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Churchill Carling Daycare's Parent Handbook

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PARENT INFORMATION HANDBOOK

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PARENT INFORMATION BOOKLET

PROGRAM STATEMENT

At **Churchill Carling Daycare** we provide care to children 12 months- until they are eligible for Junior Kindergarten at 3.5- 4 years of age. We believe that licensed group-based child care is one of the best options for children. We do our utmost to ensure that each program offers children quality care in a stimulating, play-based learning environment. **CCDC** strives to provide a safe and healthy environment with annual checks of equipment and systems, water flushing/testing as well as daily checks of classrooms and playground areas prior to children entering the program. Our warm and inviting classrooms are designed with age-appropriate equipment and gain the varied interests to positively support the children's learning in our care.

We believe children are competent, capable, curious and rich in potential. Our daycare setting promotes and enhances a child's emotional, social, physical and cognitive development. Each program allows children in our care to follow their interests and take part in child-initiated and teacher-supported activities as they play, read, inquire and explore their environment within their flexible daily schedule. This allows children to satisfy their curiosity and reach their developmental milestones. Children are encouraged to develop self-regulation, rather than simply learning to be compliant. Teachers model positive appropriate language with children, other staff and parents to support children in their own abilities to communicate by use of manners and the expression of one's emotions and needs. Our teachers guide your children in a positive manner, and never engage in prohibited practices outlined in the regulations.

Structured and unstructured activities are provided both indoors and outdoors in all of our programs. **CCDC** respects the fact that children need a time for active and quiet play as well as rest time giving consideration to the individual needs of the children in our programs. Our teachers take advantage of opportunities for exploration in our neighborhood with community partners that include but are not limited to trips to the local library, use of public transportation and local talent involving music and rhythm and neighborhood walks. Parents and siblings are encouraged to visit the daycare program on these days to add an added sense of community involvement within our families. Visits from community helpers are used as well to supplement and enrich our programs. Staff will share these experiences with parents by providing them with photos of their children actively involved in these activities and daily interactions at drop off and pick up times. Bulletin boards, emails, SeeSaw, monthly newsletters and communication books are used to keep parents well aware of their children's learning and foster the engagement of ongoing communication. Programming is reflected by documenting the impact of these activities on the children and possibly their families. Parents will be given the opportunity to have input into their child's programming in any/all capacity that they are willing to do by means of being provided with reviews the staff have prepared from the activities in their programs.

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CCDC has consulted with Canada's Food Guide to plan all meals, snacks and beverages provided to the children in their care. Parents are consulted with their child's nutritional preferences and restrictions and possible allergies and are accommodated by the full time cook. Recipes are provided to parents who would like to include the nutritional meals in their homes.

CCDC offers professional development opportunities including first aid courses. Through our regular monthly meetings, staff is notified of conferences, workshops and courses offered by community partners and others. Staff is familiar with the *Early Learning for Every Child Today* and the *How Does Learning Happen?* documents published by the Ministry of Education in order to implement the pedagogical approach and documentation that are reviewed and updated continuously to support children as they learn along a developmental continuum allowing for smoother transitions from one program to another.

By working together and offering support, advice and resources to staff, parents, students and children we recognize that early years programs are critical as children's early experience last a lifetime. Promoting a deeper reflection on creating a daycare facility where children, families and staff explore, question and learn together as a whole is a main goal at **CCDC**.

CWELCC

We are pleased to announce that CCDC has enrolled in the Canada Wide Early Learning and Child Care Agreement (CWELCC) which will be used to build and leverage the success of Ontario's existing early learning and child care system by increasing quality, accessibility, affordability and inclusivity in early learning and child care. CCDC only offers full time spaces. As of January 1, 2025 base fees for all programs have been reduced to \$22.00 a day.

Base Fees- Fees the parents pay in order to maintain their child's full-time spot.

Non-Base Fees- Any fees for optional items like field trips, graduation t-shirts or visitors or where a parent fails to meet the terms of our policies for example: late fees, NSF fines, late pick- up fees and administration fees.

Our fees have been streamlined so parents have 12 equal monthly payments.

	Toddler and Jr. Preschool Program's Base Rate	Sr. Preschool Program's Base Rate
Full Time Care (M-F)	\$478.50	\$478.50
Daily rate	\$22.00	\$22.00

PROGRAMS OF SERVICE

We have responded to the needs and demands of the families in our community for children 12 months-through 3.5- 4 years, to when they are eligible for Junior Kindergarten. We currently provide care in two locations with Toddler and Preschool Programs. **Location One** is at 724 Churchill Ave. and houses 15 toddlers, 10 Jr. preschoolers and 16 preschoolers and **Location Two** is at 715 Roosevelt Ave. with 10 toddlers and 16 preschoolers. We only offer full time care.

