



Support, every step of the way

Wesley Child Care Centre

Quality Care for Your Child



**Parent
Information
Handbook**

TABLE OF CONTENTS

Section	Page
1 Philosophy	3
2 Program Development	3
3 Program Activities	4
4 Orientation/Wait list/Admission and Discharge	5
5 Working with Community Partners	5
6 Arrival and Pick up	6
7 Nutrition	6
8 Parking	7
9 Program closures	7
10 Absences	7
11 Health and Administration of Medication	8
12 In the event your child is injured	9
13 Clothing and Possessions	9
14 Behaviour Support	9
15 Parental Involvement	11
16 No Smoking Policy	11
17 Field Trips	11
18 Holidays/Sick Leave	12
19 Fees	12
20 In case of Emergency	12
21 Confidentiality	13
22 Students and Volunteers	13
23 Comments and Suggestions	13
APPENDICES: Program Statement, Parent Issues or Concerns Policy	

**Wesley Child Care Centre
80 Queen Street North
Hamilton, ON
L8R 3L2
905 526 7660**

Wesley Child Care Centre is licensed by the Ministry of Education,
under the Child Care and Early Years Act 2014.





Support, every step of the way

Wesley Child Care Centre

Parent Information Handbook

1 Philosophy

Wesley Child Care Centre provides a positive learning environment for your child that supports and enhances his or her level of development.

Through play experiences and the guidance of early childhood educators, your child will be exposed to experiences that will stimulate:

- Curiosity, initiative and independence
- Self-esteem and decision making capabilities
- Interaction with and respect for others
- Physical activity developing gross motor skills
- Fine motor development
- Early literacy and school readiness

The Program Statement provides additional information about what you can expect to see in our program.

2 Program Development

Programs are re-evaluated regularly to reflect changes with the Child Care and Early Years Act, 2014 and ideologies of early childhood education. The daily activities are provided to encourage a child's



curiosity and learning. We implement the Ministry of Education's "How Does Learning Happen?" approaches to plan each day's program.

Newsletters will be sent home regularly and will include information about workshops offered at the OEYC (155 Queen St N), as well as topics of interest and general news. You are invited to contribute to the newsletter.

3 Program Activities

The Wesley Child Care Centre provides daily opportunities for children to play both indoors and outdoors (as weather permits). The program schedule is posted on the parent information board. Each day includes free play with a variety of toys, crafts, water or sensory play, snacks and lunch, rest period and outdoor play.

You will see pictures of children and information about activities and your child's learning throughout the centre. The staff use a variety of strategies to record your child's development, participation in activities and how your child benefits from the staff programming and care throughout the day.

The children visit our Queen's Gardens senior neighbours and enjoy doing intergenerational activities together once a week.

Children will rest or have quiet time on a cot each afternoon. It is not a requirement that children sleep but after a busy, fun morning most children do fall asleep. Please speak with the staff about your child's rest or sleep requirement or habits.

Staff will inform you of how your child participated in the program throughout the day, such as eating snack and lunch, playing with toys and playing with others, their sleep pattern and if there are any concerns about your child's health or well-being.



4 Orientation/Wait list/Admission and Discharge

An interview and play date will be scheduled prior to enrollment. This will give you an opportunity for both you and your child to become familiar with the surroundings, answer questions and complete admission forms.

If the Centre is currently at capacity, your child's name will be added to the admission wait list. The date your child's name is added to the wait list, will be the date you confirmed with the Centre that you want your child on the wait list. This process can be completed by speaking with the Supervisor or by completing a registration on-line through the Hamilton Child Care Registry. You may contact the Supervisor at any time to confirm your child's number on the wait list. There is no cost to have your child's name on the wait list.

The name of the child and family at the top of the wait list will be contacted when a vacancy becomes available. The Supervisor will proceed down the wait list, if the parent contacted withdraws from the wait list or does not accept admission to the Centre.

Written notice of permanent withdrawal must be given two weeks in advance. If notice is not received, full program fees will be charged. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. Your child will be placed back on the waiting list.

Wesley Child Care Centre may terminate services if policies are not followed, fees are not paid or if the program is unsuitable for your child.

5 Working with Community Partners

Wesley Child Care Centre provides an Intergenerational Program with our Queens Garden neighbours (Grandmas and Grandpas). The



children and seniors do activities and sing songs together twice a week.

The child care centre works in collaboration with community agencies to support the needs of children with exceptional needs. This may include Community Living Hamilton - Special Needs Resources or other community agencies such as Ron Joyce Children's Health Centre.

