



The HUB Child Care Centres

Program Statement & Parent Agreement



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Effective July 1, 2026

Table of Contents

Land Acknowledgement.....	3
Vision Statement.....	3
About The HUB.....	3
Policy Statement on Programming and Pedagogy	3
Program Statement.....	4
Location and Hours.....	8
Group Staff/Child Ratio	9
Parent Fee Policy	9
Closures	12
Sick Children	12
Inclement Weather.....	12
Discharge and Termination of Child Care.....	12
Wait List Policy	13
The HUB Orientation.....	15
Communication	15
Safe Arrival and Dismissal	15
Allergies and Restrictions List	18
Administration of Drugs and Medication	18
Activities off Premises.....	19
Supervision of Volunteers and Students	19
Prohibited Practices.....	19
Emergency Management.....	19
Parent Issues and Concerns.....	20
Contacts	23



The HUB Child Care Centres – Picton, Massassaga-Rednersville & Base 31 Program Statement & Parent Agreement

Welcome to The HUB Child & Family Centre. We are excited that you have chosen to use our child care facility and look forward to getting acquainted with your family.

Land Acknowledgement

The land where The HUB Child & Family Centre (The HUB) operates is on treaty land rich in Indigenous history and home to many First Nations. We are situated on traditional Anishinaabe (Ah-nish-in-ah-bay) and Haudenosaunee (Ho-den-o-show-nee) territory. We are grateful to be able to live, learn and play on these lands.

Vision Statement

The HUB Child & Family Centre
Growing healthy families in Prince Edward County!

Mission

To provide a variety of quality services and supports to enhance the physical and emotional well-being, development and education of all children in partnership with caregivers, parents and the community.

Values

The HUB Child & Family Centre values:

- *Compassionate and caring staff
- *Professionalism and integrity
- *Safe and engaging learning environments
- *Learning through play and exploration
- *Accessible affordable programs
- *Healthy nutrition and healthy lifestyles

About The HUB

The HUB, formerly known as Prince Edward Child Care Services, was established as a not-for-profit, charitable organization in 1989. The HUB is dedicated to providing Prince Edward County families with quality early learning and child care services through the provision of various programs and services focusing on children aged infant to 12 years and their families.

Policy Statement on Programming and Pedagogy

How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014) is the document to be used for the purpose of guiding programming and pedagogy in all of the HUB's programs. It is a professional resource guide about learning through relationships for those working with young children and families. It is intended to support pedagogy and curriculum/program development in early years' programs. Pedagogy is 'the understanding of how learning takes place and the philosophy and practice that supports

the understanding of learning”. Curriculum and pedagogy in early year’s settings are shaped by views about children, the role of educators and families and relationships among them. The term “Educator” refers to all who work with children and families in any of the HUB’s programs.

Please see link to document How Does Learning Happen here: <https://files.ontario.ca/edu-how-does-learning-happen-en-2021-03-23.pdf>

Program Statement

Welcome to The HUB Child & Family Centre (The HUB) licensed child care program. Our program statement describes how our programs support and foster early learning. It will outline our view of the child, our philosophy as well as the goals and approaches used to ensure healthy child development. It will also outline how we evaluate our programs to maintain quality and how we support the professional educators who work with the children.

The HUB program statement is reviewed annually to ensure it is aligned with the Minister of Education’s Policy Statement. Our staff have ongoing conversations in their daily planning and monthly staff meetings to ensure documentation, reflection, and the way we think and interact with children and families, reflects How Does Learning Happen and its evidence in daily operations.

These documents can be found on the Ministry of Education, Ontario link provided here: http://www.edu.gov.on.ca/child_care/

Our View of the Child

Every child is special in the eyes of their parents and those who love them. Your child(ren) are special to us too. The HUB teachers know that each child is an individual and develop at their own pace. We understand that nature and nurture influences children, and the adults they will become. Their individual family life experiences make them the individuals they are and allows them to think and interact in their own unique way.

At The HUB we understand that children learn through play. Play is enjoyable, spontaneous, active, and allows children to explore the world through their eyes. Children are self-learners and do not require an adult to choose what or how they will learn, but rather provide interesting activities and engage in play and learn with the children.

Adults who support children through caring and responsive, positive relationships in a developmentally appropriate learning environment will allow a child to feel a sense of belonging, well-being and engagement. We believe this will allow children to freely explore and express themselves.

