



# PARENT HANDBOOK

(Revised: Jan 2026)

*Busy Bees Child Care would like to extend thanks for opting our Child Care Program. Together, we can make an awesome team towards the growth and development of your child. Since our beginning in the year 1995, we have been shaping young minds and serving the community.*

## INTRODUCTION & PURPOSE

The attached parent handbook includes our operating policies, a guide to our philosophy and program statement and contract services with expected responsibilities of both the parents and the childcare program. Our parent handbook is reviewed yearly by the Board of Directors with the best interest in the childcare's quality of service, operating policies, and the Ministry of Education licensing guidelines in mind. The policies and practices are subject to revision because of changes in conditions, experiences, and our regulatory body. During the registration process the policies and practices are reviewed with families and signed off to confirm understanding of the review and agreement to abide by the policies and practices. Parents will be informed of any changes to the handbook either through email, hard-copy and/or posted materials or HiMama notifications. Parents are bound by the revisions at the time of distribution. Please take the time to review the policies and if you have any questions at any time, please reach out to us.

## OUR GOAL & MISSION STATEMENT

**As** a Licensed Child Care centre, the primary role of Busy Bees Child Care is to provide high quality affordable childcare that is responsive to the needs of the families within the community. We are a Proud Participant of the **Canada Wide Early Learning & Child Care (CWELCC) System**. CWELCC is a five-year plan that is being implemented in stages, to make childcare more accessible and affordable. Fees are reduced each year, reaching an average fee of \$10/day by 2025-2026. **"APPENDIX"** has detailed information about the current program Fee and eligibility.

**As** a Mission, our focus is to provide a stimulating early care and education experience which promotes each child's social, emotional, physical, cognitive, and language development. Our play-based programming is based on the children's interest in a nurturing environment that encourages them to develop their skills while having fun through play. Our goal is to support children's desire to be lifelong learners.

**With our vision of CARE BEGINS HERE**, our committed and experienced educators make the wellbeing and learning of all children who are under their professional supervision their foremost responsibility. They value the rights of the child, respecting the uniqueness, dignity and potential of each child, and striving to create a learning environment in which children experience a sense of belongingness. Early childhood educators are caring, empathetic, fair and act with integrity'. We value diversity and promote the same through our curriculum, Equity is promoted by removing barriers so all our children can succeed as per their capacities and capabilities. We value the inclusion by providing each child with ready access to a wide array of varied learning opportunities. Busy bees value each child's individual strength and needs.

## PROGRAM STATEMENT

Busy Bees Child Care is licensed by the Ministry of Education under the Child Care and Early Years Act (CCEYA). Program staff are Registered Early Childhood Educators (R.E.C.E) or Equivalent recognized by the Ministry of Education. RECE's are members of the College of Early Childhood Educators, who continue to engage in Professional Development to upgrade their training and education. All employees and volunteers undergo a Police Vulnerable Sector prior to interacting with children in our care.

We operate an inclusive program where we believe all children are competent, capable, curious learners, and rich in potential. Our focus is to provide a stimulating early care and education experience which promotes each child's social, emotional, physical, cognitive, and language development. We provide play based programming based on the children's interest in nurturing environment that encourages the children to develop their skills while having fun through play. Our goal is to support children's desire to be lifelong learners.

Busy Bees Child Care Centre provides educationally and developmentally age-appropriate programs. We stand firmly on the foundations of "How Does Learning Happen", utilized within the schools and "Early Learning for Every Child: A framework for Ontario Early Childhood Settings". All policies and procedures are subjected to the importance of the health and safety of the children, educators, families and operations of Busy Bees Child Care Centre. These policies will be monitored, recorded and addressed on an ongoing basis.

## HOW DOES LEARNING HAPPENS

Our educators use *How Does Learning Happen?* Ontario's Pedagogy for the Early Years to guide their practice. *How Does Learning Happen?* is a professional learning resource guide — provided by the Ministry of Education. It is about learning through relationships for those working with young children and families. *How Does Learning Happen?* is intended to support pedagogy and curriculum/program development in the BUSY BEES program.

Pedagogy is "the understanding of how learning takes place and the philosophy and practice that support the understanding of learning". Curriculum (the content of learning) and pedagogy (how learning happens) in early years settings are shaped by views about children, the role of educators and families, and relationships among them. *How Does Learning Happen?* helps our educators to "focus on these interrelationships in the context of early years environments."



### ***How Does Learning Happen? - Ontario's Pedagogy for the Early Years***

The Four Foundations of How Does Learning Happen?

How Does Learning Happen? is organized around four foundational conditions that are important for children to grow and flourish: ***Belonging, Well-Being, Engagement, and Expression.***

These foundations, or ways of being, are a vision for all children's future potential and a view of what they should experience each day. These four foundations apply regardless of age, ability, culture, language, geography, or setting. They are aligned with the kindergarten program. They are conditions that children naturally seek for themselves.

## Four Foundations of How Does Learning Happen

**Belonging** refers to a sense of connectedness to others, an individual's experience of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

**Well-being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

**Engagement** suggests a state of being involved and focused. When children can explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovation, which are essential for learning and success in school and beyond.

**Expression** or communication may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviors. Language-rich environments support growing communication skills, which are foundational for literacy. A focus on these foundations throughout all aspects of early years programs ensures optimal learning and healthy development.

**How Does Learning Happen?** It sets out a shared understanding of children, families, and educators. Reflecting on these views about children, families, and educators in the context of the early year's environment is a starting point for developing programs and practices to support learning.

## HOW DOES LEARNING HAPPEN? @ BUSY BEES

Busy Bees Child Care Centre provides educationally and developmentally age-appropriate programs. We operate an inclusive program where we believe all children are competent, capable, curious learners, and rich in potential. We stand firmly on the foundations of "How Does Learning Happen", utilized within the schools and "Early Learning for Every Child: A framework for Ontario Early Childhood Settings".

### BELONGING:

Effective methods of communication play an integral part within the childcare setting. The staff at the Centre collaborate with children and their families to build strong supportive relationships. **Staff interact with children throughout their day in a warm, caring manner.** Each child is valued for their individuality and unique contribution to their classroom. Staff seizes the opportunity for one-to-one interaction and respond to the physical and emotional state of each child. Teachers are role models for positive peer interaction, teaching empathy, problem solving and respect.

#### ➤ **Displays:**

Children's artwork is displayed within the classroom and regularly changed to support their current interests. Artwork records the changes in the level of skill and development for each child. Visuals outline the daily schedule and routines and are used to help with communication for transitioning, special needs and non-verbal children. Photo albums help the children reflect on past experiences and share with their peers and families.

#### ➤ **Support for Children with Special Needs:**

**Peel Inclusion Resource Services (PIRS)** works with families and licensed childcare providers to support children to participate fully in childcare. PIRS resource consultants will develop a plan with you and childcare provider that focuses on child's strengths and areas of development. The service is free, and a diagnosis is not needed. This service helps ensure a child's experience is positive and inclusive. IPPS for children with special needs are set up with **PIRS Resource Consultant**, staff, and parents. <https://peelregion.ca/services/support-children-special-needs>

### WELL-BEING:

Families are viewed as important contributors to our program, with unique knowledge, experiences and strengths. We aim to build connections between the home and the center by building trust, embracing diversity, and forming caring relationships. Staff and families collaborate to support smooth transitions into the program. We encourage parents to share information about their child, state goals and participate in various ongoing forms of documentation that reveal the stages in their child's growth and development.

➤ **Communication**

Current and updated policies are posted as well as articles relating to childcare issues. Letters are posted to notify families of the enrollment process for school and information sessions. Changes to the centre or programs are noted and dates of upcoming workshops are featured. A parental survey is conducted annually and suggestions from feedback are noted, and changes or improvements are made to the centre. Family events such as Christmas Open House and Graduation Events are planned to engage the families within the centre. Community events are planned during the summer months and school breaks to offer the children unique and memorable experiences and strengthen friendships among the children, staff and families.

➤ **Programming**

Programs are based on the interest of the child as an individual and as part of a group. A program plan might display various interest in one week. Staff plan activities to enhance and facilitate learning and exploration through play. Materials and items are added for the children to manipulate, challenging their minds to find various uses and strategies. Natural and recycled materials offer and encourage respect for the environment. Older children can take a more active part in programming and collaborate with the staff to contribute ideas. Natural developmental skills are enhanced through play-based materials as the children develop language and comprehension, fine motor, mathematics, self-help, and gross motor skills.

➤ **Staff Training / Professional Development**

The staff at Busy Bees Child Care Centre are active participants of “**Raising the Bar in Peel**”. We also attend workshops and training sessions that enhance our understanding of working with children and families. We strive to be current and updated with the growth and changes in child development. We are also a proud participant of “Raising The Bar” in PEEL. More info visit: [www.cdrcp.com/rtb/raising-the-bar](http://www.cdrcp.com/rtb/raising-the-bar)

**ENGAGEMENT:**

The environment plays an integral part in a child’s development. We want to ensure that the children are safe, healthy and have balance throughout their daily schedule indoors and outdoors. Staff utilize the opportunity to monitor and observe the various areas of interest pertaining to each child. Active play supports, exploration, competency, and reasonable risks. Children can test their limits and resilience to certain situations as they explore the world around them using their bodies, mind and senses. Transitions within the program are smooth, and children take initiative practicing self-help skills.

➤ **Snacks and Meals**

We are a **nut-free** centre and ensure that all food items are clear of nuts. Snacks and lunches served meet the outlined standards and reflect the restrictions and needs of the children. Menus rotate on a four-week basis. The menu is reviewed and changed often to meet the needs of the current groups within the Centre by following the Canada foods Guide. Busy Bees recognizes that children with olfactory sensitivity may not be able to consume the current menu. Children with olfactory needs are identified by healthcare professionals or educators and parent observations. To ensure children’s health and wellbeing, families with olfactory needs are permitted to bring foods the child will tolerate to the childcare center for lunch and snack. Foods brought in will be used to supplement the child’s diet while at the childcare center if the child cannot participate in the current menu. The educators will attempt to engage the child in eating food from the childcare center initially, using a strategy they mutually agree on. Parents will need to sign a form for supplying their own foods and will include the following information.

Outside foods must follow the following guidelines:

- Be peanut and tree nut free.
- Come in their own pre-prepared containers.
- Require minimal preparation i.e. Put on a plate, microwaved, etc.
- Require a list of ingredients in the dish

➤ **Safety**

The front door is securely locked and is accessible to the parents and staff of the centre by a key FOB. All staff, students, volunteers, and consultants are required to meet the standards outlined in the Child Care and Early Years Act and must obtain current and updated information regarding the applicable records:

- A vulnerable sector check (6 months from date obtained, renewed every 5 years)
- Offence Declaration on file
- Update Immunization
- Standard First Aid and CPR level C
- Registration at the College of Early Childhood Educators for ECE Staff.

All candidates will review the procedures and policies of the center and sign off their acknowledgement prior to the commencement of their employment, training or visits. Policies will be reviewed and updated consistently and signed annually or whenever changes occur. **All visitors** must sign in and out in the Visitor's Log located at the standby the front door, adjacent to the office.

➤ **Transportation**

Busy Bees offers transportation to local schools in our neighborhood for the Before & After School program only at no additional cost. Parents are required to sign a permission form before the child can be transported between the centre and school. There are bus rules that are in place for the Health and Safety of the children and staff. These rules must be always followed, and parents must help us to implement these rules. Busy Bees Bus is maintained with periodical checks, annual safety and other recommended guidelines as per the Commercial Vehicle Act of the MTO. Daily checks are completed by our licensed drivers before and after transporting children. A current insurance policy covers both staff and children.

In a rare mechanical situation (e.g. unable to get bus started, etc.) transportation will be cancelled. A full day Program would be offered to parents. If parents wish to take their child/ren to school, it is their responsibility to pick up and transport their children back to Busy Bees Child Care. There will be no reimbursements for the bus cancellations and also no additional costs for the full day program will be charged.

➤ **Inclement Weather**

In the event of extreme weather conditions or other environmental situations that develop prior to the beginning of the day, it may be necessary to close the operations of Child Care. In these situations, where Peel District School Board closes their schools/offices, or cancels their bus services, **BUSY BEES CHILD CARE WILL ALSO BE CLOSED FOR IT'S OPERATIONS.** *These situations are rare and, in these cases, all staff and parents will be informed through email or HiMama message platform accordingly as and when the information is available to us.*

*This policy is drafted taking into consideration the wellbeing and the safety of children as well as the staff. Unsafe driving conditions could also be a safety hazard to both the parents and the staff.*

**THERE WILL BE NO REFUND OF FEES OR ADJUSTMENT OF DAYS AS OPERATING COSTS CONTINUE TO BE INCURRED. DETAILED POLICY IS AVAILABE TO REVIEW IN THE POLICY APPENDIX.**

**EXPRESSION:**

We respect the various languages and culture within our community. Family dynamics are made up of different combinations of individuals. We proudly display family photos within the centre to help the children feel pride in their heritage. We try to connect new children and families with individuals who speak their language to help them communicate and feel valued within the program. Conversations flow consistently throughout the day between the staff, parents, teachers and children (non-verbal cues if needed), peer to peer, and between families during various planned events.

➤ **Self-Regulation and Guiding Behaviors**

Teachers will continue to support developing self-regulation skills, as children identify and manage stress levels. We aim to ensure that guiding behavior is consistent, and the same strategies are incorporated by all staff, students and volunteers.

## 6 Steps for Conflict Resolution

**Approach Calmly, stopping any hurtful action:** Place yourself between the children, on their level; use a calm voice and gentle touch; remain neutral rather than take sides.

**Acknowledge children’s feelings:** Say something simple such as “you look really upset;” let children know you need to hold any object in question.

**Gather information:** Ask “What’s the problem?” Do not ask “why” questions as young children focus on that what the problem is rather than understanding the reasons behind it.

**Restate the problem:** “So the problem is...” Use and extend the children’s vocabulary, substituting neutral words for hurtful or judgmental ones (such as “stupid”) if needed.

**Ask for solutions and choose one together:** Ask “What can we do to solve this problem?” Encourage children to think of a solution but offer options if the children are unable to do so first.

**Be prepared to give follow-up support:** Acknowledge children’s accomplishments, e.g., “You solved the problem!” Stay nearby in case anyone is not happy with the solution and the process needs repeating.

- Documentation and review of impact of strategies is in the Program Statement Implementation Policy.
- Staff, students and volunteers must follow the Program Statement and Prohibited Practices at all times.
- Program Statement and Prohibited Practices will be reviewed and signed off yearly or as needed.
- We always want to maintain each child’s integrity and self-worth. Knowing your children and recognizing which strategies work best for them will teach them respect for others and inner control.

### ➤ Code of Conduct

We realize that working with different personalities, temperament and beliefs can sometimes have its challenges. We ask that you direct any concerns regarding children, staff, parents, students, volunteers and consultants working within the centre, directly to the Supervisor/Designate, in person, by e-mail or in a written format. Please allow the Supervisor time to resolve all concerns and issues.

All concerns will be investigated and researched to achieve the best result possible, including advice from the Ministry of Education. Respect **must** be always maintained; therefore, we ask that you do not resort to any harsh deliberate, physical or degrading measures directed toward any of the children, staff, students, volunteers, parents or consultants within or/on the property of the Child Care Centre. Any verbal, physical or punitive display of action resulting in an altercation between any single or group of individuals **will not be tolerated** and will result in, termination of employment, banned access to the centre and an end to your services at Busy Bees Child Care Centre. Contraventions of Program Statement and Prohibited Practices for staff, students and volunteers are outlined in the Centre’s Policy Manual.

