



Parent Handbook

London's first Indigenous-led Child Care & Family Centre licensed to serve 88 children from 0-6 years of age.

All are welcome in the place of the 8th star!



449 Hill Street, London, ON, N6B 1E5
519-914-2972

www.nshwaasnangong.org
facebook.com/nshwaasnangong
instagram.com/nshwaasnangong

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Table of Contents

Hours of Operation	3
Contacts.....	3
Services Offered	3
Base Fees	4
Non-Base Fees	4
Arrival and Departure	5
Illness, Medication, and Immunizations	5
Outdoor Play	6
Nutrition.....	6
Statutory Holidays	6
Waitlist Policy	7
Enrolment Procedure	7
Orientation	8
Accident/ Incident Reports	8
What to Bring to Child Care.....	8
Program Statement	9
Who Nurtures Your Child	14
Our Qualifications and Training	14
Off-Site Activities/ Field Trips	15
Nshwaasnangong Policies	15
Anaphylaxis	15
Parent Issues/ Concerns	17
Prohibited Practices	19
Policy Regarding Students/ Volunteers	19
Emergency Management/ Notification	20
Policy Regarding Sick/ Ill Children	20
Resources	20

Biindigen, Tasatáwyaht, Welcome to Nshwaasnangong CCFC!



We are open Monday-Friday from 7:30AM-5:30PM.

Contacts

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Services Offered

Program	Age Range	Capacity	Ratio
Infant	3-18 months	10	1:3
Toddler	15-30 months	30 (2 rooms of 15 children)	1:5
Preschool	27-72 months	48 (2 rooms of 24 children)	1:8

Please note: going forward, the term “parent” used in this handbook refers to any parent, caregiver, or legal guardian for a child in our care.

Base Fees (cost is per day)

Program	Full-Time	Part-Time
Infant	\$28.35	Not Available
Toddler	\$26.93	Not Available
Preschool	\$25.99	Not Available

Nshwaasngong Child Care & Family Centre is participating in the Canada Wide Early Learning & Child Care System. Fees listed above are reflective of our enrolment in the CWELCC. Child care fee payments will be processed on a biweekly basis. Fees will be automatically withdrawn on dates in accordance with the Pre-Authorized Payment Dates chart provided to parents at the time of enrolment. Subsequent charts will be emailed to parents at the start of each calendar year by the Centre Manager/Program Supervisor/Finance Dept.

Tax receipts will be made available to parents/guardians by February 28th of each calendar, for the year prior.

Non-Base Fees

Description	Fee
NSF Fee	\$25
Late Pick Up Fee	\$1 per minute
Key Fob Deposit	\$20 per fob (refundable upon return)

NSF Fees

There will be a \$25 Non-Sufficient Funds (NSF) fee for all payments returned by the bank. Parents are required to pay NSF fees within 5 business days. Habitual NSF payments may be grounds for termination of care. If a payment plan is required to pay an NSF fee, the parent is responsible for arranging with the Centre Manager/Program Supervisor.

Late Pick-Up Fee

A fee of \$1 per minute per child will be the responsibility of the parent/guardian to pay within 10 business days for pickup after 5:30 PM. You will be asked to sign a late pickup form, but refusal to sign does not negate the fee. Taking advantage of late pickup fees may be grounds for dismissal from the program.

Withdrawal

A two-week written notice is required to withdraw from child care or change your child's schedule. If you withdraw your child for an extended period of time, the centre cannot guarantee the space upon return.

Key Fob Fees

Parents will have the option of receiving a key fob for entering the child care. There is a \$20 key fob deposit fee. This fee will be returned to parents with no outstanding balances on their accounts upon its return. If you do not return the key fob, or it is lost, the deposit will not be returned as it will be used to cover the replacement cost

Arrival and Departure

Safe Arrival

- When arriving at the Childcare, please bring your child directly to the educator responsible for their program. This time is perfect for sharing about your child's night, their morning, health and any changes in their routine/life.
- Upon arrival, an educator will sign your child into our attendance log with the time. Educators are responsible for documenting any pertinent information shared, as well as record their daily health check.
- We understand that absences happen. Whether it is due to illness, appointment, or other events, please alert your child's educators on a timely basis via Storypark, phone call or e-mail.
- If your child has not arrived at the program by 9:30AM and you have not indicated that your child will be arriving late or absent, the center will attempt to connect with you. It is your responsibility to respond to confirm your child's absence.
- **Late arrivals are not permitted on a regular basis.** Arriving past 9:30AM is acceptable in the case of emergency, appointment, or other unique circumstance, permitted you have shared this with your child's educators by 9:00AM.