6 Arrival and Pick up/Child Care hours of operation

Young children depend on regular routines for their own security. It is therefore recommended that you establish fixed hours to drop-off and pick-up your child. When your child arrives and when you come to pick up your child please be sure to speak with a staff.

Unless otherwise arranged, children will not be released to any person other than those who are specified on the admission form. You may send a written note or call the centre and inform the staff who will be picking up your child(ren). Please let the person/s know that if they are unknown to staff, they will be asked to show identification.

The child care opens at 7:30 a.m. and closes at 6:00 p.m. If you know that you will be late picking up your child please call the child care centre to let the staff know. Regular late pick-ups (after regular closing time) will be charged an additional fee. Parents will be invoiced.

7 Nutrition

A nutritious mid-day meal is prepared by the Wesley chef and includes all four food groups, as set out in Canada's Food Guide. A morning and afternoon snack containing at least two food groups will be provided.

Children's special dietary needs and allergies will be posted in the kitchenette/service area. Weekly menu plans will be posted for the current and following week to assist you in menu planning at home.



Please speak to the supervisor if you wish to provide your own food based on specialized diets.

Wesley Child Care Centre is a peanut/nut free environment – please read all packages and labels before bringing in food to the centre.

8 Parking

Parking is available at the front of the building in designated Wesley Child Care parking spots. If you anticipate staying at the centre for any length of time, kindly park in one of the other parking spots and ask a staff for a visitor parking pass to display in your car.

9 Program Closures

In the event of extreme weather conditions or extenuating circumstances in which the child care centre will not be open, it will also be announced on the local television and radio stations (CHML), and a message will be left on the child care centre answering machine.

Wesley Child Care Centre observes the following statutory holidays:

New Years Day	August Civic Holiday
Good Friday	Labour Day
Easter Monday	Thanksgiving Day
Victoria Day	Family Day
Canada Day	Christmas Day
	Boxing Day

10 Absences

If your child will be absent please contact the centre by 9:00 a.m. To prevent the spread of childhood illnesses please keep your child at home if they are not well.



11 Health and Administration of Medication

The Wesley Child Care Centre requires that prior to admission each child must be immunized according to the local health standards; you will be required to fill out a form provided by the Hamilton Public Health and Community Services Department. If a child has not been immunized parents must provide a letter for the program which identifies their exemption to the immunization on the ground that the immunization conflicts with the sincerely held convictions of the parent's religion or conscience, or a legally qualified medical practitioner gives medical reasons in writing to the program as to why the child should not be immunized.

Regulations require daily outdoor play for each child. Therefore, it is our policy that children too ill to play outside remain at home. If a child becomes ill during the day, temporary care will be provided until a parent or emergency contact person are contacted so that your child can be taken home. You will be asked to take your child home if the following symptoms appear:

- Diarrhea
- Vomiting
- Unusual rash
- Ear infections
- Throat infections
- Coughs
- Eye irritation, especially if there is a discharge
- Nose discharge (greenish)
- Any fever over 100F

If your child has diarrhea they should be clear for 48 hours before they can return. If they have a fever they need to be fever free for 24 hours to return. In case of any infectious diseases like salmonella parents need to report this to the program who in turn will report it to public health.



Wesley Child Care Centre will administer prescription medications to children. Parents will be required to fill out all appropriate forms indicating what the medication is for, dosage, any other specific instructions and time of administration. Medication must be in the original container with the original label.

12 In the event your child is injured

If your child is injured during the day, the supervisor will call you to inform you of the injury. Basic first aid will be administered by the staff if required. The child care staff will complete a Child Injury Accident report, and they will ask you to review and sign the report, and then give you a copy.

Please be sure your emergency contact information is always up to date.

13 Clothing and Possessions

Your child should be dressed in clothing that is appropriate for physical activity, the weather and season. A second set of clothing should be kept at the centre in case of accidents. All clothing should be labeled with your child's name.

Toys from home are not permitted; we've had a number of incidents where toys have gone missing, so we ask that you either not bring in toys, or they will be kept in a basket out in the hall. Staff will not be responsible for any lost or broken toys brought in from home.

14 Behaviour Support

Each child's unique personality and development is respected. Children may use various behaviors to communicate their wants and needs, and to develop their social skills. Children are encouraged to



express themselves in a positive manner. Positive reinforcement strategies are used by staff to acknowledge appropriate behaviour.