**Please review the detailed code of Conduct Policy in the APPENDIX.**

## AVAILABLE PROGRAMS

<b>HOURS OF OPERATION</b>	7:00 AM To 6:00 PM Monday to Friday	<b>Busy Bees follows Calander Year operations (January 1<sup>st</sup> to December 31<sup>st</sup>)</b>
Statutory Holidays	New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day & Boxing Day. Winter Holidays: Dec 24 to Dec 31. <b>Floating Holidays as per the Annual Holidays Calander (Fees are Charged for the Holidays)</b>	

### Full Day Child Care Programs:

Program	Age (Months)	CWELCC (Reduced Fees)
Toddler	15 months to 2yrs. 6 months	Eligible
Pre School	2yrs 6 months to 6 years	Eligible

**Before & After School Programs:**

Program	Age (Months)	CWELCC (Reduced Fees)
Kindergarten	44 months to 7yrs	Eligible till 6 <sup>th</sup> Birthday Month
School - Age	68 months to 13yrs	<b>Not Eligible</b>

**Summer Vacations, PD Days & other School Holidays:**

Kindergarten	Full Day programs are offered for Kindergarten and School Age children during the school closure days including PD Days, March Break, Summer Vacations and Winter Holidays. Full Day Program schedule is followed during these days.
School - Age	

- Full-day care is available for Toddler and Pre School children.
- Kindergarten and School Age children are provided with transportation services to and from area elementary schools at no extra costs to the parents subject to seat availability. It is the parents' responsibility to follow our transportation policy. (See POLICY APPENDIX ).
- Kindergarten and School Age programs are offered as a combination of Before & After School Program and Full day Care during School Holidays and cannot be opted in for just one of them.

**TODDLERS**

We use a system which recognizes that the children need to develop and learn through interaction with people and exploration of the environment around them. Divided into four 'Aspects', the system focuses on the skill and competence of young children and highlights the relationship between growth, learning, development and the environment in which they are cared for and educated.

**PRESCHOOLERS**

For preschool children, we follow a slightly different approach more suited to this age group; This approach is split into six key areas. Benefits of Transitioning from Junior room to Senior Preschool Room

- Toilet Training
- Communication skills, language and literacy development
- Personal, social and emotional development
- Physical Development
- Independency
- Getting ready for School

**KINDERGARTEN/SCHOOL-AGE PROGRAM:**

An age-appropriate program for school-age children is always planned. Children are transported to school in the morning and picked up after school. School -agers in our care for full-day program during school breaks will be participating in regular weekly field trips away from the centre. Parents will be notified and require giving written permission ahead of time. Full teacher-child ratios will be met as usual.

## SUMMER CAMP PROGRAM

Busy Bees **Summer Camp Program** runs the Summer Camp Program during the Summer months for children across all age groups and programs to have fun time while forming friendships and memories of wherever they go and whatever they do. Each week there is an interactive theme in which the children obtain valuable knowledge through engaging in co-operative games, indulging in the dramatics or dabbling in the arts. Outdoor gross motor activities, excursions, educational field trips, and many more activities.

Our educators plan age-appropriate activities that helps over all development of the child taking the best advantage of the long summer days. Summer Camp calendar is prepared and shared with the parents before the start of the summer months.

Kindergarten / School Age children are allowed to bring electronics and are to be used for a limited time during the program. Children are responsible for their own electronics. Electronics will be removed if misused. No sharing of electronics or bringing any phones with sim card. Internet is never available to children at any time. Parents have the choice to request not to allow their children to play electronics.

During the month of July and August, we have a reading program (snuggle up program) where the children are encouraged to read a book of their choice for 15 minutes twice a day. A chart is kept in the room to record all books read.

Parents must provide consent for the participation of their child for any outdoor activities under the program. Summer Camp Program Fee is charged to all the participating children to cover the costs of running the special activities.

## CURRICULUM

### LONG TERM GOALS

- To foster the development of basic language and listening skills in each child.
- To encourage each child to become innovative in thought, and to develop as an independent person.
- To guide each child in forming a healthy personality.

Each day your child's activities have been specifically planned and organized to ensure they are appropriate and specific to each age group. Your child will only progress to the next stage when they are ready and when this has been discussed with you, and you are happy with this decision. We follow an education program that ensures your child receives the best possible start on their road to learning in a stimulating and encouraging setting. Transitioning from Toddler Room to Junior Preschool Room with the approval of the parents, the child will transition into another classroom in steps. There will be visitation time for the child to adjust to the other classroom, to get familiar with the teachers, children, routine, as well as the environment. This visitation will start with a small amount of time each day, while slowly increasing daily. Before the child is transitioned into the other classroom, the child will spend a full day with the visitation classroom.

### DAILY ROUTINES

Each classroom educator is responsible to the supervisor for providing an overall plan of program and goals for a class during the current year. This program is then used as a basis for the planning of weekly themes and key experiences, creative art and learning circles. The lesson plan is posted every Monday morning for information. Staff occasionally take pictures of the various activities that the children are involved in and will have these on display in our centre or our website ([Busybeesbrampton.com](http://Busybeesbrampton.com))

**All daily programs include:**

**Creative Art:** Twice (Children's interest);

**Creative Play:** Shelf toys are rotated weekly

**Outdoor Play:** We have two playgrounds with each appropriate equipment for exercising and developing gross motor skills. Two one-hour outdoorsessions are planned daily. Our indoor space is used in case of inclement weather. Children will remain indoor if Temp. -10 with wind chills.

**Story Time:** Books are read to the children at various times throughout the day and children are encouraged to explore, read and enjoy of books.

**Group Activities:** Twice daily, teachers introduce the learning topic, reinforced withfinger plays, songs, puppets and other related items of interest.

#### **REST PERIOD**

In accordance with the **Early Years ACT**, the children have a rest period each day. Unless a child's physician recommends otherwise in writing. All children are encouraged to sleep or rest quietly on their assigned beds.

Staff will rotate themselves beside the child while they are sleeping and constantly check for indicators of stress or unusual behavior. Staff will record the times and sleep checks are conducted on the sleep check log chart.

Staff will document and verbally communicate back to parents the observance of any significant changes in the child's sleeping patterns or behaviors during sleep. Quiet music is played during Rest Period. Quiet activities will be set up for early risers. A child-sized blanket with the child's name is required from home. It will be sent home on Fridays for a wash and returned to center on Monday.

**Daily Schedule of the Programs are available in the attached – APPENDIX.**

### **SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS**

Busy Bees believes strongly in providing Placement Students and volunteers with real experience working with the children. Therefore, we have many students doing particle experience at our centre from different Schools.

To help support the safety and wellbeing of children at our centre, this policy must be always followed. No child is supervised by a person under 18 years of age. Students and volunteers are not permitted to be alone with the children at any time. They are not counted in staffing ratios. All students and volunteers will submit all documents required. They must read and sign off on all policies and procedures of Busy Bees Child Care.

## **BEHAVIOUR GUIDANCE TECHNIQUES**

### **HEALTH AND SAFETY**

With the variety of activities and program opportunities available at Bus Bees, expressions of aggression and hostility should be minimal. The supervisor and teachers have created and implemented an appropriate environment to prevent incidents of aggression. Teachers, not children, determine what occurs in the teaching environment. While your child is enrolled at Busy Bees, everything will be done to provide a safe and happy environment. We strive to guide and mentor your children's behavior while they are in our care.

### **QUESTIONS REGARDING DISCIPLINE PROBLEMS**

Discipline involves teaching the child self-control within the limits of acceptable behavior in society, while still permitting creative expressions. Each child has the right to an environment that creates and maintains a safe and healthy setting that supports his/her growth and welfare. Therefore, the aim of each teacher is to provide the best environment for the growth. In a well -managed Classroom, the children will be happier, the parents supportive and a more professional relationship established. Busy Bees has a zero-tolerance policy, which all school age children and their parents are required to adhere to.

## FORMS OF PROHIBITED PRACTICES USED BY THOSE DEALING DIRECTLY WITH THE CHILDREN

- Re-direction will be the first step. If the child cannot cope in a group activity, he/she will be re-directed to a puzzle or a book until he/she has relaxed enough to join in with the others. As much as possible, problems such as over-enthusiasm or excessive silliness are anticipated. The behavior will be ignored, while getting the child interested in another project.
- Logical consequences will be used when disciplining children. If a child is hitting, he/she will be given a hammering toy or another Physical toy to use his/ her energy constructively. If he/she is tearing books, Care for books will be explained, and the child will be given an item more Appropriate for tearing. Common sense is essential in dealing with problems. After being dealt with, they are forgotten. Reminders of a past inappropriate Actions are never used.
- Tattletales are discouraged. The child will be told that we are aware of the Problem and can deal with it.
- Whenever possible, classes are divided into two smaller groups during extremely busy, active or transition times.
- Dramatic play of all superheroes is discouraged. Positive role models of behavior for the children will be provided. Caring, sharing and talking about problems are all encouraged, and this will be reflected in the role the children are allowed to take on. THERE WILL NEVER BE ANY GUN PLAY OR WARS.
- As professionals, our staff knows that tone of voice sends an important message, especially to children. Voice tone will be consistent with words used. Nagging, yelling, threatening or scolding are inappropriate, and may be considered verbal abuse.
- Brief discussion with the child after the incident is over is a most means of teaching appropriate behaviour.

## PROHIBITED PRACTICES

All staff, students and volunteers who are employed at Busy Bees Child Care Centre and engaged in providing care to the children enrolled are prohibited from the following practices under the *Child Care and Early Years Act*. Any physical punishment and other harmful disciplinary practices are forbidden to and not permitted at Busy Bees Child Care Centre to protect the emotional and physical well-being of children. Furthermore, no employee or volunteer at Busy Bees, or student who is on an educational placement, shall engage (i.e. implement) any of these practices. Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behavior.

- Corporal Punishment (physical punishment such as hitting, spanking, kicking, heavy pushing, shoving, grabbing, Squeezing arms, ears, etc.)
- Physical restraint of the child, such as confining the child to a highchair, 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.
- Deliberate harsh or degrading treatment that would humiliate a child or undermine their self-respect.
- Depriving the child of basic needs (i.e. food, shelter, drink, sleep, toilet use, clothing, bedding).
- Inflicting any bodily harm on children including making children eat or drink against their will.
- Locking the exits of the Centre for the purpose of confining the child; or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's Emergency management policies and procedures.

## STATEMENT REGARDING ABUSE

We require following current government legislation regarding suspicion of child abuse. In accordance with the Child and Family Services Act s72(3), any staff member with reasonable grounds to suspect that a child is or may need protection must make a report directly to children's Aid. This report must be made without any discussion with any other person employed at our centre.

## Emergency Management /Contingency Plans Policy and Procedures

### **Policy Intent:**

- To ensure that all staff at BUSY BEES are aware of their responsibilities during an emergency by following these three phases: **Immediate Emergency Response; Next Steps during an Emergency; and Recovery.**
- To ensure that all children and staff are safely evacuated from BUSY BEES and relocated to the designated evacuation site during an evacuation. Site: **168 KENNEDY ROAD SOUTH (LAUNDRO MAT)** across from the Daycare.
- Parents/Guardians will be notified the same day as the incident by Director/ Supervisor via phone, Lillio messages or email.
- Staff will ensure that children are kept safe, are accounted for and supervised at all times during an emergency situation.

### **Policy:**

1. An evacuation may occur at BUSY BEES. Situations that would warrant an emergency evacuation include, but are not limited to, the following:
  - a) Power outage, Flood, Fire, Sewage back-up No potable water and / or water interruption
  - b) Any serious emergency deemed by the supervisor, such as; lockdown, bomb threat, Natural disasters (Earthquake, tornado warnings).
  - c) If any emergency situations happen that are not described in this document, the Designate/Supervisor will provide direction to staff for immediate response and next steps. Staff will follow the direction given. All emergency situations will be documented in detail by the supervisor in the daily written record.

## REGISTRATION & ENROLLMENT

### REGISTRATION PROCESS

Busy Bees Child Care accepts children from 15 months to 12 years of age across all approved programs subject to availability of spots in the program. As per our licensed capacity, we can accept (10 Toddler), (39 Preschoolers split between two rooms), ( 12 Kindergarten, BASP) and (15 School-age, BASP) children.

Enrollment to each program is purely as per the approved age groups of children with some flexibility of moving children among programs under a certain percentage.

To register a child, parents can contact us and reserve an orientation session with the Directors / Supervisor. During the orientation session, parents are explained the concept of how a Licensed Child Care Centre operates and how we make a difference in the development of the child during the early years of age. Parents are also briefed about the policies and procedures being followed during the operation of the center. Parents are given an opportunity to make their decision of enrollment and inform us accordingly for the further process.

The following steps must be initiated to complete the enrollment process.

- Parents must deposit the necessary fee to hold the spot assuring a start up date for the care.
- On receipt of the deposit, the spot is reserved, as per the start date and a spot confirmation letter is sent to the parents.
- Parents need to collect and submit the Registration Package with the necessary documentation well before the start date.
- Care fee for the first billing period is collected in advance and must be deposited before the start date.
- **Families living in Peel Region who need help with the cost of licenced childcare for children (up to 12 years), can apply for Childcare Fee Subsidy. Please contact <https://peelregion.ca/services/child-care-subsidy> or call 905 793 9200.**

## FEE BILLING POLICY

Busy Bees follows a Semi-monthly Fee Billing system where in the parents are billed twice in a month. Fees are calculated on a per day basis and each invoice is billed as per the working days in the month leaving the weekends. All fees are to be paid in advance for each invoice period of care.

- The first invoice is generated on 1<sup>st</sup> of the month billing from 1<sup>st</sup> to the 14<sup>th</sup> of the month with 5<sup>th</sup> of the month as due date. The second invoice is generated on the 15<sup>th</sup> of the month billing from 15<sup>th</sup> to the end of the month with 19<sup>th</sup> as the due date. This invoice could be more than the first as you pay for the balance of the remaining days of the month.
- The care fee for the First billing period needs to be deposited not less than one week before the start date.
- Anytime the fee deposit is late, \$10/day is added to the next invoice counting the delayed days.
- Fees are charged as per enrollment and not on attendance, where it means that on any day the child does not attend care, those days are still to be paid and that there is no refund of amount or credit of days. All holidays and closure days are still charged.
- We only accept Interac E-transfers as the method of payment. No cash, cheques or bank pre-authorized arrangements accepted.
- We accept families approved under Fee Subsidy from the Region of Peel. However, Busy Bees Child Care has no role in the application or approval of the subsidy. Parents must apply on their own and mention the same during orientation process.
- On receiving the initial deposit to hold the spot, a spot confirmation letter would be sent to the families with the confirmed start date. If the child is unable to start on the confirmed start date, parents need to inform the centre of the changes not less than a week before the start date. The new start date is subject to availability and approval by the centre. If the child does not attend on the start date without any information to the centre, the deposit received will be forfeited and enrollment will be cancelled.
- **All fee payments are to be sent to: [busybees002@outlook.com](mailto:busybees002@outlook.com).**

## Use of Lillio Interaction App

Busy Bees Child Care use Lillio App as a platform to interact with the parents for day-to-day communication.

- **It is mandatory for the Parents/guardians to download and use the Lillio App once the child is enrolled in the centre. Daily attendance is recorded on the Lillio App along with Paper record in the classrooms.**
- Parents receive updates and information about the child's day during the care. Daily reports are generated and sent to the parents after once the child is picked up.
- App has an inbuilt messaging platform where in the parents, staff and management can send and receive messages through email and text notifications.
- Busy Bees Child Care do not accept any verbal messages and encourage all parents to use the messaging platform for all correspondences. This ensures documented information in our records.
- All invoices are also generated through the App on the billing dates and gives parents an opportunity to view the current and past invoices.
- Use of Lillio App is encouraged for all the parents to stay updated with all the information shared by Busy Bees Child Care.
- Message are received by us instantly and we take our best efforts to reply. Program staff may take their time to reply sometimes if the program needs more of their support and attention.
- Messages are unmonitored after the working hours and during the weekends.
- If the messages are not replied within in one Business Day, parents can feel free to call us and reach out to the supervisor.

## TRANSITION POLICY

This policy is intended to support children, families, and educators during transitions in early childhood settings. It aims to ensure smooth transitions for children from home set-up to a childcare environment, promoting continuity of care, and help children adjust to new settings in ways that support their emotional and social development.

Ensuring that educators and the parents work together to share information about the child's development and individual needs.

- Busy Bees Child Care has evolved a Transition Process for the smooth adjustment of the child during the initial days of care. As per the policy, parents are encouraged to drop the child only for few hours during the day.
- On the very first day of care, bring your child around 9 – 9:30 AM and pick up the child by 11:30 AM before the nap time. On consultation with the supervisor / program educator, parents should plan the second day also on the similar timelines.
- If the educator advises, Child's third day schedule can include extended hours starting 10.30 am and keeping the child during the nap time from 12 noon to 2 pm. Suggested pick-up should be around 2:15 – 2:30 pm.
- Timelines for further days would be suggested by the program educator considering the adaptability of the child during the initial days.
- Parents are encouraged to get daily feedback from the educator and follow timelines to make transition of the child to a new environment comfortable for the child but also for the parents and educators.

