

West Oakville

PRESCHOOL CENTRE INC.

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WELCOME TO WEST OAKVILLE PRESCHOOL CENTRE

Getting to know the Centre

West Oakville Preschool Centre Inc. is a non-profit preschool centre, offering your child the social advantage of meeting other children in a stimulating learning environment. We currently offer daycare programs for children ages 0-6 years.

We are inspected and licensed annually by the Ministry of Education in accordance with the Health and Fire Departments. As an approved integrated Centre, we work alongside the Region of Halton and Quality First to provide specialized services for children with special needs.

Our Centre has been in operation since 1989. We were located for many years in Oakwood Public School before moving to St. Volodymyr Cultural Centre in August 2000.

West Oakville Preschool Centre is governed by volunteer Board of Directors, which consists of community members and parents of enrolled children at our centre. The day-to-day operations are managed by the Centre Supervisor and Assistant Supervisor. The centre is staffed by Registered Early Childhood Educators and Early Childhood Assistants.

This handbook provides an outline of how our Centre runs and our most important policies. The Policies and Procedures Manual in the office deals in detail with specific issues and is updated as needed by the affairs of the Centre.

Program Statement



West Oakville Preschool Centre Program Statement

CHILDREN AND OUR CURRICULUM 2016

West Oakville Preschool offers a Warm Stimulating and Caring Environment for children to Learn, Play, Explore, and Develop a Knowledge and Understanding of the World around them. Our Child Centre offers a Learning Program which is consistent with Ministry of Education Policies, Pedagogy and our Curriculum.

We know that children learn at their best By Exploring, Engaging, and Socializing, with their peers. Each Child is given the opportunity to develop their interests and their Goals. The children are able to make choices and develop their own interests, and goals.

As staff and Child Care Educators we understand the importance of every child's age and stage of development, and additional support needs, we all work closely with Parents and other professionals.

GOALS FOR OUR CHILDREN

As Child Care Educators we realize all children Are individuals and have their own personality to explore new ideas, develop new interests in which to grow and develop to their maximum potential. It is important that every child feels respected and has a sense of belonging, health and well-being.

Children's interests and Education are paramount to West Oakville Preschool Centre. Therefore it is important that children have the opportunity to reach their Goals and interests through the following activities.

- Drama, Music and Movement, Visual Arts.
- Physical Activity / to promote Health and Well Being.
- Language, Literacy.
- Nature, Science and Technology.
- Active outdoor play, Morning and Afternoon.
- Calming Rest Time.

HEALTH SAFETY, NUTRITION, AND WELL BEING OF ALL CHILDREN

We understand how important it is to develop a Healthy and Safe Environment for children to learn and develop. The children have Physical Outdoor Play for an hour in the morning & afternoon.

We also provide Hot Healthy Meals and Healthy Snacks for the Children.

As a Licensed Child Care Centre we meet all health and safety Ministry requirements.

We have all our policies in place if parents want to see them. We also post that we are a peanut free Centre and our Anaphylaxis policy is posted in our Parent Handbook.

West Oakville Preschool Centre Program Statement cont'd

RELATIONSHIPS WITH CHILDREN FAMILIES STAFF AND COMMUNITY PARTNERS

At West Oakville we pride ourselves in promoting a Caring Environment for Children, Parents, Staff, and other Community Professionals to feel welcome and Comfortable in our Child Care Centre.

POSITIVE SELF- EXPRESSION, COMMUNICATION AND SELF-REGULATIONS

At West Oakville Preschool Centre we provide an inclusive environment for children to feel a sense of belonging to our Centre and to the daily program. The daily program offers children the opportunity to learn in positive learning environment. The children are able to explore in an active play based environment where they can communicate and interact with other children developing Language, Confidence, and Social Skills. Children also develop an awareness of others and their Cultures, Race, Gender, Language. Children develop this awareness through Program Activities, Trips, and Events.

Our focus on play based learning is how children learn naturally. When children are interacting with others acting our pretend roles, exploring, experimenting they are learning through play. Play helps them to develop and move forward as a professional learning seeking new ways of investigating their environment, asking questions, being more creative.