Disruptive behaviours are redirected and staff will model communication and social skills at a level that is appropriate to each child's age. Staff promote each child's communication and social skills development and their development of self-regulation while ensuring their own and others safety, and instill respecting the rights of others.

Wesley Child Care prohibits the use of the following strategies:

- corporal punishment of the child;
- physical restraint of the child 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 of the program 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.

Behavior support strategies are discussed with parents and at staff meetings where consistent, appropriate approaches can be agreed upon. Methods are incorporated into the program in order to meet the needs of each individual child; these may include specific strategies recommended by the parent, supervisor, resource teacher or other



professionals from agencies working with the child and family i.e. Community Living Hamilton, Intensive Community Children's Services 0-6, Lynwood Hall, etc.

15 Parental Involvement

At Wesley we have an open door policy and encourage you to visit. Daily contact with parents and staff will be supplemented by individual interviews, meetings and workshops. You are encouraged to visit your child in your spare time or to accompany your child on field trips.

There are on-going workshops and training sessions offered at our Ontario Early Years Centre at 155 Queen St N. The list of opportunities will be posted as well as sent out with each newsletter.

16 No Smoking Policy

Staff, volunteers, students, and parents are prohibited from smoking on the centre premises.

17 Field Trips

Throughout the year, trips are made to special places of interest. A notice will be sent home in advance. You will be asked to sign a permission form. If space permits, we will request parent volunteers to join us.

On occasion the centre will go for walks or go to the Ontario Early Years Centre (155 Queen Street N) gym and we also participate in OEYC activities, i.e. special visitors. You'll be asked to sign an off-site form giving permission to take your child on these outings. Notices reminding you when we are away and where we are will be posted on the door.



18 Holidays/Sick Leave

Each child may be absent for two weeks' vacation/sick leave a year, where payment of fees is not required. There are no refunds for any additional days missed. Written notice of an intended vacation is required at least one month in advance.

19 Fees

Monthly fees are required on the first day of each month. Fees can be paid by cash, cheque or money order. A late fee may be charged if payments are not made on time. Late pick up fees may be charged as described in section 5. Monthly receipts will be given for income tax purposes. The current fees are \$35.05 per day or \$25.00 per half day. Should the fees change you will receive at least one month notice.

20 In Case of Emergency

The program has emergency management policies and procedures that staff will follow should there be an emergency situation that would require either securing the children's safety inside the centre or evacuating the centre. In any of these circumstances, the Supervisor of the program will you as soon as possible to inform you of the situation and if necessary, tell you where you can pick up your child. The evacuation site when there is an emergency in the child care centre will be 155 Queen Street N. If the entire building needs to be evacuated (the child care centre and Queens Garden Long Term Care Residence) the staff and children of the child care centre will be transported with the staff and residence of Queens Garden to another Long Term Care Residence location.



21 Confidentiality

The program collects information about you and your child on the registration form. We will protect the privacy and confidentiality of the personal information you give us. However, in certain circumstances the law requires us to make exceptions. We have a “duty to report” if a child care staff member becomes aware of situations of child protection or risk. We will talk with you about any concerns we have but we are required by law to report these situations to the proper authorities, such as Children’s Aid Society. We also must provide information as directed by the courts through subpoena, search warrant or other legal order.

22 Students and Volunteers

The program supports the placement of Early Childhood Education students and individuals who are volunteers. All students and volunteers are required to submit a police check prior to their participation in the centre, and must review and sign off on all of our centre’s policies. Students and volunteers are not considered staff and therefore are not permitted to be alone with the children and are always working with and supervised by program staff.

23 Comments & Suggestions

Your comments and suggestions are always welcome. Surveys will be circulated during the year, at which time you can provide your feedback and input into the operation of the centre.

You are welcome to address any concerns or issues to either the staff or supervisor, as you feel necessary. We will work to have your concerns addressed promptly. Serious issues will be handled directly by the supervisor. Please feel free to make an appointment with the supervisor if you wish to have an issue addressed privately.