Safe Departure

- When arriving to pick up your child, we ask that you connect directly with the educator that is currently caring for your child.
- Educators will sign children out of the attendance log with the time.
- In the event that someone who has not been pre-authorized is picking up a child, it is the parent/guardian's responsibility to inform the program in a reasonable amount of time. A child will not be released unless communication has been received. If we are unaware of the alternate pick-up, a child will not be released until communication has been made with the parent/guardian.
- If an educator is unfamiliar with the person picking up your child, the individual will be asked to provide photo ID.
- We reserve the right to not release a child to any person who is impaired or otherwise unable to care for a child suitably and safely.
- If you have conveyed that you will be picking your child up at a certain time or timeframe, and your child has not been picked up from care in that time, the centre will attempt to contact you to inform you that your child has not been picked up. It is your responsibility to respond in a timely manner.
- It is imperative that all parent/guardian and emergency contact information is up-to-date with accurate information in order for seamless contact.

After Hours

- At the time of program closure, employees will begin calling the parent/guardian, followed by their emergency contacts to inquire about pick-up. At this time, the child will be provided a snack and an activity while waiting.

- If the child has not been picked up 15 minutes after closing and the employee has been unable to connect with the parent/guardian or emergency contacts, the employee will notify the Centre Manager/Program Supervisor or Designate for further instruction.
- If the program is unable to reach the parent/guardian or emergency contacts after 1 hour after closing, we will proceed to contact either the Centre Manager/Program Supervisor/Designate and wait for further instruction on what supportive agencies to contact.
- Educators must act on their duty to report as necessary.

For security purposes, this premises is monitored by video surveillance.

Illness, Medication, and Immunizations

- Parents are advised to expect the usual number of scrapes, bruises, and minor accidents.
- Not all minor accidents reach the staff's attention; however, all incidents that reach the staff's attention will be recorded for parent notification.
- All children attending the program should be well enough to participate in all aspects of the program (e.g., indoor and outdoor activities).
- If your child is ill, please phone the child care and inform the staff as soon as possible in the morning; please indicate symptoms so we can keep accurate records.
- If your child becomes ill during the day and is unable to participate in programming, you will be asked to pick them up as soon as possible. If you are unable to pick up your child, the emergency contacts will be notified.
- Any medication to be given to the child onsite needs to be in its original container, clearly labelled with the child's name, name of the drug, dosage, date of purchase, expiry date, storage instructions, and instructions for administration; your child's educator will have you fill out a Medication Authorization form.
 - Do not leave any medications in your child's cubby or bag.
- Any diaper creams, lotions, sunscreens, etc., will also have an authorization form to be signed before use.
- We require up-to-date immunization records for all children attending the child care.
- Parents who choose not to immunize their child must have an approved Ministry form.

Outdoor Play

At Nshwaasnangong CCFC, we believe nature is an educator in itself. We aim to provide as much exposure and experiences in natural environments as possible to promote building strong relationships with Mother Earth. This connection builds respect and begins their relationship with the land, water, animals, and all living things. The children will have opportunities to explore the natural environment at Nshwaasnangong CCFC as well as participate in community/ nature walks to familiarize themselves with their surroundings.

The Ontario Ministry of Education regulates that children in full-day child care programs spend at least 2 hours per day outside (1 hour in the morning and 1 hour in the afternoon). Please ensure your child has appropriate outdoor clothing for the weather each day as we go outside, rain or shine!



Nutrition

Our qualified cook prepares nutritious snacks and lunches fresh daily. We follow Canada's Food Guide and incorporate local and traditional foods, such as wild-sourced meats, wild rice, and freshly harvested produce. Parents are not required to provide any snacks, food, or drink items, and we ask that you refrain from bringing any outside food into the child care, with the exception of special diets/ allergies.

Special diets/allergies: if your child requires a special diet or has an allergy and we cannot accommodate or meet your child's needs, you must provide their snack and meals. In this case, you will be required to complete a Special Dietary Accommodations Form, and all written instructions for the diet provided by the parent will be implemented.

Infants, when permitted by parents, are offered purées, and introduced to finger foods; however, we cannot introduce any new foods in the infant room. Infant parents will receive a food chart which we encourage them to keep us updated as their child tries new things, so we can increase what we are able to feed them at the child care.

Nshwaasnangong CCFC's 4-week menu is posted outside the kitchen and in each classroom. A copy will be given to parents at orientation/ registration, and additional copies are available upon request.

We are Closed for Statutory Holidays

New Year's Day	Family Day	Good Friday	Easter Monday
Victoria Day	National Indigenous People's Day	Canada Day	Civic Holiday
Labour Day	Thanksgiving Day	Remembrance Day	Christmas Day
Boxing Day			

Other closures: Annually align with TVDSB school closure for Winter Break (two weeks end of December/Early January), Staff training, inclement weather, illness-related, etc., will be announced as soon as possible. Please check Storypark daily for updates.