PARENT ENGAGEMENT AND COMMUNICATION

At West Oakville Preschool we pride ourselves in promoting a Bright and Welcoming environment for parents to feel at ease when leaving dropping of their children into our care. It is important that Teachers and Parents have a good relationship and both have good communication skills. As Childcare Educators we want parents to feel at ease that their children are going to be safe and cared for in a licensed protected environment. Our Children are paramount to us and will promote a partnership between staff and parents. We have a Hi Mama app so that we can send reports and photographs to parents and family members on a daily basis. We also have information Boards and Emails to promote good relationships with parents.

COMMUNITY PARTNERS

At West Oakville Preschool Centre we welcome all new comers. Almost every year we welcome Students from Sheridan College to work alongside our Teachers promoting a caring and safe child care environment. We also welcome new all new staff with a very warm welcome to be part of our team.

SUPPORTING STAFF IN PROFFESTIONAL LEARNING

At West Oakville Preschool centre we are committed to hiring staff that can provide a caring, safe, and stimulating environment for children to learn and develop to their full potential. We also expect our staff to observe, plan, and create a positive learning environment for children to thrive to their full potential. By working closely and observing the children we encourage them to look at the environment around them and develop a knowledge and understanding of the world.

A Bit About Our Programs



Programs

West Oakville Preschool Centre offers the following programs, both on a part time and full time basis.

Infant (0-18 mos)

Toddler (18 mos – 2.5 yrs)

Preschool (2.5 yrs – 6yrs)

Daily Fees

As of September 1, 2016, our current fees are as follows:

Infant (full time only)	\$67.00
Toddler (full time)	\$57.50
Toddler (part time 2-3 days)	\$63.00
Preschool (full time)	\$57.50
Preschool (part time 2-3 days)	\$60.00

Note: fees are subject to change annually

Operating Hours

Our centre operates from 6:45 am to 6:30 pm, Monday to Friday, all year round.

Centre Closures

We are closed on the following statutory holidays:

New Year's Day	Civic Holiday
Family Day	Labour Day
Good Friday	Thanksgiving Day
Victoria Day	Christmas Day
Canada Day	Boxing Day

Note: The Centre also closes at 1:00 p.m. on Christmas Eve and New Year's Eve.

Severe weather conditions may make it necessary for us to close the Centre from time to time. Our policy is to close the Centre if the Halton Public Schools are closed. Messages will be left on the Centre's telephone answering machine at 6:15 am and updates at 6:45 am.

Information about HDSB closures can be found at the following:

Website: www.haltonbus.ca , www.hdsb.ca

FM Radio: KLITE (102.9 FM), CHFI (98.1 FM), CKFM (99.9FM)

Television Stations: CP24, CHCH, CityTV

Admission & Discharge

The Centre currently accepts children between the ages of 0-6 years. Enrolments are accepted at any time of the year. All new registrants will be charged a \$100 registration fee.

Waitlist Policy:

- Parents complete a waitlist form, which is filed in our Waitlist Binder according to 1st date of contact
- Parents are contacted when space becomes available, with as much advance notice as possible
- Siblings of children currently enrolled are placed in priority to others on the waitlist
- Parents must respond within 48 hrs when contacted. WOPC will move on to the next family on the list if there is no response. If no response is received after 2 attempts to contact, family is removed
- For more information, please ask to see our full Waitlist Policy.

Admission Process:

- Arrange a tour of the centre and/or place your child on the waitlist
- Confirm a start date (or tentative start date)
- Attend WOPC Orientation
 - o Complete all applicable Registration Forms (enrollment application, emergency information, Anaphylaxis Alert Form, Permission Form, Immunization History Record)
 - o Pay the registration fee (\$100 non-refundable)
 - o Discuss and create an individualized transition plan
 - o Discuss and create a payment plan and provide authorization (Financial Agreement)
 - o Receive a welcome package (Parent Handbook, classroom info sheet, menus, calendar)
 - o Visit the centre (at least once) with your child

Fee Payments:

Fees are calculated bi-weekly and withdrawn from parent accounts every other Friday, according to each family's Financial Agreement. Please see the Financial Section for more specific information on fees.

