



**Support, every step of the way**

## **Licensed School Age Programs**

**Quality Care for Your Child**



**Parent Information Handbook**

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**APPENDICES: Program Statement, Parent Issues or Concerns Policy**

### Wesley Licensed School Age Programs

Beverly Central School  
 1346 4th Concession Road West  
 Troy, Ontario L0R 2B0  
 905 536 0492

Hess Street School  
 107 Hess Street North  
 Hamilton, ON L8R 2T1  
 905 536 0479

For more information call 905 526 7660  
 Fax: 905 526 9821

Wesley School Age Programs are licensed by the Ministry of Education  
 under the Child Care and Early Years Act 2014.





**Support, every step of the way**

# **Wesley's School Age Program**

## *Parent Handbook*

### **1 Philosophy**

Wesley School Age Programs provide children with educational, social, and recreational programming in order to promote overall health and development. Through play experiences and guidance of specially trained staff, your child will be exposed to situations that will stimulate:

- Increased self confidence
- Responsibility & Independence
- Physical activity and development of both gross & fine motor skills
- Interaction with, and respect for others
- Decision making and problem solving capabilities
- Life skills development
- Intellectual development

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

### **2 Program Development**

Programs are evaluated regularly to reflect changes within the licensing regulations set by the Ministry of Education: The Child Care and Early Years Act 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?" pedagogy. At regular intervals throughout the year, a newsletter will be sent out informing you of workshops, as well as topics of interest, and events.

### **3 Ages of Children**

The Wesley School Age Program is provided for children 3 years, 8 months to 12 years of age. A waiting list will be developed if the program registration is at capacity.

### **4 Days and Hours of Operation**

Before and after school care is offered Monday-Friday from 7:00 a.m. until the school bell and from school dismissal until 6:00 p.m. throughout the school year, and from 7:00 a.m. until 6:00 p.m. on school holidays and P.A. days, unless otherwise posted.

Part-time care may be offered if spaces are available.

### **5 Admission/Waitlist and Discharge Policy**

An interview will be arranged prior to enrolment in order to familiarize you and your child 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 School Age Program may terminate services if policies are not followed, fees are not paid or if the program is unsuitable for your child.

## **6 Working with Community Partners**

The School Age Program 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.

## **7 Arrival & Pick-up**

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. Please sign your child in when they arrive and sign them out when you pick them up. When your child arrives, notify a staff member as to his or her arrival. Similarly when picking up your child, enter the building and make sure the staff knows you are leaving. Unless otherwise arranged, children will not be released to any person other than those who are specified on the registration form.

Children in our care are not allowed to leave the program to walk home alone.

Parents are expected to pick-up their children prior to or at the designated end time of the school age program. Should frequent late pick-ups occur, the supervisor will speak with the parent about an extra fee for lateness. Parents will be invoiced if late pick-ups occur regularly.



## 8 Program Closures

The Wesley School Age Program operates during the Hamilton-Wentworth District School Board instructional school days, however P.A. days, Christmas, March break and Summer Programs are available when there is a need.

During the regular school calendar (instructional school days) the program will not be open if the school is closed. School closures be announced on the local television and radio station (CHML) and will be posted on the HWDSB website.

Wesley School Age Programs observe 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

## 9 Absences

If your child will be absent from the program on a day that they are expected to attend please inform the staff or leave a message at the school office notifying staff of your child's absence and the reason why.

## 10 Nutrition

A nutritious snack will be provided before and after school during regular program hours and in the morning and afternoon during full day program hours.

Children's special dietary needs and allergies will be posted in the cooking and service area. Weekly menu plans will be posted for the current and following week. Please speak to the supervisor if you wish to provide your own food for your child based on a specialized diet.



Wesley School Age Program is a nut-free centre – please read all packages and labels before bringing food into the centre.

Children are not permitted to chew gum in the centre.

### **11 Bag Lunch Policy**

Children must be provided with a **nut-free** bagged lunch during full day programs (P.A. days, Christmas Break, March Break, Summer). Each lunch must contain the following:

- At least one fruit and one vegetable
- A cold pack
- Items that **do not** need to be cooked, warmed up, or stored in the freezer.

Milk is permitted and will be labelled with your child's name and the date then stored in the fridge. Please inform staff if your child has milk.