Waitlist Policy

Intent:

This policy, as required by the Child Care and Early Years Act (2014) Ontario Regulation 137/15, outlines how Nshwaasnangong determines the order in which children on the waiting list are offered admission.

In keeping with licensed child care ratios, and staffing requirements, Nshwaasnangong strives to offer culture-based and language-focused child care for Indigenous families. When capacity is reached, a waiting list will be maintained.

Procedures

First Nations, Metis and Inuit children will be placed on the wait list after they complete an intake form, or interview.

An intake form, or interview, will be offered to families who express interest in child care through: the City's OneHSN service; Nshwaasnangong's website, email, phone number; or an in-person meeting. There are no fees associated with being placed on the wait list.

When a space becomes available, priority will be given to:

- Siblings of children currently enrolled in the program
- Families needing full-time care
- Families with a referral from a partner organization or professional
- Families living off-reserve
- Families based on date of completed intake form/interview

Families inquiring about the wait list status for their children will be provided with information about their approximate position (given the variables outlined above), while respecting privacy and confidentiality.

Enrolment Procedure

First Nations, Métis, or Inuit families interested in a child care space at Nshwaasnangong CCFC may apply to the waitlist on our website at www.nshwaasnangong.ca or www.london.onehsn.com or through email, phone interview, or in-person. When a space becomes available, the Centre Manager will connect to verify if the space is still needed. Once a parent accepts a spot, they will be required to submit a registration package and any applicable fees within 48 hours.

Parents interested in care will receive an enrolment package, including a copy of the Parent Handbook. The Parent Handbook must be reviewed, and the enrolment package must be completed before the child is admitted.

Failure to complete the package in its entirety may delay your child's admittance or placement on the waiting list.

All enrolment packages must be signed by both the parent/ guardian and the Centre Manager or Program Supervisor to indicate the package is complete.

Orientation

When a space is available, the Centre Manager or designate will set an appointment with the parent to bring their child to the center for orientation. The Child Care Manager will review the Parent Handbook with the parent and address any questions they may have.

A tour of the Nshwaasnangong CCFC, including the playgrounds, will be completed, with additional time spent in the program room until the child is admitted. This will help to familiarize them with the staff in the room and help to alleviate stress. Parents are encouraged to ask any additional questions at this time and to read the daily schedule for the room. Family photos and individual photos will be taken to be used for record-keeping and to be displayed in the room before the child starts to help them feel more comfortable in their new space and may help to reduce separation anxiety.

Accident / Incident Reports

Children occasionally have minor incidents that may require some cleaning and a bandage. Whenever possible, we will provide you with an accident report describing the injury, how it happened, the care received, and which staff were on duty. At pick-up, you will be informed and asked to sign the report, which will be given to the Centre Manager/Program Supervisor, who will ensure you receive a copy through our documentation app, Storypark.

In the event of a more serious incident (e.g., head injury, bite that breaks the skin, or anything requiring more advanced medical treatment), you will be phoned right away to be informed. If we cannot reach you, we will begin calling the emergency contacts listed to ensure proper communication of the incident.



What to Bring to Child Care

Please ensure your child is prepared for all parts of our day, which includes indoor and outdoor programming. This may include:

- Diapers, wipes, diaper cream, lip balm, lotion (if used);
- Extra clothing (pants, shirt, socks, underwear, etc.)
- Outdoor clothing (coat/ jacket, snow/ splash pants, boots, hat, mittens, neck warmer, etc.)
 - Sunscreen, bug spray (if applicable)
- Refillable water bottle
- Bottles – breastmilk/ formula (for infants – if applicable)

Please label everything! We will not be held liable for any missing belongings.



Program Statement

Nshwaasnangong CCFC welcomes Indigenous children, family members, educators, and community into this “Place of the Eighth Star”.

Wherever you are on your journey, we see you, we hear you, we believe in you. We are glad you are here. We know that you are competent, capable, curious, and rich in potential.

At Nshwaasnangong CCFC, we ask ourselves, “how can we live a good life together?”

To align with the Ministry of Education, we do use the How Does Learning Happen document in conjunction with our spiritual beliefs. Below are the holistic goals and approaches that guide us as we live, work, and play in the early years which are also represented with the four directions of the Medicine Wheel.

SPIRIT/EXPRESSION: Nshwaasnangong CCFC is a place to honour, rekindle, and express our identities as Indigenous Peoples.

Living with languages:

Nshwaasnangong CCFC is a place where our languages are rekindled. You will hear us speak them and you will hear the children speak them as we learn together the sacred sounds that were given to us by the Creator. Our Elders and Knowledge Keepers will be invited to teach us and speak with us as we work and play each day. You will see our languages on the walls through different medias, in our books that we read, and in our documentation each day. Languages will come to life as we learn and speak them each day.



