



Wonder Years Child Care

Parent Handbook



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ABOUT WONDER YEARS

LOCATIONS

10 Tidey Street. Norwich Ontario, N0J 1P0

80 Main Street, West. Norwich, Ontario, N0J 1P0

CONTACT INFO

Supervisor: Randi McCallum

Assistant Supervisor: Amanda Diaz

(226) 325-0222

(226) 325-3080

wonderyearschildcare@hotmail.com

PROGRAMS & AGES SERVED

Wonder Years provides Part-Time & Full-Time childcare for:

Toddlers (18mo-30mo) 1:5 ratio

Preschool (2.5yrs-4yrs) 1:8 ratio

School Age (4yrs-12yrs) 1:15 ratio

HOURS OF OPERATION

Wonder Years Child Care is open Monday – Friday.
Program hours begin at 7:00am and end at 6:00pm.

DAILY FEES

BASE FEES

Toddlers - \$22.00

Preschool - \$21.26

School Age (**Under 6**)

- Before School \$8.00
- After School \$12.00
- Before & After School \$12.00
- P.A Days & Camp Days \$14.18

School Age (**Over 6**)

- Before School \$8.00
- After School \$14.00
- Before & After School \$20.50
- PA Days & Camp Days \$30.00

NON-BASE FEES

NSF Cheques \$30

Non-Payment Fees \$10 after 2 weeks or \$25 after 1 month.

Late Pick Up Fee \$1.00 per minute after 6:00pm

Wonder Years Child Care holds a Service Agreement Contract with Oxford County and has opted into the CWELCC Agreement.

WAITLIST

Parents/Guardians are required to complete an application for registration. Applications are filed in the order that they are received in each age group.

However, priority is given to:

- Wonder Years Employees
- Children enrolled requiring additional days or change of room
- Siblings of children currently enrolled
- Wonder Years Board of Directors

As spaces become available, guardians are offered care and will be given no more than 48 hours to respond.

Families are directed to register online through One List at <https://onehsn.com/oxford>

CLOSURES

Wonder Years will be closed on all Statutory holidays.
As well as additional days over Christmas Holidays
Please see page 12 for all holiday closure dates



PROGRAM STATEMENT

Wonder Years Child Care's Supervisors and dedicated child care educators, we view children as competent, capable, curious, and rich in potential.

Wonder Years Child Care is consistent with the Ministry of Education's policy by operating a program that constitutes high quality childcare, early years programming and pedagogy that supports each child's learning and developmental needs.

Our mission is to provide an environment rich in purpose and experience to inspire, motivate and empower children to reach their full learning potential. Wonder Years believes this is achievable through implementing Ontario's Pedagogy for the Early Years - "**How Does Learning Happen?**"

The following four foundations are Important for children to grow and flourish:

Belonging refers to a sense of being connected to others, being valued and forming relationships.

Well-Being addresses the importance of physical/mental health, self-care, sense of self and self-regulation.

Engagement occurs when children are involved, focused and able to explore their environment with natural curiosity and exuberance.

Expression or Communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words and use of materials.

PROHIBITED PRACTICES

Wonder Years Child Care **DOES NOT** permit the following under any circumstances:

- corporal punishment of the 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 childcare Centre or home childcare 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.
- inflicting any bodily harm on children including making children eat or drink against their will; or,
- sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the Early Childhood Educators Act, 2007.

No employee, volunteer or student completing placement shall engage in any of the above prohibited practices. All staff members will have a compliance and contravention review conducted 4 time a year based on Wonder Years Monitoring of Compliance and Contravention policy, Staff Training and Development, and Program Statement Implementation policies.

MONITORING IMPLEMENTATION OF PROGRAM STATEMENT AND GOALS

Wonder Years Program Supervisors will observe staff to ensure that the Program Statement goals are being implemented and fostered within the program. If goals are not being met, individual staff meetings will be scheduled to review appropriate policies and set goals. Guidance and modelling will be provided around specific areas that are not being demonstrated as well as reviewing personal goals will be scheduled. Supervisors will perform weekly check-ins to ensure staff are complying with requirements set out. If goals and guidance have not resolved any issues around program policies and statements, further actions will be taken. Please refer to Wonder Years Monitoring Compliance and Contraventions Policy and Procedure.



PROGRAM GOALS

PROGRAM STATEMENT AND GOAL REVIEW

Wonder Years staff will take part in annual reviews of Wonder Years program statement and goals set out within the statement and will participate in monthly reviews of the program statement during individual meetings, monthly staff meetings, as well as during professional development opportunities if found necessary. Our program statement and goals are always evolving as Wonder Years grows and learns about each individual child, parent/guardian and family within its program. Therefore, we strongly feel our program statement should be reviewed frequently to ensure that the developmental needs of each child are being acknowledged and fostered. Changes will be made, and additional goals may be added if Wonder Years Supervisors and staff feel that additional goals will benefit the well-being and development of the children in our program.

The following is a list of Wonder Years goals, we have thoughtfully developed these goals and how we plan to achieve each goal to ensure we meet all needs of our children and families.

Goal: To plan for and create positive learning environments and experiences in which each child's learning and development will be encouraged and supported.

Approach: Our natural and inviting environment is designed to develop a foundation for creative learning and a sense of independence. Activities and experiences will foster physical, intellectual, creative, social, and personal skills.

Goal: To support positive and responsive interactions with children, parents, guardians, educators and staff.

Approach: Childcare educators are aware of children's cues and respond appropriately and consistently. Comprehensive and respectful communication ensures positive relationships.

Goal: To promote the health, safety and well-being of children.

Approach: Childcare educators implement the policies and procedures related to health, safety and well-being of children, meeting and/or exceeding the requirements of the Ministry of Education.

Goal: To encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

Approach: Our classroom environments and playground encourage social interaction for cooperative learning, peer teaching and emotional development. Visual support and modeling will support self-regulation.

Goal: Indoor/outdoor exploration, community outings, mealtime involvement as well as rest time gives children responsibility to build confidence and independence.

Approach: Our Daily Schedule is designed to allow a great deal of time to meet the physiological and development needs of the children.

Goal: To support our childcare educators and staff who interact with the children in professional learning opportunities.

Approach: Professional education is offered to improve skills and knowledge to directly benefit children and families.

Goal: To foster the children's exploration, play and inquiry.

Approach: Learning takes place when children explore their social and physical environment and activities that interest them. Freedom of choice entails some responsibility while allowing a child's natural aptitudes to be satisfied.

Goal: To foster the engagement of and ongoing communication with the parents about the program and their children

Approach: To speak freely, honestly and respectfully with families on a daily basis.

Goal: To encourage and foster the inclusion of all children including those with individualized plans for specific needs or support.

Approach: Our program environment encourages social interactions amongst children, and we understand that modelling inclusion and positive staff interactions amongst staff, students and volunteers is important to demonstrate positive relationships.

Goal: To provide child Initiated and adult supported experiences

Approach: Our program focuses on providing a play based, child led learning environment, where educators will follow children's leads, document their Interests and provide and expand experiences around their findings.



PROGRAM DOCUMENTATION

Wonder Years staff are required to implement daily program goals through planning invitations, activities, crafts, sensory and exploration experiences and are required to provide visual documentation of each child's learning journey. Documentation at Wonder Years is encouraged in many ways, including but not limited to Daily Written Communication Logs, learning stories, anecdotal records, running records, photographs and digital documentation/documentation apps. Documentation helps to provide evidence of children's learning and can improve relationships, teaching, and learning. Use of documentation helps educators get to know and understand children, children's interests and learning styles, and it allows them to reflect on the effectiveness of their teaching practices. Educators are viewed as researchers first, collecting as much information as possible to paint a picture of progress and outcomes. Documenting individual growth requires a great deal of research, as the educator must observe each child in a variety of areas of development such as social-emotional, cognitive, language, and motor, over a sustainable length of time. By observing children, educators can create a documentation piece that tells an accurate story about each child. This allows parents and families to see what his/her child is learning, get involved with their child's learning journey and create goals with educators to support the learning of their child. Wonder Years Supervisors will support, mentor and model positive observations and documentation by creating invitations with educators, supporting the development of documentation, providing professional development opportunities to support documentation and giving staff time to conduct documentation and planning time during classroom time.

POSITIVE LEARNING ENVIRONMENT

Wonder years environments, both indoors and outdoors, play an essential role in our curriculum and are designed to inspire children's desire to explore and engage with others and their desire to build meaningful relationships. Our educators create intentional, rich and beautiful spaces that invite children into play. Each classroom is designed with open-ended experiences such as blocks, art materials, recycled loose parts, books, dramatic play props, sensory experiences and more. These materials engage children in the natural exploration of literacy, numeracy, scientific discovery, and imaginative play. Educators take great care and responsibility in creating spaces and supporting, extending and deepening children's learning. Educators see themselves as co-learners alongside children, carefully observing children so that their environments and experiences are responsive and reflective of the interest and ideas of each child. The flow of our days is in response to children's desires to have long stretches of time for exploration both indoors and out. Wonder Years environments and schedules honor children's natural rhythms and need for time for active play, rest and quiet time.