### LATE PICK-UP POLICY

As a Licensed childcare centre, we are allowed to have legal custody of the child for care only during our operational hours from **7:00 AM to 6:00 PM weekdays**. We cannot accept a child before our opening hours and also cannot have a child after the closing hours i.e. 6:00 pm sharp. The centre closes promptly at 6:00 PM. If you are unable to pick up your child by 6:00 PM, it is the parent's responsibility to inform the centre well before time so that there is staff available to attend the child. Parents need to provide their ETA by sending message or phone call. If the parents are making alternate pick-up arrangements, they need to provide the First and Last Name of pick-up person through Lillio Message only. The pick-up person needs to provide photo identification during the visit.

Anytime, parents are late, \$10 for every 5 minutes of delay would be charged and needs to be paid to the waiting staff in cash during the pick-up time. This payment goes directly to the staff that remained at the centre after 6:00 pm. If a parent is, consistently arriving late, the centre has the right to terminate services. Keep in mind that these amounts are considered fines and not extra fees. They are not receipt able for income tax purposes.

If I fail to pick my child or to contact the centre regarding the pickup of my child, I understand that the Police and the Children's Aid Society may be contacted.

### WITHDRAWAL POLICY

Busy Bees Child Care follows Two Weeks of Withdrawal Notice Period to be submitted by the parents only on the prescribed Withdrawal Notice Form available at the office.

- Two weeks of withdrawal notice period can either be from the 1st to 14th of the month, 14th being the last days of care or from 15th to the end of the month, with 30th or 31st being the last day of care.
- We will not accept any withdrawal notices in the middle of these two periods.
- Withdrawal requests to be made at least one week before the start of Notice Period. Any requests made on the same day or otherwise would not be entertained, and withdrawal would be only allowed from the next notice period.
- If a child is withdrawn without the two weeks' notice, the deposit will be forfeited.
- **(For complete details of the withdrawal policy, please refer to the Withdrawal Policy in the package)**

### TERMINATION OF SERVICES

At the sole discretion of Busy Bees Nursery School Inc., the parent(s) may be asked to withdraw their child/children from the program. A two-week Written notice period will be given to the parent/s to make alternate arrangements. If the parent/s wishes to withdraw the child /children during the two-week notice period, they may withdraw.

#### **Code of Conduct**

We realize that working with different personalities, temperament and beliefs can sometimes have its challenges. We ask that you direct any concerns regarding children, staff, parents, students, volunteer and consultants work

within the centre, directly to the Supervisor/Director, in person, by e-mail or in a written format. Please allow the Supervisor time to resolve all concerns and issues. All concerns will be investigated and reviewed to achieve the best results possible, including advice from the Ministry of Education. Respect must always be maintained therefore, we ask that you do not resort to any harsh deliberate, physical or degrading measures directed towards any children, staff, students, volunteer, parent or consultant within or/on the property of the Child Care Centre. Any verbal, physical or punitive display of action resulting in an altercation between any single or group of individuals will not be tolerated and will result in immediate termination of enrollment, banned access to the centre and an end to your services at Busy Bees Child Care Centre. Contraventions of behaviour for parents, staff, students and volunteers are outlined in the Centre's Policy Manual.

### USE OF FOB ACCESS KEYS

We place priority on your child's safety and well-being. Our security system effectively limits access to parents/legal guardians who have active FOB Keys, if all parents are using the system correctly. Keys are issued during the registration process and must be returned on withdrawal.

- Each regular authorized pick-up person is required to have a FOB access key for secured access. FOB keys would not be shared with any alternate pickup person at any time as it compromises the security and safety at the facility.
- If an alternate pick-up person comes for pick up, the information needs to be provided to the centre in advance through Lillio App or email but no verbal communication.
- Alternate pick-up person must provide an identification to confirm and match with the message received.
- FOB Keys are for adults use only.
- Any misplaced keys must be notified to the centre immediately to deactivate them. For misplaced FOB keys, parents need to pay the cost for the replacement.

### WAIT LIST POLICY

Busy Bees try to accommodate all requests for Registration of a child at the Child Care Centre. Busy Bees has a free wait list. Parents will be added to the wait list in chronological order, based on the date of request received. Once child is placed on wait list, parents will be informed of their number. When spaces become available, parents will be contacted via phone and email requesting them to reserve an orientation session / tour at the facility if they are still interested to start the care. If there's no response from the parents, until 12pm of the next business day, the next parent on the waitlist is approached for the space. The waitlist will be maintained to protect the privacy and confidentiality of the children and families on the list.

### Nutrition – Lunch, Snacks & Allergies

Busy Bees Child Care serves in-house cooked Lunch and Snacks. Fresh cooking is done each day by a certified cook having valid Food Handler Certification. Our Menu meets the nutritional recommendations of Health Canada and is approved by a Registered Dietitian and Nutrition Consultant. We serve meals as per Weekly Menu that is rotated every month. All Menus are posted on the Menu Board outside the Kitchen. Our kitchen and food preparation are inspected by Peel Public Health at regular intervals.

Information regarding any food allergies, restrictions or sensitivities are posted in all the classrooms.

It is mandatory for the parents to inform the centre of any food allergies in order to accommodate the child's needs. Parents/guardians with anaphylactic children must:

- Provide the Centre with an EpiPen.
- Provide an emergency Anaphylactic Treatment Procedure for their child signed by them and their child's doctor. Parents must carry any medications/puffers home at the end of the day.

NO OUTSIDE FOOD is allowed into the centre.

FOOD MENUS AND ANAPHYLACTIC POLICY and PROCEDURES available at the Policy Appendix.

## Smoking & Vaping Policy

Smoking and vaping is prohibited at the Center. According to the *Smoke Free Ontario Act 2017*, no staff, students, volunteers, parents/guardians or visitors are allowed to smoke/vape inside the centre, in the playground, nor 5 meters from the Centre's premises whether children are present or not. For more information, please refer to our Non-Smoking and Vaping Policy.

NO SMOKING SIGN IS POSTED AT THE ENTRANCE.

To help support the safety and well-being of children at Busy Bees Child Care Centre, the policy prohibits all persons from being under the influence of alcohol or drugs (including Cannabis) while on the premises of the childcare centre. We would have the right to deny entry in the premises.

## ILLNESS POLICY

Children that are sick should not attend the centre for their own protection, but also for protection of other children and staff. Any child who is too sick to participate in any indoor or outdoor activities must not attend. When a child is ill and cannot attend on any current day the centre should be informed of the same.

Any communicable diseases such as strep throat, mumps, chicken pox, lice, whooping cough must be reported to the centre as soon as possible so that we can notify other parents and take other precautionary measures. It is in the best interest of everyone that the child stays home and seeks doctor's advice when he/she has one of the following symptoms: a cold, sore throat, an earache, discharge from eyes and ears, swollen neck glands, an unexplained rash or skin eruption or any other communicable diseases. In these cases, the child can return to the centre accompanied by a doctor's note stating that the child is ready to come back to the centre and is not contagious.

The centre's staff has the right to refuse care to a child who is too sick to be at the centre. Public health regulations take priority in any communicable disease situation as we must follow proper procedure. These procedures may not necessarily be consistent with your doctor's advice.

A fever is the body's way to fight off infection or a virus. Therefore, children with a fever (100.4 F or 38 C) must not attend the centre for their protection, the protection of other children and staff. A child must be free of fever without the use of fever reducing drugs such as ibuprofen (Advil) or acetaminophen (Tylenol).

If a child should become sick while at the centre, exhibiting signs of illness, vomiting, having excessive diarrhea and/or fever, parents will be called to pick up their child as soon as possible. Parents will be notified upon the first loose bowel movement or vomiting and will be asked to pick up the child upon the second one.

If a child has a temperature of 38 C and 100.4 F or more, the parent of the child will be notified. In the case of diarrhea, nausea, vomiting or fever, a child can return to the centre 48 hours after the symptoms disappear. It is advisable that parents prepare and arrange for an alternate or emergency person who can pick up your child when you are unable to. The child will be isolated under supervision until the child is picked up.

## Serious Occurrence / Incidents

If a child has a minor accident, First Aid will be applied. The teacher will fill out an Accident/ Incident Report Form for parents to acknowledge and sign. A copy of the report will be given to the parents upon request. A follow-up of the incident is done the next day child attends the care and the report is updated accordingly.

If a child has a serious accident, 911 emergency services will be informed, and parents/ Guardians will be notified by the centre to update the situation.

In a situation that is considered a serious occurrence, a report will be completed, signed and submitted to the licensing authorities as a form of notification.

### **Posting of Serious Occurrence Notification Form:**

A Serious Occurrence Notification Form will be completed by the supervisor to communicate information to parents/guardians about the serious occurrence that occurred in the centre. The Serious Occurrence Notification Form will be posted within 24 hours of the occurrence on the bulletin board at the entrance next to the day care license for 10 business days from its last update.

## 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 \(CAS\)](http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx) 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>

## PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

### ***Purpose:***

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

### ***Policy***

Parents/guardians are encouraged to take an active role in our childcare 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, childcare providers and staff, and foster the engagement of 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 Supervisor/Designate 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 one 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. Ministry of Education, College of Early Childhood Educators, Law enforcement, or 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.

## PARENT AGREEMENT

- I have read the Parent Policy handbook in full, and I agree to carry out the Parent responsibilities.
- I agree to submit a proof of immunization on or before the first day of attendance at the daycare centre, as required by law.
- I understand that for the benefit of all, sick children cannot be admitted if they are considered contagious (e.g. chicken pox, measles, pink eye, lice, hand foot and mouth disease, etc. or show signs of diarrhea or vomiting or fever.

- I understand that should my child become ill during the day, he/she will be isolated, and I will be contacted to pick him/her up at the earliest possible.
- If the child has been sent home sick, the child cannot return for care for minimum of 48 hours and until the symptoms go away.
- **I agree that it is my responsibility to notify the centre by sending a message through Lillio App before 10 am any time my child is absent or coming late.**
- If I fail to contact the centre for one week without making prior arrangements with the office, I understand that my child may be considered withdrawn from the program.
- Should the supervisor decide that my child cannot adjust to the program, or that I have not fully carried out my responsibilities as outlined in this agreement, my child may be dismissed from the program after fourteen days written notice from Busy Bees Centre, and this agreement will be terminated.
- I understand that each regular authorized pick-up person is required to have a FOB access keys for secured access. FOB keys would not be shared with any alternate pickup person at any time as it compromises the security and safety at the facility. Any misplaced keys must be notified to the centre to deactivate them immediately. For misplaced FOB keys, parents need to pay the cost for the replacement.
- I agree that only Authorized Adults mentioned in the registration form may pick up my child. If it is necessary to designate any additional persons, written instructions will be supplied to the office in advance.
- If the parents are making alternate pick-up arrangements, they need to provide First and Last Name of pick-up person through Lillio Message only. The pick-up person needs to provide photo identification during the visit.
- I understand that should there be any special custody arrangements for my child, it is my responsibility to inform the Supervisor /Director and provide copies of the relevant documents. Otherwise, my child will be released to either Parent/Guardian.
- ***I understand that there is no reimbursement or credit of fees for sick days, vacation, statutory holidays, winter break or any other closures.***
- I understand that for children attending Before and after school Care, the program is a combination of Before and After School Care during the school working days and Full Day Care for the times when the school are closed during PD Days, March Break, Summer Holidays and Winter Break. The program does not give an option to parents for selecting just one part of the program.
- I also understand that there are some additional charges for special activities and programs during March Break and Summer Holidays that are billed to the parents during those days. The program activities are designed for children across all age groups of the center. If the parents do not want their child to be part of special activities during the program, they must make their own arrangements during the time of that particular activity.
- I understand that Busy Bees Child Care can and will make changes to the policies and procedures as needed and the same will be shared with the parents through notices and circulars.
- I understand that Busy Bees do not allow children wearing valuable jewellery, ornaments, long danglers. Busy Bees will not be responsible for any jewelry lost/ broken by your child. It is best to keep jewelry safe at home.

**I acknowledge and understand that I have read the Parent Agreement and that I agree to abide by them.**

<b>Name &amp; Sign. Of Parent/Guardian</b>			<b>DATE:</b>	
<b>Name &amp; Sign. Of Parent/Guardian</b>			<b>DATE:</b>	
<b>Supervisor Sign.</b>			<b>DATE:</b>	



**Busy Bees Nursery School Inc.**

*Add: 168 Kennedy Rd. South, Brampton, ON, L6W 3G6*

*Ph: 905 454 7676*

*Email: busybees002@outlook.com*

*Website: www.busybeesbrampton.com*

# POLICIES & PROCEDURES APPENDIX

## List of Policies

1	CWELCC FEE
2	Program Statement Implementation Policy
3	Safe Arrival & Dismissal Policy
4	Inclement Weather & Transportation Policy
5	Code Of Conduct Policy
6	Privacy Policy
7	Annual Holidays Calander
8	Daily Program Schedules
9	Sleep / Rest Consultation Policy
10	Emergency Management Policy & Procedures
11	Fee Billing Policy
12	Withdrawal Policy
13	Anaphylactic Policy and Procedures
14	Drug and Medication Administration Policy
15	Parents Issues and Concerns Policy and Procedures
16	Inclusion Policy
17	Location of Parking Spots in the plaza.

## Program & Eligibility

Busy Bees Child Care opted-in the CWELCC program under the guidelines of Ministry of Education, Ontario. The program aims to reduce the daily childcare fee and make it more affordable for the families.

- All children under six years of age enrolled in a participating licensed childcare program are eligible for the fee reduction.
- Children in participating toddler, preschool, kindergarten, or school-age program who turn 6 years old between:
  - January and June are eligible until June 30 of that year and
  - July 1 and December 31 are eligible until the end of the month they turn 6 years old.
- Children above the age of 6 years **do not** qualify for this program and continue to be charged the regular care fee for the program.
- For the year 2026, the maximum daily rate for child care for children younger than 6 years of age will be \$22.
- If in 2024, your daily child care fees were:
  - More than \$22: as of January 1, 2025, your child care fees was reduced to a maximum daily rate of \$22.
  - \$22 or less: your fees will stay the same in 2026, same as in 2025.
- The fee cap applies to daily “Base Fee” that you must pay to receive child care. Eligible “Base Fee” is defined as cost of care to parents for any programs or services that are included and as part of the regular child care fee paid by families e.g. Daily Care Fee, Lillio App fee(for age 0-6 yrs only), Registration Fee.
- It does not apply to optional items or services, late pick-up fees, or not sufficient funds fees. Ineligible under CWELCC, Non-Base Fees, are other optional items/services where an additional fee is charged in accordance with the terms of the agreement between the parent and provider (e.g., NSF Charges, Late Pick up Fees, Optional Field Trips during Summer/Other Breaks, etc.)
- Families in receipt of Fee subsidy with children age group 0-6 yrs, enrolled in participating programs are also eligible for the fee cap. The reduced parent contribution for each eligible child is determined by the Region and shared with families along with the Child Care centre.
- The following chart illustrates our fee structure for CWELCC eligible and ineligible children.

PROGRAM	CWELCC FEE CAP (DAILY)	CWELCC ELIGIBLE
<b>TODDLERS</b> (16 mths - 2.5 yrs)	\$ 22.00	<b>ELIGIBLE</b>
<b>PRE-SCHOOL</b> (2.5 mths - 4 yrs)	\$ 22.00	<b>ELIGIBLE</b>
<b>KINDERGARTEN 4-6 yrs</b> (Before/After School)	\$ 18.66	<b>ELIGIBLE</b>
<b>KINDERGARTEN 4-6 Yrs</b> (Full Day (Non-Instr.))	\$ 22.00	<b>ELIGIBLE</b>
<b>SCHOOL AGE 6-12 Yrs</b> (Before/After School)	\$ 41.00	<b>Ineligible</b>
<b>SCHOOL AGE Full Day</b> (PA Days & Summer Vac.)	\$ 59.00	<b>Ineligible</b>
Registration Fee for 6 Yrs & above (One Time/Non-refundable)	\$ 50.00	
<b>Lillio App charges(\$40/year) are not included in the Base Fee for School Age Children</b>		

As the CWELCC program is evolving during years, any changes in the above guidelines w.r.t. the program would be communicated to the parents as and when available.