Living with teachings:

Every day we remember and give thanks to our ancestors, relations, those that sustain us, and those still to come. We will teach the children to give thanks each morning at arrival and when we should through moments of the day, so that they remember to be respectful caretakers of their environment as it belongs to them. We will have the guidance of our Elders, families, and community to do so in the proper way.



Living with stories:

We will sing, listen, and share stories as they are a direct form of knowledge to us as they have passed down through the generations. We will learn to trust our voices and we will share our own stories too. We will document each day and share this with our families each day through direct communication, in writings, and in learning stories. As the children learn, we will revisit the documentation to see their growth and to adjust our program to ensure that each child is given every opportunity for optimal growth. We will work with the families to come up with ideas and strategies for their child so that we become a cohesive team with the child's best interests in mind.

At Nshwaasnangong CCFC, we encourage and support children's expression and will:

- Practice active listening with children, parents/caregivers, and each other to enhance positive communication strategies;
- Provide a variety of different outlets to allow children to express themselves in an appropriate manner;
- Listen to children's cues and respond accordingly;
- Support children's varying abilities to self-regulate and foster new skills and strategies;
- Provide space, time, and materials to allow children the opportunity to express themselves creatively;
- Communicate with families and caregivers using a variety of different methods (newsletters, email, Storypark, in-class documentations, etc.);
- Work together as a team to set goals for the children, our programs, and ourselves; and
- Respect and nurture our relationship with the land and our natural environment by taking care of the animals, plants, and insects.



HEART/BELONGING: Nshwaasnangong CCFC is a place where kindness and compassion help everyone have a sense of belonging.

Living with kinship:

We will learn how to see and hear everyone. We are side by side and linked together and we will learn how to care for each other and make decisions together as we learn our roles and responsibilities as humans. We will support positive interactions among the children, our families, and our educators.

Living with healing:

Our families still hurt because of what happened in residential schools; the intergenerational trauma, lateral violence, and colonialism still affect us today. In our space we will learn to lift each other up and know both our tears and our laughter are okay. We will teach our children to allow their feelings, and how to regulate those feelings which overwhelm them at times. We will learn to breathe, how to calm those feelings through words or actions that do not harm ourselves or others.

Living with collaboration:

As we find new ways to share with each other, we will foster engagement of and ongoing communication with parents and families to help guide our program. We welcome their thoughts, ideas, and their knowledge to enhance our program. We will invite them to teach the children how to create, read, sing, or drum. Nshwaasnangong CCFC will be a place to leave your mark as we gather in ways that feel safe and are good for all.

We will provide a warm environment where every child feels a sense of belonging. As such, we will:

- Provide a culturally safe space where all who enter will feel welcome, relaxed, and connected;
- Incorporate traditional materials into our play spaces where children will connect with their cultural identity;
- Provide books and other print materials throughout the program in our traditional languages;
- Invite Elders, Knowledge Keepers into our space to share their wisdom and teach us traditional ways of knowing and being;
- Share culture and language resources with parents and caregivers;
- Connect with each child that enters our space, creating an inclusive space where each child belongs and feels welcome, regardless of developmental ability;
- Foster positive relationships with all staff, through ongoing professional development; and
- Provide an environment where children will play collaboratively with educators and each other.

BODIES/WELL-BEING: Nshwaasnangong CCFC is a place where we nurture our well-being while living in sync with community and all creation.

Living with Mother Earth:

Our health is supported by the land, and the land's health is supported by us. As we promote the health, safety, nutrition, and well-being of the children we will teach them to garden, to care for the land, harvest medicines, and give thanks. Our menu will include not only Canada's Food Guide recommendations but will emphasize traditional foods too. We will drink the water provided to us by Mother Earth. We will learn to care for our bodies in positive ways.

Living with cycles:

Each child will learn the cycles of the day, when it is time to run any play, when it is time to eat or drink, when it is time to rest or sleep, and when it is time to explore nature through the seasons. We will encourage them to listen to their bodies and how to voice those needs so we can



assist them if need be. We will have a schedule for the day but we are also flexible to allow the child to take the time to learn and ask questions.

Living with consent:

As we create a space which is inclusive of all children and their abilities, we will plan an environment which promotes each child's individual needs. We will provide a wide variety of open-ended materials, music opportunities, sensory items, and things in which the children have shown interest. We will listen to their voices and let their interests shape our environment.

Living with safety:

It takes a large circle to raise and support our little people and we invite our Elders, Knowledge Keepers, families, and educators to share what they know. As our circle grows we continue to stand for our practices rooted in Indigenous ways of knowing and being. We will allow those into our circle that will support our children, educators, and families. We will learn about personal, fire, outdoor, and traffic safety and will welcome those from our community who can teach us.