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HOURS OF OPERATION AND 2025 PLANNED CLOSURES

Our daycare is open year-round, Monday through Friday from 7:15 a.m. to 5:45 p.m. “Under the Canada -Wide Early Learning and Childcare agreement (CWELCC), childcare programs can be closed up to 20 days per calendar year where families are charged a fee including Statutory holidays. This limit applies to the calendar year from January 1st. December 31st.”

The daycare is closed on the following days in 2025.

- New Year's Day- January 1st
- Family Day- February 17th
- Good Friday- April 18th
- Easter Monday- April 21st
- Victoria Day- May 19th
- Monday, June 30th
- Canada Day- July 1st
- Civic Holiday – August 4th
- Annual August Closure- August 5th- 8th
- Labour Day- September 1st
- Thanksgiving Day- October 13th
- Christmas Eve- December 24th
- Christmas Day- December 25th
- Boxing Day- December 26th-
- Annual Christmas Closure – December 29th – December 31st
- **Please note** that although Remembrance Day is a statutory holiday, we remain open to accommodate parents who do not have this day off. We do however; take this day as a holiday during the week of Christmas when our attendance is usually lower.
- **The daycare is closed between Christmas and New Year's due to low enrollment and to allow the staff a holiday with their families. We use the Remembrance Day statutory holiday for Christmas Eve. Plenty of notice is given each year to the parents as to the specific dates of closure. It usually results in 4 to 5 business days along with the statutory holidays of the daycare being closed.**
- **The daycare closes annually the 4 days after the Civic Holiday in August for maintenance of the buildings and holidays for the staff.**
- **Rarely, CCDC may have a PD Day closure where the center will give parents plenty of notice so that the staff can benefit from professional development.**

WAITING LIST

Churchill Carling Daycare Ltd. maintains an up to date waiting list for children wanting space at our facility. It is on a first come first served basis. Sibling priority will over ride anyone new waiting to have a space at CCDC. In order to be placed on the wait list you need to put your child on the Child

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Care Registry and Waitlist (CCRAW) for either or both of our locations. We only offer full time spaces as we do not have subsidized care.

The waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it by being locked in the office and only available to the Director to consult. The position of a child on the list is available only to the Director who has the access and can see the page number to determine the position of a child on the waiting list.

There is no charge to place your child (ren) onto our waiting list and no fees associated with no registration fees. Once you choose CCDC as your child's daycare, you only secure your space with the required paperwork submitted and a non-refundable deposit of half of your child's first month of care.

ADMISSION POLICY

Spaces require a non-refundable deposit of half the first month's daycare fees of \$239.25 to secure the space. Forms in the Registration Folder must be fully completed and returned with the deposit. Generally, once a family has completed the tour of CCDC and received a Registration Package, they have a week to choose whether or not they are enrolling their child. After a week, the spot may be given to the next child on the wait list.

The following forms are required returned:

- 1. Registration Package**
- 2. A Photocopy of Immunization Record**
- 3. Mini Field Trip Authorization Form**

PAYMENT AND FEE SCHEDULE

All payments are due on the first of each month before the service is rendered. Payments are to be paid by e- Transfer to the daycare's email, churchilldaycare@hotmail.com. No password needed. Parents may choose to divide their fees into 2 monthly payments. There is an administrative charge of \$5.00 for each payment if two payments are made.

INCOME TAX RECEIPTS

An income tax receipt will be issued to all parents in February of the following year, for personal tax purposes. If your child leaves before this time, please ensure that we have your current email and address.

PERIOD OF INTEGRATION

For many young children, starting daycare is often a new experience for both the child and the parent. This may be the first time that the child has been separated from the parent. To make the transition to daycare a little easier, we have devised an integration process. For the first two days, we ask that you leave your child here for half a day, until just after lunch and on the third day we ask that your child come

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for a full day but with shorter hours than what you would normally need. This will help both you and your child to adjust to the daycare setting. Depending on your child and how well the integration proceeds, there is some flexibility in this process. Please feel free to contact your child's teachers through Seesaw during the day to inquire how your child is settling in.

