibilities - Accepting a child into care

When accepting a child into care at the time of drop-off, staff will:

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1. Greet the child, parent, or caregiver upon arrival.
2. Where a parent or caregiver indicates that someone else will be picking up the child, staff must confirm that the person is listed as an Emergency Contact or where the individual is not listed as an Emergency Contact, ask the parent or caregiver to provide a Verification in writing.
3. Record on the Group Attendance Log RCF 20a the arrival time of the child.
4. Complete a Wellness Check RCF 20b for the child.
5. Refuse entry to a child who is displaying symptoms of illness as per policy 4-d-38 Exclusion of Sick Children policy.
6. Ensure all changes to the arrival or departure routine are recorded in the Communication Book RCF 2.

Roles and Responsibilities - Where a child has not arrived in care as expected

Where a child does not arrive at a Regional Child Care Centre and the parent/caregiver has not communicated a change in drop-off, staff will take the following steps:

1. Inform the Regional Child Care Centre Supervisor of the unreported absence and attempt to contact the parent or caregiver by phone or email no later than 12:00 p.m.
2. If no response is received through the first attempt, continue to attempt to contact the parent or caregiver every hour thereafter.
3. Attempt to contact the Emergency Contact if no response is received from the parent or caregiver by 2:00 p.m.
4. If no response is received after the 2:00 p.m. attempt, contact the Halton Region Police dispatch line at 905-825-4747 ext. 5155 to request a wellness check at the child's home address.
5. Document the child's absence on the Group Attendance Log RCF 20a once confirmed and record any additional information in the Communication Book RCF 2.

Roles and Responsibilities - Releasing a child from care

Staff will take the following steps:

1. Release the child only to the parent or caregiver or persons who have been authorized to pick up the child should the parent or caregiver be unable to do so.
2. Request photo identification from an individual whom they do not recognize and verify the information against the child's Emergency Card RCF 8.
3. Release the child and document the departure time on the Group Attendance Log RCF 20a if the individual is listed as an Emergency Contact on the Emergency Card RCF 8.

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4. If the individual is not listed as an Emergency Contact, ask the individual to leave the centre until the parent or caregiver can be contacted to confirm pick up arrangements.
5. Release the child to the individual only if Verification is received from the parent or caregiver and document the departure time on the Group Attendance Log RCF 20a in the Communication Book RCF 2.
6. Follow policy 4-a-8 Unauthorized Person at the Regional Child Care Centres if the parent does not give permission for the individual to pick up or the individual refuses to vacate the premises.

Roles and Responsibilities - When a child has not been picked up and the centre is closed

Staff will:

1. Attempt to contact the parent, caregiver, or Emergency Contact if a child is not picked up by the centre closing time and the parent has not contacted the centre to provide alternate arrangements.
2. Continue to attempt contact until 6:30 p.m. If contact is not made by 6:30 p.m. the staff will:
3. Notify the Supervisor,
4. The Supervisor will notify the Manager of Direct Child Care Services,
5. The Supervisor may direct staff to call the CAS and follow any direction by the CAS with respect to next steps.
6. Only release children to the parent, caregiver, or other authorized adult and under no circumstances will children be released from care to walk home alone.

Regional Child Care Centre Wait List Policy

Policy Statement

Halton Regional Child Care Centres (RCCCs) are committed to ensuring a fair, transparent and equitable Waitlist and Offer of Admission process for families seeking child care. Equitable access for families will be assured through priority access criteria. Placement from the waitlist is not determined solely by the date of application. We strive to ensure that a minimum of 30% of spaces meet priority access criteria.

Purpose

This policy outlines the steps followed to place a child on the waitlist, determine placement priority and offer of admission.

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Scope

This policy applies to all staff working for the Halton Regional Child Care Centres.

Definitions & Acronyms

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.

Parent: 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 (all references to parent include legal guardians but will be referred to as “parent” in the policy).

Priority Access Spaces: Child care spaces that are held for families who meet the following criteria;

- Families in receipt of government subsidies.
- Families with involvement in child protection or family support services.
- Children requiring special needs resources/supports.
- Community priorities as defined by government funding or partnership agreements (e.g. Ontario’s Access and Inclusion Framework 2023).
- Siblings of children who are currently enrolled in our centres.

Requirements

The Halton Regional Child Care Centres are required under Ontario Regulation 137/15 to:

- Explain how the licensee determines the order in which children on the waitlist are offered admission
- Ensures that the waitlist can be made available when requested by families affected in a manner that maintains the privacy and confidentiality of the children listed on it.
- Ensures the waitlist policy is current in the Parent Handbook for the Regional Child Care Centres

Roles & Responsibilities

Placing a child on the waitlist

The Staff will:

Forward any waitlist requests that are received by telephone, email or walk into a supervisor.

The Supervisor will:

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- Receive parental request to place their child/children on the waitlist and will send the Waitlist Application form to be completed.
- Assist families to determine if they meet priority access criteria.
- Place a child on the wait list in chronological order, based on the date the request was received.
- Respond to parent inquiries and provide the child's current position on the waitlist and an estimated likelihood of the child being offered a space in the program.
- Inform families they are responsible for keeping their contact details and child care needs up to date.
- Achieve a minimum of 30% enrolment with families meeting priority access criteria and maintain two emergency spaces at each location to support equitable access.
- Ensure that no fee is charged to the parent for placing their name on the waitlist.

The Manager will:

Review enrolment monthly to monitor equitable access.

Offering an Available Space

The Supervisor will:

- Determine the need for priority access placement
- Consider variables including but not limited to;
 - Age of the child
 - Program room availability
 - Movement of currently enrolled children
 - Date the child was placed on the waitlist

Notify parents of available space (two attempts will be made). If a response is not received within 48 hours the space will be offered to the next child on the waitlist.

Update the waitlist application when a space is offered. If the space is declined by the family the child will be moved to the bottom of the list or removed dependent on the reason.

Monitoring & Compliance

- Manager oversees through monthly status updates to monitor utilization of child care spaces in accordance with this policy.
- Supervisor will review and update the waitlist quarterly.

- Families who believe their application has not been fairly considered may contact the Centre Supervisor or Manager for a full review of the process. Spaces already awarded will not be revoked.

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 ErinOak Kids. 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.

