

little Blessings⁺

NURSERY SCHOOL



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Parent Manual

Revised January 2019

Little Blessings Nursery School is a not-for-profit organization dedicated to providing nursery school education for preschool children, and as such any parent whose child is enrolled in our program becomes a member of this organization for as long as the child is enrolled. The school was established in 1996 and operates out of Hebron Christian Reformed Church. While Little Blessings operates independently, we partner with the church in providing a Christian based school where children can learn and grow in a preschool setting.

Mission Statement

The mission of Little Blessings Nursery School is to provide a safe and nurturing environment for children to learn through play and to support the children's family and Christian values.

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PHILOSOPHY

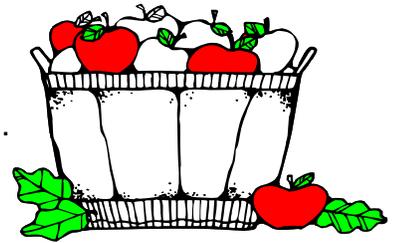
We believe each child has the right to a safe, nurturing environment that provides positive growing experiences to enhance the child's individuality. We believe a positive healthy sense of self is needed in order for personal growth and learning to occur. Therefore, we strive to provide quality care in an environment which is:

- **Child-centered and fun**
- **Offering open exploration and discovery of nature and the environment**
- **Providing many opportunities for self-expression and self-discovery**
- **Fostering understanding & co-operation with a respect for diversity, equality & inclusion within a group setting**
- **Based on Christian Values**

It is our goal to meet the needs of each child through ongoing parent involvement and communication.

THE PROGRAM

Our **morning program** runs Monday to Friday from 9:00-11:30 a.m. for children 2 – 5 years. We have a 2 day morning program (Tuesday and Thursday) AND a 3 day morning program (Monday, Wednesday and Friday). Children can enroll for all 5 mornings by enrolling in both the 2 and 3 day program thereby creating a 5 day program (Monday through Friday).



Our **afternoon program** runs from 1:15-3:45pm for children 2 – 5 years. The program runs (Tuesday, Wednesday & Thursday). This program offers a smaller group environment and serves as a great preparation for Kindergarten.

***limited spots available for children 2-2.5 years of age.**

The morning and afternoon programs offer of a variety of play experiences that assist each child through various stages of development (spiritual, intellectual, physical, social and emotional). We see children as being competent, capable, curious and rich in potential. We encourage child-initiated and adult supported experiences. Our bright rooms are arranged in learning centers to facilitate learning through play. Teachers will provide materials that are open ended for children to explore and the rooms will be set up to allow space for group play as well as individual experiences. Play materials will be offered on shelves and tables that are easily accessible for children to access themselves. Program scheduling allows for children to have long periods of uninterrupted play that challenges active minds and bodies. Teachers allow each child to lead in play by listening to their cues and offering materials or suggestions for extending play. We enjoy a healthy snack together, praying before we eat. Throughout the school year we plan our Christian curriculum into the various areas of play through art and cognitive activities, music and Bible stories.

Teachers provide time in the program schedule for indoor and outdoor play in our large play yard when the weather permits. Children will have an alternative active play experience if it is raining or the temperature is below -15°C. The ratio of eight children to one teacher or lower is always maintained. Activities will be provided that allow all children to participate in both active and quiet play. When necessary, through observations, changes will be made to consider individual needs. Our teachers engage in positive and responsive interactions with the children, parents and other staff. They will be available for discussions and be respectful of other opinions. Teachers use "How Does Learning Happen?" Ontario's Pedagogy for the Early Years, which is a resource about learning through relationships designed for those who work with young children and their families. This tool helps to strengthen the quality of our program ensuring our program is centered on the child and the

family. All teachers in the program are required to read this document as set out by the Ministry of Education and it will be used as a training tool for team meetings and its principles used when we plan our program. Teachers evaluate the program and share ideas during team meetings, to ensure that all children, teachers, families and educators have a sense of belonging, engagement, expression and well-being. Goals are developed for each child and are used to create the program plan.