INCLUSION WITHIN THE PROGRAM

Wonder Years Child Care understands that creating positive relationships with children, parents/guardians, students, volunteers and staff is important. By Modelling positive relationship, this plays an important role in how children interact with others and build their own relationships. Children develop, learn and thrive best when then can create and maintain healthy and positive relationships with educators, peers and their family members. These relationships are crucial for their well-being, and their emotional and social health. By acknowledging the importance of inclusion and fostering warm and responsive relationships with educators and peers, we can create safe and caring conditions that support and enrich these vital interactions. Children at Wonder Years are treated with respect and dignity and each child's unique personality is nurtured. We strive to provide spaces that reduce children's stress and support each child's ability to self-regulate so that they can fully engage in learning and growing together. Understanding temperament is key for building positive relationships. When we can understand a child's temperament, it makes it easier for educators to respond appropriately to support and help them regulate their emotions. Educators at Wonder Years respect each child's learning journey and provide consistency and developmentally appropriate limits and practices to support each child's learning and development.

Educators are encouraged to seek support from Wonder Years Supervisors, staff and Resource Consultants within the Centre. Wonder Years works alongside Resource Consultants from Merrymount All Kids Belong to support families with children with diverse needs. Merrymount All Kids Belong will assign Wonder Years a Resource Consultant. The RC will work alongside educators, children and families attending program and provide supports needed. RC along with Wonder Years educators will also provide support and guidance for children with individualized plans.



PROGRAM STATEMENT IMPLEMENTATION

Wonder Years Child Care will train and provide support to staff, students and volunteers to ensure our centers Program Statement is being implemented and carried out through the center. It is under the discretion of the Ministry Program Advisor/ and Supervisor(s) if the program is a reflection of the Principles laid out in, “How Does Learning Happen”.

The following measures may take place up to and including immediate termination to ensure the Program Statement is reflective in the children’s learning and development;

STEP 1

- Observe classroom activities, documentation and transitions from one learning topic to the next.
- Observe the support staff is offering each child’s individual needs and interest.
- Is providing support through learning materials and in the children’s environment and review with staff the four foundations of “How Does Learning Happen” framework.
- Mentor and encourage the use of positive language with children, actively listening and responding to children’s communication needs.

STEP 2

- Meet with staff to formally provide information and supports and encourage staff to proactively get the support required to meet the children’s needs.
- Meetings with staff members will be documented and kept in staff’s personal file to ensure proactive measures.

STEP 3

- If step 1 and 2 are not followed a warning letter will be issued and 1-1 meeting will be held with program supervisor(s) to discuss next steps/ mentoring plan.

STEP 4

- Termination of the employee



VISION STATEMENT

Wonder Years strives to provide a safe, playful, inviting and reflective environment for children, families and educators.

MISSION STATEMENT

At Wonder Years it is our mission to provide a safe, nurturing and secure Child Care Centre at all times. We strive to ensure that each child's developmental needs are being met and fostered, by implementing their interests and learning styles into our daily program. It is our mission to provide an environment rich in purpose and experience. We strive to inspire, motivate, and empower children to reach their full learning potential and to ensure it is achievable through implementing the Four Foundations of early learning.

CURRICULUM

Play-based learning is a curriculum approach that views play as a way children make sense of their world and everything around them. Children do some of their best learning as they make choices, take risks, make mistakes, explore new ideas and have fun. Play provides a meaningful context for active, engaged learning. Play contributes to children's physical, cognitive, and social and emotional development, from problem solving and creativity to self-regulation skills to the management of stress and other strong emotions. Children have many opportunities throughout the day to choose materials and initiate their own activities.

EDUCATORS GUIDING PLAY-BASED LEARNING

Educators make intentional choices of materials and carefully orchestrate the environment. Educators also influence play-based learning through their own participation in children's play choices; they may introduce more materials that enhance, extend or scaffold children's learning, and they prompt children towards the learning goals with open-ended questions and comments.



HOW CHILDREN ARE GUIDED

Wonder Years Child Care believes that children are strong and capable. Staff members follow these principles to ensure a positive approach when faced with challenging situations.

HELPING YOUR CHILD THROUGH TRANSITIONS

Your child will experience many transitions throughout the day while attending Wonder Years Child Care. Some of these transitions include beginning new relationships, ending relationships, moving from lunch to naps, going outside and inside and moving to a new room with a new primary caregiver. We try to make the transitions as seamless and smooth as possible, helping children to cope with change and to develop new skills they need to make the experience meaningful.

We will inform you of any transitions to a new room that your child will experience, so that we can work together to help your child to prepare and be successful in these experiences. We will offer your child opportunities to express their sorrow and celebration as they move through the transition. Children can often take 6 to 8 weeks to settle into a new setting. The key to a successful transition is patience, compassion and kindness. Ask your child's primary caregiver about the specific transition plan for your child.

COMMUNICATION

We welcome your feedback and suggestions as we are always open to new and better ways to care for your child. If you have good news, questions, issues or concerns about your child's care, please feel free to discuss them with your child's primary classroom educator. If you require further assistance, please reach out and speak to the Program Supervisors at Wonder Years Child Care. Please refer to the "Parent Communication Policy and Procedure" on page 20.

INDIVIDUAL NEEDS

We strive to meet the individual needs of all children and families within our programs. We will work in conjunction with your family to ensure that your child's needs are accommodated.

Relationships – Wonder Years strives to build honest, empathetic, respectful, trustworthy, and warm relationships with the children in our care.

Time & Space – the physical environment plays a big role in our experiences. We design our classrooms with intentionality and believe that thoughtful routines help children feel safe and capable.

Understanding Our Children – a child's behaviour is an indication of what's going on within. Often children express their emotions through unfavourable actions, therefore our educators guide their responses by being gentle and compassionate.



DAILY SCHEDULE

7:00 – 8:00	Welcome/ Drop Off
8:00 – 9:00	Breakfast/Exploration Time
8:45	Bathroom Breaks/Diapering
9:00 – 10:00	Toddler Outdoor Time Preschool Indoor Exploration, Craft, Sensory Experience
10:00 – 11:00	Preschool Outdoor Time Toddler Indoor Exploration, Craft, Sensory Experience
11:15 – 11:30	Clean up, Bathroom Break/Diapering, Wash & Set Table for Lunch
11:30 – 12:00	Lunch
12:00 – 2:00	Quiet Time/ Nap
2:00	Wake up, Put away beds, Bathroom Breaks/Diapering
2:15	Afternoon Snack
3:00 – 4:00	Toddler Outdoor Time Preschool Indoor Exploration, Craft, Sensory Experience
4:00 – 5:00	Preschool Outdoor Time Toddler Indoor Exploration, Craft, Sensory Experience
5:00 – 6:00	Free Play/Pick Up



WITHDRAWAL POLICY

Wonder Years Child Care requires a written 30-day notice for any changes in a child's enrolment status. If 30 days notice is not given, childcare fees will be charged for the 30 days, parents will be sent an invoice with payment totals and will be given (2) two weeks to settle any outstanding balances owing with Wonder Years.

Wonder Years also promises to give any Parent or Guardian 30 days notice if at any time the Centre feels a child or Parent/Guardian is no longer suited to the Centre or is not complying to Wonder Years rules and guidelines.

At the time of receiving or providing notice of Enrolment Withdrawal, Wonder Years will schedule a meeting with all involved parties to discuss enrolment withdrawal further, if necessary. If any allegations about staff have been made, Parents/Guardians are asked to disclose any information with Wonder Years Supervisors so appropriate steps can be made moving forward.

Appropriate paperwork will be completed and filed at Wonder Years for 2 years.

ENROLLMENT CHANGES

Should an adjustment to a child's enrollment status be required (i.e. increase or decrease in days), families are to contact Wonder Years Supervisors and secure necessary forms. All completed enrollment change forms are to be submitted to the Supervisors with a minimum of 30 days notice of change. Upon the receipt of the completed form(s), the enrollment change will be reviewed and where possible, will be accommodated and approved.

PAYMENT METHODS

Wonder Years requires Parents and Guardians to pay for childcare (1) ONE MONTH in advance. Payments are due on the first business day of each month. Accepted methods of payment include the following:

Cash

Cheque made out to Wonder Years Child Care Inc.

Interact E-Transfer to info@wonderyearschildcare.ca

REFUNDS & CREDITS

In the circumstance that a refund or credit must be made to a Parent/Guardian for over-payment, error in billing, nonbillable vacation days, or withdrawal of enrollment, the Supervisor will communicate with the Parent/Guardian and discuss how the refund will be processed. The refund will either be made by cheque or a credit will be applied to **the appropriate child's account for the following month.**

SUBSIDY

For families requiring financial support for child care fees, please visit

[Oxford County > Services for You > Human Services > Financial Help > Children's Services > Child Care Fee Subsidy](#)



NON-BASE FEES

Tuition fees need to be paid as indicated in this agreement. Failure to do so could potentially give rise to termination of services and the child's withdrawal from Wonder Years Child Care. Late Payment Fees are as follows:

\$10.00 after (2) two weeks

\$25.00 after (1) one month.