We honour and value the health and well-being of our children, families, and educators and will:

- Provide healthy meals and snacks, as well as incorporate traditional foods into our daily menus to promote the health and well-being of our children;
- Provide daily opportunities for children to explore the world around them, fostering their need for inquiry and discovery;
- Provide a health balance of active play and rest or quiet activities;
- Support healthy risk-taking activities when children express their need for physical challenges, while ensuring safety for themselves and those around them, to foster the child's need for exploration, play, and inquiry;
- Work with community partners to offer services, assessments, or screenings when necessary as well as connecting families to those services. We will offer those services in a cultural context whenever possible;
- Provide opportunities for children to connect with the land through the incorporation of natural play materials (i.e. rocks, branches, pinecones, shells, etc.); and
- Encourage and offer activities and resources for staff that promote self-care and personal well-being.



MIND/ENGAGEMENT: Nshwaasnangong CCFC is a place where we engage deeply with questions and possibilities.

Living with wonder:

As simple, everyday moments draw us in, we will absorb, ask questions, and stay with them without rushing. We will share our enthusiasm and ideas as we reflect together. We become co-learners with the children as they

discover the world around them and will provide them resources and materials to extend upon that discovery. We will ask questions which guide the children to find their own answers while encouraging their sense of wonder.



Living with gifts:

We understand that every one of us arrives here with gifts and a purpose. As we discover those gifts in the children, we will support them in various ways. For the singers we will give them time to sing; for the dancers we will provide them with regalia; for the artists we will provide them with creative supplies; and for the creators we will provide them with blocks and building materials; for those who prefer books there will be quiet and comfortable areas to read; for those who need lots of movement we will encourage outdoor activities as a positive outlet. There will be something for everyone and we will encourage each person

to share their gifts. We will invite families to share their gifts whether it be singing, drumming, gardening, or making moccasins. Everyone gets to try new experiences, share what they know, and discover their passion.

Living with vision:

As we build our bundles together, we will continually offer professional learning and training to support our educators and to allow them to share new ideas and projects. Our educators will be offered lessons in our languages, along with our teachings and stories from Elders and Knowledge Keepers. We will seek out those that will help us learn and grow in spirit, heart, body & mind. There will be opportunities to attend conferences with other Indigenous educators which can lead to new places and ideas that will help us remember and honor the Spirit of Nshwaasnangong CCFC.

We celebrate our children, engaging with them fully in our program and will:

- View parents as partners and encourage them to be involved in their child's learning by supporting positive interactions between parents, children, and educators;
- Complete documentation, capturing children's wonder and learning stories as it emerges through their play, as well as sharing documentation with families;
- Foster children's learning by building on observations of their interests, curiosities, and skill levels;
- Take an active role as not only educators but co-learners in their play;
- Plan routines and schedules with limited interruptions and transitions to allow children to fully engage in a variety of different play activities throughout the day;
- Provide provocations to scaffold children's learning and inquiry;
- Champion our educators in their journey as life-long learners by providing and/or supporting professional development opportunities; and

- Welcome students into our centre and support them on their educational journey through mentoring, role modeling, and coaching.

Who Nurtures Your Child

At Nshwaasngong CCFC, we hope you will see the learning and feel the love, care, and belonging. We hand-select our educators based on their spirit, potential, and commitment to lifelong learning. We offer opportunities for staff to pursue full qualifications and mentorship opportunities. We all carry gifts which Elders and Knowledge Keepers can help mentor.

Our Qualifications and Training

Ensuring the safety of your children while they play and learn is our number one priority. With that in mind, Nshwaasngong CCFC insists on the following:

- Police Record Checks, including Vulnerable Sector Screening for all staff, placement students, and volunteers;
- Standard First Aid, CPR-C, and WHMIS training for all staff, placement students, and volunteers;
- Anaphylaxis training for all staff, placement students, and volunteers;
- Safe Food Handlers Certification for cook and any staff in who will be in the kitchen handling food; and
- Indigenous Cultural Safety Training for all staff.

We value mentorship and provide opportunities for high school co-op students, Early Childhood Education students, or those pursuing other relevant education paths to complete field placements at Nshwaasngong CCFC. Each placement student is paired with a mentor whose responsibility is to guide them, help them learn, and teach them the spirit of Nshwaasngong CCFC. Students and volunteers are not responsible for directly supervising children in our care and are never left alone with children without fully qualified program staff.

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Off-Site Activities/Field Trips



To complement the children's daily program, educators sometimes plan special activities off-site, which may involve transportation. Neighbourhood walks, a regular part of our program, will be taken spontaneously. Upon registration, parents are required to sign consent for their child to leave the premises for walking trips within the Nshwaasnangong CCFC neighbourhood. Children are always escorted and supervised by staff. Field trips that involve transportation are to participate in off-site activities that enhance the curriculum. These trips are scheduled and communicated to parents ahead of time via email and verbal communication, and posters are posted near classroom exits. Parents are required to sign specific Field Trip Consent forms, which will state the date, time,

destination, and method of transportation. There are no additional fees for field trips. Parents who elect not to have their child participate in field trip excursions are asked to keep their child home for the day, as there will be no staff remaining at the child care to care for children to stay behind, and we are unable to mix age groups. Parents are welcome to volunteer for field trips, but a current criminal reference check must be submitted in advance. Please speak to the Child Care Manager for more information on volunteering for field trips.

