
Little Feet Big Dreams Child Care Inc.

2300 Sheridan Garden Drive, Oakville, ON L6J 7R2
Tel: 905-829-9393

Welcome!

Program Statement

Your children deserve the best and at Little Feet Big Dreams, we ensure that they experience a nurturing and caring environment while learning to develop their emotional, physical, intellectual and social skills. We are committed to ensuring the development of children is according to the Minister's policy statement on both the pedagogy and programing. Our policies and procedures at Little Feet Big Dreams include the best practices provided by the CCEYA. Our staff at Little Feet Big Dreams have been trained in various teaching concepts that reflect our commitment to early learning and child development. We believe that children learn best through a variety of experiences that reflect their interests in the areas of music and movement, physical development, emotional development, and social development. All children are *competent, capable, curious and rich in potential*. Our teachers work alongside children to inspire, encourage and support them through their early learning experience. Our staff create a program for your children that resembles How Does Learning Happen? and create developmental goals for each child in our care. Through these goals we believe it is very important that we are consistent with the following statements:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world
- Every child is developing a sense of self, health and well being
- Every child is an active and engaged learner who explores the world with body, mind, and sense.
- Every child is a capable communicator who expresses him or herself in many ways

Our Goals

To promote the health, safety, nutrition and well-being of the children

Our children's health and safety are always a priority while planning and decision making. All of our meals which are catered by Body Shak uses "ful-licious" menus that are specifically designed to appeal to children pallets. They take food children love and give them a healthy spin. Their amazing lunches and snacks are planned by their passionate team who delivers their promise each and every day. All of the menus and snacks are prepared in accordance with the

CCEYA and the Canada Food Guide and they will cater to your child's allergies and/or food restrictions. All allergies and food restrictions will be posted in each classroom of our childcare centre. The staff review our anaphylaxis policy annually and are trained in emergency procedures. Our health inspections are always available in our front entrance to the families in our facility and one staff member always on site is a certified food handler. LFBD's staff all have had a criminal reference check, a vulnerable sector search prior to being hired and every 5 years thereafter. In those 5 years the staff will sign off on the Ontario offense declaration. Our staff's immunizations records are also up to date with proof verified by the supervisor.

Foster the engagement of an ongoing communication with parents about the program and their children

Our staff will greet children and families by name and with a smile at both drop off and pick up in order to foster a sense of belonging. The communication between parents and teachers is an essential component in fostering strong partnerships with our families. Teachers aim to communicate informally with parents on a regular basis, to share stories and experiences about their child's time at the Centre each day. Formal parent/teacher discussions are also an essential part of understanding a child's developmental progress. This allows for correct learning experiences to be established for each child. Please feel free to discuss your child's progress with his/her teacher, at a time convenient to both teacher and parent, however official parent/teacher discussions occur in May/. The children will also receive a written developmental report at the end of each year. Our parents are always welcome at the childcare centre where they are free to participate in classroom activities. Our staff communicate verbally, written, via email or text. Feel free to contact any staff to communicate about your child or the program at any time!

Our program offers a variety of activities to incorporate indoor/outdoor activities, quiet/rest times and well as active play and creates a positive learning environment.

Active play is a large part of our program. A variety of materials can always be found in the following centers of our classrooms – art, sensory, cozy and book, dramatic, block and floor toys. Our staff use the ECERS tool guide to help guide them. We encourage our children to be creative and to use their imagination. Indoor and outdoor play times are equally important in our centre. We connect and engage our children to nature as we explore the outdoors and outdoor playground and materials one hour in the morning and one hour in the afternoon. We create individualized Support plans to those children who needs need to be supported by staff or resource consultants. We develop a plan that supports the children's full participation in our programs by using supports or aids or adaptations.

Support positive and responsive interactions among the children, parents and childcare providers and staff.

Our staff whom are professionals will help support and connect the children to our environment. They will play and extend the children's play reflect on what works well and have written documentation and photos that will help communicate with the parents and families. Our staff will use a warm, responsive and inclusive approach, building and maintaining the relationships. The staff will ensure materials provide many opportunities for the children to make choices,

manipulate, express their interest. Any students or volunteers will read and review our policies. As the program statement is a living document, we reflect discuss and contribute to this often.

Foster the children exploration and inquiry and adults will support the child initiated experience.