A \$30.00 fee will be charged for NSF cheques.

VACATION TIME

Wonder Years Child Care values family time, relaxation, and exploration outside of our program. Therefore, families will be permitted to take a maximum of (1) one week non-billable vacation time each year. Whether this time is used all at once or over the course of the year, your child's spot will remain reserved while they are away. Vacation days cannot be carried over into the next year and cannot be used towards withdrawal of enrollment. Families must provide Wonder Years with (2) two weeks notice of any planned vacation days in writing by emailing wonderyearschildcare@hotmail.com

Verbal requests for vacation days will not be accepted. This is to ensure your vacation days are properly reflected on the appropriate Invoice

STATUTORY HOLIDAY FEES

Families with children scheduled to attend any day that a statutory holiday falls on, will be required to pay for those days.

All Holiday Closures are as follows:

New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day, Boxing Day.

CHRISTMAS HOLIDAY CLOSURE SCHEDULE

- Wonder Years Child Care will close annually at 12:00 p.m. on December 24 (Christmas Eve).
- The centre will remain closed from December 25 through January 1 annually.
- The centre will reopen on January 2, unless January 2 falls on a weekend or statutory holiday, in which case the centre will reopen on the next regular operating day.
- If a statutory holiday falls on a Saturday or Sunday, the observed holiday will be recognized on the following Monday, and the centre will reopen on Tuesday.
- Families are responsible for arranging alternate childcare during the closure period.



WAITLIST POLICY

PURPOSE

The purpose of this policy is to ensure that children placed on Wonder Years waitlist will be placed in the order that the applications are received and to provide steps that will be followed to place children on the waitlist, offer admission, and to provide parents/guardians with information about their child's position. No fee will be charged to parents for placing a child on the waitlist.

POLICY

- Wonder Years Child Care will strive to accommodate all child(ren) registration requests
- When the maximum capacity of programming has been reached and spaces are unavailable for new children, the waitlist procedures set out below will be followed:

Families are directed to register an account online through One List, an online database where parents/guardians may place their child's name on any Child Care Organization's Waitlist in one convenient place. To complete an application and register an account with One List, please visit: <https://onehsn.com/oxford>

PROCEDURES

PLACING A CHILD ON THE WAITLIST

When placing a child on the waitlist, the following steps will be followed:

1. The supervisor or designate will place a child on the waitlist in chronological order, based on the date the request was received.
2. Once a child has been placed on the waitlist, the supervisor or designate will send confirmation to parents of their position by phone or email.

PLACEMENT PRIORITY WHEN A SPACE BECOMES AVAILABLE

When space(s) become available, priority will be given to:

- Children already attending Wonder years Child Care who require a change in room due to age, or adding additional days.
- Siblings of child(ren) currently enrolled at Wonder Years. **
- Children of Wonder Years Employees.
- Children of Wonder Years Board of Directors

Once these children have been placed, other children on the waitlist will be prioritized based on availability and the chronology in which the child was registered.

OFFERING CHILD CARE SPACE

1. Parents/guardians of child(ren) on the waitlist will be notified by phone or email that their child(ren)'s space has become available.
2. Parents/guardians will be given 48 hours to respond and confirm their childcare request before the next child on the waitlist will be offered a space.

MAINTAINING PRIVACY AND CONFIDENTIALITY

1. The waitlist will be created and filed in a manner that protects the privacy and confidentiality of the child(ren) and families waiting for a childcare space.
2. Names of other children or families and/or their placement on the waitlist will not be shared with other families.

COMMUNICATION WITH PARENTS/GUARDIANS REGARDING WAITLIST

Parents/guardians may contact the supervisor or designate at any time if they wish to inquire about the status of their child's place on the waitlist. At this time, the supervisor or designate will provide the child's current position on the waitlist and provide an estimate time of the child being offered a space in the program.

** Families will no longer be prioritized if they no longer have a sibling enrolled in the centre. (Ex. Sibling finished summer camp, and does not enroll in before/after school program)



SAFE ARRIVAL & DISMISSAL POLICY

PURPOSE

The purpose of this policy is to support the safe arrival and dismissal of all children receiving care from Wonder Years Child Care.

This policy will provide Educators, 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

Wonder Years Child Care will ensure that any child receiving care is only released to the child's Parent/Guardian or an authorized individual. Authorized individuals must only be individuals for whom the Parent/Guardian has provided written or verbal authorization that the child may be released.

Written authorization may include but is not limited to a handwritten note given to an Educator or Supervisor by the Parent/Guardian, an email from the Parent/Guardian's email, or a message on Lillio.

Verbal authorization may include verbal permission at drop off from the Parent/Guardian, or verbal permission over the phone from the Parent/Guardian.

Wonder Years Child Care 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.

ADDITIONAL POLICY STATEMENTS

Parent/Guardians dropping off and picking up their child at Wonder Years Child Care are required to enter the building before dropping their child or before their child will be permitted to leave the premise.

Parents/Guardians are asked to bring their child to their program room to ensure they are in the right spot, under appropriate supervision, and that the Educators on duty have the opportunity to ask questions, should they have any. Children will not be released to Parents/Guardians or authorized individuals sitting in vehicles, as proper identification from Educator is required before allowing the child out of program.

DUTY TO REPORT

Wonder Years Child Care Supervisors and Educators hold a Duty to Report responsibility and must report to appropriate personnel when a child is put in any form of danger.

Drugs or Alcohol: Any Parent/Guardian or authorized individual suspected of drugs or alcohol use will not be permitted to leave the premises with their child(ren). Supervisors or Educators will immediately call the Police if a Parent/Guardian or authorized individual is suspected of driving under the influence of any drugs or alcohol.

Transportation & Car Seats: Any Parent/Guardian or authorized individual who places their child in a vehicle, must ensure means of transportation meet all Highway Traffic Act Laws. Supervisors and Educators will follow their Duty to Report by reporting any Parent/Guardian or authorized individual who do not meet safe transportation laws (ie. Improper use of car seats, booster seats, seatbelts, or seating in vehicles.)

PROCEDURE

ACCEPTING CHILDREN INTO CARE

When accepting a child into care at the time of drop-off, program Educators in the room must:

- Greet the Parent/Guardian and child.
- Ask the Parent/Guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (ie. someone other than the Parent/Guardian picking up.) Where the Parent/Guardian has indicated that someone other than the child's Parent/Guardians will be picking up, the Educator must confirm that the person is listed on the child's individual Child Enrollment Form, or where the individual is not listed, direct the Parent/Guardian to the Supervisor to revise the child's individual Child Enrollment Form.
- Document the change/authorization in the program room's Daily Communication Book.
- Sign the child in on the program room's attendance record and Lillio.

Where a child does not arrive at Wonder Years Child Care and the Parent/Guardian has not communicated a change in drop-off (e.g emailed, sent a message on Lillio, left a voicemail or advised the closing staff at pick-up) the staff in the classroom must:

- Inform the Supervisor that the child has not arrived in program by 9:30am for Toddler or Preschool programs, and 8:15 for Before School programs.
- The Supervisor will begin calling the Parent/Guardian via telephone and will leave a voicemail if they are unsuccessful getting an answer. The Supervisor will call both Parent/Guardians listed on the child's individual Child Enrollment Form.
- The Supervisors will send an email to the Parent/Guardian inquiring if there has been a change in schedule, or if the child will be expected in program that day.
- The Supervisor will document all phone calls and emails sent out, including the times in the Supervisor Communication Book.
- Once the child's absence has been confirmed, the Supervisor will document the child's absence in the Supervisor Communication Book and will notify the appropriate program room of the child's absence.
- The program room Educators will document the absence on their daily attendance record, on Lillio, as well as in the program room Daily Communication Book.

RELEASING A CHILD FROM CARE

Where releasing a child from care at the time of pick-up, program Educators in the room must:

1. Only release the child to the child's Parent/Guardian or an individual for whom the Parent/Guardian has provided written or verbal authorization that Wonder Years may release the child. Where the Educator does not know the individual picking up the child:
 - The Educator must confirm with another Educator that the individual picking up is the child's Parent/Guardian or authorized individual.
 - Where the above is not possible, the Educator must ask the Parent/Guardian or authorized individual for photo identification and confirm the individual's information against the Parent/Guardians written or verbal permission, information provided in the program rooms Daily Communication Book, as well as the name on the child's individual Child Enrollment Form.

2. Where a Parent/Guardian or authorized individual arrives to pick up a child and is suspected to be under the influence of drugs or alcohol. Supervisors or Educators on duty will:
 - Refuse to release child into care of Parent/Guardian or authorized individual.
 - Call for a Supervisor or second Educator to assist in program room if needed.
 - Call Police and report suspicion that the Parent/Guardian or authorized individual is under the influence.

Police will be responsible for determining when the child is safe to leave the premises and Supervisors or Educators will follow direction given to them by Police.