Full Time and Part Time Care:

The Centre offers both Full Time and Part Time care (2-day T/Th OR 3-day M/W/F). We will make every effort to match two part time families together to fill a full time space. Part time spaces are available only when there are no other families with an immediate need for full time care. If a part-time child is absent for any reason, there is no make-up time. Requests for additional days for part-time children may be approved by the Executive Director, and are subject to availability and additional cost.

Withdrawal Process:

The centre requires, at minimum, 2 weeks written notice in advance for all withdrawals.

Termination of Service:

If a family's needs cannot be reasonably met by the centre, after all possible supports and resources are accessed; the centre may make a decision to terminate services with a family. The Centre reserves the right to refuse admission or to discharge a child if a serious situation indicates this is necessary for the physical and/or psychological well-being of our children and/or staff. If termination of service is necessary, two weeks written notice will be given to the family and support will be provided in finding alternate care arrangements. If immediate removal is necessary, the Centre will refund any fees paid in advance.

A DAY AT THE CENTRE



Arrival

Parents accompany their children to the Centre and are expected to provide their children's transportation to and from the Centre. Parents must present their child to the teacher to ensure proper notification of the child's arrival before 9:00 a.m. During opening hours 6:45 a.m. to 9:00 a.m. and closing hours 4:30 p.m. to 6:30 p.m., the children will be combined for 'family grouping' in order to meet ratio requirements as staff arrive or depart. Family grouping is when the groups are combined at the beginning or end of the day to meet ratio requirements.



Upon arrival please inform your child's teacher of any changes in routine or behaviour which may affect your child's participation in the program.

Please notify the Centre as early as possible if your child is to be absent.

We suggest that all children be at the Centre by 9:30 a.m. This allows the child to get the most benefit from the daily program by participating in the majority of activities. It also allows us to prepare for lunches, snacks, and account for the appropriate number of children.

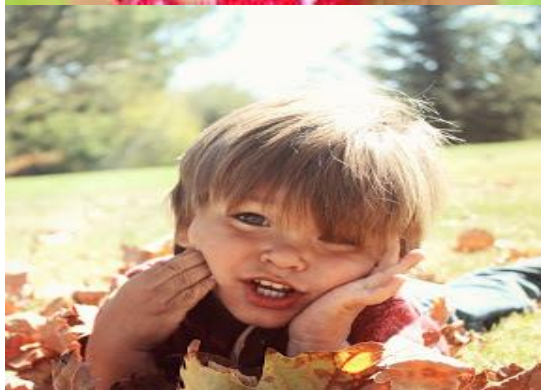
Please call by 9:00 a.m. to advise us when a late arrival is necessary or to let us know if your child will be absent from the program for any reason.



Late Pick-Up

The Centre is open until 6:30 p.m. If parents are unable to pick up their child, the Centre must be notified in advance of alternate arrangements with the name and address of the pick-up person. Staff must be provided with proof of identification before a child will be released.

If you know you will be late, please notify the Centre so that the staff can inform your child. Late fees will be charged as itemized in the Financial section.



Clothing

Your child should be dressed in clothes which are comfortable and easy for him/her to handle. All removable clothing items must be clearly marked with your child's name. One complete change of clothing is to be kept at the Centre at all times. This includes slippers and boots, sweaters, jackets, snowsuits, mittens, hats and caps. Diapers, pull-ups, wipes, and spare underwear must be provided as needed.

Meals/Snacks

Children are provided with a breakfast/mid-morning snack between 8:00 am and 9:00 am. and a mid-afternoon snack between 2:45 and 3:30 p.m. A nutritious lunch is served between 11:30 -12:00.

Meals are planned and prepared in house by our cooking staff, specializing in child nutrition. The menus are posted on the notice board. All meals are nutritionally balanced in accordance with the Child Care Early Years Act, Ministry of Health and Canada Food Guide.

West Oakville Preschool Centre is a "NUT-FREE" Centre. Please do not bring any foods containing nuts into the Centre. If there are any foods your child cannot tolerate, please inform the Centre Supervisor/Assistant Supervisor so it can be added to our allergy list.