BOARD OF DIRECTORS & ANNUAL GENERAL MEETING

The role of the Board of Directors is to oversee the school's affairs within the framework of applicable laws and standards. The Board of Directors oversees the organization's mission and strategic direction, its financial management, and long-term sustainability. It is essential to have enough board members for Little Blessings to remain in operation. Board Members are periodically called upon to complete tasks or assignments during the school year; they also attend monthly meetings. We encourage you to consider joining our Board as we are always looking for new Board members who are passionate about keeping Little Blessings operating. Please speak with the Supervisor if you are interested in finding out more!

Little Blessings holds an Annual General Meeting each October. All parents with children enrolled in the program are all members of the Corporation, and as such are invited to attend this meeting. This is a great opportunity for parents to learn more about our school.

ADDITIONAL RESOURCES

From time to time we welcome volunteers and students into the program to learn and add additional help. These individuals are outside of the student/teacher ratio and children are always accompanied by a qualified teacher.

There are Special Needs Resourcing (SNR) agencies available to support licensed child care programs in Durham. These agencies are funded through the Regional Municipality of Durham and the Ministry of Education to assist in providing inclusive environments for children and families. The school has the opportunity to work in partnership with local agencies, using the "No Wrong Door" binder provided by the Region, as a guide. Please speak with a staff member if you would like more information.

LBNS will make contact with outside agencies that support children and their families based on observations of children or requests made by parents. These agencies will be invited to visit our program, with a parent's consent, to observe and assess children in our program environment. These individuals must provide us with a Criminal Reference Check with Vulnerable Sector Check. During the visit we sit with them and the parents and share suggestions that will help create individual goals and a specific plan to meet the child's needs. Teachers will take additional training to assist a child with special needs. If specific aids are required, instructions to adapt the program or environment to meet the child's needs will be added to their individual plans and shared with all staff/volunteers. Teachers will respond to parent's inquiries about their child's progress with factual information. If the teacher needs to acquire more information through observation or collaboration of other team members or even at a better time of the program, the teacher will set up a time with the parent to discuss such information.

TEACHER/CHILD INTERACTIONS & GROWTH

Teachers allow the children to lead in play by listening to their questions and offering materials or suggestions for extending play. Play is supported to encourage problem solving, learning to get along with others, coping with challenges, overcoming obstacles and learning to focus their attention. Teachers will encourage children to problem-solve by facilitating conversations to help the child figure out alternative strategies. Children will be supported to be responsible for their own actions and helping the children problem-solve will encourage them to grow and develop positive interactions and communication skills.

Teachers will encourage children to serve themselves snack, dress for outdoor play, use the toilet independently and clean up items they have used during play by allowing time and giving direction when needed.

Children are encouraged to become valuable contributors to the program according to their stage of development. The ultimate goal is for the child to achieve self-regulation. They are encouraged to verbalize their feelings and respect the rights of others.

The following practices are prohibited as set out in the Child Care Early Years Act:

- Corporal Punishment of a child
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or.
- Inflicting any bodily harm on children including making children eat or drink against their will

Teachers are responsible for ensuring the health and safety of each child. Creating an atmosphere of love, caring and understanding is all part of the school's philosophy. The school will take every precaution to ensure the well-being of all children in attendance.

PARENTAL, VOLUNTEER & STUDENT INVOLVEMENT

Parents are encouraged to share any special talents, professions and ethnic customs to enhance our program. In addition, Teachers are always needing help with responsibilities to run the program, if you would like to help please speak to a teacher. If you would like to volunteer directly in our program and work with the children we would love that help too. In Program Volunteers do require a police check, health assessment and completion of an orientation session, including reading our policies and procedure manual.

CONTINUOUS LEARNING FOR TEACHERS

Little Blessings Nursery School requires that teachers engage in continuous professional learning. As necessary, teachers will be allowed time away from the program to attend these sessions.