3. Where a Parent/Guardian or authorized individual arrives to pick up a child without appropriate car seats, booster seats or number of seatbelts in the vehicle, Supervisors or Educators on duty will:
 - Approach the Parent/Guardian or authorized individual and address concern for child's safety and Duty to Report responsibility.
 - Call for Supervisor or second Educator to assist in program room if needed.
 - Provide Parent/Guardian or authorized individual with opportunity to leave premise without child to obtain proper transportation. Late pick-up fees will apply if Parent/Guardian must leave the child at Wonder Years Child Care past 6:00pm.
 - Report to appropriate personnel if Parent/Guardian or authorized individual is unable to transport the child safely. (Ex. Police, CAS)

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 6:00pm, the Educator shall ensure that the child is given a snack and activity, while they await their pick-up.
2. According to Wonder Years policy, two Educators must remain in the building at all times. One Educator will contact one of the Supervisors to inform them of the situation. If the Supervisor is available, they may come to the centre to assist where needed.
3. The Educator will then call the Parent/Guardian to advise that their child is still in care and inquire about when their child will be picked up. In the case where the person picking up the child is an authorized individual, the Educator shall contact the Parent/Guardian and then proceed to contact the authorized individual responsible for picking up if they are unable to reach the Parent/Guardian.
4. If the Educator is unable to reach the Parent/Guardian or authorized individual who was responsible for picking up the child, the Educator shall contact the emergency contacts listed on the child's individual Child Enrollment Form.
5. Where the Educator is unable to reach the Parent/Guardian, emergency contact(s) or authorized individual responsible for picking up, listed on the child's individual Child Enrollment Form by 6:30pm, the Educator or Supervisor will proceed with contacting the local Children's Aid Society (519) 539-6176. Educators shall follow CAS direction with respect to next steps.

Wonder Years Child Care will under no circumstance release children from care to walk home alone. Educators will only release children from care to their parent/guardian or other authorized individuals.

LATE PICK-UP

All children must be picked up from Wonder Years Child Care, no later than our closing time of 6:00pm. In the event that a Parent or Guardian will be late to pick-up, a call to the centre must be made to inform staff of late pick-up. A form will be filled out which must be signed upon arrival to verify the time of pick-up. Our non-base late pick-up fee is \$1.00 per minute and will be added to your child's next invoice.

**** Repeated late pick-up of a child could result in withdrawal of enrolment.**



PARENT & FAMILY ENGAGEMENT

Wonder Years Child Care values the relationship between Educators, families, and children and we believe the support of families plays a big role in healthy development of children. We strive to provide open and honest communication on a daily basis. In the event of questions or concerns, Wonder Years Educators and Supervisors will arrange a meeting to ensure that all needs are being met. We encourage and support parent and family volunteers for holiday activities, fundraisers, field trips and community events. Should parents/guardians be Interested In participating or volunteering, a Vulnerable Sector Check or Offence Declaration must be obtained before Individuals will be allowed to Interact with children.

COMMUNITY INVOLVEMENT

We promote and value a sense of personal integrity, social responsibility and respect for ourselves and our communities. At Wonder Years Child Care. We actively participate in and support local initiatives, early learning networks and school communities in our municipality. We engage with local partners to provide support and resources for our children and families. Our children are active members of their communities and can often be found exploring their local neighbourhood. We value opportunities to bring visibility to the competencies of young children and share stories and experiences from our classrooms through our blogs, newsletters, and the connections we make with people in and around our communities. We believe that children's learning and developmental needs can be supported by involving local community members and by giving them an opportunity to bring in aspects of the community that can help the children learn and grow. These aspects can include but are not limited to a variety of employment fields, talents and backgrounds to create an inviting and diverse environment for the children at Wonder Years Child Care.

Children enrolled at Wonder Years Child Care will be given the opportunity to visit local businesses within our community to help support the growth and learning journey of each child. By visiting local businesses, children will learn how their community partners work, grow and support each other.

Wonder Years invites parents and families to share their expertise through involvement in open houses and invitations into classrooms for learning opportunities.

OFF PREMISE ACTIVITIES

In order to provide our children with a variety of experiences, Wonder Years staff will occasionally take the children on excursions when we see opportunities to support programming with outside interactions. These outings may involve experiences such as field trips, nature walks or visits to local businesses within the community. In the event where an outing is planned, parents and guardians will be notified in advanced and asked to sign a field trip permission form. If parents and guardians do not want their child(ren) to attend the excursion, Wonder Years will find other arrangements for them to remain at the Centre.



WEATHER

INCLEMENT WEATHER

At Wonder Years Child Care, we understand the importance of providing children with outdoor experiences for the development of physical activity, the benefits of fresh air and exploration of nature. With this, we will meet the Ministry of Education's requirements for children to spend at least one hour outdoors in the morning as well as one hour in the afternoon each day. However, in the case that temperatures outside are below -15°C or lower with wind chill, 35°C or higher with humidex, heavy rain, thunder/lightning, high winds, or poor air quality, the children will not be taken outside. In the case of inclement weather, children will be provided with indoor programming that promotes physical and gross motor activities.

CLOSURE DETERMINATION

Wonder Years Child Care will close for the day when **Emily Stowe Public School in Norwich, Ontario is closed due to inclement weather** (e.g., snowstorms, extreme weather conditions).

- The decision to close will be based solely on the closure status of Emily Stowe Public School.
- Families and staff are encouraged to monitor Wonder Years communication channels.

COMMUNICATION

In the event of closure:

- Families and staff will be notified as soon as reasonably possible via established communication methods (e.g., Lillio and email).
- Whenever possible, notification will occur in the early morning hours. *Please note that Wonder Years will provide notice as soon as possible, pending communication from the Thames Valley District School Board*

STAFF COMPENSATION

All scheduled staff will be **paid their regular wages** for the day when Wonder Years Child Care is closed due to inclement weather. Staff are not required to make up time or use vacation or sick days for weather-related closures.

PARENT FEES

Families will be **required to pay their regular daily child care fee** on days when Wonder Years Child Care is closed due to inclement weather. Fees will not be refunded or credited, as closure days are considered paid operational days, and staff continue to be compensated.

OUTDOOR WEATHER POLICY

Wonder Years Child Care will follow the limits set for weather and temperatures as set in the Child Care and Early Years Act (CCEYA). Children are expected to be outside for a minimum of two (2) hours daily, however exceptions can be made due to weather. Weather variances such as lightning, high winds, rain, hail, smog/tornado warnings and blizzard conditions, will be assessed and/or monitored by the Supervisors.

Staff are expected to use their judgement, possibly limiting the time spent outdoors or seeking other activities when temperatures are close to the maximum limit.

During warmer months, staff will ensure to sunscreen children before going outdoors, unless otherwise directed by a parent. Children will be offered water frequently while outdoors to maintain hydration.

During snowy months, the sandbox and other play areas may be covered or closed due to snow or ice coverage. Staff will be responsible for checking for hazards such as icicles or snow that could fall off the building or storage shed, to prevent injury while out on the playground.

TEMPERATURE GUIDELINES

Children will not be permitted outside if the following temperatures are present.

Spring/Summer – Temperature including humidex reaches 35°C.

Fall/Winter – Temperature including windchill reaches -15°C.



STAFF TRAINING

Wonder Years guarantees that any hired staff, volunteer, or student working in the centre will read and understand all policies and procedures set out by Wonder Years. Staff, volunteers, and students will be required to sign off on all policies and will be given opportunities to read any changes and new policies set out by Wonder Years Supervisors.

In accordance with the Child Care and Early Years Act (CCEYA), all staff must have valid certification in standard first aid training (including infant and child CPR) that is issued by a training agency recognised by the Workplace Safety and Insurance Board (WSIB). No staff, volunteer or student will be permitted to work alongside children within Wonder Years until they have completed and submitted proper training verification. Staff will be given sufficient notice of expiring certifications to attend renewal training programs and remain certified and in compliance with the guidelines set out by Wonder Years Child Care.

As Early Childhood Educators, the staff of Wonder Years honour and abide by the guidelines set out by the Ontario College of Early Childhood Educators and the Ontario Ministry of Education, Childcare and Early Years Act (CCEYA). All registered staff will maintain their license with the Ontario College of Early Childhood Educators and will remain in good standing. Wonder Years Child Care requires all staff to attend a minimum of 4 training and development seminars per year to maintain a quality standard of services. Other certification of staff on site includes Food Handlers and other certificates of training in Child Development and environment preparation related to Child Care settings.

STAFF ORIENTATION

All educators and staff members will receive a mandatory orientation at the time of hire by Wonder Years Supervisors. This orientation will include the following:

- Review of policies and procedures. Each staff will be required to read and sign off on all policies once they have been reviewed.
- Standard First Aid including Infant and Child CPR Certificate (along with any/all other certifications) will be copies and filed in each staff members individual file.
- A tour of the building along with introductions of staff members and educators will be done at the time of orientation.
- The Supervisors will provide learning opportunities to job shadow before a new hire starts his/her position with Wonder Years Child Care.
- A performance review and reflection will be scheduled with each hire after three (3) months of working at Wonder Years Child Care.

An important aspect of Wonder Years staff training is “Reflective Practice”, which supports every employee’s own learning and thinking process. This self-monitoring of their growth as educators helps to develop best practices as professionals whose work is to engage the child as an active participant in the learning process. Wonder Years Child Care recognizes that the field of Early Childhood Education is ever changing.