Please do not send candy, chewing gum, food or money to the Centre with your child.

Birthdays

West Oakville Preschool understands that our children's birthdays are very exciting! We ask that if you wish to bring in a special treat for your child/ classroom that you speak with your child's teacher first. West Oakville Preschool is a peanut free facility and it is important any outside food coming in follows our peanut free policy. Products can be purchased and brought in provided they are clearly labeled NUT FREE.

Outdoor Play

Except in most inclement weather we are required by the Child Care Early Years Act to take every child outdoors for a minimum of two hours every day during which the child is in our care. Please make sure your child is dressed appropriately for the day's weather conditions. This is an important part of your child's program. Fresh air is an old fashioned but powerful remedy against long term or recurrent upper respiratory problems. If a child is well enough to attend the Centre, he/she is well enough to participate in the entire program, and will not be kept indoors, as outdoor play is an important component to our programs!

Sunscreen

Children at West Oakville Preschool enjoy 2 hours of outdoor play every day (weather and temperature permitting) WOPC offers a generic sunscreen of SPF 30 that will be applied to your child before outdoor play. If you wish to bring your own sunscreen, we ask you label the sunscreen and fill out a medical form stating the name and SPF to your child's teacher to be kept on file.



Emergency Management

West Oakville Preschool Centre will follow the procedures set forth in this policy which are intended to support employees in responding with a sense of urgency and mitigation with regards to the prevention, practice, management, communication and post-event procedures of emergency situations (i.e. fires, environmental disasters, evacuation, and other emergencies/threats to safety). The procedures will identify the individual roles and responsibilities of management, employees, students, volunteers and community partners that may also be involved in, or affected by, the emergency.

All employees, students and volunteers will review the Emergency Management Policy and sign, acknowledging their review and commitment to follow the policy and procedures. The review will take place prior to commencing employment/placement and at least annually thereafter.

Any emergency resulting in a serious occurrence will be reported as such following the procedures set out in the 5.4.7 Serious Occurrence Policy.

Behaviour Management

All children are expected to obey reasonable requests regarding safety, routines and care of toys. Discipline is used in a positive and consistent manner, appropriate to the developmental level of the child and is designed to assist the child to learn appropriate behaviour.

As per the CCEYA (Child Care and Early Years Act), no licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises 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;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

Any violation by staff, students, or volunteers of the behaviour guidelines shall be brought to the immediate attention of the Centre Supervisor who will, in turn, determine the consequences of the violation.

Serious Occurrences

The centre is proactive in the development of policies, procedures and practices that support the optimal health, safety and well-being of the children and participants of the program. Our Serious Occurrence Policy is reviewed with all staff, students, volunteers and parents prior to employment, placement or enrollment.

A serious occurrence is defined under the CCEYA as:

- a) the death of a child who receives child care at a licensed home premises or child care centre;
- b) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home premises or child care centre;
- c) a life-threatening injury to or a life-threatening illness of a child who receives child care at a home premises or child care centre;
- d) an incident where a child who is receiving child care at a home premise or child care centre goes missing or is temporarily unsupervised, or
- e) an unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving care at a home child care premises or child care centre.

All Serious Occurrences will be reported accordingly through the Child Care Licensing System (CCLS) within a 24 hour period, and a Notification Form will be posted on the Parent Information Board in the main hallway where the license is posted. Notifications will remain posted for a minimum of 10 business days after the last update.

The Executive Director will conduct an annual analysis of all serious occurrences as a method of identifying issues and/or trends. Actions taken in response to the analysis will be documented and a record of this analysis retained on site.

Students and Volunteers

West Oakville Preschool is proud to mentor college and university students studying in the field of Early Childhood Education. Placement students are sent to our Centre to shadow Registered Early Childhood Educators to learn and grow, experiencing the day to day operations of a Child care Centre. These students observe daily routines, and implement activities for children throughout the Centre. Placement students are supervised at all times by classroom teachers. All students and volunteers will complete an orientation process which includes reviewing all policies and procedures, and completing a Vulnerable Sector Check and Medical Form prior to starting at the Centre.