Monthly the Supervisor will review the goals set out from this manual. The Staff and Board of Directors are committed to reflect on the program and the successes and challenges. This Parent Manual and other policies will be reviewed and new goals set each year or as needed to constantly improve our school for families.

We are licensed by the Ministry of Education and are regularly inspected by the Durham Region Health Department, Fire Department and as well Durham Region Children Services. These agencies provide us with information on the Operating Criteria for our program. They also provide training and support to help us make Little Blessings a safe nurturing environment for children.

REGISTRATION PROCEDURE

- Step 1. Complete the [Registration Form](#) located on our website. Multiple children attending from the same family should be entered individually on separate forms.
- Step 2. Prepare a cheque for the non-refundable registration fee dated at the time of registration.

- Step 3. Write post-dated cheques for program fees, dated for the first of each month from September to June at the time of registration.
- Step 5. a) An Immunization Information Form and a copy of the child's up to date immunization record is required for the school to submit to the Health Department. Objections to immunization for Conscience or Religious Belief require an Affidavit signed by a Commissioner of Oaths (notary public, town clerk, Member of Parliament, lawyer, judge, or justice of the peace). A Statement of Medical Exemption must be completed by a Doctor or Nurse Practitioner. A link to both of these forms can be found on our website.
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- *Please note that if you have chosen not to immunize your child Little Blessings will follow the direction of the Ministry of Health regarding the exclusion of students in the case of an outbreak.
- b) Inform the Supervisor of any allergies, special needs or health conditions your child may have before they start so plans can be established with Teachers, parents and doctors for the best procedures to follow. Also please provide your child's previous history of communicable diseases.
- Step 6. Read the Parent Manual and sign on the Registration Forms that you have done so.

***** Please return the completed Registration Form, Immunization Record (or other) and the registration fee to the Supervisor as soon as you can to ensure registration is complete and a spot is secured for your child on your preferred days. All forms must be on file before your child starts in the program.

FEES

FEE SCHEDULE - Effective September 2019

Morning & Afternoon Program Fees

2 mornings - \$185/month

3 mornings - \$265/month

3 Afternoons- \$275

5 Mornings- \$450

*5 days a week is available in the morning program by selecting both the 2 day and 3 day program

A non-refundable fee of \$60 is required upon registration for **each** school year. This will secure a spot for your child and helps cover administration costs. The Monthly Fee is due regardless of the number of days in the month. Fees are averaged over ten months of the year. Absenteeism due to illness, family holidays, inclement weather, school holidays and statutory holidays are not subtracted from monthly fees. Payments are due the first day of each month.

Payment must be received by the first day of the month that your child is participating in order for your child to attend. A receipt is available for income tax purposes **upon request**.

If families wish to discuss special payment arrangements please speak to the Supervisor and provide a written request outlining the circumstances and specifics of your request. Any special arrangements will be made on an individual basis and will require approval from the Board of Directors.

If fees are not paid by the start of the following month and special arrangements have not been put in place your child will not be able to attend school the following month. NSF cheques are subject to a \$25 administration fee.

WAIT LIST

If space is not available in the program due to the program being full or a space not available for a child according to their age, the child's name will be added to a wait list. There will be no charge for being on the waiting list. The waiting list and status of availability is available upon request. The waiting list is on a first-come-first serve basis based on the days requested and the child's age. The children are placed in an order and this list can be accessed by the family, however names are kept confidential to protect the privacy of the children and the families that are on the list.

WITHDRAWAL

One month's notice in writing must be given to withdraw your child, or the next month's fees will be required. If your child is withdrawn for May and/or June, full fees are payable for the balance of the term unless a replacement is available.

ABSENCE

Please call the school if your child is going to be absent and let us know the reason for the absence as we are required to keep attendance and ill health records of all our children. If your child is absent due to illness please give the details of the illness and symptoms as we are required to track illness'.