SAFE ARRIVAL AND DISMISSAL POLICY

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

- Churchill-Carling Daycare will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Churchill Carling Daycare will only dismiss children into the care of their parent/guardian or other authorized individuals on their Emergency Contact form. 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

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child. **Children must arrive during 7:15 – 9:30 a.m. each morning unless otherwise arranged with the supervisor.**
 - 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 (i.e., 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 staff must confirm that the person is listed on the child's Emergency Contact form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note, email or SeeSaw).
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

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- If we have not met this individual that now has consent to pick up, we will ask the individual to provide us with photo identification to compare with the name the parent/guardian provided in their written consent at time of pick up.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform their supporting program staff and they will **commence contacting the child's parent/guardian no later than 10:30 am**. First the staff will contact the child's parent/guardian via SeeSaw. If the staff do not hear from the parent/ guardian by **11:00 am they will notify the supervisor at which time the supervisor will call the parents/guardians on the list**. They will leave a message if there is no answer. If they still have not heard back by **1:00 pm the supervisor will start calling the emergency contacts on the child's Emergency Contact form** until we make contact with an adult to confirm the child's absence.
 - **If by 5:00 pm we have not made contact to receive confirmations of the absence we will notify the police.**
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up **shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided** written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's Emergency Contact form or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up the program staff will contact the parent/guardian via SeeSaw within the hour of the time they said the child would be picked up. If they haven't heard back **within 30 minutes the program staff**

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shall call the parent/ guardian and advise that the child is still in care and has not been picked up.

- Where the staff is unable to reach the parent/guardian, they will try again and leave a message. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until the program closes and then refer to procedures under "where a child has not been picked up and program is closed".

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and **has not arrived by 5:45 p.m., staff shall ensure that the child is given a snack and activity, while they await their pick-up.**
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and needs to be picked up. In the case where the person picking up the child is an authorized individual; **the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.**
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the **staff shall start contacting authorized individuals listed on the child's file.**
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) **by 6:45 p.m. the staff shall proceed with contacting the local Children's Aid Society (CAS) 613-747-7800 and the Staff shall follow the CAS's direction with respect to next steps.**

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. **Under no circumstances will children be released from care to walk home alone.**

ABSENTEEISM, ILLNESS AND HOLIDAYS- REFER TO ILLNESS POLICY PLEASE - ATTACHED

Please inform us of any absence due to illness with symptoms before 9:30 a.m. We ask that you email the daycare, message teachers on Seesaw or call us at 613-722-0505 at Location #1 or 613-798-2440 at Location #2 to report absences.

Children who are too sick to participate in the program must remain at home until their symptoms have subsided and they can actively join in. Children with diarrhea, nausea, vomiting must be symptom free for

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a minimum of 48 hours before re-entry to the program, unless otherwise advised by their physician. In such cases, where a doctor has deemed the child well to re-enter the program prior to our 48 hour policy, a doctor's note is required. Fevers and other cold symptoms require a minimum of 24 hours symptom free to return.

If you are planning holidays with your child, please let us know in advance. Parents are required to pay for any and all absences whatsoever due to vacation, sick time, early closing etc.

EARLY CLOSING

In the event that the **City of Ottawa** issues weather warnings asking employers to send their employees home early, the daycare may also close early. In this situation parents will be contacted to come and pick-up their children as soon as possible. Also, in case of a power outage, we watch the Hydro One Online Outage Reports and if the report shown that they expect the power to be out longer than two hours; we will have to close. In this situation parents will be contacted to come and pick-up their children as soon as possible. Messages will be sent out via Seesaw first.

EMERGENCY MANAGEMENT POLICIES

CCDC has Emergency Management Policies in place should a situation such as a lockdown, hold and secure, bomb threat, disaster requiring evacuation, environmental threats or natural disasters ever occur. All staff have been instructed with these procedures to ensure the safety and well-being of the children in our care. Parents will be notified by email should CCDC ever have to follow such procedures. Location One (724 Churchill Ave.) uses Location Two (715 Roosevelt Ave.) and vice versa for their Emergency Shelter.

BEHAVIOUR MANAGEMENT/DISCHARGE POLICY/PROHIBITED PRACTICES

At **Churchill Carling Daycare** we believe that there are socially acceptable standards of behaviour and we will resolve to maintain these standards. We strive to instill the principles of fairness, integrity, honesty and a sincere appreciation of human dignity. In order to promote self-discipline, ensure health and safety, respect the rights of others, and maintain equipment, children are disciplined in a positive manner.