OUTINGS AND SPECIAL EVENTS

Outings

Off-site field trips and walks within the neighbourhood are arranged for all children. If you wish your child to experience the fun and learning these outings can provide, we must have a signed permission slip.

For local excursions, such as walks in the immediate area, please complete the relevant part of the Permission Form.

For off-site field trips, we must have a signed permission slip which will be provided to you before each trip. The longer trips are arranged for senior children only. It is imperative for us to have parent volunteers for these trips as additional supervision is always needed. Without such volunteers, off-site trips are not possible.

Special Events

The Centre organizes a variety of special events throughout the year. These either provide specific services or social occasions designed to allow families the opportunity to interact together.

Individual photographs of each child, plus photographs of the child's group and teachers, are taken in early October to be available before Christmas. We employ the services of a professional photographer. Participation is voluntary.

Social occasions are hosted to celebrate special holidays/events such as, Mother's Day, Christmas, and Year End. Parents are strongly encouraged to take advantage of the opportunity to be with their child during these events and to meet the other families in our community.

Fund Raising Events

Throughout the year a variety of fund-raising events are organized. Funds may be targeted to a specific need in the Centre. For example to cover the costs of our extra programming features or the purchase of general toys/program supplies for the children, or simply to support Community causes. On-going fund-raising activities include such things as the sale of Scholastic Books and the collection of Canadian Tire money. Generally, these events are coordinated by a volunteer staff member. Your help and support of these events is greatly encouraged and appreciated.



Financial



Registration Fee

West Oakville Preschool Centre charges a non-refundable registration fee of \$100.00.

Fee Payments

Fees are calculated bi-weekly and withdrawn from parent's accounts every other Friday, according to the family's Financial Agreement and Individual EFT Schedule. Any returned EFT payments are subject to a \$25 processing fee. A replacement cheque for the NSF amount plus \$25 must be submitted to the centre immediately following the NSF payment. Non-payment of fees within two weeks of the due date may result in the discharge of your child. The services of collection agencies and Small Claims Court will be enlisted to ensure full settlement of outstanding accounts.

There will be no reduction in fees for statutory holidays, early closures (Christmas Eve & New Year's Eve), the child's vacation or absence due to illness, nor emergency closures.

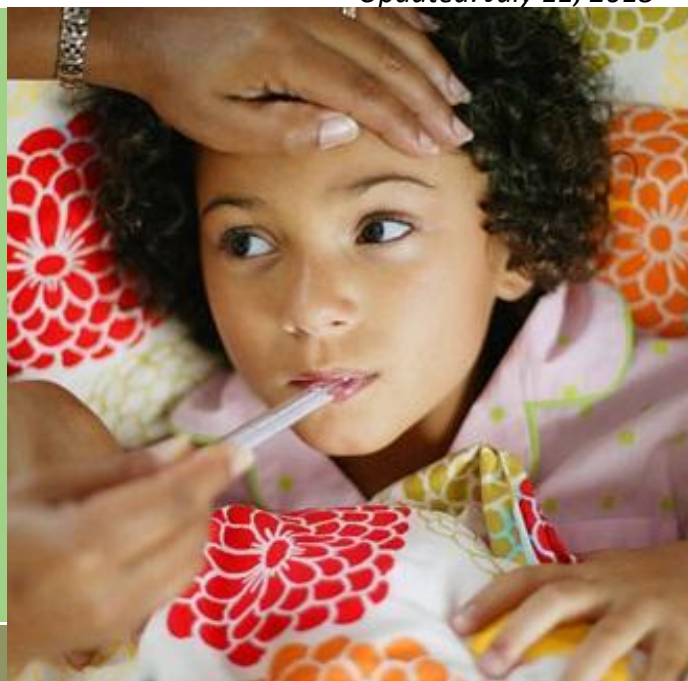
Late Pick-Up Fees

Parents who are late picking up their child/ren will be charged a late fee. Pick-ups at 6:31 p.m. are subject to a \$5.00 fee and \$1.00 for every minute after, payable directly to the staff on duty. This fee is subject to change without notice. **NO RECEIPT WILL BE ISSUED FOR LATE FEES.** Weather, traffic or other situations will not be taken into consideration, and parents are encouraged to anticipate these situations and make alternate emergency pick-up arrangements in advance.