### ***Policy:***

Busy Bees Child Care is licensed by the Ministry of Education under the Child Care and Early Years Act (CCEYA). Program staff are Registered Early Childhood Educators (R.E.C.E) or Equivalent recognized by the Ministry of Education. RECE's are members of the College of Early Childhood Educators, who continue to engage in Professional Activities to upgrade their training and education. All employees and volunteers undergo a Police Clearance Check with Vulnerable Sector Screening prior to interacting with children in our care. Busy Bees Child Care Centre provides educationally and developmentally age-appropriate programs. We operate an inclusive program where we believe all children are competent, capable, curious learners, and rich in potential.

We stand firmly on the foundations of "How Does Learning Happen", utilized within the schools and "Early Learning for Every Child: A framework for Ontario Early Childhood Settings". All policies and procedures are subjected to the importance of the health and safety of the children, educators, families and operations of Busy Bees Child Care Centre. These policies will be monitored, recorded and addressed on an ongoing basis.

### ***Procedures:***

Staff and Educators are trained on Busy Bees Program Statement by:

1. Collaborations with coworkers
2. Attending outside workshops/ webinars
3. Mentoring from Directors and Supervisors as well as other Teachers in classroom
4. College of ECE's Code of Conduct

### **Busy Bees program statement is monitored and recorded by the following:**

- Goals and strategies that are set out on the Child's individualized program plan are documented by the educators as they are implemented. Goals and strategies are reviewed every three months with a Resource Consultant.
- Program planning is completed bi-weekly based on the children's interest/community events. Staff plan activities for the children to do and anticipate changes. Program plans are read and signed by the Supervisor.
- Documentation of children's engagement in activities are set out in a learning story on HiMama daily. Bi-Weekly Classroom learning story is posted by the classrooms.
- Weekly classroom observations completed by Supervisor to ensure the educators are following best practices, filling out attendances, writing in classroom message books, following prohibited practices policy, etc.
- RECE's to supervise and mentor their ECE placement students and to document observations on the student's mid-term and final evaluation forms that are provided by the Colleges.
- EQI completed Semi-Annually for each classroom, one completed by educators and one by Director/Supervisor.
- Teacher evaluations are completed yearly, with professional goals planned for each educator.
- Annual Policy review is conducted for each policy and completed by each educator.
- Playground checks are completed daily, monthly and yearly (by a third party).
- All action plans are reviewed and signed yearly by educators (IPP, Medical Needs, Anaphylaxis).
- Sleep checklists are conducted and initialed daily, every 30 mins from 12pm – 2pm.
- Weekly water flushing is conducted and documented every Monday of the week, unless closed, will be conducted on the Tuesday of the week.
- Food allergy/restrictions are posted in kitchen, classrooms, classroom binders for all the educators to refer to

Children's emergency Individualized plan with medical needs and Anaphylactic allergy is posted in kitchen, and classrooms the children visit, as well as the classrooms binders.

- Disinfecting schedule for toys/classroom is completed and documented daily.
- Washrooms are cleaned and disinfected daily.
- Daily health checks are completed and documented daily as educators are signing the children in illness tracking form is completed every time a child is absent or sent home with an illness.
- Accident/Incident reports that occur within the Centre will be completed and signed by the educator who witness' the incident and get the Director/Supervisor/Designate to sign the form. The accident/incident will be documented in the class message book and a copy given to parents if asked. Follow up to be completed day after.
- Serious Occurrence report to be submitted to the Ministry of Education within 24 hours of the Director/Supervisor becoming aware of the occurrence.

#### **Prohibited Practices:**

All staff, students and volunteers who are employed by Busy Bees Child Care and engaged in providing care to the children enrolled are prohibited from the following practices under the *Child Care and Early Years Act*:

Corporal Punishment (Physical punishment such as hitting, spanking, kicking, heavy pushing, shoving, grabbing, squeezing arms, ears, etc.)

1. Physical Restraint of a 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.
2. Deliberate harsh or degrading treatment that would humiliate a child or undermine his or her self-respect.
3. Depriving the child of basic needs (i.e food, shelter, drink, sleep, toilet use, clothing, bedding).
4. Inflicting any bodily harm on children including making children eat or drink against their will.
5. Locking the exits of the Centre for the purpose of confining the child; or confining the child in an area or room without adult supervision, unless such confinement occurs during emergency and is required as part of the licensee's Emergency management policies and procedures.

Any physical punishment and other harmful disciplinary practices are forbidden to and not permitted at Busy Bees Child Care Centre to protect the emotional and physical well-being of children. Furthermore, no employee or volunteer at Busy Bees, or student who is on educational placement, shall engage (i.e. implement) any of these practices. Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour.

#### **Monitoring Contraventions:**

Staff will review and sign off on the policy revolving around Monitoring Compliance and contraventions yearly. Staff will be monitored on an ongoing basis. A contraventions log will be recorded as needed

#### **Reporting and Addressing a Contravention:**

- Any educators, volunteers, students observed to not withhold to the policy and procedures must be reported to the Director/Supervisor immediately.
- Director/Supervisor to take immediate action to investigate the reported incident.
- Director/supervisor to conduct a private meeting with the educator/student/volunteer involved to ensure the validity of the report. If facts/accusations are true to as reported, the incident will be documented with a copy placed in their file with the necessary discipline actions to be followed accordingly.
- Documentations will be recorded and filed for all incidents.
- If applicable, re-training will take place at earliest convenience.

- Upon discretion of the Director/Supervisor, the individual may or may not be allowed to be alone with children until re-training is complete and will need to always be with another staff member when in programing.

**Dealing with contraventions of Policies, Procedures or individualized plans:**

- Busy Bees Child Care will make every effort to clarify expectations and encourage staff, students, volunteers to raise their questions and concerns about implementing policies, procedures and individualized plans on an ongoing basis to support clarity, learning, development and ongoing compliance.
- Progressive discipline may be used to address observed non-compliance with policies, procedures and individualized plans, taking into consideration the nature and severity of the incident, and the individual's history of previous non-compliances.
- Where a staff, student or volunteer is observed to be non-compliant, the licensee, supervisor or Director will take one or more of the following actions:
  - Inform individual that a non-compliance was observed, including the review of any pertinent records or documentation that provide evidence of the non-compliance.
  - Issue a verbal warning.
  - Issue a written warning.
  - Temporarily suspend the individual from their position at the Child Care Centre for one day to a week with no pay.
  - Terminate the individual from their position.
  - Inform any relevant parties (e.g. College of Early Childhood Educators, College of Teachers, College of Social Work and Social Services, the contact person for the program from which a student has been placed, CAS, police, etc.); and/or
  - Report violations with the College of Early Childhood Educators' Code of Ethics

Staff, students, volunteers Contraventions	Action taken towards staff, students, volunteers		
	1 <sup>st</sup> offence	2 <sup>nd</sup> offence	3 <sup>rd</sup> offence
Major Corporal Punishment	Dismissal	N/A	N/A
Physical Restraint	Dismissal	N/A	N/A
Inflicting any bodily harm on child	Dismissal	N/A	N/A
Depriving child of basic needs	Dismissal	N/A	N/A
Locking the exits for purposes of confining or confining child without adult supervision	Dismissal	N/A	N/A
Use of Harsh, degrading measures or threats or derogatory language	Dismissal	N/A	N/A
Minor yelling, Using inappropriate time outs or inappropriate expectations	Verbal warning	Written warning	Retain. No improvements in 3 months, dismissal.
Non-compliance of verbal or written instructions given by Supervisor/Designate/ Directors	Verbal warning	Written warning	Suspension 1 week no pay/retrain. Or dismissal
Non-compliance of written policies, procedures and daily practices	Verbal warning	Written warning	Suspension 1 week no pay/retrain. Or dismissal
Non-compliance of individual plans (Individualized support plans/Emergency plans)	Written warning	Written warning	Suspension 1 week no pay/retrain. Or dismissal

The Directors/Owners have the authority and decision to bypass all the disciplinary actions set out and dismiss the staff, students and/or volunteers immediately. If the staff/student/volunteer is suspected, the complaint will go to the Director and/or Supervisor. If the Supervisor is suspected, the Director will be notified immediately who must carry out the immediate investigation



# Safe Arrival & Dismissal Policy

Date Policy and Procedures Established: November 23, 2023

Date Policy and Procedures Updated: January 15, 2024

## **Purpose:**

- This policy and the procedures within help support the safe arrival and dismissal of children receiving care.
- This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.
- This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.
- Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

## **Policy:**

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

## **Procedures: Accepting a child into care**

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

## **Procedures: Where a child has not arrived in care as expected**

**Parents/Guardians are expected to mark their child absent by 10am if their child will not be attending for the day. Parents should also send a message if they are running later than their expected time of arrival.**

- Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
- Send a HiMama message to parents at 10:30am if there is no message or the child has not been marked absent by the parent, and it is past their expected time of arrival.
- At 12pm, inform the Supervisor/Designate if there is no reply from the parents and there are children who have not been marked absent.
- Supervisor/Designate will try to contact parents by calling the numbers on file. If no answer, a voicemail will be left (if applicable). A HiMama message will be sent to the parents to reply to the Message and/or call the Centre.
- If no reply is received, emergency contacts will be contacted. Police will then be contacted as well.

- Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.
- Before and After School parents are required to inform the Centre no later than 2:30pm if their child does not require to be picked up from school. Parents are still required to mark their accordingly child by 10am if they know their child will be absent.

### ***Releasing a child from care***

- The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.
- Parents are to provide a maximum of 3 individuals of authorized persons for pick ups, other than the parents/guardians

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

- Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up [5:50PM, the Supervisor/Designate/Program Staff shall contact the parent/guardian by phone call, and/or HiMama messaging and advise that the child is still in care and has not been picked up.
- Where the staff is unable to reach the parent/guardian by phone and leaving a voicemail and HiMama message, staff shall then call an authorized individual who is allowed to do pick up and communicate with them the situation. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall then try to contact emergency/Authorized person contact individuals.

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

- Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00PM, staff shall ensure that the child is given a snack and activity, while they await their pick-up. Supervisor and/or Director shall be called and informed of the situation and kept updated.
- One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall call and inform the parent/guardian as well as send a HiMama Message. If the parent does not answer, an authorized person of pick up is to be reached.
- If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall reach out to the individuals listed as emergency contacts and inquire if able to pick up, if an emergency contact is able to do pick up, parents will be notified via HiMama who has picked up their child. A copy of the individual's Government issued ID will be copied, sent to the parents and kept in the child's file.
- **Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 7:00PM the staff shall proceed with contacting the local Children's Aid Society (CAS) 905 – 363 – 6131, Staff shall follow the CAS's direction with respect to next steps.**

### **Dismissing a child from care without supervision procedures**

**Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.**

### **INCLEMENT WEATHER POLICY**

We have updated the following operational guidelines as policies during an inclement weather:

- In the event of extreme weather conditions or other environmental situations that develop prior to the beginning of the day, it may be necessary to close the operations of Child Care.
- In these situations, where Peel District School Board close their schools or offices, or cancel their bus service,  
**Busy Bees Child Care will also be closed for its operations.**
- These situations are rare, and, in these cases, all staff and parents will be informed through email or Lillio message platform accordingly as and when the information is available with us.
- This policy is drafted taking into consideration the wellbeing and the safety of Children as well as the Staff. unsafe driving conditions could be a safety hazard for parents and our staff.
- **There will be No Refund of Fees or adjustment of days as operating costs continue to be incurred.**

### **TRANSPORTATION POLICY**

- Busy Bees Child Care provide Bus transportation to and from local schools for the Before & After School program at no extra cost to the parents. The schools are limited to our neighborhood only.
- Parents willing to avail the facility must sign a permission form during registration. Children using this service must follow certain rules and parents must help us to implement these rules.
- Our bus is well maintained with periodical checks, annual safety and inspected by the MTO. Daily safety checks are done by our Licensed driver before and after transporting the children from the facility. A current insurance policy covers children and as well as the staff.
- In a rare situation of a mechanical breakdown with the bus, where we are unable to get the bus started, transportation will be cancelled to the school, and Busy Bees would offer a Full day program for the children.
- If the parents wish to take their children to school, it is the parent's responsibility to pick their child/children from school and transport them back to the Busy Bees Child Care.
- If there's an afternoon breakdown of the Bus, parents will be informed well in advance, and they must arrange for the pickup from the school.
- There will be no cost re-imbursements for the bus cancellations and no additional costs for the full day program will be charged.  
For any questions or suggestions, please feel free to reach out to us at: [busybees002@outlook.com](mailto:busybees002@outlook.com).

## Parent / Child Code of Conduct Policy

Busy Bees Nursery School Inc. is a professional organization with a positive family atmosphere for parents, children, educators, agencies and any visitors who many entre the centre throughout the day. To maintain this atmosphere, the following code of conduct is expected from parents and their child (ren):

- Parents and children must always speak respectfully to the supervisor and educators at the centre.
- Parents must abide by the operating hours of the centre. The centre has a zero-tolerance policy w.r.t. early arrival or late pick up of child.
- Parents and children must abide by rules and regulations outlined in the Parent Handbook and Policy and Procedures.
- Parents need to follow the fee payment schedule to ensure fees are paid on time for the services.
- Parents are encouraged to refrain from wearing any strong perfumes as these scents can be allergic to children.
- Parents need to follow parking discipline while drop-off and pick-up. Respect “No Parking” and “No Stopping” signs. Be patient and drive in-out with caution.
- To maintain a secured facility for all children, use your own designated FOB keys and refrain from opening the door for others.
- Parents need to maintain a professional and collaborative relationship. Intimidation of educators by parents can undermine the role of teachers and create a negative environment for both staff and children.
- To maintain our Family Atmosphere and avoid frightening the children, parents and children must refrain from swearing, cursing, and making derogatory comments while on Busy Bees property.
- Parents and Children are prohibited from causing emotional or physical harm to the educators and or the other children in the centre.
- Parents must be supportive in helping to meet the needs of their child. Educators have the right to protection from violent children under the occupational health and safety act and other children have right to childcare services in violent free atmosphere. Accordingly, parents of violent children must be willing to seek outside help from any agency to meet the need of the child when recommended by the supervisor or delegate of the centre. Failure to co- operate with a recommendation from Busy Bee’s Educators to remedy the situation or to meet the need of their child, will result in immediate cancellation of childcare service.
- Immediate withdrawal of a child may also take place when a parent has verbally or physically threatened an educator or a child or when a child becomes violent, destructive towards self, others and or property of continual disruption to the program preventing other from learning.
- Following an actual or perceived threat of violence or harassment, at the supervisors direction, parents may be put on probation as a Busy Bees customer. Educators may be alerted to the nature of the probation and be asked to monitor the parent’s behavior while they are in the day care centre. Further violations of Busy Bee’s code of conduct may result in the immediate cancellation of childcare services
- Health and safety are Busy Bee’s number one priority, and everyone need to ensure that the health and safety of the staff and children are never put in Jeopardy.
- Busy Bees has a purchase agreement with the Regional Municipality of Peel. All eligible parents must abide by the terms and conditions of this agreement

- Parents must abide by Busy Bee's Violence and Harassment policy. Any threats to staff, management, other parents or children, or any other person present in the centre and associated with the operations of the childcare services (in person, in writing or by electronic means (i.e. Facebook or other social media) either physical, verbal or implied will not be tolerated and will result in the immediate cancellation of Child Care Services. At the sole discretion of Busy Bees Nursery School Inc., the parent(s) may be asked to withdraw their child/children from the program. A two-week Written notice period will be given to the parent/s to make alternate arrangements. If the parent/s wishes to withdraw the child /children during the two-week notice period, they may withdraw.