At **Churchill-Carling Daycare**, the following practices are **prohibited**:

- Corporal punishment of the child;
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting him/herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre 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

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self-respect, dignity or self-worth;

- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

Any staff contravening this regulation will be terminated immediately. Natural consequences for a child's actions are enforced in order to help promote a sense of responsibility and self-regulation. Re-direction or simply discussing the inappropriate behaviour, and ways to improve, are our preferred methods of discipline. We will inform parents of ongoing behaviour situations with their child so that daycare staff and parents can work together in a consistent manner to promote positive change. In extreme situations, a discharge policy may come into effect for very difficult, aggressive or destructive behaviour from children in our care. Verbal or physical abuse from parents as well will not be tolerated and may result in immediate termination. **CCDC** strives to provide a positive environment not only for the children and parents but for their staff as well.

SERIOUS OCCURRENCE

The safety and well-being of your child is the highest priority for **CCDC**. In spite of all the best precautions, serious occurrences can sometimes take place. A serious occurrence could include:

1. the death of a child who received child care at a child care centre,
2. abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,
3. a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,
4. an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
5. an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the child care centre.

We are required to report serious occurrences to the **Ministry of Education**, which is responsible for our child care licensing. We are also required to post a Serious Occurrence Notification Form at our main entrance so that parents can have access to it; this would be posted beside our license in our main foyer. This posting will give you information about the incident and outline any follow-up actions taken and the outcome.

INDIVIDUALIZED SUPPORT PLAN

CCDC accepts children at all different levels including those children that may require special/medical support to be included in our programs. We currently have access to **Children's Integration Support Services** which offers support and guidance to the staff, parents and children involved for a smooth transition of inclusion within the program. Individualized Support Plans will be drawn up from consultation with parent, staff and any other professionals to successfully include a child into the program. Regular monitoring and evaluating will continue to ensure a smooth integration into all of our programs.

HEALTH AND ADMINISTRATION OF MEDICATION

Ontario Regulation 137/15 made under the Child Care and Early Years Act, 2014 requires that all children in attendance must be provided with regular outdoor play each day. If you feel your child is too ill to fully participate in our program indoors and outdoors, we insist that they remain at home. If your child is showing signs of illness before coming to the day care (high fever, 101F/38c or higher, unexplained rash,

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diarrhea, vomiting, or a communicable disease) or becomes ill during the day, you will be asked to make alternate care arrangements. This is to protect all children and staff from becoming ill. Any child who was absent from the day

care due to illness must not be brought to the day care until all symptoms of severe cough, fever, diarrhea or vomiting have been absent for twenty-four hours. If a child is placed on antibiotics to combat an infection, the child should not be brought to the day care center until he/she has been taking the medication for at least twenty-four hours and other symptoms such as fever and pain have dissipated. Churchill Carling Daycare staff will administer both prescription and non-prescription medication to children as long as the medication comes in its original container, with the original prescription label. An authorization to administer medication form must be completed and signed by the parent before any medication will be administered. Please tell the staff if your child is on medication at home so that we may be alert to any side effects. **EPI-PEN/LIFE THREATENING ALLERGIES:** Children with a diagnosed anaphylactic allergic reaction should wear a **MEDI-ALERT** bracelet/necklace. If prescribed, an epi-pen **MUST** accompany the child at all times while in the daycare, whether carried by the older child or monitored by staff for the younger child. In the case of food allergies, please make arrangements to consult with our cook.

NUTRITIOUS LUNCHES AND SNACKS

With a full time cook on the premises at Location One, each day we provide your child with a nutritious mid-day meal as well as a morning and afternoon snack. Location Two is catered from our Location One with the same rotational menu. Menu plans are posted on the Parent Information Board at both of our locations so that you can see what your children will be eating each and every day. Recipes can be provided should you wish to try something new at home.

NUT FREE ENVIRONMENTS

In order to provide as safe an environment as possible, **Churchill Carling Daycare** does not allow peanut butter and/or nut products from home at either of our locations, nor do we use nut products in our menus. Milk substitutions used at CCDC for those that cannot tolerate cow's milk is soy milk. Anything brought in from home to be served at the daycare for a special event must abide by our nut free policy.

SLEEP/REST TIME POLICY

In order to nurture children's healthy development and well-being, **CCDC** supports each and every child's varied physiological and biological rhythms and needs for active play as well as sleep and quiet time. We provide each child with up to two hours of sleep/rest time. Each child will be provided a cot with a clean sheet and a calm soothing atmosphere. A favourite sleep toy is permitted during sleep time. Please provide a seasonally appropriate blanket as well. With consultation regularly with parents and children, we establish a rest/sleep plan that best suits the child's needs. By providing flexible rest time programming we can meet the needs of all the children in our care. During this period of programming, direct visual checks are performed every 30 minutes by the staff physically checking each child for any signs of distress while they are sleeping in our Toddler programs.