HOLIDAYS

Our school runs September to June. We are closed for Thanksgiving Monday, two weeks in December for Christmas & New Years break, Family Day, March break, Good Friday, Easter Monday and Victoria Day. We are not closed on elementary school professional days.

ARRIVAL & PICK-UP

A teacher **MUST MEET** each child at the time of arrival. A written record will be kept of each child in attendance. The number of children will be counted and displayed on the white board in the room that your child attends and this number will be verified when transitions occur. Any special instructions for your child can be given to a teacher who will write the instruction in our log book.

When picking up your child, please be on time. A teacher will assist with opening the gate if we are in the play yard for dismissal. This way a teacher is aware of who is coming and going. Please do not leave infants or valuables unattended in your car. Should the person who regularly picks up your child be unable to, please inform the school as to whom the child is to be released to, otherwise children will only be released to individuals outlined on your child's registration forms. Photo Identification is required and will be checked by teachers if this individual is unknown to the teachers. Please call us if you have any questions or concerns that are not addressed as you arrive and leave with your child. If you are more than 10 minutes late picking up your child on more than two occasions an additional \$25 fee will be charged. Teachers must have enough time to clean and prepare activities for the next group of children, it is important that children be picked up on time.



CLOTHING AND POSSESSIONS

Please dress your child in comfortable, washable clothing that is appropriate for physical activity and appropriate for the current weather. Painting smocks are provided for our creative times but children will get dirty in the program. **Please label all pieces of clothing.** Please have an extra set of clothing in your child's backpack in case they need to be changed. Our center will provide your child with age-appropriate and safe toys. Please do not send toys with your child. There will be **special show and tell days on the first day your child attends school each month which will allow your child to bring in a favourite toy.** A pair of indoor shoes, with your child's name in them, must be kept at school throughout the year. Please have labeled outdoor wear i.e., boots, hats, mittens, appropriate jacket/pants, as our program includes outdoor play. Hang all items that your child is to

wear outside on their hook in the coat room, hat and mittens in their sleeve, this makes it easier for getting ready to go outside.

NUTRITION

We offer the children snack each morning and afternoon session, food will be served according to our posted snack schedule, if changes to the posted schedule are made these will be posted near the snack schedule on the board as you enter the school. Water will also be served and children will be encouraged to serve themselves and clean up their dishes. If you would like to bring in a special treat for your child's birthday please make sure it is from our Acceptable Snack List posted in the entrance.

ILLNESS

We request that you call the school before 9:00am if you know your child will be absent from school for illness or otherwise. Let us know your child's symptoms if they are ill or if he/she has developed any contagious conditions.

If your child shows the following symptoms of ill health please keep them home.

- elevated temperature
- vomiting
- diarrhea
- undiagnosed skin rash
- nasal discharge
- coughing
- red or discharging eyes or ears

If during the program your child shows any of these symptoms you will be asked to pick them up. He/she will be isolated from the other children and the parent or emergency contact will be called by a teacher. An "Ill Health" form will be filled out by a teacher and a parent/caregiver will be asked to sign the form. This form will be kept in the child's file. We ask that all children, teachers, volunteers, caregivers and guests remain at home until 24 hours after the last sign of these symptoms and consult a physician, or as otherwise stipulated by the health department, follow any requirements for the condition.

An assigned staff member will track children's illnesses on the "Child Care Center Routine Illness Surveillance Form. Any symptoms/illnesses that show an above normal occurrence will be brought to the Supervisor's attention and depending on the severity and according to the criteria as set by the Health Department will be reported to the Health Department. Illnesses of a severe and contagious nature will be posted on the wipe off board as you enter the school.

IMMUNIZATION

The Supervisor will be responsible for checking children's immunization records and making sure they are up to date. Any child that is not fully immunized will not be permitted to start in the program unless parents provide a Statement of Medical Exemption signed by a regulated Health Professional or a Statement of Conscience or religious Belief signed by a Commissioner for Taking Affidavits. If an outbreak occurs, of one of these diseases that a child is not immunized for the parent will be called and the child will be excluded from the program as recommended by the Health Department.