One of the greatest ways to grow capacity in a community or through a Child Care centre is the development of professional learning. Therefore, the program supervisor will host monthly staff meetings, perform annual performance reviews and provide ongoing professional development training opportunities.



SUPERVISION OF STUDENTS AND VOLUNTEERS POLICY

PURPOSE

The purpose of Wonder Years Staff Training and Professional Development Policy is intended to ensure that all staff, students, and volunteers at Wonder Years receive proper training and professional development upon employment or beginning a placement to maintain a qualified, nurturing and safe childcare centre. This policy will provide staff, students, and volunteers with a clear understanding of their roles and responsibilities. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for childcare Centres.

POLICY

Wonder Years Child Care believes that employing skilled and nurturing staff is fundamental in creating a stimulating, safe, and warm environment. When hiring staff at Wonder Years, training, qualifications and experiences required by the Child Care and Early Years Act (CCEYA) and the Ministry of Education will be taken into strong consideration when developing a team of qualified staff to work at the Centre.

Wonder Years understands that students and volunteers are not to be counted in staffing ratios and that they shall be supervised by a qualified Wonder Years staff member at all times while working with children. All students and volunteers will follow a job description, will maintain a professional attitude, and will be introduced to parents/guardians during drop off or pick-up to help build strong relationships and connections. Each student or volunteer will receive a tour and orientation before commencing placement and will receive a copy of the Parent Handbook. Students and volunteers will also be required to familiarize themselves with all Wonder Years policies and procedures and to become aware of all allergies in the centre to avoid any children coming into contact with allergens.

During the time of placement or volunteer hours, the Supervisors will give written feedback to each student or volunteer on his/her performance.

All Students and Volunteers must provide a Police Check as well as a Vulnerable Sector screening.

All educators are required to be 18 years of age or older and are also required to have their First Aid and CPR training, along with a police background check. Other certification of staff on site include Food Handlers & other certificates of training in Child Development and environment preparation related to Child Care settings. Wonder Years Child Care requires all staff to attend a minimum of 3 training and development seminars per year to maintain a quality standard of services. An important aspect of Wonder Years staff training is "Reflective Practice", which supports every employee's own learning and thinking process. This self-monitoring of their growth as educators helps to develop best practices as professionals whose work is to engage the child as an active participant in the learning process. Wonder Years Child Care recognizes that the field of Early Childhood Education is ever changing. One of the greatest ways to grow capacity in a community or through a childcare Centre is the development of professional learning. Therefore, Supervisors will host monthly staff meetings, perform annual performance reviews and provide ongoing professional development training opportunities.



Wonder Years Child Care will review all policies and procedures with all employees, students and volunteers who will provide care or guidance at the Centre before commencement of employment or placements. Policies and procedures will also be reviewed annually by each staff, student, or volunteer, and when any necessary changes have been made to policies.

DUTIES

Duties of Supervisors:

- Responsible for the recruitment, orientation and training of volunteers and students
- Introduce to a designate classroom staff and assign them to work with the volunteer or student regarding duties
- Schedule a meeting after a (1) one-month period to review the suitability of the volunteer or student regarding their specific position
- Provide an avenue for re-assignment
- Conduct a performance review
- Provide ongoing support and supervision

Duties of Staff:

- Staff are responsible for the ongoing supervision of the volunteers and students.
- Staff are responsible to familiarize the volunteer or student with all pertinent information related to the daily operations of the centre.
- Establish a regular meeting schedule with each student under their supervision
- Complete all pertinent evaluation required by the Educational Institute.
- Encourage and support student and/or volunteer with teaching and learning opportunities

Duties of Students or Volunteers:

- Familiarize themselves with all policies and procedures of the Centre
- Respect all aspects of confidentiality related to the Centre, staff, children and their families
- Report any suspicions of child abuse to the Supervisor who will then report it to the local Children's Aid Society
- Make an initial commitment to the Centre for a length of time agreed upon by the Supervisor and the volunteer or student
- For students, the length of time will be agreed upon by the Educational Institute and the Centre
- Fulfill all responsibilities assigned to them by the designated staff; all responsibilities will be directly related to the assigned position and will be outlined during orientation.
- All volunteers and students are expected to dress comfortably and respectfully
- Anytime a volunteer or student need to leave the group, a staff member should be notified (i.e. washroom/break/emergency call)
- Staff are legally responsible for the children at all times. However, we rely on the volunteer or student's co-operation by helping to supervise the children and informing the staff of any unsafe situation. If the volunteer or student feels something is not safe, they must report it to the designate staff immediately



PARENT COMMUNICATION POLICY

PURPOSE

Wonder Years Child Care supports open, honest and respectful daily communication with the children, families and staff attending the Centre.

POLICY

1. Wonder Years Child Care believes that:

Daily interactions between parents and caregivers lead to opportunities for collaboration and provides valuable information needed to support the growth and development of each child.

2. Wonder Years Child Care is committed to:

Focusing on the strengths of the child while respecting all individual needs, values and beliefs of their families.

Working together with families and coming to a shared understanding about decisions made on behalf of all children.

Creating open conversations and communication while remaining respectful even in complex or challenging situations/times.

3. Wonder Years views issues or concerns as opportunities for greater understanding and learning.

4. Wonder Years will address issues or concerns fairly and respectfully with the parties involved within 24 hours. All staff members will refer back to Monitoring Compliance and Contraventions Policy and Procedure if necessary.

PROCEDURE

1. Engagement between staff and families occurs on a regular basis through formal and informal documentation, surveys, conversations (including communication books) and special events that may be held at the centre or in the community.

2. Parents are encouraged to address any issues or concerns with their child's educators and the Supervisors as they have a strong understanding of the programming taken place within the center and classroom.

Any issues and/or concerns may be brought forward verbally (during drop-off or pick-up, or by scheduling a meeting) or in written form (email/letter).

Any minor issues or concerns that cannot be dealt with that day, will be noted in the "Daily Written Communication Log" and addressed with within 24 hours.

Issues and/or concerns are documented so that follow-up is sure to be made by Supervisors or educators.

Conversations regarding issues and/or concerns will take place in the office or staff room.

Educators may contact the Supervisors for support, to help facilitate conversations or relieve them in the classroom.

All outcomes or next steps are documented on the "Parent Issues and Concerns Form".

3. Strategies that support and assist children and families to move forward during their time at Wonder Years Child Care are developed together.

CONCERNS ABOUT SUSPECTED ABUSE OR NEGLECT OF A CHILD

Everyone, including members of the public and professionals who work closely with children, are 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.

ESCALATION OF ISSUES OR CONCERNS

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may address the issue or concern verbally or in writing to the Supervisors.

Issues and/or 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 and/or 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.



HARASSMENT AND MISTREATMENT OF SUPERVISORS AND/OR EMPLOYEES

Wonder Years Child Care focuses on maintaining positive and professional relationships and communication with Parents and Guardians. Wonder Years will not tolerate the mistreatment or harassment of Supervisors or Employees. Forms of mistreatment or harassment Include but are not limited to verbal, emotional or physical abuse, bullying, and/or Inappropriate language or behaviour. Should any Parent or Guardian feel unsatisfied with the care of their child(ren), or should they feel they need to address any situation, the Parent or Guardian must schedule a time to meet with the educators and supervisors within business hours to discuss their concerns in a safe and positive environment. Any Parent or Guardian found guilty of any form of harassment or mistreatment will be asked to leave the premises Immediately and may result in dismissal of their child(ren).

PARENT ISSUES & CONCERNS

PURPOSE

The purpose of this policy is to provide a transparent process for Parents/ Guardians, the Childcare Licensee, and staff to use when an issue or concern is brought forward.

POLICY

All issues and concerns brought forward by Parents/Guardians are taken seriously by Wonder Years Child Care and will be addressed. Every effort will be made to address and resolve concerns to the satisfaction of all parties, in a timely manner. Investigations of issues and concerns will be fair and respectful to everyone involved.

CONTACTS

Wonder Years Program Supervisors:
Randi McCallum & Amanda Diaz
(226) 325-0222 or (226) 325-3080 or wonderyearschildcare@hotmail.com

Ministry of Education Help Desk (877) 510-5333 or childcare_ontario@ontario.ca

Children Aid's Society of Oxford County (519) 539-6176 *Toll Free* (800) 250-7010

CONFIDENTIALITY POLICY

It is the policy of Wonder Years Child Care that any information or records held regarding children, families or staff will be kept confidential. Every effort will be made to protect the privacy of Parents/Guardians, children and staff, with the exception of information that must be disclosed for legal reasons. (Ministry of Education, law enforcement, Child Services) or Wonder Years Supervisors receives written request and/or approval from the legal parent or guardian of a child to share information.

Staff, volunteers and students will be required to sign a confidentiality form at hire. Any staff, volunteer or student found in violation of the confidentiality policy will be held accountable and their position/placement may be terminated.