### **12 Health and Administration of Medication**

Wesley School Age Programs require that a medical certificate confirming a complete medical assessment be submitted prior to admission, as each child must be immunized according to the local Medical Officer of Health. 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.

The School Age Program schedule includes 30 minutes of daily outdoor play day, weather permitting. If your child attends a full day program during school closures, there will be daily outdoor play activities. It is our policy that children too ill to play outside must remain at home. If a child becomes ill during the day, temporary care will be provided until you are contacted and your child can be taken home. You may be asked to take your child home if the following



symptoms are evident:

- Diarrhea
- Vomiting
- Unusual rash
- Ear infection
- Eye irritation, especially if there is discharge
- Nose discharge (yellow/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 School Age Program will administer prescription medication to children, in accordance with provincial legislation. This requires that parents provide the following:

- Written instruction, including the dosage and times any medication is to be given.

Medication must be in the original container, clearly marked with the child's name, date, name of medication, instructions for storage and administration of the drug. The medication must be given directly to a program staff member.

### **13 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 an injury report, they will ask you to review and sign the report, and will give you a copy.

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



## 14 Clothing and Possessions

Your child should be dressed in clothing that is appropriate for physical activity, the weather and the season. A second set of clothing should be kept at the centre in the case of accidents. Clothing and personal items need to have your child's name on them.

## 15 Behaviour Supports

Each child's unique personality and development is respected. Children may use various behaviors to communicate their wants and needs, and as they develop their social skills. Children are encouraged to express themselves in a positive manner. Disruptive behaviours are redirected and staff model communication and social skills. Staff promote each child's communication and social skills development and their development of self-discipline while ensuring their own and others safety, and instill respecting the rights of others.

Positive behaviour support strategies are implemented throughout the day to promote self-discipline, ensure health and safety, respect for the rights of others and respect for the school environment. Specific approaches used with a child to address behavioural needs are discussed with parents, and at staff meetings, to ensure consistent approaches are 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 program supervisor, other professional agencies working with the child and family, or by the child and family themselves.

Wesley School Age Programs 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.

## **16 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. Please speak to the Supervisor if you would like to have an individual meeting about your child.

Various workshops available at Wesley’s OEYC locations and opportunities for parental involvement will be posted on the parent’s information board.

## **17 No Smoking Policy**

Staff, volunteers, students, and parents are prohibited from smoking on the program premises, including the playground area.

## **18 Field Trips**

Throughout the year, trips are made to special places of interest. A notice will be sent home in advance of the excursion informing you of the destination, time and date and a you will asked to sign a



permission form. When space permits, participation on the outings/trips will extend to parent volunteers. Please let staff know if you would be interested in coming on any trips.

## **19 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.

## **20 Fees**

Monthly fees are required on the first day of each month. Fees can be paid by cheque or money order. A late fee may be charged if payments are not made on time. Monthly receipts will be given for income tax purposes.

You will receive an up to date fee schedule at the time of the orientation appointment.

## **21 P.A. Days, March Break and Summer Camp Programs**

Please speak with the program staff to let them know if you will require care on non- school days (P.A. days) or during the school breaks (Christmas, March Break, Summer). Pre-registration is required.

## **22 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 school or evacuating the building. As a program operated in a school, we will follow the Hamilton Wentworth District School Board emergency management procedures. In any of these circumstances, the Supervisor of the program will contact you as soon as possible to



inform you of the situation and if necessary, tell you where you can pick up your child.

### **23 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.

### **24 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.

### **25 Comments & Suggestions**

Your comments and suggestions are always welcome. An annual survey will be circulated at the beginning of each new year, at which time you can formally voice your 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/>

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**Other Children and Family Services at Wesley Urban Ministries:**

- Ontario Early Years Centres – various locations
  - Family Home Visitors/Healthy Babies, Healthy Children
  - After School Programs (recreation based) - various locations
  - Teen Drop In – 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](http://wesley.ca)**

