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# Welcome to Ola Day Care

## OUR MISSION

*“We never lose sight of the fact that parents have entrusted the care and education of their children to us. We owe both child and parent the best service possible. Our program addresses each child individually to build confidence, engagement, expression, belonging and love for learning, giving children a solid foundation for a healthy and happy life.”*

## OUR VISION

“Our first vision is to create a nurturing, fun and safe environment that individual parents provide for their children in their own homes.”

“Our second vision is to begin the process of developing their cognitive, social, emotional, fine, and gross motor skills through informal learning activities, since we know that children learn best by pursuing their personal interests and goals, children make their own choices about materials and activities during program time.

As they pursue their choices and plans, children explore, ask and answer questions, solve problems, and interact with peers, program staff, volunteers, students on placement and other.”

The Parent Handbook outlines important information that will provide you with what you need to know while your child is in our care. We look forward to getting to know you and your child and to embark on a partnership that supports you to be informed, consulted, and involved in your child’s childcare program.

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# Program Statement

Our program statement describes how our programs support and foster early learning. It outlines our view of the child, our philosophy and pedagogy as well as the goals and approaches used to ensure healthy child development. It also outlines how we evaluate our program to maintain quality and how we support the professionals who work with the children.

## Our View of the Child

Our Centre offers a program that is consistent with the Ministry's Policy Statement on programming, pedagogy and curriculum. The Ministry's documents we reference in our program includes the following:

- Early Learning for Every Child Today (E.L.E.C.T)
- How Does Learning Happen! Ontario's Pedagogy for Early Years
- Think Feel Act: Lessons from Research About Young Children

We believe that the early year of a child's development sets the foundation for a life-long learning in all developmental areas. The premise of our framework believes that children are competent, capable, curious and rich in potential. Our centre provides a program in which children have the opportunity to make choices, learn and practice skills and express themselves.

This means children are self-learners and do not require an adult to choose what or how they should learn. When the child's natural activity of play is supported by caring and responsive professionals in positive, developmentally appropriate learning environments, capacity, curiosity and potential will be maximized. At the heart is a view of children, teachers and parents as capable and competent. This is one document that will be highly valued in the field, not just sitting on a shelf.

## Ola Curriculum

Ola embraces the document [How Does Learning Happen? Ontario's Pedagogy for the Early Years, as set out by the Ministry of Education](#). The four foundations within this document—Belonging, Well-being, Engagement and Expression—are embraced in the Ola program.

Our program offers a highly engaging and interactive play-based environment that values children's learning. In our curriculum approach, we focus on creating and supporting caring relationships between children, adults and families. Our approach is based on an understanding of early childhood development and is focused on supporting children as they develop. We engage children in their learning through exploration, play and inquiry. Communication and expression are honored and celebrated to create a sense of inclusion and belonging.

## Our Statement on Play

Each child can reach his or her full human potential through play. Our intention is to provide the best possible environment that allows the best possible play for all children in our care. We endeavour to meet the play needs of all children and must do whatever possible to support the natural urge to play. Play helps the child to be both engaged with everyday realities and to be absorbed in an ecstatic self-forgetfulness. It ensures involvement, enjoyment, and various forms of success. Play can be powerful or profound, but it is always purposeful. Play is a vehicle that propels learning and development.

Play and development are intertwined; neither precedes the other. All domains of development are supported by play, and play has the additional benefit of being self-initiated and therefore a joy rather than a chore. Play makes discovery pleasurable, but it also propels the child into the vast realm of learning. Play provides a way for children to be healthy in body, mind and spirit. Play fosters skill development. It offers opportunities for gaining new skills as well as refining existing ones. Play is directly linked to the child's learning. His or her cognitive development and academic success are enhanced by the play experience.

Play is physical and increases activity levels, fitness, balance, gross motor skills and fine motor actions. A wide range of scientific, mathematical, perspective-taking and other cognitive processes in discovery and other types of play. Play is social and aids in language learning while supporting social skills development. Self concepts and emotions are better understood through play, as is the building of emotional intelligence. Important self-regulatory skills may be acquired and reinforced through play. Play builds resilience and can help children manage stress. There are often therapeutic benefits to play. Typically, children direct their play in ways that address their own socioemotional issues.

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## *Ola Curriculum Goals & Approaches*

### **Promoting health, safety, nutrition & well-being:**

Keeping children healthy and safe is a priority at Ola and we understand that the well-being of your child is a parent's number one concern. Therefore, we have developed comprehensive, research-based procedures to support children.