As a Wonder Years parent/guardian, individuals may learn personal, private and confidential information about families with children at Wonder Years and/or employees. They are expected to keep this information confidential. If confidentiality is not respected, a parent/guardian may lose their childcare space. If a parent/guardian has confidential information of concern, not guided by mandatory reporting, they are encouraged to meet privately with the Supervisors of Wonder Years Child Care.



EMERGENCY MANAGEMENT POLICY

PURPOSE

The purpose of this policy is intended to ensure that all staff at Wonder Years Child Care are prepared for any possible emergency and/or disasters that may occur and that they are aware of the following steps to take to maintain a safe and secure childcare centre during these times. The staff at Wonder Years will be trained on proper procedures on managing an emergency in a professional and calm manner.

POLICY

Wonder Years Emergency Management Policy provides steps for staff to follow to support the safety and well-being of all children and staff at Wonder Years Child Care. Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Staff will follow emergency response procedures outlined in this document. The three phases that staff members will follow are:

- Immediate Emergency Response
- Next Steps during an Emergency
- Recovery

For any emergency situation that requires evacuation of Wonder Years Child Care, the emergency meeting site to gather will be located at Norwich EMS, Station 5. and if it is deemed “unsafe to return” to Wonder Years, the designated evacuation site to proceed to for parent/guardian pick-up is located at Norwich United Church. All directions given by emergency services must be followed under all circumstances, including directions to evacuate to a location that is different than those listed above.

In the event of an emergency situation, any child with an individualized plan in place will be assisted by his/her educator and all procedures in the child’s “Individualized Plan for a Child with an Anaphylaxis Allergy”, “Individualized Plan for a Child with Special Needs”, or “Individualized Plan for a Child with Medical Needs”. Any Individualized Plans will be carried to the evacuation spot and will be kept available to be followed if necessary. In the event that an emergency situation is determined to be a serious occurrence, the “Serious Occurrence Policy and Procedure” will be followed.

All emergency situations will be documented by the Supervisor and documentation will be recorded in the “Daily Written Communication Log”

COMMUNICATION WITH PARENTS/GUARDIANS

In the case of an emergency, Supervisors and educators will notify parents/guardians by telephone of the emergency and will give instructions for pick-up, based on the severity of the emergency.



ILLNESS POLICY

PURPOSE

At Wonder Years Child Care Centre, we are about keeping our staff and the children in our centre safe and healthy. In order to protect our centre as a whole, we ask that you please read the following rules about our illness policy.

POLICY

In the event that a child is sick and cannot participate in daily activities, a call home will be made and the child(ren) will need to be picked up immediately.

Please use the following guidelines while deciding whether or not your child is well enough to attend the Centre.

Fever: If your child has a fever of 99.9 degrees or higher, a call home will be made and immediate pick up arrangements must be made. The child will be allowed to return to the Centre when they have been fever free for 24 hours without any fever reducing medication.

Vomiting & Diarrhea: If a child is vomiting, or has diarrhea, a call home will be made and immediate pick up arrangements must be made. A child can return to the Centre when they have been symptom free for 24 hours.

Infectious Disease: Children with any infectious disease may not attend the centre.

Pink-Eye: Children with Pink-eye must see a Doctor and have been on antibiotics for 24 hours before returning to the Centre.

Rash: Children with unexplained rashes must be seen by a Doctor and may return to the Centre with a note stating the rash is not contagious. If rash is contagious, the child may only return with a Doctor's note stating the rash has been treated and is no longer contagious.

Strep Throat: Children with Strep Throat must see a Doctor and must be on antibiotics for 24 hours before returning to the Centre.

Head Lice: Children with head lice will be sent home immediately and will not be allowed to return to centre until all nits have been removed. Daily checks will be made prior to returning to be sure nits were not missed and to stop the spread of Head Lice in the Centre.

Flu/Bronchitis/Pneumonia: Children with flu, bronchitis, pneumonia like symptoms must be seen by a Doctor. Following Doctor recommendations, a child may return after 2-3 days and must be on antibiotics. Child must be fever free for 24 hours without any fever reducing medication.

COMMON COLD

Any child suffering from a common cold will be monitored and assessed on an individual basis. Factors of consideration when monitoring and assessing each individual include the developmental level and age of the child. The Centre will do its best to limit the spread of germs by practicing proper hand washing and sanitizing of toys and common surfaces. Unfortunately, the younger the child, the harder it is to limit the spread of germs due to hand to face contact, mouthing of toys, uncontrolled nasal discharge, and uncovered sneezing/coughing.

A child may return to the centre when he or she is free from symptoms and is no longer contagious or infectious. Children returning to the centre should also be well enough to participate in activities throughout the day. In the case of any serious or unexplainable illness, a Doctor's note with medical clearance may be required prior to the child returning to the program. Please understand that the Centre is responsible for providing quality care for the other children present, and it can be hard to do so when taking care of an ill or unwell child. We understand that it can be difficult to take time off work, or find alternative childcare, but in order to keep our centre safe and healthy as a whole, these rules are set in place to help aid us in ensuring that.

ILLNESS/SICK DAY FEES

Wonder Years Child Care requires 2 (two) weeks notice of any absences. If required notice is not given, the applicable fee for each program room will be charged for any days a child does not attend program. Refunds or credits will not be Issued for sick days.



REPORTING ILLNESS

If your child is ill, Wonder Years asks that you contact the Centre by phone and leave a message stating: the room your child is in, the nature of his/her illness, and if there is a diagnosis or information provided by a doctor. If Wonder Years Child Care is in an Outbreak Status, we are required to report the number of cases of an enteric illness. Therefore, parents and/or guardians must report this information by phone each day that their child is sick.

IF YOUR CHILD BECOMES ILL

A staff member or supervisor will contact parents and/or guardians to pick up their child from program if:

- They are unwell and not coping
- They have a fever of 38 degrees Celsius or higher (100.4 degrees Fahrenheit)
- They vomit for no apparent reason
- They have an unexplained rash or,
- They have excessive redness, discharge or swelling of the eyes, nose or skin

Emergency contacts will be contacted if primary parents/guardians cannot be reached under these circumstances. If your child seems unwell, has a slight fever up to 37.7 degrees Celsius or a mild rash developing, we will notify you by phone. At that time, you can decide whether or not you would like to pick-up your child or what we will/can do in the event that their condition worsens throughout the day.

ASSESSING A CHILD'S HEALTH

During time of drop off, staff will conduct a Ministry of Education required health check of each child. Educators are required to determine that all children are free from illness or communicable disease and able to attend programming. In the event a child demonstrates symptoms of illness, staff will refer to the Illness Policy and Procedure and may ask the parents/guardians to take the child home until the symptoms have passed.

HEAD INJURY PROTOCOL

In the event of a child falling or bumping their head off an object, surface, toy or another child, Wonder Years Child Care's Educators will follow the Head Injury Protocol by immediately contacting Parents/Guardians to inform them of the injury. Educators will provide Parents/Guardians with specific details about how the incident happened, the severity of the injury and will consult the Parent/Guardian on whether they feel it would be best to pick the child up for monitoring or further observation. If the child remains in care, Educators will monitor the child closely to ensure there are no changes in behaviour or health. An Accident/Incident Report will be completed and will be signed by the Parent/Guardian upon pick-up. The Supervisor will scan and email a copy for Parent/Guardian records and the original paper copy will be filed in the child's individual file.

If Educators and/or Supervisors are unable to reach either Parent/Guardian listed on the child's enrollment form, they will leave a detailed message about the incident and how the child is doing.

Educators and/or Supervisors will proceed to call emergency contacts listed on the child's enrollment forms should they need immediate attention.

If a child requires medical attention, the Serious Occurrence Policy will be followed.



CHILDREN'S BELONGINGS

Parents/guardians are asked to label all items their child brings to Wonder Years. Parents are asked to provide enough diapers and wipes (if applicable) for the days your child will attend program. Parents will receive message on Lillio when diapers and/or wipes are needed.

Children should be dressed for active play while at Wonder Years, parents/guardians are asked to supply an extra set of seasonally appropriate clothing in case of messes or an accident. Footwear must always be worn; therefore, parents are asked to provide an indoor pair of shoes that can be changed into once arriving to program or coming inside from outdoor time.

Children's personal toys should remain at home, as they can get misplaced or may cause sharing issues. Comfort items for rest time, such as blankets or "stuffedies" are permitted. As per Ministry requirements, any cups or bottles brought into Wonder Years are to be clearly labelled with a child's first or last name.

SEASONAL RECOMMENDATIONS

Winter

Snowsuit
Winter Boots
Hats, mittens (2), scarf
Extra socks
Indoor shoes

Spring/Fall

Rain boots
Splash pants
Spring/fall jacket
Hat, mittens (2)
Extra socks
Indoor shoes

Summer

Sunhat
Swimsuit
Sunscreen
Light jacket
Indoor shoes

NUTRITION

**** Wonder Years Child Care is a Nut Free centre. Food containing traces of nuts will not be permitted within the building. Parents/guardians are asked to ensure proper hand washing if allowing children to consume any nut products prior to arriving at the centre.****

Children at Wonder Years Child Care will be provided with breakfast, lunch and an afternoon snack. Breakfast will be served for children in program from 7:30-8:30. Any children arriving at program after 8:30 will be asked to have breakfast beforehand.