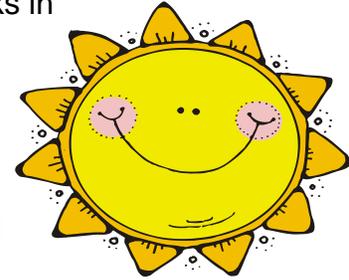
CLEANING PRACTICES

Teachers will perform daily, weekly and monthly cleaning and disinfecting tasks and sign off that they have done so to prevent the spread of germs. Teachers will also practice safe hand washing requirements as set out by the Health Department and encourage children to use this method as well. These requirements will be reviewed at team meetings and documented. Staff will encourage children to use this method by observing hand washing during art activities and when toileting. Any

toy that the staff witnesses entering the mouth of a child will be set aside to be washed with the dishes that morning or afternoon.

ALLERGY

Little Blessings takes children's allergies very seriously, we realize that it is difficult to keep on top of foods that are safe for these children so **we ask that no food except those on our Acceptable Snacks List be brought into our school.** Please refrain from carrying any snacks in your child's back pack as children do have access to these when we are getting ready to go outside. Unfortunately, no "home" baked goods will be accepted as outlined by the Health Department.



Children in your child's nursery school may have a severe allergy which can cause an anaphylactic reaction. An anaphylactic reaction is an allergic reaction so severe that it can cause death. The allergy can be triggered by eating, touching or inhaling even trace amounts of the allergic substance. Emergency treatment involves an immediate drug injection (Epi-pen) and an immediate emergency trip to the hospital in an ambulance. As these children are enrolled in the program, parents will be informed of the triggers. **At all times we strive to be a PEANUT FREE center. We are asking our whole nursery school community to do what we can to provide these children with a safe learning environment by making sure that all traces of the allergy trigger product is removed from hands, faces and clothing before coming to school and by not bringing anything to school that may be questionable.**

If your child has an allergy, special diet or other health requirements please discuss these with the supervisor before your child starts in the program or as soon as you are aware of them so plans can be developed and shared with all staff to handle these conditions.

MEDICATION

If medications are to be administered to a child during school hours a Medication Administration Form needs to be filled out. The medication must be prescribed with the child's name, times of administration and dosages affixed to the container. The expiry date, instruction for storage and administration must also be labeled on the container. The medication must be handed directly to the Supervisor and forms filled out and signed by the parent and the Supervisor that follow the prescribed time and dosage of the administration. This procedure takes time; please inform us ahead of time so we can allow time to do this. Arrival time is very busy and it makes it very difficult to do this during this time. For Allergy related medications a plan agreed upon by the teachers, parents and doctor of the child will need to be documented in full. Every situation is different so please discuss the nature of your child's need before they are left with teachers. All teachers will sign these plans and plans will be posted in each room. Plans relating to children with an anaphylactic allergy will be reviewed twice a year, once in September and then again in January and signed off by the parent/caregiver and supervisor.

Please do not store any medication in your child's back pack in the coat room as children have access to these bags when we are getting ready to go outside.

INJURY

If a child is injured in the program, teachers will fill out an "Accident Report" and discuss the incident with the child's parent. This form will be signed by the teacher, the supervisor and the parent and a copy given to parents and a copy kept in the child's file. Parents assume responsibility; financial or otherwise for expenses incurred in the event of an emergency, illness or accident.

SAFETY

The teachers will follow the guidelines for supervision of children at all times. The teachers will constantly inspect the areas and items the children are using for anything sharp or broken objects that could harm them. The inspection of any area the children will be using will be done according to the checklist in the policy for that area.