Nshwaasnangong CCFC Policies

ANAPHYLAXIS

Policy #: 3.3 Anaphylaxis

Nshwaasnangong CCFC staff strive to provide a safe and healthy environment that supports the needs of children with life-threatening allergies, and to provide information on anaphylaxis and allergy awareness to staff, parents/ guardians, students, volunteers, and visitors of the child care centre.

Procedure:

Education

1. Before a child with an anaphylactic allergy may begin care, an Individual Anaphylaxis Emergency Response Plan (Appendix A) must be developed by the parent/guardian and with any regular health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation.
2. The Centre Manager/Program Supervisor will be trained by the child's parent/guardian on the signs and symptoms of an anaphylactic reaction for the individual child, the emergency response to an anaphylactic reaction, and the use of all medications administered in the event of an anaphylactic reaction.
3. The Centre Manager/Program Supervisor will train all staff, students and volunteers on the signs and symptoms of each affected child and their individual emergency response procedures.

4. A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy.
5. The training record will be signed by the parent/guardian and the Centre Manager/Program Supervisor at the time of registration (or when the parent/guardian notifies the Manager/Supervisor that the child has an anaphylactic allergy), and will be reviewed annually and any time there are changes to the plan.
6. The training record will include the name and signature of any staff, student or volunteer, as well as the date, who has been trained on the child's individual Emergency Response Plan.
7. Individual Anaphylaxis Emergency Response plans must be reviewed and the training record signed by all employees, students and volunteers when they begin their employment/placement and annually thereafter (or more frequently if changes are made).
8. Training logs for each Individual Emergency Response Plan will be stored in the Centre Manager/Program Supervisor's office.

Communication

1. Signs will be posted at all entrances alerting all staff, parents and visitors that nuts and nut products are not permitted at the child care centre due to the presence of life-threatening allergies.
2. Information about anaphylaxis and the Anaphylaxis Policy is provided in the Nshwaasnangong CCFC Parent Handbook.
3. A list of all children's allergies is posted in all areas of the child care centre where food is prepared and served, in each play activity room and made available in any other area where children may be present.
4. Each child's individual Anaphylaxis Emergency Response Plan is also posted in all areas of the child care centre where food is prepared and served, in each play activity room and made available in any other area where children may be present, including off-premise activities and excursions.

Strategies to Reduce the Risk of Exposure

1. Foods containing nuts or nut products are not permitted at Nshwaasnangong CCFC or during any off-premise event, activity or excursion.
2. All labels will be read by kitchen staff members prior to purchase, preparation or serving.
3. All children, staff, students and volunteers will wash their hands before and after handling food.
4. Children, staff, students and volunteers will be instructed not to share food with each other.
5. All food prep, eating and serving surfaces will be cleaned and sanitized with a cleaning solution prior to and after preparing and serving food.
6. Close supervision of anaphylactic children during eating time will help to ensure child does not come into contact with a potential allergen.
7. During field trips, children with anaphylactic allergies will sit close to a staff member.
8. Playground areas will be checked and monitored for insects such as wasps.

9. On off-site trips, staff in charge will bring the Epi-Pen or emergency medications.
10. Staff will take a cell phone on all excursions for emergency use only.
11. Children's bags and cubbies will be checked daily for outside food and any item found will be discarded.
12. Parents/guardians will not be permitted to bring in homemade treats to celebrate a child's birthday or for other celebrations. Non-food items will be encouraged.
13. Staff, students and volunteers are not permitted to eat food from home in the classroom; these foods are to be consumed in the staff room on breaks and lunches, and these foods must comply to the Anaphylaxis Policy.
14. In cases where a child has food allergies or special diet requirements and the meals and snacks provided by Nshwaasnangong CCFC cannot meet the child's needs, the child's parent will be required to supply snacks/meals for their child:
 - Parents will be required to provide written instructions for the child's diet by completing the Special Dietary Accommodations Form (Appendix B). All written instructions for diet provided by the parent will be implemented.
 - Staff are required to ensure that parents label ALL food brought to Nshwaasnangong CCFC with the child's full name and the date the food arrived at the child care centre and that the parent advise of all ingredients. Parents will be required to provide foods in original packing whenever possible.
 - Staff are required to ensure the appropriate supervision of children is maintained when food is provided from home for children, so that food is not shared or exchanged.
15. Parents will be encouraged to ensure their child has been rid of any allergens prior to attending Nshwaasnangong CCFC when their child has been served foods containing allergens (ie. by thoroughly washing hands, brushing teeth, etc.)