We believe this develops the child’s own abilities in competence, capacity, and curiosity is maximized allowing them to reach their full potential. We incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day, and give consideration to individual needs of child(ren) receiving child care.

Promoting Health, Safety, Nutrition and Well Being

Keeping children healthy and safe is a priority of The HUB. We understand that parents want the well-being of their child to be at the forefront of all we do. We believe that providing risk in an appropriate challenging way through play, and equipment that is monitored by the educator allows children the freedom

to explore and grow.

We follow the procedures below when planning our environment and activities:

- Safe supervision of children at all times.
- Child protection procedures and training.
- Sanitation and disinfection procedures.
- Menu planning following the Canada Food Guide.
- Communicable disease prevention.
- Emergency procedures.
- Standard First Aid and CPR training for all educators.

The Educator

Registered Early Childhood Educators are members of the College of Early Childhood Educators (ECE) <https://www.college-ece.ca/>.

We believe that our educators' overall well-being is very important and encourage a healthy lifestyle for all. We listen and provide training opportunities that allow them to grow. Educators are supported, encouraged and mandated through the College of ECE to continue with their own continuous professional learning and to develop a plan that works for them to set short and long term learning outcomes.

The HUB believes that the educator and other adults are critical in the child's life. They support and set the stage for lifelong learning. Their role in a child's life is to support them to learn how to interact effectively with the world around them including other children, adults and the environment.

Providing the supports for self-regulation is critical and each child is unique in the ability to master these skills. Caring, consistent relationships with educators and adults, provide the external supports that serves as the basis for developing self-regulation.

Our educators set the following approaches in practice for positive interactions among children:

- Educators provide small group experiences that allow for more individualized adult attention.
- Educators role model inclusive, respectful, and collaborative interactions with children and other adults.
- Educators ensure the learning environment is flexible so they can respond in the moment and build and expand the child's interest and learning opportunities.
- Educators ensure toys, equipment and materials are appropriate and available for all children.
- Children make the choices with freedom in the environment.
- Educators engage as a play partner with children, role modelling pro-social skills including expanding discussion enriching language, problem solving when conflict arises, educators reflect and understand how their actions effects the children.
- Educators set goals for personal learning and development through continuous professional learning that provides them the skills they need to support children in their healthy development.

Staff will plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individual plans.

Supporting educators' continuous professional learning:

- The HUB is committed to the ongoing professional development of all our educators.
- Professional development supports our goal of excellence and the benefits of staff learning is passed onto the children.
- The HUB program educators attend internal professional learning opportunities throughout the year with the Childcare System Service Manager and The HUB provides opportunities for educators to attend external learning events and conferences and keep legislated training requirements like Standard First Aid & Infant and Child CPR up-to-date.
- On a day-to-day basis the child care centre supervisor is responsible for the leadership, mentorship, coaching and development of educators.
- We at The HUB, believe in positive interactions with children and our staff and management engage in Triple P training opportunities.

Documentation:

The HUB program educators participate in a continuous cycle of observation by:

- Documenting play and its significance
- Determining the children's interests
- Planning activities that support their interests
- Discussion with team members which includes updating program statements to ensure relevance to the program
- Reflection that supports the planning of activities and the learning environment. The HUB educators are given individual and group planning time for this purpose
- Documentation on the children is posted weekly for parents to read, discussed with the educators in individual children's Continuum of Development booklets, and in photographs and written descriptions of activities.

This process of continuous program assessment is reflective practice. Daily educators are observing and engaging with children and evaluating the effectiveness of the learning environment to build on children's interests.

Weekly they are reviewing, planning and discussing with their team and supervisor to ensure they are supporting children's learning and development and monthly they are meeting as a team to look back on what did and didn't work and then plan for the future.

Our learning environments support every child's learning:

The HUB child care programs are located in various schools, Base 31 in addition to The HUB owned building in Picton. We believe that parents are their child's first teacher, and our goal is to be the second teacher, along with the environments offered in our The HUB child care locations as the third. The HUB's unique approach to planning and creating learning environments that supports children's play, offers maximized early learning and healthy development for all children.

We have created home like environments that include calm colours, soft furnishings, items from nature like plants, family photographs, and accessories that help children feel comfortable and safe. At The HUB Child Care Centre we offer a unique opportunity for children to learn about the food they eat from seed to table. Children participate in growing food inside and out year-round and enjoy the food in their daily meals.