LBNS will only permit individuals in the program to interact with children that have had a full orientation, police check, health assessment and have read the policy and procedures manual. Pictures of these individuals are posted on the board as you enter the school. Qualified ratio staff will have current First Aid and Infant and Child CPR training and Occupational Health and Safety training. Other individuals with access to the program area will be asked to sign in in the log book (professionals from an outside agency, individuals doing repairs, community helpers, inspectors, etc) these individuals will not have any physical contact with the children, although they may speak to the children and be supervised by a team member. Professionals doing assessments on children must have written consent from the parent to do so.

Little Blessings entrance doors are locked at 9:30am & 1:45 PM. Interior classroom doors are kept closed and teachers are trained to always be aware of the door areas, children are taught to only go through the classroom doors with a teacher or parent/guardian. Stop signs are posted to remind the children of this rule and are used as a teaching too.

Emergency Evacuation Site:

380 Taunton Rd E. Sinclair Secondary School, Phone# 905-666-5400

SUN PROTECTION

When possible, activities will be carried out in shaded areas so that children are not exposed to direct sunlight. Teachers will be aware of weather reports regarding humidity, high U.V. index or smog alerts. Sunscreen with SPF of 15 or higher that provides protection from both UVA and UVB rays needs to be applied to children before coming to school, as Little Blessings does not apply sunscreen. Sunscreen should be applied as per the manufacturer's instructions on all exposed areas. A hat and clothing that covers shoulders will help to lessen sun exposure. Do not leave sunscreen products in your child's back pack in the coat room.

WEST NILE/INSECT REPELLENT

West Nile virus is spread to humans through the bite of an infected mosquito and can cause illness ranging from mild flu-like symptoms to severe neurological problems. During the warmer months during West Nile season Teachers will take precautions to minimize the risk. Teachers will limit the time that children spend outside when mosquitoes are present. Teachers will drain any standing pools of water that may form in the play yard daily to prevent mosquitoes from breeding.

When risk of exposure is high, parents are asked to have children dress in clothes that cover areas of exposed skin, socks and a hat (no sandals or open shoes). Light-coloured clothing is best.

Parents are encouraged to apply personal insect repellent containing up to 10% concentration of DEET for children, before coming to school. Be sure to follow the manufacturer's directions for use on children. Little Blessings Nursery School does not apply Insect repellent to children. Do not leave insect repellent products in your child's back pack in the coat room.

SPECIAL EVENTS

Special events may be offered throughout the year. Please watch our bulletin boards, read emails, newsletters and social media for details. From time to time we may take the children to the garden in behind the Church. When we take children into the sanctuary or go for a walk around the church property parents will be asked to sign a permission form allowing their child to participate.

INCLEMENT WEATHER

During the winter months the school will be closed if the weather is hazardous. If the local school buses have been cancelled, we will be closing the school. A message will be left on the school answering machine and it is the responsibility of the parent to call the school for this message or listen to the local weather reports. On the rare occasion the Supervisor and Board of Directors may choose to close the school even if the buses are still running, in this case, parents will be called and a message will be left on the school answering machine.

FIRE DRILLS AND EMERGENCY EVACUATION

An emergency situation could be anything impending that could be a threat to life, health or property. LBNS has policies and procedures in place should an emergency situation take place within or in the area of our school. Teachers and volunteers have been trained to handle these situations. In accordance with the Fire and Safety Regulation, fire drills are held monthly and documented. The procedure for these drills is posted in the entrances. In the event of an **Emergency Evacuation the children will be relocated to Sinclair Secondary School located at 380 Taunton Rd E Phone # 905-666-5400**. If there is ever an emergency situation in the school or an evacuation, parents will be notified as soon as it is safe to do so. We also ask that parents follow the directions of the emergency personnel to make sure the proper procedure is carried out safely.

SMOKE FREE POLICY

In accordance with the Child Care and Early Years Act we ask that everyone (including teachers, volunteers and caregivers) refrain from smoking in any area of our school or church area. Further to that we ask that the Whitby city bylaw be adhered to and that no one would smoke within 15 meters (50 feet) of the play yard or school entrance as this is a public place.