**Send us an email: [info@wesley.ca](mailto:info@wesley.ca)**





**Support, every step of the way**

## Program Statement <sup>(1)</sup>



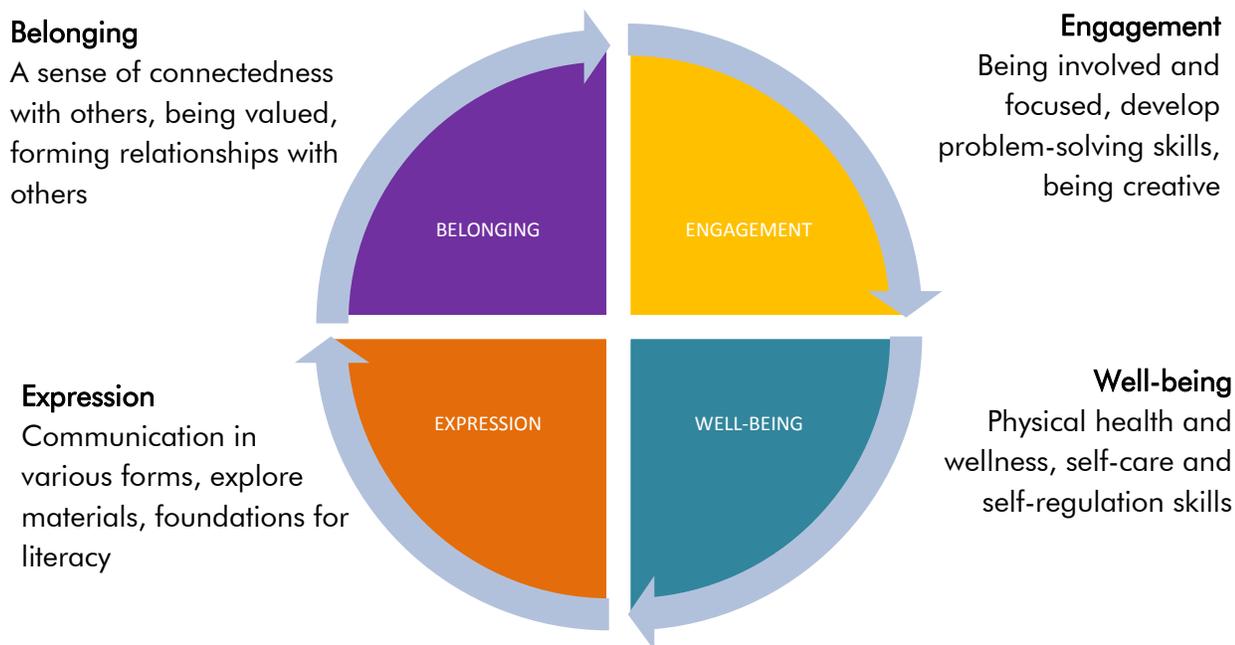
## Wesley Licensed Child Care Programs

**W**esley 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.



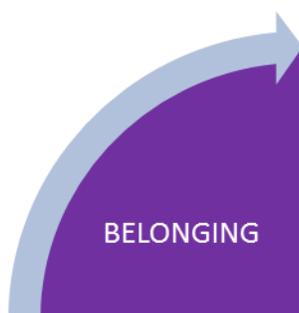
\*The Ministry of Education licenses child care programs under the Child Care and Early Years Act (CCEYA), 2014. Inspections occur and the program must follow the requirements of the CCEYA and Regulations.

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



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)**

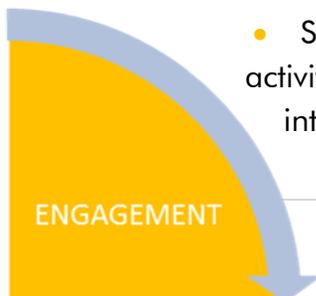


- If a child has special learning needs and/or requires additional support or input to be successful in meeting their potential, program **staff work collaborative with parents, community partners and other professionals (7)** to implement the

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



- 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



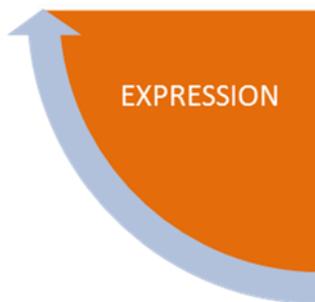
- Each child's **well-being and physical health** (14) is observed daily and any signs or symptoms of illness are attended to
- Staff support children's independence in daily routines and activities such as toileting, eating, picking up toys, washing tables and dressing



- **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

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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><b>Operations Manual Licensed Child Care Programs</b></p> <p><b>11.38 Parent Issues and Concerns Policy and Procedure</b></p>	<p>2017</p>
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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/childrensaidtheindex.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.