Educator, Community and Families:

The HUB believes in supporting children and families through quality child care experiences. Collaborating with the expertise in the community to provide enriching opportunities for children to learn, grow and experience the world they live in.

Educators share their experiences through their observation, documentation, and reflections with families and welcome their participation in their child's daily playing environments. Educators communicate daily with families, to ensure they have the information they need to know about their child's development and activity throughout the time they spend with us.

Inclusion

"The values, policies, and practices that support the right of every infant and young child and his or her family, regardless of ability, to participate in a broad range of activities and contexts as full members of families, communities and society." Shared from the national definition of the Division of Early Childhood (DEC) and the National Association for the Education of Young Children (NAEYC).

We work closely with Community Living Prince Edward (CLPE). They refer families and their children to our programs and with parent permission we make referrals to them. CLPE states "Children are welcomed, supported and valued."

This means that the activities of playing, learning and growing happen in a way in which all children feel they belong. It does not mean that there are no challenges – rather that the child is in the best environment to experience success. It does not mean every child does exactly the same thing at exactly the same time. All children have different abilities and aptitudes; an inclusive setting accommodates and builds on those. Effective inclusion is a process. (Supported Child Care: Province of British Columbia)

Sometimes children require an extra set of hands to help them succeed in the program. In this case enhanced support workers may be hired to assist the child. In support of our inclusion policy, enhanced support workers work with other children and educators in the room so that they are not viewed as a particular child's "worker".

Children requiring enhanced staffing support must be referred to the Resource Consultant Program with Community Living Prince Edward (CLPE). If parents do not grant permission to seek the support of Resource Consultants, the program may not be able to accommodate their special needs without impacting the quality of care.

Every effort will be given to ensure inclusion, but enhanced staffing is only available in consultation with CLPE and a referral to this program. The HUB views all children as competent and capable, curious and rich in potential.

Location and Hours

	Picton Child Care Centre
Location	10 McFarland Court, Picton
Full Day	7:00 am – 5:30 pm
Half Day	7:00 am – 12:00 pm (morning) 12:00 pm – 5:30 pm (afternoon)

	Massassaga-Rednersville Child Care Centre
Location	Located in Massassaga-Rednersville School
Full Day	7:30 am – 5:30 pm
Half Day	7:30 am – 12:00 pm (morning) 12:00 pm – 5:30 pm (afternoon)

	Base 31 Child Care Centre
Location	31-343 County Road 22, Picton
Full Day	7:30 am – 5:30 pm
Half Day	7:30 am – 12:00 pm (morning) 12:00 pm – 5:30 pm (afternoon)

- **Picton Centre Licensed Capacity:**
16 infant, 25 toddler, and 40 preschool. HUB licenses allow for alternate capacity when required.
- **Massassaga-Rednersville Centre Licensed Capacity:**
6 infant, 10 toddler, and 21 preschool. HUB licenses allow for alternate capacity when required.
- **Base 31 Centre Licensed Capacity:**
25 toddler and 24 preschool. HUB licenses allow for alternate capacity when required.

Group Staff/Child Ratio

Name of age category	Age range of age category	Ratio of employees to children	Max # of children in group	Proportion of employees that must be qualified employees
Infant	Younger than 18 months	3:10	10	1/3
Toddler	18 months or older but younger than 30 months	1:5	15	1/3
Preschool	30 months or older but younger than 6 years	1:8	24	2/3
Kindergarten	44 months or older but younger than 7 years	1:13	26	1/2
Primary/Junior School Age	68 months or older but younger than 13 years	1:15	30	1/2
Junior School Age	9 years or older but younger than 13 years	1:20	20	1/1

Parent Fee Policy

Canada Wide Early Learning and Child Care System (CWELCC)

The HUB Child and Family Centre has enrolled in the CWELCC System. Effective October 1, 2022 HUB families will be billed the CWELCC reduced base fee as shown in the following table.

We believe that child care provides a strong foundation for early childhood development and well-being of children and we are committed to providing child care services that meet the needs of your children and families. Participating in the CWELCC System will help us to continue to provide high quality child care that is accessible, affordable, inclusive and sustainable.

If you would like more information about the CWELCC System, please visit:

<https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement>

Fee reduction through the CWELCC system is for children under six years old. If your child turns six years old between January 1 and June 30 in a calendar year you will continue to receive the reduced base fee rate until June 30. If your child turns six years old between July 1 and December 31, you will continue to receive the reduced base fee rate until the end of your child's birth month.