### **Supporting relationships:**

At Ola we understand that young children flourish in all areas of development when they are in positive and responsive relationships with adults. Ola educators build a foundation of trust with children by being available, sensitive, responsive, and caring. Ola educators create an inclusive and respectful environment to foster positive, equitable, and collaborative relationships. When children feel safe, secure, valued and a contributing member of their world they can explore, discover, try new things, grow, learn and develop. To support each child's care, growth and development Ola educators interact and communicate with parents daily sharing observations, documentations, and reflections.

### **Encouraging children to interact, communicate, & self-regulate:**

Ola believes that it is the role of the adult in a child's life to support them to learn how to interact effectively with the world around them including other children, adults, and the environment. Stuart Shanker, Canada's leading expert on self-regulation, defines self-regulation as the ability to manage your own energy state, emotions, behaviours, and attention in ways that are socially acceptable and help achieve positive goals such as maintaining good relationships, learning, and maintaining well-being.

### **Some of the approaches implemented by Ola Day Care educators to set the stage for positive interactions among children include:**

- Educators provide small group experiences that allow for more individualized adult attention.
- Educators role model inclusive, respectful, and collaborative interactions with children and other adults.
- Educators ensure the learning environment is flexible so they can respond in the moment and build on or scaffold the children's interests.

- Educators ensure toys, equipment, and materials are always plentiful and available to children, so they are given freedom to make choices.
- By engaging as a play partner with children, educators can demonstrate prosocial skills including promoting discussion, problem solving when conflict arises, and understanding how their actions affect others.
- Educators attend trainings that address self-regulation and resilience.

### Fostering exploration, play & inquiry:

Children are born with a natural sense of curiosity and wonder. They play naturally. As parents and educators, we watch children explore their world through their senses, repetition of tasks, imitation, asking questions, pretending. However, what are children really doing? Children are putting together all the pieces of how the world works through exploration, play and inquiry. Ola Educators understand the importance of play. They foster, expand and scaffold this natural talent called play by being:

- active participants
- architects of the play scape
- keen observers
- planners
- reporters
- collaborators
- reflective practitioners

Observing a day-in-the-life of Ola childcare program, you will note that the majority of activities are directed by the children. Children decide where, when, what and how they wish to play. Their decisions are based on their interests and curiosity. The educator responds by adapting the environment by adding new toys, materials and equipment, posing questions, and being a play partner. This sets the stage for further play, inquiry, discovery and learning. The educator's role is to support play so that learning and development flourishes.

### Incorporating indoor, outdoor, active, rest & quiet activities:

Ola educators design a daily schedule that meets the needs of the children and provides for a balance of activities throughout the day. Consideration for the care requirements, age, developmental level, energy level, and interests of the children are included. Generous blocks of time for children to explore, play, and inquire are included both indoors and outdoors. The daily schedule is not rigid but operating in small groups is mandated. One small group of children may be on a walk in the community, while the other small group may prefer to stay indoors and bake

cookies. Periods of active and quiet play are interwoven throughout the day both indoors and outdoors. At Ola we don't let the weather stop us from having fun in nature. The children love to bundle up in warm dry clothes and head out to jump in puddles or make snowballs. In very poor weather active play takes place indoors so that children get the physical activity their bodies require. Ola educators are trained to keep transitions from activity to activity to a minimum, so children get to play more. However, young children thrive on regular schedules and feel secure when they can predict what will occur throughout the day therefore snacks and mealtimes are consistent as is the rest period in the afternoon for young children.

### **Fostering engagement & communication with parents:**

At Ola we understand that a parent is the most important person in a child's life. Ola educators play a supporting role while parents go to work and school. Ola educators and parents communicate daily about children's activities and health. Ola educators keep a record of each toddler and preschool aged child's learning and development in their Continuum of Development booklet available to parents to read each day. Getting to know family members is critical as an educator and including family members in program helps a child to feel a greater sense of belonging. Other strategies to engage parents and gain input include:

- Documentations that describe play and its connection to learning.
- Parent/Educator interviews.
- Celebrations & events.
- Parent surveys.
- Displays of children's artwork, sculptures, and creations.
- Photographs of children at play.
- Posting planning documents that include observations of children's interests and activities.
- Provide videos and photos daily of children's activities.

### **Supporting educators' continuous professional learning:**

Ola is committed to the ongoing professional development of all our educators. After all, what the educator learns informs practice and the benefit is passed onto the children. Ola educators attend a series of curriculum training sessions throughout their career with Ola. Additionally, Ola provides opportunities for educators to attend external learning events and conferences and keep legislated training requirements like Standard First Aid & Infant and Child CPR up to date. On a day-to-day basis the childcare supervisor is responsible for the leadership, mentorship, coaching and development of educators.