**Procedures to follow:**

Depending on the severity of the circumstances and failure to abide by this code of conduct may result in one of the following:

- A meeting may be set up to discuss the situation and put a plan of action in place. Supervisor and Directors would review the situation and if needed, after consultation with the involved parties, make a final decision.
- If the outcome of the decision is termination of services, the centre supervisor will give the parent either a minimum of a two-week notices or immediate withdrawal notice, detailing the last day of the care for the child.
- Parents may be given a written notice (by Lillio Message, registered email of the parents) of immediate withdrawal for Busy Bee's services.
- Parents may be contacted to pick up their child immediately or arrange alternate authorized pick-up person.
- On immediate withdrawal, parents would not be allowed to enter the facility for any reason. Pickup of child's belongings and return of FOB keys would be done outside the secured facility entrance at a pre-arranged time.
- When children are asked to leave or denied admission due to the centre's inability to accommodate the child's needs of family circumstances the procedure will include:
  - *Documentation of meeting with parents*
  - *Documentation of applications to supportive agencies*
  - *A needs assessment form has been completed*
  - *Documentation that staff have consistently implanted strategies put in place to help the children*

**I acknowledge and understand that I have read the Policy and that I agree to abide by them.**

## **Giving Withdrawal Notice to Parents**

Under certain circumstances Busy Bees Child Care may have to withdraw childcare services to some families. These circumstances are but not limited to when:

- A Parent is abusive.
- A Parent is continuously late picking up their child.
- A Parent refuses to follow rules set up for the health and well being at centre.
- Fees are not paid on time. For subsidized parents, this includes the parent portion of the childcare fees.
- Swearing, Cursing and derogatory comments are used on the premises.
- Emotional or physical harm is caused to others, by a parent or their child.
- Violation of Busy Bee's Violence and Harassment policy.
- For economical reasons and when the future of operation of the centre is in jeopardy (i.e.: subsidy no longer available for four and fives years old to attend Busy Bee's full day program causing a mass exit at the same time. Busy Bees has the right to withdraw services on a staggered basis to avoid a lot of children leaving at the same time.

## **PRIVACY POLICY**

### **Personal Information Protection and Electronic Documents Act (PIPEDA)**

Busy Bees Nursery School Inc. is committed to protecting the privacy of the personal information of our parents and children. All personal information is dealt with according to the principles of transparency and accountability. All personal information is subject to consent. All our parents have the right to access their personal information and correct it. All information will be safeguarded.

Busy Bees shares information with various organizations as part of our licensing requirements.

- Region of Peel Health Department
- Region of Peel Subsidy Office
- Ministry of Community and Social Services
- Children's Aid Society

**Subash Mahajan** is the Chief Privacy Officer and is accountable for compliance with PIPEDA

#### **Consent Form**

I \_\_\_\_\_, (Parent/Guardian) of \_\_\_\_\_  
\_ have read Busy Bees Privacy Policy and understand that Busy Bees will use the information gathered according to their policy. I understand that Busy Bees will protect this information and ensure ongoing compliance with PIPEDA.

### HOLIDAY CALANDER

- Busy Bees Child Care would be observing following holidays during the year 2026. As per the latest guidelines under the CWELCC, from Ministry of Education, a Licensed Child Care centre is allowed to close for 20 calendar days in a year including the Statutory Holidays.
- We have planned the following schedule of Holidays considering little inconvenience to the parents needing the care but also considering adequate time for any major important repairs and maintenance that could be done during some extended closure days.
- Moreover, a set calendar also helps everyone to plan their holidays in advance and any alternate arrangement during the closure days.
- Please also be informed that care fee during the Holidays is still charged and that there are no credits or refunds.

Month	Day & Date	Holiday
January	Thursday, Jan 1 <sup>st</sup>	New Years Day
February	Monday, Feb 16 <sup>th</sup>	Family Day
March	Nil	Nil
April	Friday, April 03 <sup>rd</sup> Monday, April 6 <sup>th</sup>	Good Friday Easter Monday
May	Friday, May 15 <sup>th</sup> Monday, May 18 <sup>th</sup>	Floating Holiday Victoria Day
June	Nil	Nil
July	Wednesday, July 1 <sup>st</sup> Friday, July 31 <sup>st</sup>	Canada Day Floating Holiday
August	Monday, Aug. 3 <sup>rd</sup>	Civic Holiday
September	Friday, Sept 4 <sup>th</sup> Monday, Sept 7 <sup>th</sup>	Floating Holiday Labour Day
October	Friday, Oct 9 <sup>th</sup> Monday, Oct 12 <sup>th</sup>	Floating Holiday Thanksgiving Day
November	Friday, Nov 6 <sup>th</sup>	Floating Holiday
December	Thur, Dec 24 <sup>th</sup> to Thur, Dec 31 <sup>st</sup>	Winter Vacations.

**If any changes are made to the Floating Holidays during the year, parents would be informed well in advance.**

## TODDLER PROGRAM



**A Toddler Day care schedule is generally designed to meet the needs of children from 18 months to 2.5 years of age.** This group is newly mobile and trying very hard to communicate verbally. Building in plenty of time to work on language and gross motor skills will be the basis of the Toddler daily schedule as you help progress on all their development milestones. Toddlers are encouraged to become more independent and work hard at doing things for themselves.

### Typical Toddler Day Schedule

TIME	ACTIVITY
7:00 – 8:00	Good morning! Family Grouping (Preschool 2)
8:00 – 8:30	Transitioning to Individual classrooms / SNACKS
8:30 – 9:00	Free Play / Diaper Changing (if needed)
9:00 – 9:45	Learning Centre (Children’s Choice) Small Group Circle
9:45 – 10:00	Washroom / Cloakroom / Getting ready for the Playground
10:00 – 11:00	Playground (weather Permitted) / Gross Motor Activities Indoors
11:00 – 11:20	Cloakroom / Washroom
11:20 – 12:00	Lunch
12:00 – 2:00	Sleep Time (Quiet activities - Books, puzzles, puppets available for early risers)
2:00 – 2:15	Diaper Change/ Cloakroom / Getting Ready for the Playground
2:15 – 3:15	Playground (Weather Permitting) / Gross Motor Activities Indoors
3:15 – 3:30	Cloakroom / Diaper Changing
3:30 – 4:00	Snack
4:00 – 5:30	Learning Centre (Children’s Choice) Small Group Circle / Diapering
5:30 – 6:00	Family Grouping (Preschool 2)
6 PM	Child Care closes, Good Night!

**PRESCHOOL PROGRAM**



*A Preschooler Day care schedule is generally designed to meet the needs of children from 2.5 years to 4 years of age. (4+ years if not enrolled in the regular school). The daily schedule for Preschoolers allows children to work and act more independently with confidence. When children get familiar with the schedule and daily routine, they are more likely to be engaged, focussed and learn new productive things. It helps for an easy and smooth transition from one activity to another.*

**Typical Preschool Day Schedule**

TIME	ACTIVITY
7:00 – 8:00	Good morning! Family Grouping (Preschool 2)
8:00 – 8:30	Transitioning to Individual classrooms / SNACKS
8:30 – 9:00	Free Play / Diaper Changing (if needed)
9:00 – 10:00	Learning Centers (Children’s Choice) Small Group Circle
10:00 – 10:20	Washroom / Cloakroom / Getting ready for the Playground
10:20 – 11:20	Playground (weather Permitted) / Gross Motor Activities Indoors
11:20 – 11:30	Cloakroom / Washroom
11:30 – 12:00	Lunch
12:00 – 2:00	Sleep Time (Quiet activities - Books, puzzles, puppets available for early risers)
2:00 – 2:15	Washroom
2:15 – 3:00	Learning Centers
3:00 – 3:20	Snack
3:20 – 4:30	Washroom / Cloakroom / Playground
4:30 – 5:30	Learning Centers (Children’s Choice) Small Group Circle
5:30 – 6:00	Family Grouping (Preschool 2)
6 PM	Child Care closes, Good Night!

## KINDERGARTEN (Before & After School Program)



The kindergarten day care schedule is designed to meet the needs of children from 4 years to 6 years of age. The daily schedule for kindergarten is a rare mix of academic, social engagements and extra curricular activities. This provides structure to the program and predictability for children throughout the day. It helps for an easy and smooth transition from one activity to another.

### Typical Kindergarten Daily Schedule

TIME	ACTIVITY
<b>MORNING SCHEDULE (Before School)</b>	
7:00 – 7:50	Learning Centre (Children’s Choice)
7:50 – 8:20	Morning Snacks
8:20 – 8:30	Getting Ready for the School
8:30 – 8:45	Busy Bees Bus Transportation to the School
<b>AFTERNOON SCHEDULE (After School)</b>	
3:30 – 3:45	Arrival from School / Washroom / Cloakroom
3:45 – 4:20	Snack / Free Play
4:20 – 4:30	Cloakroom / Washroom
4:30 – 5:00	Playground (Weather Permitting) / Gross Motor Activities Indoors
5:00 – 5:15	Cloakroom / Washroom
5:15 – 5:40	Learning Centre (Children’s Choice) Small Group Circle
5:40 – 6:00	Quiet Activities
6 PM	Child Care closes, Good Night!

## KINDERGARTEN (Full Day / Summer Program)



The kindergarten day care schedule is designed to meet the needs of children from 4 years to 6 years of age. The daily schedule for kindergarten is a rare mix of academic, social engagements and extra curricular activities. This provides structure to the program and predictability for children throughout the day. It helps for an easy and smooth transition from one activity to another.

### Typical Kindergarten Full Day Schedule

TIME	ACTIVITY
7:00 – 9:00	Good Morning ! Free Play / Morning Snack
9:00 – 9:15	Cloakroom / Washroom
9:15 – 10:15	Playground (weather Permitted) / Gross Motor Activities Indoors
10:15 – 10:30	Cloakroom / Washroom
10:30 – 11:30	Learning Centre (Children’s Choice)
11:30 – 11.45	Washroom
11:45 – 12:15	Lunch
12:15 – 1:00	Reading / Quiet Activities
1:00 – 2:45	Learning Centre (Children’s Choice)
2:45 – 3:00	Washroom
3:00 – 3:30	Snack / Free Play
3:30 – 4:00	Quiet Activities
4:00 – 4:15	Cloakroom / Washroom
4:15 – 5:15	Playground (weather Permitted) / Gross Motor Activities Indoors
5:15 – 5:30	Cloakroom / Washroom
5:30 – 6:00	Quiet Activities
6 PM	Child Care closes, Good Night!

## SCHOOL - AGE (Before & After School Program)



The school-Age daily schedule is typically designed to meet the needs of children from 6 years to 12 years of age. After the long day in school, daily schedule is planned to involve them in the rare mix of academics, social engagements extra curricular activities. This provides structure to the program and predictability for children throughout the day. The Full day program is designed to promote all areas of a child's development. It also fosters the child's exploration, play and inquiry.

### Typical School – Age Daily Schedule

TIME	ACTIVITY
<b>MORNING SCHEDULE (Before School)</b>	
7:00 – 7:50	Learning Centre (Children's Choice)
7:50 – 8:20	Morning Snacks
8:20 – 8:30	Getting Ready for the School
8:30 – 8:45	Busy Bees Bus Transportation to the School
<b>AFTERNOON SCHEDULE (After School)</b>	
3:30 – 3:45	Arrival from School / Washroom / Cloakroom
3:45 – 4:20	Snack / Free Play
4:20 – 4:30	Cloakroom / Washroom
4:30 – 5:00	Playground (Weather Permitting) / Gross Motor Activities Indoors
5:00 – 5:15	Cloakroom / Washroom
5:15 – 5:40	Learning Centre (Children's Choice) Small Group Circle
5:40 – 6:00	Quiet Activities
6 PM	Child Care closes, Good Night!

## SCHOOL - AGE (Full Day / Summer Program)



The School-Age daily schedule is typically designed to meet the needs of children from 6 years to 12 years of age. After the long day in school, daily schedule is planned to involve them in the rare mix of academics, social engagements extra curricular activities. This provides structure to the program and predictability for children throughout the day. The Full day program is designed to promote all areas of a child's development. It also fosters the child's exploration, play and inquiry.

### Typical School – Age Full Day Schedule

TIME	ACTIVITY
7:00 – 9:00	Good morning! Free Play / Morning Snack
9:00 – 9:15	Cloakroom / Washroom
9:15 – 10:15	Playground (weather Permitted) / Gross Motor Activities Indoors
10:15 – 10:30	Cloakroom / Washroom
10:30 – 11:30	Learning Centre (Children's Choice)
11:30 – 11:45	Washroom
11:45 – 12:15	Lunch
12:15 – 1:00	Reading / Quiet Activities
1:00 – 2:45	Learning Centre (Children's Choice)
2:45 – 3:00	Washroom
3:00 – 3:30	Snack / Free Play
3:30 – 4:00	Quiet Activities
4:00 – 4:15	Cloakroom / Washroom
4:15 – 5:15	Playground (weather Permitted) / Gross Motor Activities Indoors
5:15 – 5:30	Cloakroom / Washroom
5:30 – 6:00	Quiet Activities
6 PM	Child Care closes, Good Night!



## SLEEP / REST CONSULTATION POLICY / FORM

(Revised Jan 2025)

### SLEEP / REST CONSULTATION POLICY / FORM

<b>Child's Name</b>	<b>Program</b>	
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In accordance with the Child Care and Early Years Act, Ontario Regulation 137/15 33.1 (2) © (I) and in conjunction with Busy Bees Nursery School Inc. policies and procedures, it is Busy Bees responsibility to keep parents / guardians up to date on Busy Bees sleep time routine.

Your child will be provided with a cot with their name on it and it will be equipped with a sheet for your child to have a quiet break from the classroom routine, following the lunch time meal. Parents must provide child with a light blanket for the educators to cover the child with.

Children will be encouraged to calm their body on the cot through the help of the educators in the classroom by rubbing child's back, soft music playing, and the blinds pulled down to create a calm and soothing atmosphere for the child to successfully relax their bodies.

If the child falls asleep, they will be allowed to sleep up to a maximum of two hours. Those children who have rested on their beds but have not fallen asleep will be provided with quiet activities to engage with either on their beds or be invited to take part in the activities that have been setup at the tables.

For those children who have fallen asleep, the educators will be performing a direct visual check of each sleeping child in their classroom, by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviour. Any significant changes in the child's usual sleeping patterns or behaviours during sleep time will be documented in the daily logbook and then communicated to the parent during pick up time.

Any changes required by the parent to the manner that the child is supervised or positioned will be all recorded in the daily logbook and will be put into place as soon as possible provided the request are cohesive to the joint statement on safe sleep.

In addition to this every half hour an educator will go around and physical place their hand on the back of your sleeping child to check for indicators of distress or unusual behaviours. The educators that make physical check will then sign the sleep room inspection form/number ratio from indicating that they have completed the check.

**By Signing below indicates that you agree with Busy Bees sleep/rest routine.**

<b>Signatures</b>	<b>Date</b>
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# EMERGENCY MANAGEMENT POLICY AND PROCEDURES

(Revised Jan 2026)

## EMERGENCY MANAGEMENT POLICY AND PROCEDURES

### **Purpose:**

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved. Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

### **Definitions:**

**All-Clear:** A notification from an authority that a threat and/or disaster no longer pose a danger, and it is deemed safe to return to the childcare premises and/or resume normal operations.

**Emergency Services Personnel:** persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

**Evacuation Site:** the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the childcare centre.

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

**Meeting Place:** the designated safe place near the childcare centre where everyone is to initially gather before proceeding to the evacuation site or returning to the childcare centre if evacuation is not necessary.

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

**Unsafe to Return:** A notification from an authority that a threat and/or disaster continue to pose a danger, and it is unsafe to return to the childcare premises.

**Authority:** A person or entity responsible for providing direction during an emergency (e.g. emergency services Personnel, the licensee).

**Emergency:** An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole childcare centre (e.g. child specific incidents) and where 911 is called.

**All communication with the parents during emergency would be updated by Lillio App / Phone / Email**

### **Policy:**

Staff will follow the emergency response procedures outlined in this document by following these three phases:

- **Immediate Emergency Response**
- **Next Steps during an Emergency; and**
- **Recovery.**

Staff will ensure that children are kept safe, are accounted for and are always supervised during an emergency. For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the Designated Supervisor will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

**All emergency situations will be documented in detail by Designated Supervisor in the daily written record.**

**Additional Policy Statements** (E.g. regular drills with staff for training/practice, emergency bag preparation, etc.)

Staff do monthly fire drills, emergency bag preparation done monthly, or as needed.