Information about Wesley's Client Feedback Policy and Wesley's Client Feedback Form can be found on our website:

<http://wesley.ca/contact-us/>

Other Children and Family Services offered at Wesley

- Ontario Early Years Centres – various locations
 - Before and After School Child Care/licensed school age programs
 - After School Programs (recreation based) – various locations
 - Teen Drop In program – various locations
 - Youth Housing
 - Youth Outreach Workers
 - Summer, March break and Christmas break programs – various locations
 - Employment Services
-

**For information about other Wesley programs and services
please speak with the Supervisor**

OR

Call: 905 521 0926

Visit our website: wesley.ca

Send us an email: info@wesley.ca





Support, every step of the way

Program Statement ⁽¹⁾



Wesley Licensed Child Care Programs

Wesley licensed* child care programs provide opportunities for children that support their emotional, social, creative, cognitive and physical growth and development. The program follows the Ministry of Education's "How Does Learning Happen? Ontario's Pedagogy for the Early Years" document as the philosophical and practical framework for supporting children's learning and development. Learning and development happens when a child interacts with their family, educators and their environment.

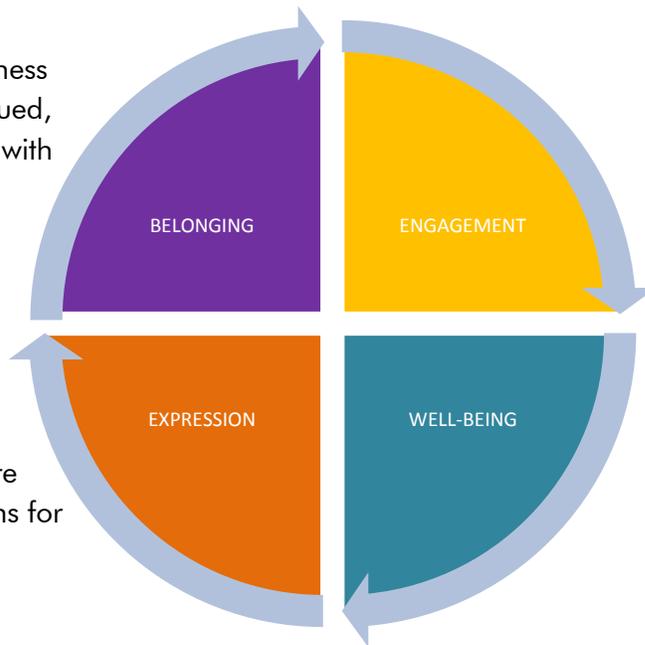
*The Ministry of Education licenses child care programs under the Child Care and Early Years Act (CCEYA), 2014. Inspections occur and the program must follow the requirements of the CCEYA and Regulations.



There are four conditions that are important for children to grow and flourish. (2)

Belonging

A sense of connectedness with others, being valued, forming relationships with others



Engagement

Being involved and focused, develop problem-solving skills, being creative

Expression

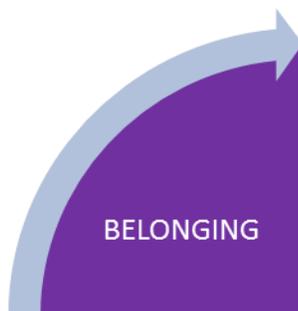
Communication in various forms, explore materials, foundations for literacy

Well-being

Physical health and wellness, self-care and self-regulation skills

These four conditions apply regardless of a child's age, ability, culture, language or setting, and inform the goals for children and expectations for our licensed child care programs.

Wesley's licensed child care programs are staffed with Registered Early Childhood Educators, trained and regulated professionals, who care for and observe children each day to understand their interests and individual social, emotional and developmental needs. Wesley Urban Ministries is committed to, and fully participates, in the quality assurance programs/initiatives developed by the City of Hamilton.



- Children in our child care programs are seen as **competent learners** (3) and are encouraged to use their imagination, be creative, ask questions and find answers
- Each child's individual needs and personalities are accepted
- Children are supported and encouraged to make decisions: what toys to play with, what activity to do, who to play with
- **Staff listen attentively and respond respectfully to children,**



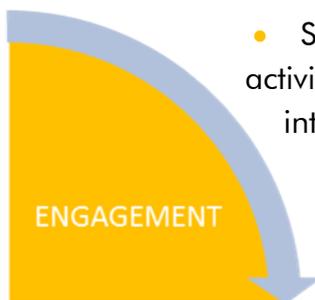
parents and colleagues (4) to instill a sense of belonging and acceptance