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CLOTHING AND POSSESSIONS

Each child is required to have a minimum of one full change of clothes at the daycare at all times. Please ensure that all belongings are labeled with your child's name. For reasons of safety, slippery or flip-flop style shoes are not permitted. We strongly recommend dressing your children in clothes designed for "play". We do not assume responsibility for clothing that becomes soiled, ripped or worn as a result of typical children's play. To dress your child for outdoor play periods we suggest the following:

SUMMER: mandatory sunhat, t-shirts and shorts, closed toe sandals and/or running shoes, bathing suit and towel.

WINTER: full snowsuit, warm waterproof boots, two pairs of mittens and a warm hat. **NO SCARVES please provide neck warmer instead.**

Sunscreen will be provided by the daycare for summer months. We ask that parents apply the sunscreen upon arrival in the morning. Our staff will re-apply children's sunscreen in the afternoon before outdoor play.

During the warmer summer months, **CCDC** will provide the children with sprinklers or water tables for play to keep cool with. Wading pools are no longer permitted on the daycare premises. Swimming/wading is only allowed with a certified lifeguard present. Preschool programs will benefit from the use of the City of Ottawa outdoor wading pools in conjunction with this new policy as they have lifeguards present at all times.

FIELD TRIPS/PARENTAL INVOLVEMENT

Throughout the year, trips are made to places of interest according to the seasons and to promote learning opportunities. We will require your signed permission for field trips and, at times, a fee to help cover costs. Parent volunteers may be required on some trips. Should you like to be involved in your child's daycare, for example share a talent, please feel free to speak with your child's teacher. We have an open door policy for our parents of **CCDC**, but please remember that if you are dropping by to make it at a time that won't interfere with your child's day. Regular emails, daily communication via Seesaw and newsletters are sent to parents to keep them abreast of their child's program. Pictures are taken regularly of children's learning to show parents what their children are busy learning as well as a tool for the educators for evaluating their program.

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LOCATION TWO:
715 Roosevelt Ave.
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PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Parents/guardians are encouraged to take an active role in our child care center and regularly discuss what their child (ren) is 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 is 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 Churchill Carling Daycare Ltd. 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 1-2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

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

Conduct

Our center maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. CCDC has a policy in place that will be followed should the situation arise.

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

Concerns about the Suspected Abuse or Neglect of a child

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

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

For more information, visit:

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

Procedures

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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 Director/Supervisor or licensee.	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - Arrange for a meeting with the parent/guardian within 1-2 business days. <p>Document the issues/concerns in detail. Documentation should include and be recorded in the logbook:</p> <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; - 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. <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 within 1-2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the Director/Supervisor or licensee.	

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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:
Staff, Supervisor-, and/or Licensee-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the Director/Supervisor or licensee. <p>All issues or concerns about the conduct of staff, etc. that puts a child's health, safety and well-being at risk should be reported to the Director/Supervisor as soon as parents/guardians become aware of the situation.</p>	
Student-Volunteer-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the Director/Supervisor and/or licensee. <p>-</p> <p>All issues or concerns about the conduct of students</p>	

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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:
	and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Director/Supervisor as soon as parents/guardians become aware of the situation.	

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 the Director/Supervisor/Licensee. Email address for the daycare is churchilldaycare@hotmail.com.

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:

Director, CCDC – Michelle Nieuwoudt, RECE 613-722-0505
 Supervisor CCDC Location Two – Isabella Sloat-Krapels, RECE 613-798-2440
 Owner/Operator CCDC – Anil Mital, 613-447-2121

Jennie Savith - Program Advisor, East Region
 Child Care Quality Assurance and Licensing
 Early Years and Child Care Division, Ministry of Education
 Office 613-449-2698
 jennie.savith@ontario.ca

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STUDENT/VOLUNTEER POLICY

With our long affiliations with Algonquin College, **CCDC** takes Early Childhood Education students into our programs. We have policies in place that have our staff supervising students and that students will never be left alone with the children in any of their programs. All students are screened prior to placement and must pass the criteria with current criminal reference check, valid first aid and CPR, up to date immunization and health assessment.

WITHDRAWAL OF SERVICES

We require one month's written notice should you decide to terminate your daycare services for any reason, or one month's fees in lieu thereof.

IN CLOSING...

Welcome to **Churchill Carling Daycare**. We look forward to getting to know you and helping your child develop through the programs we offer. Should you have any concerns or comments during your time here please do not hesitate to contact the **Director/ Supervisor, Michelle Nieuwoudt, (613-722-0505)** at any time or the **On-Site Supervisor, Isabella Sloat- Krapels, (613-798-2440)** at Location Two.