Our program is planned to meet the needs of all children and we support their development of initiative, imagination, express and understand feelings and self-regulations. No staff is to tell a child what to make or how to make it, staff are there to help expand their play. We allow the children to engage in the environment to foster their curiosity. We strive to ensure that our children feel like they belong, they make friends and interact with their teachers. We aim to intergrade many different cultures into our program. Our documentation will be done to help make the children's learning visible.

Document and reviewing the strategies in the document on the children

Our staff must contribute to our program statement as we will review it as a whole team. Our teachers will be reviewed annually through our monitoring document. Our monthly staff meetings are a great place for our staff to discuss all strategies between staff and the supervisor. Staff will sign off on the program statement annually and prior to employment.

Involving local community partners who will support the children and their families.

At LFBD we provide learning opportunities for practical work experience to members of the community through placements and volunteer work. We also partner with many organizations and agencies such as the region of Halton who support our children and families either financially or through in-kind support. With these partners we are able to collaborate and create opportunities for both the families and children.

Support staff or others who interact which children in relation to continuous professional learning

LFBD offers financial aid for staff to attend training and workshops with a minimum of 2 workshops per year. Many of these workshops are provided by the region of Halton or quality first. We also offer aid to make sure all of our staff are trained in standard first aid and Infant CPR which is a requirement for employment.

At LFBD we have created best practices and policies in support and respect of inclusion, we create an environment for all children to have a sense of belonging. From 6 months to 6 years of age, you can be assured that your child will leave Little Feet Big Dreams with confidence, self-esteem and the assuredness that their next journey will be a safe and exciting one, having experienced the security and nurture at LFBD.

Hours of Operation

The Centre hours are Monday - Friday, 7:00 am - 6:00 pm, excluding statutory holidays.
The Centre closes early on Christmas Eve and New Years Eve.

In the event of an early closure due to an emergency or weather conditions, parents will be notified by phone and are expected to pick up their child within one (1) hour.

Statutory Holidays

- *New Year's Day - January 1st, 2019*
- *Family Day - Monday, February 18th 2019*
- *Good Friday - Friday, April 19th 2019*
- *Victoria Day - Monday, May 20th, 2019*
- *Canada Day - Mon, July 1st 2019*
- *Civic Holiday - Monday, August 5th, 2019*
- *Labour Day - Monday, September 2nd 2019*
- *Thanksgiving Day - Monday, October 14th 2019*
- *Christmas Day –Wednesday, December 25th 2019*
- *Boxing Day –Thursday, December 26th 2019*

Ages and Ratios

Infant Classroom: 6 months to 18 months - 1 staff to 3 children
Toddler Classroom: 18 months to 2.5 years – 1 staff to 5 children
Preschool Classroom: 2.5 years to 4 years – 1 staff to 8 children

Classroom Rates

Infant Classrooms:

- Full-time Bi-Weekly Rate: \$716.70

Toddler Classrooms:

- Full-time Bi-Weekly Rate: \$612
- Part-time Daily Rate: \$61.79

Preschool Classroom:

- Full-time Bi-Weekly Rate: \$551.70
- Part-time Daily Rate: \$57.26

- Registration

Registration Fee: \$100.00 non-refundable.

Registration Deposit: Registration is secured with a two (2) week deposit which will be allocated towards your child's final two (2) weeks of care.

Subsidy

Please call the region of Halton at 905-825-6000 to see if you qualify for financial assistance for childcare costs.

Payment Process

All fees must be paid by pre-authorized debit every other Friday. If your child's first day is not on the regular bi-weekly payment schedule, the pro-rated amount will be calculated and paid along with your registration fee and two (2) week deposit by cheque or pre-authorized debit.

Pre-Authorized Debit

A Pre-Authorized Debit enrolment forms will be provided as part of your family registration package. Each family must complete a Pre-Authorized Debit Form for regular bi-weekly fee payments*, as well as a Pre-Authorized Debit Form for the initial registration fee and the two (2) week deposit if not paying by cheque.