Drug and Medication Requirements

1. In the event that drugs or medications need to be administered to a child in response to an anaphylactic reaction, the Medication Administration policy must be followed, including the completion of a Medication Authorization Form. This must accompany the child's Individual Emergency Response Plan.
2. Emergency allergy medication (ie. Puffers, epinephrine auto-injectors) are not to be stored in the locked medication box to ensure that they will be available and administered quickly when needed. Emergency allergy medication is to be stored in a labelled, accessible cupboard in the classroom, or in a fanny pack to be carried on the Designated RECE's person when the group is engaged in outdoor play or is off premise for a field trip, community outing, etc. The staff member carrying the emergency medication is responsible for transferring the fanny pack to another staff member when he/she steps out of the program. He/she must also notify all other program staff of the transfer to ensure that all staff are aware of the location of the emergency medication at all times.

PARENT ISSUES/ CONCERNS

Policy #: 2.6 Addressing Parent Feedback & Concerns

Nshwaasnangong CCFC values Parents as partners in their child's care and is committed to listening to and addressing parent concerns in a fair, timely and respectful manner. All concerns brought forth by parents will be given due consideration by Nshwaasnangong CCFC with fear of reprisal or discrimination.

Procedure:

1. All issues or concerns raised by parents are taken seriously by Nshwaanangong Child Care & Family Centre. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties in a timely manner.
2. Issues or concerns from parents may be communicated either verbally or in writing. The Centre Manager/Program Supervisor will provide responses and outcomes verbally or in person whenever possible, maintain confidentiality of all parties involved. The Centre Manager/Program Supervisor will follow up on any verbal communication with written correspondence to the parent via email.
3. If a staff member receives a concern from a parent, the staff is responsible to directing the parent to the Centre Manager/Program Supervisor.
4. Once the Centre Manager/Program Supervisor has received the concern, he/she will respond within 2 business days either in person or via telephone, to acknowledge receipt of the concern. The person who brought the issue forward will be kept informed throughout the resolution process.
5. The Centre Manager/Program Supervisor will follow Nshwaasnangong CCFC's Code of Conduct at all times. The investigation of issues and concerns will be fair, impartial and respectful to all parties involved.
6. A parent who feels that the matter was not resolved to their satisfaction during the conflict resolution process, can choose to escalate their concern to the CEO of SOAHAC or designate approved by CEO.
7. The CEO of SOAHAC or designate approved by CEO will respond to the parent concern with 5 business days and work with all parties to reach a mutually agreeable resolution.
8. All issues/concerns raised by parents or guardians are expected to be done so in a respectful manner. Abuse, threats of any kind (ie. Verbal, via social media, physical, etc.) will not be tolerated. If at any point a parent/guardian or staff feels uncomfortable, threatened, abused or belittled, the meeting/conversation will end and the CEO of SOAHAC or designate approved by CEO will be informed immediately of the situation.
9. All issues/concerns raised by parents will be documented by the Centre Manager/Program Supervisor once the meeting or discussion has concluded using the Parent Issue/Concern Documentation form. A copy of this form will be forwarded to the CEO of SOAHAC or designate approved by CEO. Additionally, a copy will be placed in the Parent issue/Concern file as well as in the child's file.

10. A concern about alleged abuse or neglect of a child while receiving care at Nshwaasnangong CCFC is considered a Serious Occurrence. The Centre Manager or Program Supervisor will contact the CEO of SOAHAC or designate approved by CEO immediately to discuss the next steps. All aspects of Nshwaasnangongs CCFC's Serious Occurrence policy will be implemented. The parent will be directed to contact the Children's Aid Society directly. Staff are also responsible for reporting this information as per the Duty to Report requirement under the Child and Family Services Act.

PROHIBITED PRACTICES

Research from diverse fields of study show that children who attend programs where they experience warm, supportive relationships are happier, less anxious, and more motivated to learn than those who do not. Experiencing positive relationships in early childhood also significant long-term impact on physical and mental health, and success in school and beyond.

Staff, students and volunteers are prohibited from engaging in the following practices:

- Corporal punishment of the child;
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing the child from hurting themselves or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the 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 Nshwaasnangong CCFC's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child, or undermine their self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
or
- Inflicting any bodily harm on children including making children eat or drink against their will.

POLICY REGARDING STUDENT/ VOLUNTEERS

Policy #: 4.4 Supervision of Students & Volunteers Policy:

Placement students and volunteers bring talents, skills, life experiences and resources to Nshwaasnangong CCFC. Nshwaasnangong CCFC supports the education of future professionals in the early learning and care sector and family education through the provision of field placements, complete appropriate paperwork and have the opportunity to ask questions.