For example if your child's birthdate is March 6 – reduced base fees will continue to be charged until June 30 or if your child's birthdate is Oct 6 – reduced base fees will continue to be charged until October 31st.

Child Care Rates (CWELCC reduced base fee) Fixed Rate

Age Group	Full Day	Half Day
Infant Younger than 18 months	\$22.00	\$16.07
Toddler 18 months or older and younger than 30 months	\$22.00	\$14.18
Preschool 30 months or older and younger than 44 months	\$20.79	\$13.23

Occasional Rate (CWELCC reduced base fee)

Age Group	Full Day	Half Day
Infant Younger than 18 months	\$22.00	\$17.01
Toddler 18 months or older and younger than 30 months	\$22.00	\$15.12
Preschool 30 months or older and younger than 44 months	\$22.00	\$14.65

Kindergarten/School Age rates apply once child begins school.

Late Pick-up Fee (CWELCC non-base fee)

Families will be charged \$5 per child for every 10 minutes after 5:30 pm, for late pick-up.

Parent Vacation

Parents must give two weeks written notice for vacation days otherwise parents are responsible for all child care fees. As of January 2023, families already enrolled are not billed for their approved vacation time per calendar year. Any families enrolled after January 2023 are not billed for their approved vacation time per year starting from your date of enrollment.

Full time children who use 4-5 days a week receive 15 days of non-billable vacation per year, part time children who use 1-3 days a week receive 7 non-billable vacation days per year. Vacation time in excess of your approved amount per year will be subject to regular scheduled fees.

Billing & Statements

- Child care fees are billed twice a month, the 1-15th and 16-31st. Statements are sent out by email shortly after the 1st and 15th of each month.
- Families accessing child care fee subsidy will be billed their Monthly Parental Contribution on the 15th of each month.
- **Payment is due upon receipt of statement.**
- Child care arrangements may be terminated by the program manager if your payment is 30 days overdue from the day you received your statement. Parents can request a payment plan with your manager and bookkeeping. Once a payment plan is in place any missed payments will result in

immediate termination of care.

- If child care is terminated for non-payment, parent will lose the child care space. If full payment is not submitted to the HUB, you will not have access to any HUB child care programs. Parents can request to be put on the waitlist after losing their space due to non-payment but there is no guarantee we will be able to get you back into care once another child is in the child care space that was terminated for non-payment.
- Parents who request to return to care will be required to provide full payment of the outstanding debt and pay in advance per billing period of any child care days requested.
- A \$20 fee will be charged against all NSF transactions (your bank or financial institution may charge you additional penalties). (CWELCC Non-Base Fee)

Payment Options

On-line banking (BMO, CIBC, TD, & Scotia)

Add THE HUB CHILD & FAMILY CENTRE as a payee and use your 4-digit parent account number (the 4-digit number that follows your account name, which can be found at the top of your statement).

Email Transfer

Send to bookkeeper@thehubcentre.ca – using the last name on your account and your 4-digit parent account number (no capitals, no spaces) as the password. (e.g., smith1234)

Pre-Authorized Debit (PAD) Plan

Electronic fund transfers will be withdrawn from your bank account on the 14th and 28th of each month (or next business day). A Payor's PAD Agreement must be completed and signed to enroll in the PAD Plan. A statement indicating the amount to be withdrawn will be emailed at least one week in advance of each withdrawal date.

Cash and/or Cheque

Cash is accepted at the Picton office located at 10 McFarland COURT, Picton.

Cheques made payable to "The HUB Child & Family Centre" are accepted at the Picton office and licensed centre-based child care locations. Please ensure a receipt is issued to you by a staff member.

Credit and Refund Policy

If there is a credit due to overpayment on your account, that credit will get applied towards your next bill. If that credit goes unused for more than 12 months, that credit will be refunded by cheque. If any other instances occur where a refund or credit is required, please contact the bookkeeping office.

Additional Fee Information

- Child care fees are reviewed annually and subject to change. Parents will be given notice of at least one month of any fee changes.
- Annual child care receipts will be issued for income tax purposes by the end of February of the following year.
- Please ensure we are notified of any personal information changes (mailing address changes) at your earliest convenience.

Closures

The HUB Child Care Centres observe all Ontario Public Holiday's under the Employment Standards Act, 2020. The HUB takes part in board approved professional development and team building days of which ample notice is given. Christmas Holiday closures will be given with appropriate notice.