- Staff record information about each child to determine their interests and developmental needs (5)(6)
 - If a child has special learning needs and/or requires additional support or input to be successful in meeting their potential, program staff work collaborative with parents, community partners and other professionals (7) to implement the



child's individual support plan

- Parents are encouraged to participate in our programs wherever possible to ensure that we are being sensitive to the diversity of all our families
- Social gatherings are planned regularly to encourage full participation of parents and other significant people in the child's life
- Special attention is paid to support our non-English speaking families: cultural interpretation, translation of parent materials
- Parents are involved in supporting and managing their child's development and behaviour. Staff regularly **communicate with parents about their child's strengths and needs** (8)
- Proactive strategies are used throughout the day, to guide a child's development: staff use verbal warnings for transition, use verbal praise to reinforce positive behaviours, and redirect children who experience upsets
- Children in the child care centre and one of the school age programs participate in regular intergenerational programming (special crafts, play games and story time) with the seniors who live at the Long Term Care Residence where the child care centre is co-located



- Staff set up an inquiry-based learning environment with interesting activities, a variety of materials and age appropriate equipment that is intended to **elicit each child's curiosity and expand their learning** (9)
 - Through observation staff learn about each child's learning style and they **set up the materials and environment so all children can participate and learn** (10)



- Children are encouraged to express their ideas to build their confidence and self-awareness
- Children take part in activities that require helping, taking turns, talking to solve problems and group work
- Each child's self-care independence is nurtured through regular routines such as meals, dressing and toileting
- Staff develop programs to ensure children are provided with both familiar and novel activities that are of interest to them
- Regular observations inform staff about structuring the environment to ensure that **activities are both child initiated and staff supported** (11)
- Learning materials available in the program are changed regularly
- Age appropriate activities provided by the staff stimulate the creative interests and abilities of the children
- Schedules and routines are set to meet children's needs and understanding of time
- Staff are regulated by the College of Early Childhood Educators of Ontario and are expected and supported to regularly participate in **professional development workshops and share their new learning with others in the centre and with parents** (12)
- Interesting articles and parent information handouts are available for parents and are posted on the Information board



WELL-BEING

- Children enjoy **active learning while indoors and outdoors** (13) by participating in a variety of activities that encourage physical and cognitive development
 - Children experience quality outdoor time that helps with overall health and large motor development as well as opportunities to experience nature
- Each child's **well-being and physical health** (14) is observed daily and any signs or symptoms of illness are attended to



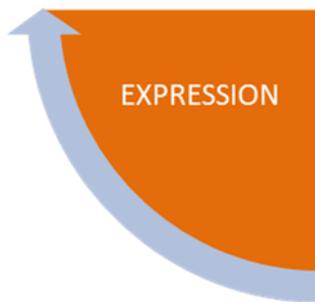
- Staff support children’s independence in daily routines and activities such as toileting, eating, picking up toys, washing tables and dressing



- **Nutritious snacks and meals** (15), that meet the Canada’s Food Guide recommendations, are provided daily
 - Children in the full day child care program are provided with an **age appropriate rest or quiet period** (16)
 - Staff and other adults interact directly with the children as much of the time as possible
 - **Children are encouraged to solve**

problems by identifying the problem, thinking about alternatives, and making decisions (17)

- Staff use positive behaviour support strategies to foster each child’s development of self-regulation
- Staff respond to peer to peer conflicts in a calm, open and supportive manner while maintaining each child’s dignity and well-being
- Staff accept each child’s demonstration of their wants and needs regardless of how these are communicated, and model coping and communication skills to assist the child’s development language and social skills
- Punitive responses to disruptive or aggressive behaviours are prohibited



- Children are encouraged to express themselves and expand their learning
 - **Staff listen attentively and reflectively, to assist children learn about their emotions** (18): what makes them happy, what upsets them
 - Physical space is clearly organized and defines what kinds of activities are permissible

- Play materials and activities are set up to engage children’s active interest and participation
- The expectations for children are embedded in the environment and routines
- Staff members anticipate problems and may be able to intervene before they happen



- Staff model play, communication and social skills
- Interactions between children are fostered using language modeling (“Ask your friend Ahmed if you can play with him. Can I play Ahmed?”), demonstrations of how to develop play skills (“Put the block on top”, “Give your friend a block”), using proactive behaviour supports (“In a few more minutes it will be time to tidy up.”) and reinforcement (“You waited for your turn! Good job waiting”).
- **Play and learning materials available in the program entice children to explore and learn (19)**
- Structured activities such as stories and songs help children to learn through repetition and self-expression



Wesley believes that children are entitled to opportunities that support their emotional, social, creative, cognitive and physical growth and development in an environment that foster, active learning, autonomy, democratic freedom, multiculturalism and a sense of responsibility and order. All children have a right to participate in a safe and friendly learning environment. The staff will do their utmost to oversee and participate in all of the children’s activities to ensure that everyone’s rights are protected, both children and staff.