Breakfast, lunch and afternoon snack are all prepared by an on-site qualified cook who has completed a Food Handler Certification Course. Menus are comprised of an assortment of healthy food items following Canada's Food Guide. Wonder Years will accommodate dietary or religious food requirements for children in the program.

Children will be provided with 2% milk for breakfast and lunch, if your child requires a substitution, parents/guardians will be asked to supply their child's milk.

ALTERNATIVES

Wonder Years Child Care does not allow any outside food to be brought into the centre unless it is an alternative or substitute due to allergies, sensitivities, or food restrictions. Any food provided by parents must be approved by the supervisor and must be brought to the kitchen immediately.



ANAPHYLAXIS POLICY

PURPOSE

The purpose of this policy is to ensure that Wonder Years Child Care has established an anaphylactic reactions protocol in accordance with the CCEYA, 2014 and Sabrina's Law, 2005. For the purpose of this document anaphylaxis/anaphylactic means a severe reaction that can be fatal due to exposure to allergens such as insect stings, medicine, latex, and food.

POLICY

All children and staff of Wonder Years Child Care are entitled to a safe and healthy learning environment in our programs. This is especially crucial for children and staff who have life-threatening allergies. While Wonder Years Child Care is committed to creating an environment that is safe for all children, these strategies do not guarantee that the premise is void of any of the allergens documented in the Anaphylaxis Emergency Plan.

It is understood that this policy will be implemented for the safeguard of all children and staff/volunteers attending Wonder Years Child Care programs. This policy will ensure that all permanent and temporary staff are made aware of their responsibilities. Wonder Years Child Care will make every effort to ensure that the premise is allergen safe, acknowledging that we cannot eliminate all allergens. We will work with parents to limit or reduce the risk of exposure to anaphylactic causative agents in the childcare program.

This plan will ensure that all children at risk are identified, strategies are put in place to minimize the potential for exposure and to ensure that all staff/volunteers are appropriately trained.

In order to provide a safe environment for anaphylactic children, Wonder Years Child Care will ensure that strategies are developed in conjunction with parents and/or physicians to minimize exposure for children to life threatening allergies. These strategies can include food avoidance, reducing of causative agents, purchasing of foods through an approved source, diligent reading of food labels, and training of staff to educate families, students, and volunteers to be aware of allergen triggers as well as completing an "Individualized Plan for a Child with an Anaphylaxis Allergy" form that will be posted in every room in the centre.

Wonder Years Child Care will ensure that:

- The Supervisors will collect information about the child's medical condition at the time of registration and families will meet with the Supervisors and the food service staff to discuss all allergies and food restrictions. An "Individualized Plan for a Child with an Anaphylaxis Allergy" form will be filled out and posted in all major areas of the centre.
- The families and employees are provided with updated information and awareness of the allergies & current policies.
- Ongoing communication with all parents is crucial to create awareness and support for children at risk. Parents may be reminded through letters, newsletters, and signs to be aware of potential allergens and to avoid using them in the program.
- Signs will be posted to indicate what allergens are not to be allowed on the property. These lists will be revised as necessary depending on the life-threatening allergies of the children enrolled.
- Avoidance of any allergens that causes anaphylactic reactions whenever possible.
- An emergency response procedure will be created in the case of accidental exposure to allergens.
- Medication for allergic reactions will be kept in safe but accessible location that is known to all staff, students, and volunteers.
- Training for staff is held prior to commencing employment when a new child is registered and annually.



SLEEP POLICY

PURPOSE

Wonder Years Child Care understands the importance of sleep and/or rest time each day as it plays a vital role in the health, well-being and development of our children. The purpose of this policy is intended to ensure that all children are accompanied by staff and are being checked regularly to maintain safe and secure sleep room practices.

POLICY

All children under the age of 44 months (3.8 years) will have a scheduled nap/quiet time period after lunch, for a maximum of two hours per day. Provisions for quiet activities are made for those children who are not sleeping and become restless. All children will be assigned to individual cots that are labeled with their name on it. A sheet for each cot will be provided by Wonder Years and the family will be asked to provide a light (breathable) blanket for their child. Sheets will be laundered at the Centre weekly (or as needed if soiled). Upon enrolment parents will be consulted in respect to a child's sleeping arrangements/preferences and then at any other appropriate time, such as transitions between programs or rooms or upon parent's requests. Sleep preferences will be documented on "Cot Permission Forms" upon enrolment and then changes can be provided to staff and will be kept in each child's individual portfolio and will be reviewed by each staff working with the child. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for sleep policies for childcare Centres.

The following sleep room practices are implemented at Wonder Years

- All children who sleep at Wonder Years (toddler and preschool) will be assigned to individual cots (parents are asked to provide a crib size blanket to leave at the centre);
- Parents are consulted regarding their child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request (and will be communicated and then documented in the child's portfolio).
- There will be a staff member present in sleep room at all times
- Direct visual checks will be performed on sleeping children every 30 minutes for indicators of distress or unusual behaviours, this will be documented on the "Child Sleep Observation Form"
- There is sufficient lighting in the sleep room to conduct the visual checks
- Observance of any significant changes in a child's sleeping patterns or behaviours during sleep time will be verbally communicated to parents. Significant changes will be noted on the "Child Sleep Observation Form" as well as in the child's individual portfolio and will result in adjustments to the manner in which the child is supervised during sleep time.
- Any written recommendation from a child's physician regarding the placement of a child for sleep will be kept in the child's record.

CONSULTATION WITH PARENTS AND FAMILIES

- All parents/guardians whose child sleeps regularly at the centre will be advised of Wonder Years Child Care policies and procedures regarding sleep at the time of their child's enrolment and/or any time the policies and procedures are revised, as applicable.
- Wonder Years Supervisors will consult with parents/guardians about their child's sleeping arrangements at the time of enrolment and at the time of transitions (when a child moves up to a new program or room) or at the parent's/guardian's request.
- Significant changes in a child's sleeping patterns or behaviours will be communicated to parents/guardians as soon as possible.
- Any significant changes in a child's sleeping patterns or behaviours will result in adjustments being made to the child's supervision during sleep time, where appropriate, based on consultation with the parent/guardian.
- Written documentation will be kept in each child's individual file to reflect the sleep patterns identified by their parent/guardian. All updates to the child's documentation will be made whenever changes are communicated to Wonder Years staff or Supervisors as soon as possible.
- All sleep arrangements will be communicated to program staff by the Supervisors after meeting with the parent/guardian.
- Staff will document all observations of changes in a child's sleep behaviours in the "Daily Written Communication Log", communicate changes with the Supervisor and parents/ guardians.
-

DIRECT VISUAL CHECKS

- Direct visual checks of each sleeping child (i.e. every child placed for sleep on a cot) will be conducted to look for indicators of distress or unusual behaviours. Direct visual checks will be documented on the "Child Sleep Observation Form"
- Direct visual checks are not required for children engaging in quiet activities, but these children will be supervised at all times.

OBSERVATION REFERENCE CHECK

Age Group	Frequency of Direct Visual Checks*
Toddler	The supervising educator must provide direct visual checks every 30 min. (minimum) during sleep/ rest time.
Preschool and/or Kindergarten (where applicable)	The supervising educator must provide direct visual checks every 30 min. (minimum) during sleep/ rest time.
Family Age Group	Not Applicable to Wonder Years Child Care

This is the minimum frequency of direct visual checks.

Should a child experience any symptoms of illness (e.g. a cold or flu) or if there are other concerning issues related to the child's health, safety and well-being during sleep, the frequency of direct visual checks must be increased. The individual needs of each child during sleep as identified by the parent/guardian and/or the child's physician must be followed at all times.

PROCEDURES FOR COMPLETING DIRECT VISUAL CHECKS

All supervising educators and/or Staff members must:

- be physically present beside the child
- check each child's general well-being by looking for signs of distress or discomfort including, a minimum:
 - laboured breathing
 - changes in skin temperature
 - changes in lip and/or skin colour
 - whimpering or crying
 - lack of response to touch or sound

WHERE SIGNS OF DISTRESS OR DISCOMFORT ARE OBSERVED, THE STAFF WHO CONDUCTED THE DIRECT VISUAL CHECK MUST ATTEMPT TO WAKE THE CHILD.

Where the child wakes up, staff must:

- attend to the child's needs immediately
- separate the child from the other children if the child appears to be ill
- document the incident in the "Child Sleep Observation Form", in the "Daily Written Communication Log", and inform the child's parent/guardian.

Where the child does not wake up, staff must:

- Immediately perform appropriate First Aid and CPR (If required)
- Inform other staff, students and volunteers of the situation
- Direct another staff to Immediately contact emergency services and Wonder Years Child Care Supervisors
- If possible, separate the child from other children or vice versa
- Contact the child's parents/guardians

Where the child must be taken home or to the hospital, the Supervisor must:

- Immediately contact the child's parent/guardian to Inform them of the situation and the next steps that will be taken.