Based on the learning needs of the educators the supervisor may meet with staff to suggest

strategies, conduct learning huddles to focus on a particular area of curriculum with the entire team, conduct regular staff meetings to reflect and plan, provide materials including links, articles, and various readings to supplement educator's professional learning.

### Documentation:

- Ola educators participate in a continuous cycle of observation.
- Documenting play and its significance.
- Determining the children's interests.
- Planning activities that support the interests.
- Discussion with team members.
- Reflection that informs the planning of activities and the learning environment.

Links are made between theory, research, Ola curriculum, Ola Program Statement, government pedagogy, and children's interests to inform the planning decisions Ola educators make. You will see this cycle reflected in the toys, materials, and equipment provided in the play areas, the furniture arrangement, the creative work of children, the activities children are engaging in, on the planning documents posted weekly for parents to read and discuss with the educators, in individual children's Continuum of Development booklets, and in photographs and written descriptions of activities. This process of continuous program assessment is called reflective practice. Daily educators are observing and engaging with children and evaluating the effectiveness of the learning environment to build on children's interests. Weekly they are reviewing planning and discussing with their team and supervisor to ensure they are supporting children's learning and development and monthly they are meeting as a team to look back on what did and didn't work and then plan.

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## *Our Staff*



Ola Early Childhood Educators come with a wide background of education and experience. Our staff must go through a rigorous screening process that includes demonstrating their values and skills, providing a police reference check that is renewed every 5 years, and holding a valid Standard First Aid and Infant and Child CPR certification. Once selected, new Ola staff participate in orientation and training on Ola policies and procedures, Ministry of Education regulations, and our curriculum.

### Our Early Childhood Educators are trained to:

- Communicate regularly to families about their child's progress.
- Plan classroom activities based on their knowledge of early childhood development.
- Observe and document the progress of each individual child.
- Practice Ola's high standards of child safety and protection.

At Ola we recognize the importance of continued professional learning and have developed an extensive series of learning modules that support Ola Early Childhood Educators to gain a deeper understanding of child development, play, play partnership, program planning, extension of play and scaffolding of learning, effective communication, and providing positive learning environments.

### College of Early Childhood Educators

The College of Early Childhood Educators is the professional self-regulatory body for registered early childhood educators (RECE) in Ontario. The College's role is to protect the public interest by setting requirements for registration to practice as a RECE, setting ethical and professional standards and holding RECEs accountable for their practice. RECEs are trained in child development and the planning and delivery of play-based learning in childcare programs. Ola staff with an early childhood education diploma or equivalent qualifications degree must be current members of the College in good standing. RECEs must renew their membership with the College on an annual basis.

### Our Volunteers and Students on Educational Placements

Ola childcare programs are enhanced by the involvement of volunteers and placement students. Volunteers and placement students are always under the supervision of an Ola staff member and never left alone with children. All volunteers and placement students must provide a police



reference check before interacting with children and are required to adhere to all Ola policies and procedures and Ministry of Education regulations.

## Positive Behaviour

Ola believes that it is the role of the adult in a child's life to support them to learn how to interact successfully with the world around them including other children, adults and the environment. Ola Early Childhood Educators set the stage for positive behaviour by implementing the following approaches:

- Building dependable, positive and nurturing relationships with children and their families.
- Fostering healthy social connections with other children.
- Responding to each child's individual developmental needs through observation and reaction to cues.
- Providing small group experiences which allow for more individualized adult attention.
- Role modelling inclusive, respectful and collaborative interactions with children and other adults.
- Ensuring the learning environment is flexible and materials are always plentiful and available to children.
- Providing children with the freedom to make choices.
- Engaging as a play partner with children, to demonstrate pro-social skills including promoting discussion, problem solving when conflict arises and understanding how our actions affect others.
- Attending trainings that address developing self-regulation and resilience in children.

## Staff ratios

In accordance with the Child Care and Early Years Act (CCEYA). The toddler room ratio (children 18 months to 30 months) is 5 children to 1 staff. The preschooler room ratio (children 2.5 to 5 years) ratio is 8 children to 1 staff. Ratios can be reduced during arrival time (between 7:30am to 9:30pm – first two hours of the day), sleep time (12:30pm to 2:30pm) and departure time (4:00 to 6:00 - the last two hours of the day). Reduced ratios are not permitted during playground activities, outings, or trips.