Wesley wants to ensure that children have a safe and positive experience that promotes their growth. The program supervisor and program manager will **observe staff interactions with children and parents** (20) to ensure that the approaches outlined in the program statement and in the centre's policies are consistently applied. The following practices are prohibited in our service:

- corporal punishment of the child;
- physical restraint of the child 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 of the program 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.

Parents/guardians have the primary responsibility for the care and education of their children. They also have the right to pursue financial security, further education, and/or personal fulfillment. Parents/guardians are entitled to be involved in and informed of the daily life of the centre as an integral part of their childrearing experience. The centre will support parents'/guardians' participation in their children's learning and development.

Staff members have chosen their work because of a belief in the importance of the task and suitability of their skills and education, as well as a strong commitment to the development of children. Wesley supports **staff development** (21) and ensures evidence-based practices are applied in the program.





References

- (1) Ministry of Education: Child Care and Early Years Act, 2014, Ontario Regulation 137/15, subsection 46 (1),(2),(3)
- (2) Ministry of Education, How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)
- (3) Ministry of Education: Child Care and Early Years Act, 2014, Ontario Regulation 137/15, subsection 46 (2)
- (4) Ibid, subsection 46 (3)(b)
- (5) Ibid, subsection 46 (3)(f)
- (6) Ibid, subsection 46 (3)(k)
- (7) Ibid, subsection 46 (3)(i)
- (8) Ibid, subsection 46 (3)(h)
- (9) Ibid, subsection 46 (3)(d)
- (10) Ibid, subsection 46 (3)(f)
- (11) Ibid, subsection 46 (3)(e)
- (12) Ibid, subsection 46 (3)(j)
- (13) Ibid, subsection 46 (3)(g)
- (14) Ibid, subsection 46 (3)(a)
- (15) Ibid, subsection 46 (3)(a)
- (16) Ibid, subsection 46 (3)(g)
- (17) Ibid, subsection 46 (3)(c)
- (18) Ibid, subsection 46 (3)(c)
- (19) Ibid, subsection 46 (3)(d)
- (20) Ibid, subsection 46 (3)(k)
- (21) Ibid, subsection 46 (3)(j)



	<p><i>Children and Family Services</i></p> <p>Operations Manual Licensed Child Care Programs</p> <p>11.38 Parent Issues and Concerns Policy and Procedure</p>	<p>2017</p>
---	---	-------------

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parent/guardians bring forward issues or concerns. Parent issues or complaints are not a “serious occurrence”. An allegation of abuse would be a serious occurrence and the serious occurrence policy is to be followed.

This policy does not supersede the Wesley Client Feedback Policy available on-line <http://wesley.ca/contact-us/>, rather provides additional information as required by the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15.

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.

Information about this policy and the process to be followed is included in the Parent Information Package. Information about this policy will also be posted on parent information boards and the contact information for the Licensed Child Care Programs Supervisor will be posted.

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



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

An initial response to an issue or concern will be provided to parents/guardians within 5 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 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/childrensaidthereportingabuse/index.aspx>

Procedures

1. Parents/guardians will be informed of the Wesley Client Feedback Policy. Information about the policy is in the Parent Information package and parents/guardians will be given a copy of the Wesley Client Feedback Policy in the format they choose (i.e. electronic or hard copy).
2. Staff who receive communication about a concern or issues will ensure the parent/guardian is aware of the Wesley Client Feedback Policy, will provide a Wesley Client Feedback form if the parent wishes to put their issue or concern in writing, and will document the communication in detail in the child care program daily log:
 - a. The date and time the issue/concern was received;
 - b. The name of the person who received the issue/concern;
 - c. The name of the person reporting the issue/concern;
 - d. The details of the issue/concern, including the general category of concern ie: Program-related, Centre or Operations related, Staff related, Student/volunteer related;
 - e. Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
3. Staff will inform the Supervisor of the communication received and the documentation completed. The Supervisor will inform the Manager of Children and Family Services. The Manager of Children and Family Services will inform the Director of Children, Youth & Family Services.
4. The Director of Children, Youth & Family Services will report any compliance with licensing requirements issues or concerns to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.
5. Issues/concerns that are reported through the Client Feedback Form will be addressed as outlined in the Wesley Client Feedback Policy.