** Since all fees are based on weekly rates, no discounts will be offered for statutory holidays or sick days when your child does not require care. Similarly, we will not be able to provide a refund or credit due to "snow days" or other unexpected closures.*

Waiting List Policy

To add your child(ren) to our waiting list we require the following information:

- Parents first and last names
- Best contact telephone number(s) and or email addresses
- Your expected start month
- Your child's name
- Date of Birth (unborn children may be added to the list with expected month of enrollment and due date)

Here is how the waiting list works:

- Call or e-mail our Centre & schedule a tour
- Each age group at each Centre has its own individual waiting list.
- There will be no charge for any family to be put onto the waiting list.
- The day that you come in for a tour will be your seniority date on the waiting list.
- We honour our existing families. Therefore if a child has a sibling, the sibling takes priority over new registrations/waiting list families.
- Families who withdraw (i.e. for holidays or a maternity leave) are placed on the waiting list on their last day of childcare.
- Provide the required information for your file on the waiting list: Be mindful and strategic of your expected start month, you may also put the earliest start month you will consider for e.g. you are willing to start in March but you really need a space for May.
- If there are any changes to your contact information please contact the Centre to update your file.
- There is no specified length of time that you need to be on the list to be offered a space.
- Spaces are created when a family or child leaves the Centre. There is no specific time however the months of July, August and September have the most movement, Spaces can be available at any time of the year and at point in the month.
- We are usually able to contact families 4-10 weeks before any given space, as parents are only required to give us 1 months' notice of their withdrawal.
- Only once the withdrawal is confirmed in writing can we begin to find a family for the space.
- With all spaces available the Centre, Supervisor will call all families that are eligible to start in the age group. All parents who are waiting for a particular month are contacted when spaces are available. Even if the month you specified has already passed if your child is still within the age group of the room they will be offered a space.
- Once a family is called from the waiting list they are given a specified time frame to return the call and express continued interest in the space available.
- From the families that return our call with in the specified time, the family with the highest seniority date will have first official refusal of the available space.
- Once your child is officially offered a space, if you would like to accept it, you will be required to provide a Registration fee (nonrefundable) & 2-week deposit of your child's fee for the age group. This deposit will be applied to your child's last month of care provided that the appropriate notice is given.
- For all families that express continued interest in a space and are not successful will be contacted to let them know that another family has filled the space.
- If you are called for a space and do not wish to take it at the time, your name is removed from the list, you may then decide to go back on the waiting list based on seniority on that date.

Withdrawal Policy

If you are wanting to withdraw your child from Little Feet Big Dreams, we will require:

- One (1) months written notice for the Infant, Toddler and Preschool Programs

Without the appropriate written notice, you will be charged the full amounts due.

Termination of Care

LFBD holds the right to terminate care immediately if any of the following situations occur- non-payment, constant late pick up, parent/child whom are abusive towards LFBD staff of children or families whom refuse to meet with staff or consent to the use of our community support services.

Facilities

Little Feet Big Dreams is located in a facility that is only seven years old. It has ample amounts of space and features, making for a wonderful learning environment for children. Highlights include: classrooms with plenty of windows, space and colour, an outside playground with 15,000 sq. ft. and real grass, and an inside gymnasium with 6,000 sq. ft.

Fire Drills

All of our programs participate in fire drills on a monthly basis. Our emergency location is at John Knox Christian School if we need to evacuate the premises. All parents will be notified if we need to evacuate our location. Little Feet Big Dreams has an emergency management policy in which all staff will be following in any case of emergencies. The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved

Programs

The children will follow a schedule which will include a variety of activities such as a small and large group times to ensure quality learning.

Typical Schedule:

Arrival / Interactive Play:	7:00 am – 9:15 am
Arrival / Snack	8:15 am – 8:45 am
Arrival / Washroom Routine:	8:45 am – 9:00 am
Outdoor Play:	9:00 am – 10:00 am
Interactive Play:	10:00 am – 10:30 am
Small Group Time:	10:30 am – 11:15 am
Washroom Routine:	11:15 am – 11:30 am
Lunch:	11:30 am – 12:15 pm
Rest Time:	12:15 pm – 2:15 pm
Washroom Routine:	2:15 pm – 2:30 pm
Snack:	2:30 pm – 3:00 pm
Outdoor Play:	3:00 pm – 4:00 pm
Large Group Time:	4:00 pm – 5:00 pm

Pick-up / Washroom Routine:	5:00 pm – 5:15 pm
Pick-up / Interactive Play:	5:15 pm – 6:00 pm

Arrival and Departure

When arriving at Little Feet Big Dreams Child Care, we ask that you sign your child in for the day and inform staff of any information that may be helpful for us to know in regards to your child's day. We also provide space for you to leave a note for a staff member as drop off times can be busy with many parents arriving at the same time. Our programs will begin at 9:00 am each day. If your child is going to be dropped off after 9:00 am or will be absent for the day, we ask that you call the Centre to let us know.