Procedure:

1. All students and volunteers are required to attend an orientation session with the Centre Manager/Program Supervisor to review all policies and procedures, complete require paperwork and have the opportunity to ask questions.

2. They will also require an up-to-date Vulnerable Sector Check before being allowed to participate. Students and Volunteers will always be supervised by an employee, and they will never be left alone with any child or group of children. They are not included in staff ratios.

Policy 4.6 : Safe Arrival and Dismissal Policy

This policy and the procedures within help support the safe arrival and dismissal of children receiving care at Nshwaasnangong Child Care & Family Centre. 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 center as expected, as well as steps to follow to ensure the safe dismissal of children.

Nshwaasnangong 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.

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

Procedure

When a child does not arrive in care as expected or is not picked up as expected, employees will follow the safe arrival and departure procedures as set out below.

Safe Arrival

When arriving at the Childcare, please bring your child directly to the educator responsible for their program. This time is perfect for sharing about your child's night, their morning, health and any changes in their routine/life.

Upon arrival, an educator will sign your child into our attendance log with the time. Educators are responsible for documenting any pertinent information shared, as well as record their daily health check.

We understand that absences happen. Whether it is due to illness, appointment, or other events, please alert your child's educators on a timely basis via Storypark, or phone call.

If your child has not arrived at the program by 9:30AM and you have not indicated that your child will be arriving late or absent, the center will attempt to connect with you via Storypark and a phone call. It is your responsibility to respond to confirm your child's absence.

Late arrivals are not permitted on a regular basis. Arriving past 9:30AM is acceptable in the case of emergency, appointment, or other unique circumstance, permitted you have shared this with your child's educators by 9:00AM.

Safe Departure

When arriving to pick up your child, we ask that you connect directly with the educator that is currently caring for your child.

Educators will sign children out of the attendance log with the time.

In the event that someone who has not been pre-authorized is picking up a child, it is the parent/guardian's responsibility to inform the program in a reasonable amount of time. A child will not be released unless communication has been received. If we are unaware of the alternate pick-up, a child will not be released until communication has been made with the parent/guardian.

If an educator is unfamiliar with the person picking up your child, the individual will be asked to provide photo ID.

We reserve the right to not release a child to any person who is impaired or otherwise unable to care for a child suitably and safely.

If you have conveyed that you will be picking your child up at a certain time or timeframe, and your child has not been picked up from care in that time, the educator currently responsible for your child will attempt to contact you via phone 15 minutes after the expected time frame to inform you that your child is still in care and has not been picked up. It is your responsibility to respond in a timely manner.

It is imperative that all parent/guardian and emergency contact information is up-to-date with accurate information in order for seamless contact.

After Hours

At the time of program closure, employees will begin calling the parent/guardian, followed by their emergency contacts to inquire about pick-up. At this time, the child will be provided a snack and an activity while waiting.

If the child has not been picked up 15 minutes after closing and the employee has been unable to connect with the parent/guardian or emergency contacts, the employee will notify the Centre Manager/Program Supervisor or Designate for further instruction.

If the program is unable to reach the parent/guardian or emergency contacts after 1 hour after closing, we will proceed to contact either the Centre Manager/Program Supervisor/Designate and wait for further instruction on what supportive agencies to contact.

Educators must act on their duty to report as necessary.

EMERGENCY MANAGEMENT/NOTIFICATION

Our Emergency Relocation Policy requires us to be able to reach parents in case of an emergency so it is crucial to keep us informed of any phone numbers/emergency contact information that may have changed. We require up-to-date information to enable us to reach you in case of emergency or evacuation of the centre. If we need to evacuate the building and assemble at our Emergency Location, every effort will be made to call parents/guardians or emergency contacts to inform you of next steps to take.

POLICY REGARDING SICK/ ILL CHILDREN

Children may be refused if they appear physically ill at arrival and/or have a temperature of 38.3 C or 101 F. Children who have been given cold or pain medication before arrival should be kept home and monitored to see whether any signs/symptoms worsen or disappear. Children who become ill while at childcare, will be excluded

from the group if their signs/symptoms call for that according to the policy. They will always be monitored by a staff member while waiting for the parent to pick them up.

Resources

Ministry of Education Information on Child Care: www.edu.gov.on.ca/childcare/

How Does Learning Happen? Document: www.edu.gov.on.ca/childcare/HowLearningHappens.pdf

Middlesex-London Health Unit: www.healthunit.com

Health Canada: www.hc-sc.gc.ca/fn-an/index-eng.php

Family Info: www.familyinfo.ca

First Nations Early Learning Collaboration Website: www.fnel.ca

City of London Child Care Subsidy: <https://london.ca/living-london/community-services/child-careservices/child-care-fee-subsidy-program>