The HUB Child Care Centres observe the following stat days: New Year's Day, Family Day, Good Friday, Easter Monday (Professional Development Day), Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, and Christmas & Boxing Day.

Parents will be required to pay for the 10 stat holidays listed above with an exception to the professional development days.

Sick Children

For the well-being of all children in the program, the Southeast Public Health Unit and the Ministry of Education state that parents may not bring ill children to Child Care Centre. If the child is displaying symptoms of ill health including nasal and eye discharge, chest congestion, open sores, fever, vomiting, diarrhea, undiagnosed skin rash, acute cough, unusual irritability, fussiness or listlessness, head lice and scabies, parents are required to keep their child at home.

If a child becomes ill during the day, staff will isolate the child away from others and provide temporary care (up to 1 hour), until the parent arrives to take the child home. If it is determined that the child has an infectious disease, the child must be isolated from any other children in a well supervised area and removed from the centre as quickly as possible. This requirement is necessary, not only in the interest of your child, but also in the interest of all other children attending the program.

If a child contracts an infectious disease, the staff should be notified immediately, so that other parents can be informed and monitor the health of their children. The child may return to the program when the contagious period is over, or as permitted by the Southeast Public Health.

Children must be free of diarrhea and vomiting for 48 consecutive hours and a high fever (as a result of illness) for 24 consecutive hours before returning to the program.

If your child will not be attending on one of their regularly scheduled days, please contact the program supervisor on Lillio or by calling your child's HUB child care program.

Parent fees apply to all sick days used.

Inclement Weather

When school buses in Prince Edward County are cancelled HUB Child Care centres will operate. When schools in Prince Edward County are closed HUB programs will not operate. Parents are not required to pay for days that the HUB Child Care centres are fully closed due to unforeseen circumstances.

Discharge and Termination of Child Care

Written notice of withdrawal must be given two weeks in advance; otherwise, program fees will be charged. If you wish to temporarily withdraw your child, you will be placed on a waiting list until a permanent space becomes available. The HUB may terminate services if policies contained in this agreement are not followed or fees not paid.

Wait List Policy

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

Policy

- The HUB will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Prince Edward-Lennox and Addington Social Services (PELASS) Centralized Waitlist is a streamlined platform developed to simplify access to childcare services across Lennox and Addington County and Prince Edward County.

Placing a Child on the Waiting List

1. Visit the PELASS Children Services website to complete a brief survey. Parents and guardians provide their email address to receive further information and gain access to the centralized child care waitlist.
2. After completing the access survey, you will receive an email at the address provided. This email includes key information to help you prepare for the application process, contact details for support, and a link to access the centralized child care waitlist application.
3. The waitlist application is a detailed questionnaire that collects essential information about both the parents/guardians and the child(ren) for whom childcare is being requested. Each application allows for up to two parents/guardians and up to ten children.
4. After submitting your waitlist application, a confirmation email will be sent to the email address of Applicant
1. This email will include:
 - A unique ID for Applicant 1
 - A Unique ID for Applicant 2 (if applicable)
 - Unique IDs for each child added to the waitlist

The Child Care Manager will request the family's unique ID(s) when providing information about their waitlist status, which is organized by chronological order based on the original date of contact.

Determining Placement Priority when a Space Becomes Available:

1. When space becomes available in the program, priority will be given to:
 - a). Full-time children which is defined as children who are enrolled and pay for full five days per week (not withstanding statutory holidays)
 - b). Children who are currently enrolled in a program and “graduate” to the next age grouping.
 - c). Siblings of children currently enrolled in a program
 - d). Children of staff employed by The HUB.
 - e). Once these children have been placed, other children on the wait list will be prioritized based on program availability and the chronology in which the child was placed on the wait list.
 - f). If space is not available in a program when a child wants to enroll full-time, the last part-time child enrolled in that age group will be given two weeks’ notice to go full-time or that they are losing their child care space.

Offering an Available Space:

1. Parents of children on the waiting list will be notified via telephone, text or email (which ever one works best for them) that a space has become available in their requested program.
2. Parents will be provided a timeframe of 72 hours in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the Child Care Manager will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who Inquire About Their Child’s Placement on the Waiting List:

1. The Child Care Manager will be the contact person for parents who wish to inquire about the status of their child’s place on the waiting list.
2. The Child Care Manager will respond to parent inquiries and provide the child’s current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child’s position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Additional Procedures

Full time children are given preference over part time children. If space is not available in the program when a full-time child wants to enroll, the last part time child enrolled/age group will be given two weeks’ notice to go full-time or that they are losing their child care space.