If making arrangements to have someone else pick up your child, other than the person who regularly does, please inform staff of this change. You can do this by leaving a note on the sign in page and mentioning it to our staff, or phoning staff during the day. Please be advised that only people listed on your emergency contact list may pick up your child, unless you have otherwise provided written authorization. We will also require photo identification of the individual at pick up time.

Parents must pick up their child by 6:00 pm. If you have not picked up your child by 6:00 pm, you are expected to call the Centre to let staff know you are running late. You will be charged additional fees for late pick up. After 6:00 pm, there is a \$10.00 fee for the first five (5) minutes and \$1.00 per each minute thereafter. Payment will be due by the next day of care your child receives. At the staff's discretion, some allowances may be made due to unexpected weather conditions or extenuating circumstances.

If we have not heard from you or someone on your emergency contact list by 6:45 pm, we will assume that something has happened to prevent you from calling. We will then proceed to call your emergency contacts. If we can not contact anyone from the list to pick up your child, the police will be notified and your child will be released into C.A.S. custody. It is important that you keep staff informed.

Daily Summary

A daily summary will be provided for you each day to advise you what your child ate, how long they slept and the highlights of the day. We will customize these notes to suit your child's age group, the types of activities your child really enjoyed that day, or perhaps didn't enjoy so much. Think of it as a sneak peek into the your child's day!

Emergency information

It is extremely important to the well-being of your child that you provide us with current contact information. Ensure your address, home telephone number, work phone number, cell phone

number and emergency contact information are always up to date. We need to be able to contact you in the event of an emergency situation.

Getting Started

Starting daycare can be overwhelming for you as a parent and for your child. Here are a few suggestions that may help to promote your child's positive feelings towards daycare:

- Start talking about daycare, what kinds of things they will be doing, who they will see and how much fun it will be for them
- Encourage independence by being positive and excited about this change; children sense these emotions and will soon develop similar feelings
- At Little Feet Big Dreams, we have a family board where a photo of your family can be posted. This is helpful as your child may look at it throughout the day and get a sense that you are a part of their day as well

What Should You Bring?

- A change of clothes (two sets for infants and toddlers)
- Diapers, Pull-ups and Box of Baby Wipes if needed
- Indoor and outdoor shoes, or boots during winter months
- A blanket for sleep time, clearly marked with your child's name on the label
- A sippy cup or water bottle, clearly marked with your child's name
- Sunscreen, initially applied prior to arrival during summer months
- Sun hat for outside play during summer months
- Weather appropriate attire; we go outside for two hours per day when possible

If your child wears diapers, please bring in one (1) pack of diapers, one (1) pack of wipes and diaper cream. A reminder will be sent home with your "foot notes" when you are running low so that you know what is needed for the following day.

Please label all of your child's belongings as there may be other children with the same item. This will help prevent items from getting lost.

Our Staff

Little Feet Big Dreams staff are committed to being partners with your children by guiding them and engaging them with their peers and their environment. The educators build relationships with both the children and their families by observing, listening and interacting with each individual.

Philosophy

We offer high quality ECE programs that stimulate and encourage learning at every level. At Little Feet Big Dreams, we believe that children learn by experience. As a result, we offer a variety of activities geared to developing your child's gross motor skills, fine motor control and sensory awareness. We ensure that our programs offer the right balance of structure and free-play in every age group so that children can learn while exploring their own interests.

Family Involvement - We Value Your Input

In order to offer the best developmental program possible to our children, it is essential to receive valuable input from parents who are, after all, the first teachers of our children. In your critical role, you are able to support and reinforce our educational program. We appreciate any relevant information you can share about your child. This enables the staff to better understand and cater to your child's needs.

The sharing of interesting occupations, talents, and traditions by parents and grandparents are also wonderful additions to the program. Please speak to the teachers if you would like to visit and share your talents with us!

In our monthly newsletters, you will see outlined activities such as the Christmas concert, Mother's Day Tea and Father's Day Pub. During the year, you will be advised when these opportunities occur so that you will be able to participate in the full academic and social life of your child and our Little Feet Big Dreams community.