PARENT BULLETIN BOARDS & COMMUNICATIONS

Parent bulletin boards are located as you enter our school. Our daily schedule, upcoming activities, weekly curriculum, newsletters, monthly calendars, holidays, and snack menu will be posted. Teachers will provide information about events and agencies in the community that support families by email or postings on the parent board. A newsletter will be emailed in September, January and April. If you would like to post anything to share with other families on our bulletin boards please let us know.

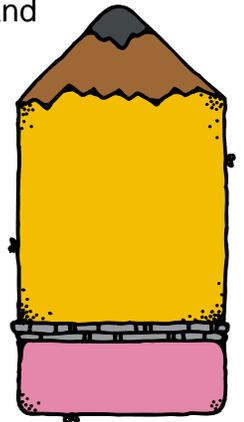
As you enter the school the boards display pictures of the children with descriptions of things we did in the program. Our Program Plan is also located here. Please take time to read these and enjoy the pictures. We also display pictures of the children within the program area to create a visual schedule for the children to assist in the transition and flow of activities and for the children's enjoyment (they love to see pictures of themselves).

If you take pictures of your children enjoying the program we would appreciate that you not include other children in these photos unless you have consent from the parents.

Little Blessings produces a DVD of the children in the program and makes this available to parents at Christmas and at Graduation time, please do not copy this onto any type of social media to respect the rights of others.

Any Media/Music usage will be communicated to parents on the large bulletin board with our visual schedule as you enter the school.

Please follow us on our Facebook page at <https://www.facebook.com/littleblessingsns> and Instagram.....where we will post pictures of activities the children have participated in, updates on special days, fundraising and pictures of our space. Pictures of children will not be posted to any social media without written consent from a parent/caregiver.



Our License is posted as you enter the school. If you wish to see the detailed copy we have it for your review or it can be reviewed at [Licence&Results](#).

We are also required to post any serious occurrences that may affect the program on the licensing board to support increased transparency to parents as required. A serious occurrence may be an injury to a child, fire or disaster on site or a complaint about service standards. The Serious Occurrence Notification will protect personal information and privacy. It will be posted for 10 days and does not necessarily mean that the center is out of compliance or that a child is at risk. Longer term actions will be included to prevent similar incidents in the future.

LEGAL REQUIREMENTS FOR REPORTING CHILD ABUSE

The Child and Family Services Act states that every person in Ontario must call a Children's Aid Society (CAS) immediately to report his/her belief that a child may have been abused or is at risk of abuse. The governing act also clarifies that a person who works with children has an added legal responsibility to report immediately any suspicion of child abuse. A professional who works with children and does not report a suspicion of abuse can be charged and fined. All Teachers at LBNS will call the CAS should they suspect abuse. This is to protect the safety of all children. Individuals working with children are responsible for reporting any suspicions of a child abuse, not for proving whether or not the child abuse has occurred. It is the responsibility of the Children's Aid Society to investigate, with police where necessary, and decide on the best plan of action

PARENTS' ISSUES AND CONCERNS

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing within 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 the Staff, and the Supervisor and will act to address any concerns in a timely manner. 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 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

Our 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 Board Chair.

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/childrensaidd/reportingabuse/index.aspx>

All issues or concerns about the conduct of program, staff, volunteers, students 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.

Procedures when Parental Concern is Raised

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:
General, Centre- or Operations-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the supervisor or Board Chair 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or <ul style="list-style-type: none"> - Arrange for a meeting with the parent/guardian within 2 business days.
Staff, Supervisor, and/or Licensee Related	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or <ul style="list-style-type: none"> - the supervisor or Board Chair 	Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern;
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the supervisor and/or Board Chair 	<ul style="list-style-type: none"> - 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. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
		<p>business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

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

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 or College of Early Childhood Educators).

Contacts:

Melissa Whitley- Supervisor email: littleblessingsns@live.ca 905-655-4534

Michelle Calnek- Chair Board of Directors email: chair@littleblessingsns.ca

College of Early Childhood Educators: <https://www.college-ece.ca/en>

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