**Procedures:**

For situations that require evacuation of the childcare centre, the **meeting place** to gather immediately will be located at: **168 Kennedy Road South, Laundromat.**

If it is deemed 'unsafe to return' to the childcare centre, the **evacuation site** to proceed to is located at: **168 Kennedy Road South, Laundromat.**

**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.**

**Phase 1 : Immediate Emergency Response**

<b>Emergency Situation</b>	<b>Lockdown,</b> (When a threat is on, very near, or inside the childcare centre. E.g. a suspicious individual in the building who is posing a threat.)
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**Roles and Responsibilities**

- The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.
- Staff members who are outdoors must ensure everyone who is outdoors, proceeds to a safe location.
- Staff inside the childcare centre must:
  - remain calm and keep children calm.
  - gather all children and move them away from doors and windows.
  - take children's attendance to confirm all children are accounted for.
  - take shelter in closets and/or under furniture with the children, if appropriate.
  - ensure children remain in the sheltered space.
  - turn off/mute all cellular phones; and wait for further instructions.
- If possible, staff inside the program room(s) should also:
  - close all window coverings and doors.
  - barricade the room door.
  - gather emergency medication; and join the rest of the group for shelter.
- Designated Supervisor will immediately:
  - close and lock all childcare centre entrance/exit doors, if possible; and take shelter.

**Note: only emergency service personnel are allowed to enter or exit the child care centre during lockdown.**

<b>Emergency Situation</b>	<b>Hold &amp; Secure,</b> (When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.)
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- The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible.
- Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.
- Staff in the program room must immediately:
  - remain calm.
  - take children's attendance to confirm all children are accounted for.
  - close all window coverings and windows in the program room.
  - continue normal operations of the program; and wait for further instructions.
- Designated Supervisor must immediately:
  - close and lock all entrances/exits of the childcare centre.
  - close all blinds and windows outside of the program rooms; and
  - place a note on external doors with instructions that no one may enter or exit the childcare centre.

**Note: only emergency service personnel are allowed to enter or exit the child care centre during lockdown.**

<b>Emergency Situation</b>	<b>Bomb Threat,</b> (A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.)
<ul style="list-style-type: none"> <li>➤ The staff member who becomes aware of the threat or witness must: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• call 911 if emergency services is not yet aware of the situation;</li> <li>• follow the directions of emergency services personnel; and</li> <li>• take children’s attendance to confirm all children are accounted for.</li> </ul> </li> <li>➤ Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</li> <li>➤ Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.</li> </ul>	
<b>Emergency Situation</b>	<b>Disaster Requiring Evacuation,</b> (A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure)
<ul style="list-style-type: none"> <li>➤ The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre’s fire evacuation procedures.</li> <li>➤ Staff must immediately: <ul style="list-style-type: none"> <li>• remain calm.</li> <li>• gather all children, the attendance record, children’s emergency contact information any emergency medication.</li> <li>• exit the building with the children using the nearest safe exit, bringing children’s outdoor clothing (if possible) according to weather conditions.</li> <li>• escort children to the meeting place; and</li> <li>• take children’s attendance to confirm all children are accounted for.</li> <li>• keep children calm; and wait for further instructions.</li> </ul> </li> <li>➤ If possible, staff should also: <ul style="list-style-type: none"> <li>• take a first aid kit; and gather all non-emergency medications.</li> </ul> </li> <li>➤ Designated staff will: <ul style="list-style-type: none"> <li>• help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and</li> <li>• in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.</li> <li>• If individuals cannot be safely assisted to exit the building, the designated staff will assist them to 168 Kennedy Road South Laundry Mat and ensure their required medication is accessible, if applicable; and wait for further instructions.</li> </ul> </li> <li>➤ If possible, the site designate must conduct a walk-through of the childcare centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</li> </ul>	
<b>Emergency Situation</b>	<b>Disaster-External Environmental Threat,</b> (An incident outside of the building that may have adverse effects on persons in the childcare centre. E.g. gas leaks, oil spill, chemical release, forest fire, nuclear emergency)
<p>The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p><b>If remaining on site:</b></p> <ul style="list-style-type: none"> <li>➤ Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</li> <li>➤ Staff must immediately:</li> </ul>	

- remain calm;
- take children’s attendance to confirm all children are accounted for;
- close all program room windows and all doors that lead outside (where applicable);
- seal off external air entryways located in the program rooms (where applicable);
- continue with normal operations of the program; and
- wait for further instructions.

➤ Designated Supervisor must:

- seal off external air entryways not located in program rooms (where applicable);
- place a note on all external doors with instructions that no one may enter or exit the childcare centre until further notice; and
- turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable).

**If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.**

**Emergency Situation**

**Natural Disaster: Tornado / Tornado Warning**

- The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.
- Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.
- Staff must immediately:
  - remain calm.
  - gather all children.
  - go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways.
  - take children’s attendance to confirm all children are accounted for.
  - remain and keep children away from windows, doors and exterior walls.
  - keep children calm.
  - conduct ongoing visual checks of the children; and wait for further instructions.

**Emergency Situation**

**Natural Disaster: Major Earthquake**

- Staff in the program room must immediately:
  - remain calm.
  - instruct children to find shelter under a sturdy desk or table and away from unstable structures.
  - ensure that everyone is away from windows and outer walls.
  - help children who require assistance to find shelter.
  - For individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck.
  - find safe shelter for themselves.
  - visually assess the safety of all children.; and wait for the shaking to stop.
- Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop.
- Once the shaking stops, staff must:
  - gather the children, their emergency cards and emergency medication; and
  - exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.
- If possible, prior to exiting the building, staff should also:
  - take a first aid kit; and gather all non-emergency medications.
- Individuals who have exited the building must gather at the meeting place and wait for further instructions.

- Designated staff will:
  - help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and
  - in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.
  - If individuals cannot be safely assisted to exit the building, the designated staff will assist them to **168 Kennedy Road South Laundromat**, and ensure their required medication is accessible, if applicable; and wait for further instructions.
- The site designate must conduct a walkthrough of the childcare centre to ensure all individuals have evacuated, where possible.

### ***Phase 2: Next Steps During the Emergency***

- Where emergency services personnel are not already aware of the situation, Designated Supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
- Where the childcare centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency and the status, once it is possible and safe to do so.
- Where any staff, students and/or volunteers are not on site, The Designated Supervisor must notify these individuals of the situation and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the childcare centre.
- The Designated Supervisor must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- Throughout the emergency, staff will:
  - help keep children calm.
  - take attendance to ensure that all children are accounted for.
  - conduct ongoing visual checks and head counts of children.
  - maintain constant supervision of the children; and
  - engage children in activities, where possible.
- In situations where injuries have been sustained, staff with first aid training will assist with administering first-aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

<b>Emergency Contact Persons:</b>	Subash Mahajan, Ashima Mahajan (Owners, Directors)
<b>Site Supervisor / Site Designate:</b>	Ms Michele Simpson
<b>Licensee Contacts:</b>	Subash Mahajan, Ashima Mahajan (Owners, Directors)
<b>Local Police / Ambulance / Fire Services:</b>	Call 911, Emergency Line

### ***Procedures to Follow when “ ALL CLEAR” Notification is given***

- The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the childcare centre.
- Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the childcare centre.
- Staff must:
  - take attendance to ensure all children are accounted for.
  - escort children back to their program room(s), where applicable.
  - take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and
  - re-open closed/sealed blinds, windows and doors.

- The Designated Supervisor will determine if operations resume and communicate this decision to staff.

### **Communication with Parents / Guardians**

- As soon as possible, The Designated Supervisor must notify parents/guardians of the emergency and that the all-clear has been given.
- Where disasters have occurred that did not require evacuation of the childcare centre, The Designated Supervisor must provide a notice of the incident to parents/guardians by the following day.
- If normal operations do not resume the same day that an emergency has taken place, The Designated Supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

### **Procedures to Follow when “UNSAFE TO RETURN” Notification is given**

- The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.
- Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.
- Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site.
- The Designated Supervisor will post a note for parents/guardians on the childcare centre entrance with information on the evacuation site, where it is possible and safe to do so.
- Upon arrival at the evacuation site, staff must:
  - remain calm.
  - take attendance to ensure all children are accounted for.
  - help keep children calm.
  - engage children in activities, where possible.
  - conduct ongoing visual checks and head counts of children.
  - maintain constant supervision of the children.
- keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and remain at the evacuation site until all children have been picked up.

### **Communication with Parents / Guardians**

- Upon arrival at the emergency evacuation site, The Designated Supervisor will notify parents/guardians of the emergency, evacuation and the location to pick up their children.
- Where possible, The Designated Supervisor will update the childcare centre’s voicemail box as soon as possible to inform parents/guardians that the childcare centre has been evacuated and include the details of the evacuation site location and contact information in the message.

### **Additional Procedures for Next Steps During an Emergency**

(E.g. documenting children’s accidents/injuries, providing water and/or snacks, etc.)

- The emergency Bag is prepared with bottles of water, cups and packets of cookies/crackers in case of an evacuation.
- There are crayons, markers, books, paper in the Emergency bag to keep the children occupied during an Emergency.
- Where applicable, each classroom will have an emergency bag with extra diapers and wipes in case of an evacuation.
- All attendances, classrooms and Emergency Bag has accident reports to be filled out in case a child gets injured during an emergency.

### **Phase 3: RECOVERY (After an emergency has ended)**

#### **Procedures for Resuming Normal Operations**

(E.g. where, applicable, reopening the childcare centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.)

- If for any reason should the Busy Bees Child Care Centre have to close due to an emergency, disaster (Fire, Gas leak, Natural Disasters, etc.), The Designated Supervisor will notify the Ministry of Education – Program Advisor, that the centre will be reopening, and the condition is safe enough for the children to return.

#### **Procedures for Providing Support to Children and Staff who Experience Distress**

- Contact local Public Health Department and seek help in obtaining a social worker, counsellor, Public Nurse to come in and to provide support for those in need in case of distress.

#### **Procedures for Debriefing Staff, Children and Parents/ Guardians**

(Include, where, applicable, details about when and how the debrief(s) will take place, etc.)

- The Designated Supervisor must debrief staff, children and parents/guardians after the emergency.
- Staff and Children will be debriefed at the centre, as the parents will receive a phone call or email on the same day.

### **Regulatory Requirements: Ontario Regulation 137/15 Emergency Management 68.1**

- In this section, “**Emergency**” at a childcare centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the childcare centre. O. Reg. 126/16, s. 42.
- Subject to subsection (3), every licensee shall ensure that each childcare centre it operates has written policies and procedures regarding the management of emergencies that,
  - set out the roles and responsibilities of staff in case of an emergency.
  - require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency.
  - identify the location of a safe and appropriate off-site meeting place, in case of evacuation.
  - set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision.
  - set out requirements regarding communications with parents.
  - set out requirements regarding contacting appropriate local emergency response agencies; and
  - address recovery from an emergency, including,
    - requiring that staff, children and parents be debriefed after the emergency,
    - setting out how to resume normal operations of the childcare centre, and
    - setting out how to support children and staff who may have experienced distress during the emergency. O. Reg. 126/16, s. 42.
- Despite subsection (2), a licensee is not required to have emergency management policies and procedures described in that subsection if,
  - the childcare centre is located in a school, licensee uses or adopts the school’s emergency management policies and procedures, and those policies and procedures address the same matters as described in subsection (2); or
  - the licensee is otherwise required to have a plan that addresses the same matters as described in subsection (2). O. Reg. 126/16, s. 42.

#### **Intent**

- The intent of this provision is to require licensees to have policies and procedures that protect the health and safety of children and staff in the event of an emergency.
- The provision requires that staff roles and responsibilities be clearly outlined in the event of an emergency.

## **How the Fee Billing Policy Works:**

Busy Bees follows a Semi-monthly Fee Billing system where in the parents are billed twice in a month. Fees are calculated on a per day basis and each invoice is billed as per the working days in the month leaving the weekends. All fees are to be paid in advance for each invoice period of care.

- A registration Fee of \$ 50 is charged for enrollment of children. This is one time fee and non-refundable. (Under the CWELCC Program starting Jan 2025, this fee is exempt for children of age 0-6 years).
- Deposit equivalent to Two weeks of care fee is also charged as per the age and held as a deposit with us and adjusted as care fee during the two weeks of withdrawal notice period.
- **For children under subsidy, the Two Weeks deposit would be as per the daily care fee and not as per the Parent contribution portion.**
- Centre provides two (2) FOB access keys for secured access to the facility. A deposit of \$ 60 is charged and is refunded when keys are returned in working order on the last day of withdrawal.
- Parents must complete the registration process including all fee payments at least one week in advance before the start date. Busy Bees need to review the complete application and make necessary arrangements accordingly.
- The care fee for the First billing period needs to be deposited not less than one week before the start date.
- Fees are charged as per enrollment and not on attendance, where it means that on any day the child does not attend care, those days are still to be paid and that there is no refund of amount or credit of days. All holidays and closure days are still charged.
- On receiving the initial deposit to hold the spot, a spot confirmation letter would be sent to the families with the confirmed start date. If the child is unable to start on the confirmed start date, parents need to inform the centre of the changes not less than a week before the start date. The new start date is subject to availability and approval by the centre. If the child does not attend on the start date without any information to the centre, the deposit received will be forfeited and enrollment will be cancelled.
- The first invoice is generated on 1<sup>st</sup> of the month, billing from 1<sup>st</sup> to the 14<sup>th</sup> of the month with 5<sup>th</sup> of the month as due date. The second invoice is generated on the 15<sup>th</sup> of the month, billing from 15<sup>th</sup> to the end of the month with 19<sup>th</sup> as the due date. This invoice could be more than the first as you pay for the balance of the remaining days of the month. (The billing cycle is explained during orientation.)
- ***All invoices are sent through Lillio App and is mandatory for the parents to use the app for invoices, receipts, due dates and overdue reminder notifications. No paper invoices, receipts are generated anytime. Reminders through messages, email and Letters are sent for Fee payment notifications.***
- Anytime the fee deposit is late, \$10/day is added to the next invoice counting the delayed days.
- We accept families approved under Fee Subsidy from the Region of Peel. However, Busy Bees Child Care has no role in the application or approval of the subsidy. Parents must apply on their own and mention the same during orientation process.
- **Any questions regarding the Fee Billing can be addressed to the Supervisor or Director.**
- **Any Fee refunds / Credits under any circumstances would be issued by 15<sup>th</sup> of the following month.**
- **For any Fee reductions / changes as per CWELCC program or any other program, the reduced fee would be implemented in the following invoice period and credits, if any, would be adjusted in that invoice or refunded by the 15<sup>th</sup> of the following month.**

**LATE FEES:**

Payments not received within the Due Date period would be subjected to Late Fees of \$10 for each delayed day. The late fee would be added to the next invoice showing the delayed payment days. If the fee remains unpaid after five consecutive Calendar days from the due date, the account will be considered to in arrears. For accounts under arrears, parents are served a written Fee Overdue notice in person and sent through Lillio App reminding payment date. If the arrears remain unpaid on the payment date, Busy Bees has the right to adjust the Two weeks deposit held for the withdrawal notice period, towards the overdue fee along with terminating the enrollment. Busy Bees would not assure to hold or re-instate any enrollment which is cancelled due to account being in arrears. For the calculation of late fees, five calendar days are considered from the invoice date including the weekends.

Beginning, Feb 1, 2026, if the families deposit fee after the due date, the late fee fine would increase to \$ 30/ day, after the third instance of making delayed fee payments after the due dates. Similarly, after three counts of late payments with increased fines, the families would be immediately notified and that requisite action would be initiated as per the Termination Policy.

**PAYMENT METHOD:**

You can make payments only by :- **INTERAC E-TRANSFERS:**

We are accepting payments through Interac E-Transfers only. You can send payments to our email: [BUSYBEES002@OUTLOOK.COM](mailto:BUSYBEES002@OUTLOOK.COM).

Please mention your child’s name in the message section during the transfer for us to credit your respective Fee account. Since the Interac transfer can be sent on the weekends also, parents get the benefit of completing the task as per their convenience.

If you have any questions or need more assistance, please reach out to our office @ ([busybees02@outlook.com](mailto:busybees02@outlook.com)) or call us at 905-454-7676.