Meals

Little Feet Big Dreams will be providing a morning snack, lunch and an afternoon snack. The menus will be posted for you to see. Please ensure you have completed the relevant forms if your child is at risk with any personal allergies.

We currently are catered by Body Fit. BabyShak is all about catering to the needs of day care and child care centres, to whom they provide child-friendly, dairy-free, gluten-free and absolutely fun-licious lunches and snacks! They take pride in preparing healthy and tasty meals offering your child food that is 100% in accordance with the Child Care and Early Years Act (CCEYA) and support the Municipal and Regional Criteria. BabyShak is also vegan friendly! If your child has any food allergies or restrictions please let us know as we can accommodate them.

Please remember we are a Nut Free facility and ask that NO outside food is brought into our facilities in order to prevent any contamination to any allergens.

Outside Play

At Little Feet Big Dreams, we consider outside activities to be an important part of your child's day. We always plan to go outside for an hour in the morning and an hour in the afternoon. Please provide weather appropriate attire for your child each day. There may be situations when outside play is not possible. At the discretion of the Centre Supervisor, in the following circumstances, children may remain inside and use the gymnasium instead:

- In the winter season, when the weather is -15°C or with a cold weather alert is in effect.
- In the summer season, when the weather feels like 32 °C or higher
- In the summer season, when there is a heat alert issued
- If playground equipment is not safe to use due to ice or other conditions
- If it is raining or too wet outside for enjoyable play

As signed in the enrollment package, on occasion we do walking fieldtrips. We may go for a walk if the playground is too wet for the children to play or to explore nature in our community. During these walking off premises trips we will not be crossing any intersections and we will stay along Sheridan Garden Drive. Please refer back to our walking field trip permission forms.

Monkeynastix

At LFBD we offer a seasonal Monkeynastix program which runs once a week for an additional cost. Monkeynastix is a fun and challenging, non-competitive fitness movement education program developing physical literacy in children

Quality First

Quality First is a quality early learning initiative providing all licensed childcare programs in Halton region with the opportunity to participate in a developmental model for quality improvement.

Serious Occurrence Reporting

LFBD reports all Serious Occurrences to the Ministry of Education as required. A "Serious Occurrence" could include:

1. Death
2. Alleged abuse and/or neglect of a client
3. Client is missing or temporarily unsupervised
 - Child was found
 - Child is still missing

4. A life-threatening injury to or a life-threatening illness of a child who receives child care at the child care centre
 - Injury
 - Illness
5. An unplanned disruption of the normal operations of the child care centre that poses a risk to the health, safety or well-being of children receiving care at the child care centre.
 - Fire
 - Flood
 - Gas leak
 - Detection of carbon monoxide
 - Outbreak
 - Lockdown
 - Other emergency relocation or temporary closure
 -

When this occurs, LFBD also posts a “Serious Occurrence Notification Form” near the program license for 10 days.

Child Protection Responsibilities

LFBD are required by law to report a case where a child is in need of protection. Every person who believes a child is or may be in need of protection must report promptly their belief and information to Children’s Aid Society (905) 333-4441,

Keeping Children Happy, Healthy and Safe

Little Feet Big Dreams Child Care is committed to protecting the health and safety of each child. When dealing with infectious diseases, this can be very serious. Preventing the spread of germs is an important part of our commitment to protecting every one's health and well being. To minimize the spread of germs:

- We ask that parents and children wash their hands when arriving and departing
- Children are to wash their hands when coming in from outdoor play
- Children are to wash their hands after washroom routine
- Children are to wash their hands before both snacks and lunch
- Staff are to wash their hands before starting the day and upon leaving for the day
- Staff are to wash their hands in between each diaper change or after assisting a child with washroom routine
- Staff are to wash their hands regularly throughout the day
- Toys are to be disinfected on a regular basis
- Classrooms are to be kept clean and well maintained

Mandatory Exclusion

Children should not be brought to care if they are not able to cope with their classroom's daily schedule. The following are symptoms:

- Vomiting: within a 24 hour period
- Diarrhea: three (3) bouts of diarrhea within a 24 hour period
- Conjunctivitis (or "pink eye") and/or a mucus discharge coming out of eye(s)
- Fever: Over 38.3°C or 101.1°F
- Undiagnosed rash
- A communicable disease or illness

If your child develops any of these symptoms while in our care, we will contact you and ask that you pick up your child within one (1) hour of our call. We appreciate your support in complying with this policy for the well-being of your child and of other children in our care.

