



Growing Healthy Families

Program Statement & Parent Agreement

**The HUB Child Care Centres
Picton & Massassaga-Rednersville**



Margie McConnell – Picton – 613-476-8142 ext. 43
Reyjanne Marshall – Massassaga Rednersville – 613-503-1334

Effective March 2023

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The HUB Child Care Centres – Picton & Massassaga-Rednersville 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 below.

<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 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. 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	Massassaga-Rednersville Child Care Centre
Location	10 McFarland Court, Picton	Located in Massassaga-Rednersville School 1115 County Road 3, Belleville
Full Day	7:00 am – 5:30 pm	7:30 am – 5:30 pm
Half Day	7:00 am – 12:00 pm (morning) 12:00 pm – 5:30 pm (afternoon)	7:30 am – 12:00 pm (morning) 12:00 pm – 5:30 pm (afternoon)

Picton Centre Licensed Capacity:

16 infant (younger than 18 months), 25 toddler (18 months or older and younger than 30 months), and 40 preschool (30 months or older and younger than 44 months). HUB licenses allow for alternate capacity when required.

Massassaga-Rednersville Centre Licensed Capacity:

6 infant, 10 toddler, and 21 preschool.

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.

As of January 1, 2023 a further reduction of 37% in parent fees will be applied to those that qualify please see below your new parent fee rate:

Child Care Rates (CWELCC reduced base fee) Fixed Rate

Age Group	Full Day	Half Day
Infant Younger than 18 months	\$26.46	\$16.07
Toddler 18 months or older and younger than 30 months	\$22.68	\$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	\$29.30	\$17.01
Toddler 18 months or older and younger than 30 months	\$25.52	\$15.12
Preschool 30 months or older and younger than 44 months	\$22.68	\$14.65

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. Parents are not charged for three (3) weeks a year of holiday time. Holiday time in excess of three weeks a 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 after the last day of the month if accounts have not been paid in full. 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 every two weeks 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).

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.

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 are not required to pay for the public holidays and professional development days listed above.

Sick Children

For the well-being of all children in the program, the Hastings Prince Edward Public Health 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 Hastings Prince Edward 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 or call The HUB Child & Family Centre at 613-476-8142 and leave a message.

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

A wait list will be formed when full enrolment has been reached in the program.

Procedure

1. The number and ages of children that can be accommodated is outlined on the licence to operate (Regulation 75.1 137/15 CCEYA) and is posted at each HUB licenced child care location.
2. 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 enrol, the last part time child enrolled/age group will be given two weeks' notice that they are losing their space.
3. Completed registration forms returned by parents will receive a number with a date and added to the public waitlist form and staff will take children from that list accordingly. Parents will have access to the form upon request, as no identifying information will be included. Our internal paperwork will have the contact information that coincides with the number given to that families file.
4. The child's name and family contact information is on our internal waiting list form.
5. When an opening in the program occurs, the manager will contact the parents or guardians of the first child on the waiting list by telephone.
6. Children will be removed from the wait list for the following reasons:
-parents or guardians request;

-family has moved away or phone number is out of order (the client is then unreachable).

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 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 HiMama app for daily communications. Please monitor your messages.

Arrival and Pick-Up

Children depend on regular routines for their own sense of security. We recommend that you establish fixed hours to pick up and drop off your child.

It is important to notify a staff member when arriving with your child. Similarly, when picking up your child, please enter the classroom and make sure that a staff member knows that your child is leaving.

Children will not be released to any person under the age of 18 years and only those adults parents have specified on the registration form, unless special instruction is given to a staff member upon arrival that someone else is to pick your child up. As a safety measure, staff request photo ID before releasing your child.

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

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 high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- 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.

*****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

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing in our programs.

All issues and concerns raised by parents/guardians are taken seriously by The HUB and will be addressed and resolved as quickly as possible. An initial response will be provided within two business days. Throughout the resolution process the person who raised the concern will be kept informed. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

All issues and concerns are confidential and every effort will be made to protect the privacy of everyone involved unless the 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 person feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the manager or licensee.

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 Susan Quaiff, Executive Director or the President 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.

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, 1-888-354-0114

Susan Quaiff, Executive Director, 613-476-8142, ext. 63/Cell 613-847-3498

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

Board President: Contact The HUB at 613-476-8142, ext. 58 for the current name and number.

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

Title	Name	Contact
Picton Child Care Centre Manager	Margie McConnell	613-476-8142 ext. 43
Mass-Red Child Care Centre Manager	Heather Weedman	613-503-1334
Home Child Care Manager	Reyjanne Marshall	613-476-8142 ext. 41 Cell 613-503-2073
EarlyON/Special Needs Manager	Sabrina Hudson	613-476-8142 ext. 28
School Age Manager	Caitlin Cronkwright	613-476-8142 ext. 47 Cell: 613-503-1297