**DECLARATION:-**

**I ACKNOWLEDGE THAT I HAVE READ, AND I FULLY UNDERSTAND THE ABOVE POLICY AND PROCEDURES EXPLAINED BY THE SUPERVISOR/DIRECTOR AND I AGREE TO ABIDE BY THEM.**

Child’s Name:	
Parent/ Guardian’s Name :	
Parent / Guardian’s Sign	
Supervisor / Director’s Sign :	
Date:	

## WITHDRAWAL POLICY

1. Parents are required to provide Busy Bees Child Care with two weeks' written notice of withdrawal. **Withdrawal requests to be made at least one week before the start of Notice Period.** Any requests made on the same day or otherwise would not be entertained, and withdrawal would be only allowed for the next period. Notice must be provided only through Withdrawal Notice Form available in the Office.
2. For Subsidy Children, parents must inform both Busy Bees and the Children's services worker @ Region of Peel and arrange for the subsidy termination letter before the start of notice period as per the policy.
3. Subsidy Children must be in attendance on the last day of withdrawal for The Region of Peel to Pay Busy Bees. Otherwise, the Region of Peel will bill you for no notice.
4. If a child is withdrawn without two weeks' notice, the deposit will be forfeited and enrollment terminated immediately.
5. For subsidy children, parents must clear any dues to the Busy Bees, failing which, dues would be reported to the Region and added to your case file. Peel would not approve your subsidy required later.
6. The deposit paid at the time of registration will be used as the fees for these last two weeks. If the deposit is insufficient for the two weeks period, parents must pay the deficit along with the withdrawal notice form.
7. Busy Bees would entertain two weeks' notice either on the 1<sup>st</sup> of the Month or 15<sup>th</sup> of the month. Notice period can be from 1<sup>st</sup> to 14<sup>th</sup> of the month, with 14<sup>th</sup> being the last day of care, or from 15<sup>th</sup> to the last day of the month, with 30<sup>th</sup> or 31<sup>st</sup> being the last day of care.
8. We will not accept any withdrawal notices in the middle of these two periods. This process has been implemented to align with the billing system and for ease of operation.
9. All security keys/FOB's must be returned to the supervisor during the last day of care. An amount of \$50 would be billed and adjusted from the fees if the keys are lost or not returned on the last day.
10. **Parents should submit the Withdrawal Notice form duly complete and signed at least one week before the notice period start date to the Supervisor.**
11. All dues owing to the parents would be refunded on the following Friday subject to return of the FOB Access Keys. If the FOB keys are not returned within 7 days of the last day of care, the FOB Keys would be deactivated for security purposes and no refund would be eligible.
12. All child belongings must be picked up on the last day of the care. If left unpicked, they will be disposed off after 15 day period without any notice.
13. If parents plan to withdraw their child for going on vacation, the spot can be reserved by paying fee for the absence period. Such reservation of spot is also subject to retaining the 2 weeks Fee deposit. If the child fails to return by the return date or extends the return date by more than two weeks, Busy Bees will have the right to forfeit the deposit without any notice.
14. **No REFUNDS would be issued, if the Withdrawal Policy is not followed and/or if any dues remain unpaid. Any available deposits would be adjusted to clear the unpaid dues.**

**I have read Busy Bees withdrawal policy and agree to abide by the guidelines.**

<b>Signature</b>		<b>DATE:</b>	
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# ANAPHYLACTIC POLICY and PROCEDURES

Date Policy and Procedures Established: July 13, 2023

Date Policy and Procedures Updated: July 13, 2023

## **Purpose:**

- Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at the child care centre.
- This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for child care centres. The requirements set out in this policy align with Sabrina's Law, 2005.
- Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

## **Policy:**

### **Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies**

- Before attending the childcare centre, the supervisor/designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.
- Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation (the form in Appendix A may be used for this purpose).
- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.
- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- All individualized plans and emergency procedures will be always made readily accessible to all staff, students and volunteers at the child care centre and will be kept in kitchen, child's classroom wall and binder, any rooms that the child may visit.
- All individualized plans and emergency procedures will be reviewed with a parent of the child every 6 months – 1 year to ensure the information is current and up to date.
- **Every child's epinephrine auto-injector must be carried everywhere the child goes.**

### **Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens**

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be always followed by employees, students and volunteers at the childcare center.

- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- Food is nut free.
- Ask the cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.

- In cases where a child has food allergies/restrictions/olfactory sensitivity and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the childcare center.

### **Rules for Parents Who Send Food with their Child**

- Ensure that parents label food brought to the child care centre with the child's full name and if applicable, the date the food arrived at the child care centre.
- Parents must ensure that all foods provided from home shall be NUT FREE
- Food must come in their own pre-prepared containers
- Food must require minimal preparation (i.e. put on a plate, needs to be microwaved, etc.)
- Parents must advise the child care centre of all ingredients in food supplied by the parent or any ingredients to which children may be allergic.

### **Communication Plan**

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

- Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic.
- Parents and families will be informed about anaphylactic allergies and all known allergens at the child care centre through HiMama Messaging, Parent Newsletters.
- A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.
- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.
- Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving child care.
- The cook, individuals who collect groceries on behalf of the child care centre and/or other food handling staff, where applicable, will be informed of all the allergies at the child care centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the cook as soon as new allergies are identified. The Director/supervisor will communicate with the cook about which foods are not to be used in food prepared for the child care centre and will work together on food substitutions to be provided.
- The child care centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.
- This communication plan will be continually reviewed to ensure it meets the needs of the child care centre and that it is effectively achieving its intended result.

### **Drug and Medication Requirements**

- Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.
- Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.

### **Training**

- Director/Supervisor will ensure that the supervisor and/or all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.
- Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the child care centre.
- Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures.
- A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training.

### **Confidentiality**

Information about a child's allergies and medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society).

### ***Procedures to be followed in the circumstances described below:***

#### **Circumstance: A child exhibits an anaphylactic reaction to an allergen.**

- The person who becomes aware of the child's anaphylactic reaction must immediately:
  - implement the child's individualized plan and emergency procedures.
  - contact emergency services and a parent/guardian of the child, or have another person do so where possible; and
  - ensure that where an epinephrine auto-injector has been used, it is properly discarded (i.e. given to emergency services, or in accordance with the drug and medication administration policy).
- Once the child's condition has stabilized or the child has been taken to hospital, staff must:
  - follow the childcare center's serious occurrence policies and procedures.
  - document the incident in the daily written record; and
  - document the child's symptoms of ill health in the child's records.

#### **Circumstance: A child is authorized to carry his/her own emergency allergy medication.**

- Staff must:
  - ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication.
  - ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended (e.g. in the child's cubby or backpack);

- ensure that appropriate supervision is maintained of the child while carrying the medication and of children in their proximity so that other children do not have access to the medication; and
- Where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the centre supervisor/designate and the child's parent of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the daily written record.

## **GLOSSARY:**

**Anaphylaxis:** a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock. Symptoms can vary for different people, and can be different from one reaction to the next, including:

- Skin: hives, swelling, itching, warmth, redness, rash
- Breathing (respiratory): coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness/swelling, hoarse voice, nasal congestion or hay fever-like symptoms (runny nose and watery eyes, sneezing), trouble swallowing
- Stomach (gastrointestinal): nausea, pain/cramps, vomiting, diarrhea
- Heart (cardiovascular): pale/blue colour, weak pulse, passing out, dizzy/lightheaded, shock
- Other: anxiety, feeling of "impending doom", headache, uterine cramps, metallic taste in mouth
- (Source: <http://foodallergycanada.ca/about-allergies/anaphylaxis/> )

**Causative Agent (allergen/trigger):** a substance that causes an allergic reaction. Common allergens include, but are not limited to:

- Eggs, milk, mustard, peanuts, seafood including fish, shellfish, and crustaceans, sesame, soy, sulphites which are food additives, tree nuts, wheat, latex, insect stings

**Epinephrine:** A drug used to treat allergic reactions, particularly anaphylaxis. This drug is often delivered through an auto-injector (e.g. EpiPen or Allerject).

**Staff (Employee):** Individual employed by the licensee (e.g. program room staff).

**Licensee:** The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the childcare centre.

**Parent:** A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians but will be referred to as "parent" in the policy).

## **Regulatory Requirements: Ontario Regulation 137/15, Anaphylactic policy**

39.(1) Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care or in-home services has an anaphylactic policy that includes the following:

- A strategy to reduce the risk of exposure to anaphylactic causative agents, including rules for parents who send food with their child to the centre or premises.
- A communication plan for the dissemination of information on life-threatening allergies, including anaphylactic allergies.
- Development of an individualized plan for each child with an anaphylactic allergy who,
  - receives child care at a child care centre the licensee operates, or
  - is enrolled with a home child care agency and receives child care at a premises where it oversees the provision of home child care or in-home services.
  - Training on procedures to be followed in the event of a child having an anaphylactic reaction.

39.(2) The individualized plan referred to in paragraph 3 of subsection (1) shall,

- be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation; and
- include a description of the procedures to be followed in the event of an allergic reaction or other medical emergency.



# DRUG AND MEDICATION ADMINISTRATION POLICY AND PROCEDURES

Date Policy and Procedures Established: July 13, 2023

Date Policy and Procedures Updated: July 13, 2023

## **Purpose:**

- The purpose of this policy and the procedures outlined within is to provide clear direction for staff, students and volunteers to follow for administering drugs or medication to children at the child care centre and for appropriate record-keeping.
- Where the term drugs and/or medications is used in this policy, the term refers to any product with a drug identification number (DIN). For the purpose of this policy, drugs and medications fall into the following two categories:
  - Prescription, intended for acute, symptomatic treatment; and
  - Over the counter, intended for acute, symptomatic treatment

**Note:** The following items are not considered drugs or medication for the purposes of this policy, except where the item is a drug, as defined in the Drug and Pharmacies Regulation Act, prescribed for a child by a health professional:

- Sunscreen, Moisturizing skin lotion, Lip balm, Insect repellent, Hand sanitizer, Diaper cream

These over-the-counter products may only be administered in accordance with the following rules:

- Must have written authorization by a parent.
  - This can be in the form of a “blanket authorization” on the enrolment form. It does not require an Authorization for Medication Form, described in this policy.
  - If a parent does not provide written authorization for the use of these items at the child care centre, licensees must communicate this to their staff (e.g. information will be included on the centre’s allergy list where applicable or a separate list of names of the children where written authorization was not given by the parent will be provided).
- Must be stored in accordance with the instructions for storage on the label and the container or package must be clearly labelled with the child’s name and the name of the item.
- A container or package does not need to be labelled with a child’s name where items are shared (if appropriate), such as hand sanitizer located at entrances and exits.
- Must be administered to a child only from the original container or package and in accordance with any instructions on the label and any instructions provided by the parent of the child.

This policy and procedures document support children’s health, safety and well-being by setting out measures to:

- ensure children receive only those drugs or medications deemed necessary and appropriate by their parents.
- reduce the potential for errors.
- ensure medications do not spoil due to improper storage.
- prevent accidental ingestion.
- administer emergency allergy and asthma drugs or medications quickly when needed; and
- safely administer drugs and medications according to established routines.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for the administration of drugs and medication in a childcare center.

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

## **Policy:**

### **Parental Authorization to Administer Medication:**

- Whenever possible, parents will be encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule.
- Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for Medication Administration (the form in Appendix A may be used). The Authorization for Medication Administration form must be accompanied by a doctor's note for over-the-counter medications.
- The authorization must include a schedule that sets out the times the drug or medication is to be given and the amounts to be administered.
- Where a drug or medication is to be administered to a child on an "as needed" basis (i.e. there is no specific schedule or time of the day for administration), the drug or medication must be accompanied with a doctor's note outlining signs and symptoms for administering the drug or medication and the appropriate dosage. In addition, the Authorization for Medication Administration Form must clearly indicate the situation under which the medication is to be given as outlined in the doctor's note, including observable symptoms. Examples may include:
  - when the child has a fever of 39.5 degrees Celsius.
  - when the child has a persistent cough and/or difficulty breathing'; and
  - when red hives appear on the skin', etc.
- Prescription/over-the-counter skin products (with a DIN) that need to be administered for acute or symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the childcare center's Authorization for Medication Administration.
- New authorization for Medical Administration forms will be completed by the parent when there is a new prescription and medication is given to Centre.

### **DRUG AND MEDICATION REQUIREMENTS**

All drugs and medications to be administered to children must meet the following requirements:

- All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.
- All drug or medication containers must be clearly labelled with:
  - The child's full name.
  - The name of the drug or medication.
  - The dosage of the drug or medication.
  - Instructions for storage.
  - Instructions for administration.
  - The date of purchase of the medication for prescription medications; and
  - The expiry date of the medication, if applicable.
- The information provided on the written parental authorization must match all the requirements listed above.
- Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labelled container, the child care centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.
- Over-the-counter epinephrine purchased for a specific child can be administered to a child with an individualized plan and emergency procedures for an anaphylactic allergy if it is accompanied by a doctor's note and is clearly labeled with the child's name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration.
- Drugs or medications purchased by staff, students or volunteers for their own use will be kept inaccessible (e.g. stored in locker versus left in a purse in the classroom) to children and will not be administered to children at any time.

## **DRUG AND MEDICATION HANDLING AND STORAGE:**

- All drugs or medications will be always kept inaccessible to children in a locked container or area (e.g. in a refrigerator, cabinet, cupboard or drawer). There are exceptions for emergency medications as outlined below:
  - Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children, including during outdoor play periods and off-premises activities.
  - Where a child has written permission to carry their emergency allergy or asthma medication, precautions will be taken to ensure that these medications are not accessible to other children (e.g., in cubbies or backpacks that are unattended).
- In case of an emergency, all staff, students and volunteers will be always made aware of the location of children's emergency medications.
- Emergency medications will be brought on all field trips, evacuations and off-site activities.
- Any topical products or drugs/medication in the first aid kit will not be used on children to clean or treat wounds. Children's cuts and wounds will be disinfected in accordance with local public health recommendations.
- All drugs and medications for children will be stored in accordance with the instructions for storage on the label. Medication requiring refrigeration will be stored in the refrigerator in a locked container.
- Where drugs or medications are past their expiry date, they will be returned to the parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.
- Any drugs or medications remaining after the treatment period will be returned to a parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.
- Where attempts have been made to return a drug or medication to a parent and the parent has not taken the medication home, the Director/Supervisor will ensure that the efforts made to return the drug or medication have been documented in the appropriate staff communication book (e.g. daily written record), and the drug or medication may be returned to a pharmacist for proper disposal.

## **DRUG AND MEDICATION ADMINISTRATION:**

- Drugs or medications will be administered according to the instructions on the label and only with written parental authorization, medication form to be filled out.
- A drug or medication will only be administered from its original container as supplied by a pharmacist or its original package, and where the container is clearly labelled as outlined under the Drug and Medication Requirements section of this policy.
- A drug or medication will only be administered using the appropriate dispenser (e.g. syringe, measuring spoon/cup, etc.).
- To support the prompt administration of emergency medication:
  - Emergency medications may be administered to a child by any person trained on the child's individualized plan at the child care centre; and
  - Children will be allowed to carry their own asthma or emergency medication in accordance with this policy, the drug and medication administration procedures, and the child's individualized plan, where applicable.
- Drugs or medications that are expired (including epinephrine) will not be administered at any time.

## **RECORD KEEPING:**

- Records of medication administration will be completed using the Records of Medication Administration every time drugs or medications are administered. Completed records will be kept in the child's file.
- Where a child's medication administration form includes a schedule setting out specific times to administer the medication and the child is absent on a day medication would have been administered, the child's absence will be documented on the medication administration record to account for all days during the treatment period (excluding weekends, holidays and planned closures).
- If a dose is missed or given late, reasons will be documented on the record of medication administration and a parent will be notified as soon as possible as it may impact the treatment schedule or the child's health.

- Where a drug or medication is administered 'as needed' to treat specific symptoms outlined in a child's medication administration form or individualized plan and emergency procedures for an anaphylactic allergy (e.g. asthma, fever, allergic reaction), the administration and the reason for administering will be documented in the appropriate staff communication book (e.g. daily written record) and in the child's symptoms of illness record. A parent of the child will be notified.

### **CONFIDENTIALITY**

- Information about a child's medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

### ***Drug and Medication Administration Procedures:***

#### **SCENARIO: A parent requests that a drug or medication (prescription or over-the-counter) be administered to their child and provides the drug or medication.**

##### ***Staff must:***

- provide the parent with the appropriate form to complete to obtain written authorization to administer the medication from Appendix A as applicable.
- verify that drug or medication:
  - is accompanied by a doctor's note (for over-the-counter medications);
  - is in its original container as prescribed by the pharmacist or in the case of over-the counter medications is in its original package; and
  - is not expired.
- obtain the appropriate dispenser, where applicable.
- review the medication administration form and (and doctor's note, where applicable), and the label to verify that all sections are complete and accurate, and that the information in the authorization matches the medication label.
- Where errors are found on the form or the label is incomplete, the form/medication must be returned to the parent to make and initial corrections.
- sign the form once it is complete and accurate.
- take the drug or medication and dispenser and store it in the designated locked storage space in accordance with the instructions for storage on the label; and
- log the receipt of the authorization form and the drug or medication for the child in the appropriate staff communication book (e.g. daily written record).