Where the child's condition has stabilized, and/or after the child has been taken home or to the hospital, staff must:

- Follow "Serious Occurrence Policy" If applicable
- Document the Incident In the "Daily Written Communication Log" and document the child's symptoms of Illness In the child's Health Check Form"

During sleep time, staff must:

- Adjust blankets as needed
- Ensure the child's head/face Is not covered
- Ensure there are no other risks of suffocation present (e.g. loose/hanging parts on stuffed animals, small toys on child's cot)
- Document the date and time and Initial each visual check on the room's "Child Sleep Observation Form"
- Verbally Inform other staff, students and/or volunteers present In the classroom that the visual check has been completed.

USE OF ELECTRONIC DEVICES

Wonder Years Child Care will not prohibit the use of electronic sleep monitoring devices to replace visual checks. Staff will be present during all times to supervise sleeping children, or children engaging In quiet time activities. If a staff member needs to be relieved for any reason such as using the rest room, or going on break/lunch, that staff will not leave the room until someone Is present to relieve them. Staff will also be discouraged to use any personal devices such as cellphones during sleep time, unless In the event of an emergency.



ACCIDENT/INCIDENT REPORT

Child's Name _____

Date of Birth _____

Time of Accident _____

Date _____

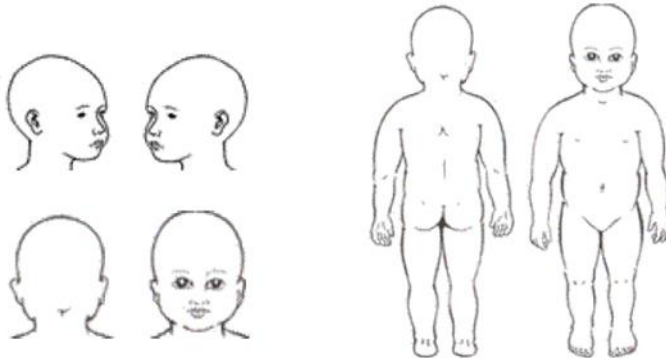
Educator Name _____

Title _____

Where did the Accident/Incident occur?

Description of how the Accident/Incident occurred, include specific details such as area of the body and any equipment/others involved

Please **circle the area(s)** of the child's body where the injury occurred:



Nature of the Injury:

☐ Bruise ☐ Cut ☐ Scrape ☐ Bump

☐ Other: _____

Description of the cause of injury:

Child's Reaction to the Accident/Injury:

☐ Crying ☐ Child has a positive attitude ☐ No reaction from child

☐ Other: _____

Was Wonder Years Child Care's head injury protocol followed?

☐ Yes ☐ No

If no, explain why: _____

Name of person who contacted parent/guardian: _____

What treatment or First Aid was administered?

Was medical treatment required? If so, please include details.

Additional Information/Comments

Parent/Guardian Signature

Date

A copy of this Report will be kept in the child's individual file, as well as a copy will be emailed to parents/guardians.

FOR OFFICE USE

☐ A copy of this Accident/Incident Report was emailed to the parent/guardian.

Copy Emailed

Supervisors Signature



ILLNESS REPORT

Child's Name _____

Date of Birth _____

Staff Name _____

Title _____

Time _____

Date _____

SYMPTOMS

- ☐ Fever of ____
- ☐ Vomiting
- ☐ Diarrhea ____ times
- ☐ Lethargic

Return Date _____

Parent Signature

Date

Staff Signature

Date

Wonder Years Illness policy states that children

- Must be fever free for 24 hours without any fever reducing medication before returning to the Centre.
- Must be symptom free (diarrhea, vomiting) for 24 hours before returning to the Centre.
- Must provide a Doctor's note stating the child may return to the Centre if a Doctor's visit was scheduled.

A copy of this Report will be kept in the child's individual file, as well as a copy will be emailed to parents/guardians.

FOR OFFICE USE

- ☐ A copy has been emailed to parents/guardians

Supervisor Signature



MEDICATION AUTHORIZATION FORM

Child's Full Name: _____

Child's Date of Birth: _____

Date Authorization Form Completed: _____

Medication or drugs will only be administered by Wonder Years staff if it has been prescribed by a qualified medical practitioner, is in its original container/packaging and has been signed by a parent/guardian with proper administration directions. Any expired drugs or medications will not be administered to a child at any time in accordance with the Administration of Medication and Drugs Policy and Procedure.

I, _____, authorize _____
(Parent's name) (Care provider's name)

to administer _____ to my child _____
(Medication) (Child's name)

Date medications were purchased: _____

Medication expiry date: _____

Authorization start date: _____

Authorization end date: _____

Special Instructions (ie: on full/empty stomach, etc.): _____

Possible Side Effects: _____

Authorization for Child to Carry Emergency Asthma/Allergy Medication:

- ☐ I authorize my child to carry their own asthma/allergy medication.
☐ I do not authorize my child to carry their own asthma/allergy medication.

MEDICATION ADMINISTRATION SCHEDULE

The following schedule must be followed for proper administration of my child's medication or drug:

Day(s) of the Week	Time(s) of the Day / Intervals	Amount/Dosage	Additional Information (where applicable)

AND/OR, where drugs are to be administered on an 'as needed' basis:

Medication(s) needs to be administered when the following physical symptoms are observed:

Amount/Dosage:

Parent Signature

Date

For Child Care Centre Use

Location medication will be stored: _____

Date Authorization Form Updated: _____

Updated by: _____

Date Medication/Drug Returned to Parent/Pharmacy (dd/mm/yyyy): ____/____/____

Supervisor Signature

Date



COT SLEEPING PERMISSION FORM

At Wonder Years we strive to establish a safe and secure home away from home for your child, so your child feels as comfortable as possible throughout their stay at our centre. We want to ensure that your child is able to feel fully rested during our rest periods so that they can be recharged for the rest of their fun filled day. Please fill out this form with any special preferences (i.e. likes to sleep in the dark,) accommodations (ie. Needs a pacifier, sleeps with a teddy bear etc.) and precautions (i.e. Has night terrors, tends to get overheated at night etc.) that you may have for your child.

I, _____ give permission for _____, to sleep on a cot provided by
(Parent or Guardian's Name) (Child's Name)
Wonder Years during rest time. I understand that this cot will be individually assigned and only used by my child.

Parent Signature

Date

Sleep Preference(s):

Sleep Accommodation(s):

Sleep Precaution(s):

Parent/Guardian Signature

Date



FIELD TRIP PERMISSION FORM

I, _____ (parent/guardian name) give permission for my child, _____ (child's full name) to participate in any field trips and/ or community outings that Wonder Years Child Care will explore with my child. I am signing this permission form with the knowledge that the Wonder Years has provided me with prior notice of any outings. I understand what is involved with attending activities outside the childcare Centre. I trust that all educators will follow the regulations set forth by The Ministry of Education.

I give permission to:

- Walk to activities with a supervising adult (room educator)
- Attend any posted community activity on the days my child attends Wonder Years
- Use Bus or Van transportation

Preparing to go:

There will be an extra staff over the required ratio on all field trips. When deciding on the number of parent volunteers, and educators, Wonder Years will consider the following:

1. the ages and the needs of the children involved
2. the activity/ place of exploration
3. the environment in which the activity is taking place

Things to bring:

1. Running shoes/rainboots/outdoor shoes, extra clothing, sunscreen, hat, umbrella
2. Lunch and snacks if not provided
3. Water bottle

Parent Volunteer:

- ☐ I am available to volunteer
- ☐ I am unavailable to volunteer at this time

Field Trip Fee:

Depending on the outing/ field trip, I understand that a fee may be associated with my child's attendance.

I understand all of the above and if I do not wish my child to attend any posted field trips/ community outings I will find alternative childcare for that day.

Parent Signature

Date



PARENT ISSUES AND CONCERNS FORM

Date	
Nature of Issue or Concern	
Strategies & Support Provided to Resolve Issues or Concerns	
Educator/ Staff Documenting Issues or Concerns	
Additional Comments or Documentation	

Staff Name

Staff Signature



ACKNOWLEDGEMENT

I have received and understand Wonder Years Child Care's Parent Handbook in its entirety and acknowledge its contents.

I understand that if I have any questions about the Policies and Procedures, I should ask the Supervisors and/or a member of the Board of Directors for clarification.

I also acknowledge that this Parent Handbook may be subject to periodic revisions and that Wonder Years Child Care has the right to amend the Parent Handbook accordingly.

I further understand that I will be made aware of any revisions of this Parent Handbook and will continue to follow them accordingly.

I agree to follow the guidelines set forth within Wonder Years Child Care's Parent Handbook, including any applicable revisions made known to me, as a condition of my child(ren)'s enrollment with Wonder Years Child Care and understand that my failure to follow the Parent Handbook guidelines may result in immediate withdrawal of my child(ren)'s enrollment.

Parent Name – PRINTED

Parent Signature

Date

Supervisor Name – PRINTED

Supervisor Signature

Date

FOR OFFICE USE ONLY

THIS PARENT HANDBOOK WAS LAST UPDATED ON OCTOBER 2, 2026