Consistent late pickups, after a child has been left late three times (genuine emergency incident excluded), could result in the family receiving a Termination of Service Notice.

In an effort to support the safety and well-being of children, the centre has a Ministry-approved policy in place that stipulates: Should a child be left at the centre until 7:30 p.m., with no communication from the parent, the police and/or Children's Aid Society will be contacted. The child will be placed with the appropriate agency. These authorities will then investigate the circumstances and take appropriate action. We feel that this policy is for the safety and protection of both your children and you. We sincerely hope that you will keep this policy foremost in your mind and fully co-operate with us.

Medical



Administering Medication

There are a number of licensing regulations involved in giving medication to children in a child care environment. These rules and regulations exist to protect the staff as well as the children and must be adhered to by all staff and parents.

All medicines must be prescribed by a doctor. This means a Pharmacist's label must be attached to such drugs as cough medicines and decongestants showing that your doctor has prescribed them for a particular child. No medication will be given if it has been prescribed to another member of the family. It must have your child's name on it.

No outdated medicines will be given. Please let us know if the medication should be stored in the fridge. The medication form is available from staff and must be filled out and signed by the parent and staff member. Instructions for dispensing of medication are to be entered by the parent and staff member will sign the medication form upon administering the medication.

We are aware that parents are often in a hurry in the morning and we have tried to make the form as simple and convenient as possible.

Use of Epinephrine Injectors or Inhalers

If your child requires epinephrine injectors or inhalers to be kept on site you must fill out an Individual Action Plan with the office. For expired epi-pens on site, we may ask you to keep your child at home until this is renewed.

Staff First Aid Training

All our staff are certified annually in first aid with specific emphasis on child care. They are required to attend the Child Emergency Training Workshop by a government approved teaching agency.

Health Requirements

The Public Health Act (section 75, SS1-5) requires us to exclude children who are suffering from any communicable disease. Children who are suffering from viral infections with such symptoms as diarrhea, vomiting, high fever, persistent cough, conjunctivitis (pink-eye), yellowish-green nasal discharge, etc. must not come to the Centre until they are symptom free for 24 hours.

Parents are asked to keep at home any child showing signs of illness (e.g. fever, diarrhea, vomiting or any other signs of illness).

If your child becomes ill at the Centre, staff will contact you. The parent or emergency contact must pick up the child as soon as possible. You may be requested to visit your child's pediatrician. A doctor's note may be required for admittance. Children who are at the Centre must be able to participate fully in our program indoors and outdoors, since we cannot provide staff to supervise children individually.

It is the policy of our Centre that no child who has been exposed to head lice may return to the Centre until ALL nits have been removed.

According to our licensing body, all sunscreens and diapering creams have to be treated as medications. Please sign the appropriate area on the Permissions Form for the Centre to keep on file.

Medical Emergencies

In the case of accident or serious illness, staff will immediately obtain emergency medical assistance. Staff will administer emergency first aid as required. Parents will be informed immediately by phone if the incident is serious or at the end of the day for minor incidents. Staff will complete incident reports within 24hrs of the incident. A copy will be given to the parent and one kept in the child's file.

In the unlikely event of a child requiring emergency medical treatment at hospital, staff will call an ambulance. A staff member will accompany the child to the hospital until a family member arrives. The parents or emergency contacts will be contacted immediately and advised of the situation and location of the hospital.

Staff will make all possible attempts to contact the parents. However, occasionally it may be impossible to reach the parents. In such a circumstance, if you wish to permit West Oakville Preschool Centre to authorize emergency medical treatment for your child on your behalf, please sign the Emergency Information Form to keep on file at the Centre.