#### **SCENARIO: A child is authorized to carry their own emergency allergy medication.**

##### ***Staff must:***

- ensure that written parental authorization is obtained to allow the child to carry their own emergency medication.
- ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended anywhere at the child care centre (e.g. in the child's cubby or backpack).
- ensure that appropriate supervision is maintained of the child while they are carrying their medication and children in their proximity so that other children do not have access to the medication; and
- Where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the centre supervisor/designate and the child's parent of these concerns and discuss and implement mitigating strategies. Document the concerns and resulting actions in the appropriate staff communication book (e.g. daily written record).

**SCENARIO: A prescription or over-the-counter drug or medication must be administered to a child.**

***Where a non-emergency medication must be administered, the staff must:***

- prepare the medication dosage in a well-lit area in the appropriate measuring device, where applicable (e.g. do not use a household spoon for liquid medications).
- where possible, remove the child from the activity area to a quiet area with the least possible interruption.
- administer the medication to the child in accordance with the instructions on the label and the written parental authorization.
- document the administration of the drug or medication and any comments/observations on the medication administration record after it has been administered (see Appendix B).
- store the medication in the designated storage space in accordance with the instructions on the label and the parental authorization received on the medication administration form; and
- where applicable, document any symptoms of ill health in the child's records.
- Where a medication is administered on an "as needed" basis, notify a parent of the child.
- Where a child is absent, document the absence on the Record of Drug/Medication Administration (Appendix B).

***Where an emergency allergy medication must be administered due to severe allergic reaction, the staff who become aware of the emergency must immediately:***

- administer the emergency medication to the child in accordance with the emergency procedures on the child's individualized plan.
- administer first aid to the child, where appropriate.
- contact, or have another person contact emergency services, where appropriate; and
- contact or have supervisor/designate contact with a parent of the child.

***After the emergency ended:***

- document the administration of the drug or medication on the medication administration record (see Appendix B);
- document the incident in the appropriate staff communication book (e.g. daily written record).; and
- document any symptoms of ill health in the child's records, where applicable.

***Where a child is authorized to self-administer their own drug or medication, the person in charge must:***

- supervise and observe the child self-administering the drug or medication to ensure that the proper dosage and procedure for administration is being followed.
- where the child asks for help, assist the child in accordance with the parent's written authorization.
- document the administration of the drug or medication and any comments/observations on the medication administration record after it has been administered (see Appendix B).
- store the medication in the designated storage space in accordance with the instructions on the label and the parental authorization received on the medication administration form, unless the child is authorized to carry his/her own emergency allergy medication (in such cases, follow the steps outlined in Scenario C [a child is authorized to carry their own emergency allergy medication]).
- where applicable, document any symptoms of ill health in the child's records; and
- where there are safety concerns relating to the child's self-administration of drugs or medications, notify the centre supervisor/designate and the child's parent of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the appropriate staff communication book (e.g. daily written record).

**SCENARIO: A child has a reaction to an administered drug or medication**

***Where adverse symptoms appear upon medication administration, the staff must immediately:***

- administer first aid to the child, where appropriate.
- contact emergency services, where appropriate, and send the drug/medication and administration information with the child if they are leaving the premises to seek medical attention.
- notify a parent of the child;
- notify the supervisor/designate.
- document the incident in the appropriate staff communication book (e.g. daily written record); and
- document any symptoms of ill health in the child's records, where applicable.

***Where the reaction results in a life-threatening situation for the child, call emergency services and follow the serious occurrence policy and procedures.***

**SCENARIO: A drug or medication is administered incorrectly (e.g. at the wrong time, wrong dosage given).**

***The staff must immediately:***

- where applicable, follow the steps outlined in Scenario D (a child has a reaction to administered medication); and
- contact the parent of the child to report the error.
- report the error to the supervisor/designate.
- document the actual administration of the drug or medication on the medication administration record (see Appendix B); and
- document the incident in the appropriate staff communication book (e.g. daily written record).

***Where any reaction to a drug or medication results in a life-threatening situation for the child, call emergency services and follow the serious occurrence policy and procedures.***

**SCENARIO: A drug or medication is administered to the wrong child**

***The staff must immediately:***

- where applicable, follow the steps outlined in Scenario D (a child has a reaction to administered medication);
- contact the parents of the children affected to report the error.
- report the error to the supervisor/designate.
- document the incident in the appropriate staff communication book (e.g. daily written record); and
- administer the medication to the correct child per Scenario B (a drug or medication must be administered to a child).

***Where any reaction to a drug or medication results in a life-threatening situation for the child, call emergency services and follow the serious occurrence policy and procedures.***

**SCENARIO: Surplus or expired medication is on site.**

- Where possible, the surplus or expired medication must be returned to a parent of the child.
- Where attempts have been made to return a drug or medication to a parent and the parent has not taken the medication home, the Director/Supervisor will attempt to return unused drugs or medications to a local pharmacist for proper disposal.

***Do not flush any drugs or medications down the toilet or sink or throw them in the garbage.***

## **GLOSSARY:**

- **Drug Identification Number (DIN):** An eight-digit number assigned by Health Canada to a drug product prior to being marketed in Canada. It uniquely identifies all drug products sold in a dosage form in Canada and is located on the label of prescription and over-the-counter drug products that have been evaluated and authorized for sale in Canada.
- **Drug or Medication:** Any product with a drug identification number (DIN) Drugs and medications fall into the following two categories, unless otherwise specified in this policy:
  - Prescription, intended for acute, symptomatic treatment; and
  - Over-the-counter, intended for acute, symptomatic treatment.
- **Emergency Medication:** Prescription drugs or medications that are used in case of an urgent medical reaction that requires immediate treatment. Emergency medications include medications used to treat asthma (e.g. puffers) and anaphylactic allergies (e.g. epinephrine).
- **Licensee:** The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.
- **Parent:** A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians but will be referred to as “parent” in the policy).
- **Person who is in Charge of All Drugs and Medications (a.k.a. the ‘person in charge’):** The individual at the child care centre who is responsible for administering medication to children. The person in charge may be one designated person per program room or age group. In the absence of the person in charge, they may temporarily delegate this responsibility to another person.
- **Staff (Employee):** Individual employed by the licensee (e.g. program room staff, cook).

### **Regulatory Requirements: Ontario Regulation 137/15, Administration of drugs or medications**

- 40.(1). Where a licensee agrees to the administration of drugs or medications, the licensee shall ensure that,
- a written procedure is established for,
    - the administration of any drug or medication to a child receiving childcare at a childcare centre operated by the licensee or at a premises where it oversees the provision of home child care, and
    - the keeping of records with respect to the administration of drugs and medications
  - all drugs and medications on the premises of a child care centre operated by the licensee or at a premises where it oversees the provision of home child care are,
    - stored in accordance with the instructions for storage on the label,
    - administered in accordance with the instructions on the label and the authorization received under clause (d),
    - inaccessible always to children, and in the case of a child care centre, kept in a locked container.
  - one person in each child care centre operated by the licensee and in each premises where it oversees the provision of home child care is in charge of all drugs and medications and that all drugs and medications are dealt with by that person or a person designated by that person in accordance with the procedures established under clause (a);
  - a drug or medication is administered to a child only where a parent of the child gives written authorization for the administration of the drug or medication and that included with the authorization is a schedule that sets out the times the drug or medication is to be given and amounts to be administered; and
  - a drug or medication is administered to a child only from the original container as supplied by a pharmacist or the original package and that the container or package is clearly labelled with the child’s name, the name of the drug or medication, the dosage of the drug or medication, the date of purchase and expiration, if applicable, and instructions for storage and administration.
  - Despite subclauses (1) (b) (iii) and (iv) and clause (1) (c), the licensee may permit a child to carry his or her own asthma medication or emergency allergy medication in accordance with the procedures established under clause (1) (a).



# PARENTS ISSUES and CONCERNS POLICY

Date Policy and Procedures Established: March 21, 2018

Date Policy and Procedures Updated: June 20, 2023

## **Purpose:**

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

## **Definitions:**

- **Licensee:** The individual or agency licensed by the Ministry of Education responsible for the operation and management of each childcare centre it operates (i.e. the operator).
- **Staff:** Individual employed by the licensee (e.g. program room staff)
- **Student:** Individual from local colleges doing field placement

## **Policy:**

- 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 in conversations and support a positive experience during every interaction.
- All issues and concerns raised by parents/guardians are taken seriously by the Supervisor/Directors 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 one business day. 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 Education, Law enforcement authorities or 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 belittles, they may immediately end the conversation and report the situation to the Supervisor/Director/Licensee.

## **CONCERNS ABOUT 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>

### **Procedures:**

<b>Nature of Issue/Concern</b>	<b>Steps for Parent/Guardian to Report Issue/Concern</b>	<b>Steps for Staff/Licensee in responding to issue/concern</b>
<b>Program Room Related</b>  <i>(E.g. Schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.)</i>	Raise the issue or concern to the classroom staff directly or the supervisor or licensee.	Address the issue/concern at the time it is raised, Or Arrange a meeting with the parent/guardian within 2 business days  Document the issues/concerns in detail Documentation should include:
<b>General, Centre or Operations Related</b>  <i>(E.g. Child Care fees, hours of operation, staffing, waiting lists, menus, etc.)</i>	Raise the issue or concern to the supervisor or licensee.	<ul style="list-style-type: none"> <li>• Date and time the issue/concern was received</li> <li>• name of the person who received the issue/concern</li> <li>• name of person reporting the issue/concern</li> <li>• the details of issue/concern</li> </ul>
<b>Staff, Duty Parent, Supervisor, and/or Licensee Related</b>	Raise the issue/concern to individual directly or the supervisor/licensee  All issues/concerns about conduct of staff, duty parents etc. that puts a child’s health, safety and well-being at risk should be reported to the Supervisor/Licensee as soon as parents/guardians become aware of situation.	and, <ul style="list-style-type: none"> <li>• any steps taken to resolve the issue/concern and/or information given to the parent/ guardian regarding next steps or referral</li> </ul> Provide contact information for the appropriate person if the person being notified is unable to address the matter
<b>Student, Volunteer Related</b>	Raise the issue/concerns to the staff responsible for supervising the volunteer/student  Or Supervisor/Licensee All issues/concerns about the conduct of students/volunteers that puts a child’s health, safety and well-being at risk should be reported to the Supervisor/ Licensee as soon as the parents/ guardians become aware of the situation.	Ensure the investigations of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.  Provide a resolution or outcome to the parents/ guardians who raised the issue/concern.

## ***Policy Statement:***

We believe in the integration of all children in the same environment, that all children are special and unique in their own ways. All children should feel that they are wanted and belong. The Canadian Human Rights Act states “employers and service providers are required to accommodate special needs, including those of people with disabilities, short of undue hardship”. Busy Bees Nursery Inc. aims to create and foster an inclusive environment, where children and adults are representatives of our diverse community and work in partnership to address children’s needs, issues and promotes full participation of children in society. According to the Canadian Charter of Human Rights and Freedoms, “All individuals must be treated equally, regardless of their race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability.”

## ***Guiding Principles:***

### ***We Believe:***

- All children are unique and special in their own ways.
- All children should be treated the same and should be accepted in an inclusive environment.
- All children should be welcomed in all program activities.
- In the development of every child’s well-being, engagement, expression, as well as a sense of belonging

## ***Procedures:***

- All staff attend Professional Education workshops based on special needs, whenever possible.
- The environment is modified to accommodate those that are enrolled at Busy Bees. To meet the developmental needs of all children, program planning is planned to include all children and to fulfill their needs. The staff will do all that they can to promote dignity and self-reliance, and facilitate the active participation of all children, including children with disabilities.
- Building relationships with children and their families promotes a sense of belonging, encourages participation and social inclusion. Social inclusion welcomes all children to learn and develop at their own pace.
- To meet the needs of each child, Busy Bees Childcare works in collaboration with the parents, also work in collaboration with community partners, such as **Peel Inclusion Resource Services (PIRS)**.
- If Busy Bees Nursery Inc. is having difficulties meeting the needs of a child, where there is a risk of the child’s placement; we will ensure that we follow the ***Peel Inclusion Resource Services (PIRS) – Memorandum of Understanding -Continued Placement Process.***
  - Assess the environment, schedule and program. Have there been any changes for the child or the service provider/Educators? Could there be any changes to the environment?
  - Begin to make some informal observations and record data that will support their concerns.
  - Discuss observations/concerns with the child’s parent/guardian(s), including both positive comments and constructive feedback related to issues of concern. Be supportive of the parent/guardian(s) to build a good working relationship on an ongoing basis.
  - Consider the following related to the child: medical, physical, emotional and cognitive factors.
  - Record the child’s strengths, needs and interests.
  - Discuss general classroom strategies, seek resources from the PIRS Resource Consultant
  - Explore services currently being accessed by the child and family (e.g. speech, social worker, etc.).

- Additional strategies may need to be put in place by the Service Provider/Educator. Some examples of these could include but are not limited to:
  - A safety Plan
  - A communication book between home and Service Provider
- A PIRS referral may be initiated to support the child, family, and Service Provider if concerns persist.
- Continue to implement all agreed upon strategies and suggestions.
- The relevant people of the licensed child care program, PIRS Partners, Quality Initiative Mentor, Early Years Specialist, PIRS area Lead (Where appropriate) and the family, will have ongoing meetings to review and evaluate progress.
- If all resources are exhausted, a proper two-week written notice will be provided to the parent/guardian(s) in a fair and equitable manner.

**ACCOUNTABILITY:**

- “Supervisors, owner operators, staff members, parents and volunteers play the most important role in achieving inclusion success.” (Lero, Irwin, Hope).
- All staff of Busy Bees Inc. will review and sign-off on the policy annually to ensure that it is always effective, appropriate and relevant.

***Dear Parents and Guardians,***

We want to take a moment to recognize the tragic incident that occurred last week in Richmond Hill, where a vehicle struck a child care centre, resulting in the heartbreaking loss of a young child. Our thoughts are with the families, staff, and community impacted by this tragedy.

On September 15, 2025, the Minister of Education released a statement directing immediate safety measures for all licensed child care centres in Ontario.

- **Block unsafe parking spaces:** You must prevent the use of parking spaces that pose a risk to children's safety. This includes any spaces directly adjacent to entryways, playgrounds, exterior walls of program rooms, windows, or areas where children gather, except for accessible spaces.
- **Engage your landlord:** If you do not control the parking areas, you must contact your landlord to discuss measures to protect children's safety.

The Ministry also indicated it is exploring long-term solutions such as mandatory installation of permanent protective barriers (e.g., bollards, planters, elevated curbs). The Ministry will communicate any future licensing or regulatory changes.

As our centre already has parking curbs at the parking lots in the front of the building, we are still taking measures for the enhanced safety by making changes and allowing only Staff cars to be parked in the lots immediately at the front of the building.

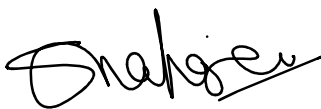
**NO PARENT CARS ARE ALLOWED TO BE PARKED AT THE FRONT OF THE BUILDING.** Parents to park cars in other parking lots on the right side and in the lots behind the staff parking.

We understand that it might be a little inconvenience for the parents. However, these steps are important for the safety of children and staff at the centre.

We are also in talks with our Landlord to install permanent steel Bollards and they are already working on it and also awaiting clear guidelines from the Ministry of Education.

**Please find the PARENT'S PARKING LOTS LAYOUT attached**

Sincerely,



(Subash Mahajan)  
Director

**PARKING SPOTS FOR PARENTS DURING DROP-OFF & PICK UP**

**DAY CARE BUILDING**

**PLAY GROUND**

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N  
T  
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E

**WALK WAY AT THE FRONT OF THE BUILDING**

STAFF	STAFF	STAFF	STAFF	STAFF	STAFF	STAFF	STAFF
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**PARENTS TO PARK ONLY ON THE DESIGNATED PARENTS PARKING SPOTS**

FOR PARENTS	FOR PARENTS	FOR PARENTS	FOR PARENTS	FOR PARENTS	FOR PARENTS	FOR PARENTS	FOR PARENTS
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