Children will be removed from the wait list upon the following reasons:

- parents or guardians request.
- family has moved away or phone number is out of order (the client is then unreachable).
- if the parent contacts the child care centre after the timeline to respond has past, that child will be placed at the bottom of the waitlist for their age group.

The HUB Orientation

A visit will be arranged to familiarize you and your child with the surroundings, answer your questions, and complete admission forms prior to enrolment. Until you and your child become comfortable with the drop-off routine, you are encouraged to stay with your child for a short period at the beginning of the day to reassure and minimize their fears. Children are outside for a minimum of 2 hours every day.

What to Bring the First Day:

- Indoor shoes (these are required to stay at the Centre)
- Nap bedding/blanket
- Diapers, wipes and diaper cream if applicable (ensure they are labelled)
- Spare clothing
- Weather appropriate clothing
- Milk (if special type required) – ensure labelled correctly with child's full name
- Hat and sunscreen in the spring, summer and fall
- Family picture
- Medication form (if required)

Do NOT Bring:

- Toys from home
- Cell phones and electronic devices

Communication

Parents and educators can access the Lillio app for daily communications and letters and updates from the Minister of Education and Ministry of Education. Please monitor your messages. We will share information from the Ministry of Education through the Lillio app, social media and via email.

The HUB is required to share information and communication from the Minister of Education to parents and guardians enrolled in licensed child care programs. If families do not have access to Lillio an email will be sent out to them. Tax receipts will be emailed to families by the end of February for the previous calendar year. We keep families up to date on our social media and our website: thehubcentre.ca

Safe Arrival and Dismissal

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.

Policy

The HUB Child & Family 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 over the age of 18 years that the parent/guardian has provided written authorization the child care centre may release the child to.

The HUB Child & Family 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.
- 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 children's file and children's emergency card 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 log book if needed
- sign the child in on the classroom attendance record with time, and daily health check

Where a Child Has Not Arrived in Care as Expected:

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:

- child's parent/guardian no later than 10:00 AM. Staff shall call the parents/guardian listed on the child's file until someone answers.
- If parents/guardians are not available within 30 minute time frame they will contact one of the emergency contact people on the list.

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.

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, or staff are to refer to the daily log book.
- 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.

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 half an hour from the specific time, the program staff, or manager shall contact the parent/guardian by phone and advise that the child is still in care and has not been picked up.

Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed."

Where a Child Has Not Been Picked Up and the Centre is Closed:

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 PM (closing time), staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. 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 contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall start calling all emergency contacts on the list
4. 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 6:00 PM the staff shall contact the manager and proceed with contacting the local Children's Aid Society (CAS) phone # 613- 476-7957 posted on our emergency number list. 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 person over the age of 18 years old. Under no circumstances will children be released from care to walk home alone.

Mass-Red Parking: Please park in designated areas, do not park in school bus loading and unloading.

Base 31 Parking: Please park in the lot adjacent to the building in designated areas.

Picton Parking: Please park in parking spots provided.

Allergies and Restrictions List

Allergy lists will be posted in each cooking and serving area, in each play area or play room and in any other area in which children may be present. Where it is not practical to post a food allergy and restriction list in a particular area (such as an outdoor playground), the staff must ensure that the list is brought to these areas.

Anaphylaxis

Anaphylaxis is a severe allergic reaction that can be caused by foods, insect stings, medications, latex or other substances. At the time of registration, parents are asked about medical conditions, including whether children are at risk of anaphylaxis and asthma. All staff, students and volunteers must be aware of these children. If there is a child with an Anaphylactic reaction to food and/or product, i.e. latex, you will be notified and asked to not send your child with whatever that item may be.

For example, if there is a peanut allergy and your child has had peanut butter for breakfast, we ask that you ensure that all traces are washed from their face, clothes and hands and their teeth brushed before coming to the program. If your child has an allergy that requires an Epi-Pen, you will be asked to review our Anaphylaxis Policy and obtain certain documentation from your child's physician.

A full Anaphylaxis Policy is available at your child care program.