Please note: Should your child experience enteric symptoms (i.e. vomiting or diarrhea) he/she will not be re-admitted to the centre until being symptom free for 24 hours.

If your child will be absent, we request that you contact the Centre to advise why your child is absent before 9:00 am on the day of expected care.

Medications

A Registered Early Childhood Educator (RECE) can administer prescribed and non-prescribed medication to children when provided with written authorization. A medication form will be provided to parents to fill out when required and provide to the Centre before their child starts the day. If you have lost your form, another can be provided. Please bring the medication (labeled with your child's name and date) in a zip-lock bag along with the receipt of purchase, also listing the amount to be administered and the time of administration. The medication will be stored in a safe place away from children. Medication that is not prescribed can only be given a maximum of two (2) consecutive days in care; if there is no improvement in your child's symptoms, they should be seen by a doctor. Tylenol cannot be stored at the centre for any purposes.

Injuries

We will do everything we can to ensure your child's safety. In the event that an accident happens, staff will fill out an accident or incident form and inform the Centre Supervisor of the accident. In the event of a serious accident, you will be notified and proper steps will be taken by our staff to ensure the best outcome for your child. All staff are trained in CPR and First Aid.

Behaviour Management

When working with children, staff are aware of the importance of approaching children at their level. This means bending down to speak with them. It also means taking the child's lead and interacting with them.

We encourage children to problem-solve with each other, and by being a mediator for them, we can encourage them to express their feelings in a positive way. Staff will demonstrate positive behaviour, however conflict will inevitably arise between children during the course of play. This is because the children are still learning social skills. At Little Feet Big Dreams Child Care, staff follow the “High Scope” method of conflict resolution:

- Approach calmly, diffusing any hurtful actions or language
- Gather information
- Ask for ideas for solutions and choose one together
- Provide follow-up support as needed

Parents are consulted about any issues or concerns regarding their child's behaviour. Parents are encouraged to collaborate with teachers in promoting and guiding positive behaviour with their child.

Prohibited Practices

LFBD believes that the practices outlined below are inappropriate, negate the children rights and must not be utilized.

1. corporal punishment of a child;
2. deliberate use of harsh or degrading measures on a child that would humiliate the child or undermine his/her self-respect;
3. depriving a child of basic needs including food, shelter, clothing or bedding;
4. locking the exits of the child care centre for the purpose of confining a child; or
5. using a locked or lockable room or structure to confine a child.
6. Any physical restraints to a child

Parental Concerns

If you have any concerns relating to the care of your child, a staff member, or another child, please discuss with the Centre Supervisor. Parents and children will not be discriminated against

or suffer any repercussions if they make a complaint. The rights of all individuals at Little Feet Big Dreams are respected and no parents or visitors may reprimand children or staff at any time.

After discussion, the Centre Supervisor will investigate the complaint focusing on the issue of concern, and work towards a resolution that meets the needs of everyone involved. Please see the below policy we follow at LFBD.

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Little Feet Big Dreams management and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

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

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx) (CAS) directly.

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

For more information, visit

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the supervisor or licensee.	<ul style="list-style-type: none">- Address the issue/concern at the time it is raised or <ul style="list-style-type: none">- arrange for a meeting with the parent/guardian within 2 business days. Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none">- the date and time the issue/concern was received;- the name of the person who received the issue/concern;

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>-</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Heather van Konynenburg.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Heather van Konynenburg – 905-829-9393 heather@littlefeetbigdreams.com,

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

Supervision of Students and Volunteers

All children in our care will be supervised effectively at all times. Our centre encourages the training of ECE students as placements at our site, working closely with Sheridan College's Early Childhood Education course for both extensive students and regular 2 year students. Under no circumstances will a volunteer, student under the age of 16 or ECE placement student be left unsupervised and they will not be counted in ratios or left unsupervised at any time. In accordance with the CCEYA, we have developed a policy for all teachers to sign regarding this policy understanding the importance of such.

We are excited to have your child join our family community at Little Feet Big Dreams! If you have any questions or concerns, please do not hesitate to contact us. We look forward to caring for your child as they start this next stage of their journey!

Sincerely,

Heather van Konynenburg, RECE
Supervisor and Executive Director
Little Feet Big Dreams Child Care Inc.
heather@littlefeetbigdreams.com