Keeping in Touch

There are a variety of ways parents can keep in touch, communicate, and find out what's happening at West Oakville Preschool Centre, including:

- This **Parent Handbook**...parents are asked to acknowledge review of the Parent Handbook by signing the relevant section on the Enrollment Forms.
- The Parent Information bulletin board and other postings throughout the centre...take a glance at the posted program plans, calendars, menus, artwork, documentation
- Phone, Email, Facebook, Twitter, or HiMama app
- Our website: www.westoakvillepreschool.com

HiMama:

HiMama is a secure app that links parents to the classroom each and every day! Children's attendance, eating, sleeping, toileting, diapering and activity is recorded daily on HiMama, and parents can view photos of their children happily learning throughout the day.

Visits:

Parents are welcome to visit the centre to familiarize themselves with their child's friends and routines. Please contact the office to make arrangements.

Etiquette:

We encourage polite and courteous communication between staff and parents. Any rude and/or aggressive behaviour will not be tolerated.

Complaints/Concerns

Escalation Process: Parent ► Staff ► Executive Director ► Board of Directors

West Oakville Preschool Centre exists to provide services, which are helpful and useful to children and families, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. There may well arise, from time to time, situations where families have concerns/issues they wish to express and generate solutions for. In view of this possibility, families need to have recourse to a clear procedure, which is known to them. Such a procedure should be based upon the following principles:

1. Families will be supported to raise issues that concern them and to address them, either in verbal or written form, through an established process and in a timely fashion.
2. Many issues can be resolved within the context of a relationship where a frank and respectful communication of views and feelings is facilitated.
3. Where such a resolution cannot be achieved within this relationship, families have the right to respectfully escalate their issue/concern to the next level.
4. Where such complaints raise issues of concern to the Board of Directors about the policies or practices of West Oakville Preschool Centre, such policies and practices shall be reviewed and appropriately adjusted by the Board.

These principles will be shared with families upon the commencement of childcare services. It is the aim of West Oakville Preschool Centre to be responsive to expressed concerns within 24hrs and provide adequate resolutions to concerns/issues in a timely and efficient manner.

Confidentiality

Every issue and concern will be treated confidentiality and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society). In addition, if the issue/concern cannot be resolved without discussing same with an employee, parent or other individual, such matter will first be discussed with the complaining/reporting parent to obtain his/her consent to proceed with such disclosure and such disclosure will be limited to only that information which is necessary to resolve the issue/concern.

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 Executive Director or other authority they wish to contact.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Escalation of Unresolved Issues/Concerns related to Legislative Compliance

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act, 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch. Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Please see Parent Information Board for contact information for the Centre's current Ministry and Regional Advisors, Consultants, and other regulatory bodies.

PROCEDURES

1. The Executive Director will review the Parent Complaints Policy and Procedures with all parents/guardians and employees prior to the commencement of employment or placement with the Centre.

2. Parent/Guardian will approach employees to respectfully discuss issue/concern and attempt to collaboratively generate solutions. If the issue/concern is related to an administrative matter of the Centre, parents/guardians can approach the Executive Director or Assistant Supervisor directly.
 3. Employees will ensure any issue/concern that is raised by a parent/guardian is documented and shared with the Executive Director, including any discussion and resolution surrounding the issue/concern.
 4. Parents may approach/contact the Executive Director/Designate, should they feel unsatisfied with the resolutions generated with the employees upon initial approach of the issue/concern.
 5. With the escalation of an issue/concern, the Executive Director/Designate will respond within 24 hrs, documenting the parent/guardian's concern, investigating the issue, and following-up with the parent and employees with a viable solution in a timely and efficient manner.
 6. The Executive Director will bring major issues/concerns to the attention of the Board of Directors, and make recommendations as to "Next Steps" in resolution.
 7. Parents may approach the Board of Directors, should they feel unsatisfied with the resolutions generated with the Executive Director upon escalation of the issue/concern.
 8. The Board of Directors will arrange a meeting with the parent/guardian to further discuss & document the issue/concern. The Board of Directors will investigate the recourse of the issue since the initial share of information, and follow-up with the parent and employees with a viable solution in a timely and efficient manner.
- Any complaint of a serious nature which directly affects the health and safety of the children and families in the Centre, is considered to be a Serious Occurrence and must be reported to the Region of Halton as such, following the Serious Occurrence Reporting Procedures.

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