Special Dietary and Feeding Arrangements

Parents may wish to make special dietary and feeding arrangements regarding food/drink in order to meet the individual nutritional needs of their child. This may include an arrangement where the parent chooses to provide the meals and/or snacks for the child, or the parent supplements the meals and snacks provided by the program.

Where a child requires special foods and/or feeding arrangements at meal times and/or snack times, it is important that the expectations and responsibilities of both the program and the parent are clearly set in writing.

Administration of Drugs and Medication

We will administer both prescription and non-prescription medication under the following guidelines:

1. Written authorization, including the dosage and times of day any medication is to be given. Medication with the original pharmacy label, clearly labelled with the child's name, name of the medication, the date of purchase, instructions for storage and how the medication is to be administered.
2. For non-prescription medications we require a doctor's note with the above information included. Medication is not to be left in the cubby or cloak room area. Kindly give it directly to a program staff member, who will assist in filling out the medication forms required.

A full Medication Policy is available at your child care program.

Activities off Premises

Written permission will be obtained from parent/guardian if there are any special activities off premises.

Supervision of Volunteers and Students

The HUB adheres to the guidelines set out by the Ministry of Education regulations on volunteers and students. These provisions are in place to support the safety and well-being of children attending.

No child is supervised by a person less than 18 years of age. In licensed programs, only employees will have direct unsupervised access to children. Volunteer and students may not be counted in the staffing ratios for licensed child care. A full Supervision of Volunteers and Students Policy is available at your child care program.

Prohibited Practices

The following practices are not permitted by anyone on the premises:

- Corporal punishment of a child.
- 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.
- 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.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.
- Sexual abuse, sexual misconduct, or engaging in a prescribed sexual act, as those terms defined in the *Early Childhood Educators Act, 2007*).

*****Contraventions of a prohibited practice will result in immediate termination.**

Parents and others who use prohibited practices during the operation of the program will receive a verbal warning. Failure to comply could result in prohibited access to the premises. Use of obscene or profane language by staff, students, volunteers, parents or children will not be tolerated on the premises.

Emergency Management

The HUB has procedures in place that support all individuals to manage responses and responsibilities during an emergency resulting in the safest outcomes possible (Regulation 68.1 137/15 CCEYA). Staff, students, and volunteers read and sign-off on the Emergency Management Policy ensuring that children are kept safe, are accounted for, and are supervised at all times during an emergency situation. After emergency response procedures have been implemented, parent/guardians will be notified to pick up their child if a centre closure is required.

Anytime an emergency occurs parents/guardians will be notified by phone. When an emergency evacuation site is being used parents/guardians will be notified by phone of the emergency situation, evacuation, and the location to pick up their children. Where possible, The HUB will update social media sites as soon as possible to inform the public. A full Emergency Management Policy is available at your child care program.

Parent Issues and Concerns

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.

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 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 The HUB 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 two (2) business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns About The Suspected Abuse or Neglect of a Child

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

[Society](#) (CAS) directly.

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

For more information, visit:

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

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Stacey Stanford, Executive Director, or the Chairperson of the Board of Directors.

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.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the supervisor or licensee. - All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within two (2) business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within two (2) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the supervisor or licensee.	
Staff, Duty parent, Supervisor, and/or Licensee- Related	Raise the issue or concern to - the individual directly or - the supervisor or licensee.	
Student/ Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. - All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

Contacts

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or child_care_ontario@ontario.ca

Prince Edward Lennox and Addington Social Services, Pam Kent,
Consolidated Municipal Service Manager: 1-888-354-0114

Stacey Stanford, Executive Director, 613-476-8142, ext. 63

Board Chairperson: Contact The HUB at 613-476-8142, ext. 63 for the current name and number.

Bookkeeper: Dorothy Colgan, 613-476-8142, ext. 0

Title	Name	Contact
Picton Child Care Centre Manager Picton Assistant Manager	Margie McConnell Alysha Bailey	613-476-8142 ext. 43 613-476-8142 ext. 58
Mass-Red Child Care Centre Manager	Heather Weedman	613-503-1334
Base 31 Child Care Centre Manager	Caitlin Cronkwright	613-503-0031
EarlyON Manager	Sabrina Emlaw	613-476-8142 ext. 27
School Age Manager School Age Assistant Manager	Kelsey King Nicole Moore	613-476-8142 ext. 47 Cell: 613-503-1297 613-476-8142 ext. 47
Home Child Care/Special Needs Manager	Robyn Semple	613-476-8142 ext. 41 Cell 613-503-2073