## Supervision

All staff must ensure that every child in attendance is supervised by paid staff at all times. No child is to be left alone at any time or supervised by a person less than 18 years of age. Students and volunteers are not permitted to be left alone with a child at anytime and are never in staffing ratios.

### Emergency management procedure

The Ola Day Care Staff understands that being prepared is the most effective way of ensuring the health and safety of everyone that visits Ola Day Care. Ola Day Care management has created an emergency management procedure to deal with emergencies as they arise.

If the day care centre is required to be evacuated, we will proceed to our emergency shelter at 9 Hewitt Ave (Westminster Chapel).

### Contacting parents during emergencies

Parents will be contacted via phone/email and Lillio (HiMama) app to keep them informed, and up to date. For a full breakdown of the Centre's Emergency Management Procedures please contact the Centre's Supervisor.

### Safety

The following safety precautions have been established to help ensure the safety of children and staff:

- Emergency evacuation drills are held regularly without notice. Parents present should participate in the drill.
- Emergency exit plans are posted in every classroom.
- The daily record of children's arrivals and departures is used as an attendance checklist during safety drill.
- All classroom staff is trained in First Aid and CPR.

### Prohibited Practices

A prohibited practice is any behaviour by a staff, volunteer or placement student that puts children at risk or that can inhibit, self-esteem or healthy development. All Ola staff, volunteers and placement students are aware that the following practices are unacceptable at Ola Day Care.

- Corporal punishment.
- Physical restraint of a child, such as confining the child to a highchair, car seat, stroller or other device for the purpose of discipline in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or others. Is used only as a last resort and only until the risk of injury is no longer imminent.

- Any form of abuse (physical, emotional, sexual or neglect).
- Depriving a 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.
- Leaving children unsupervised.
- Deliberately using harsh or degrading measures or threats, 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.
- Locking the exits of the childcare centre for the purpose of confining a child or confining a 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.
- Using a locked or lockable room or structure to confine a child when separating them from other children.
- Interacting or relating to children or vulnerable person outside of Ola program activity. (E.g., Weekend home visits, baby-sitting, online chatting etc.)

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*Our Families our Partners*

At Ola we understand that the most important people in a child's life are their family. Ola Early Childhood Educators play a supporting role while parents go to work or school. Involving, consulting with, and informing family members about our program helps a child feel a greater sense of belonging.

### **Diversity, Equity, Social Inclusion and Belonging**

Ola Day Care is committed to creating and sustaining an environment that celebrates diversity and appreciates the dignity and worth of all members of the community.

Ola's programs are designed to develop children in spirit, mind and body. We believe every child is a unique individual and adds value to our programs. Ola educators strive to ensure the environment and programs are adapted to meet the needs of all children and when required apply to our community partners who can enhance our ability to support children.

### **Resolving concerns and issues**

Ola understands that a child's family are the most important people in their life. Ola's educators and supervisors play a supporting role while families are at work or school. Ola staff are committed to connecting, partnering and engaging parents to provide the best possible care for each child. Daily conversations benefit the child, family, and the staff. They help provide consistency for the child, support staff to understand the child and therefore plan for their success and give families the opportunity to be part of their child's day. The following procedure guides families, staff, supervisors and Ola Management when issues and concerns occur.

In situations where issues and concerns arise, Ola staff educators and supervisors together with the family and Ola Management will work as a team to reach a resolution in a timely, confidential, fair and consistent manner.

Ola is guided by values that influence our actions and the decisions we make. Ola's values are: Caring, Health, Honesty, Inclusiveness, Respect and Responsibility. Ola is a shared experience for everyone to enjoy. When conflict arises, it is expected that the conflict will be resolved in a respectful manner in keeping with Ola Values.

Type of issue/concern:	Family shall:	Ola staff receiving issue/concern shall:
<p><b>Daily program issues/concerns</b></p> <p>(E.g., health care including medical needs/ medication or allergies, special instructions for feeding, sleeping, or activities, toilet training, child’s adjustment to program, other children including bullying, etc.)</p>	<p>Families are encouraged to speak directly with their child’s educator about any questions, issues or concerns either in person, by phone or by HIMAMA App.</p>	<p>Staff will listen and seek to understand the family member’s issue/ concern and may attempt to resolve it immediately. If follow-up is required or if the staff is involved in supervising children the staff will record the contact information including name, phone number, and email address (if any) and inform the family member of the best time for a follow-up discussion (e.g., set up a phone call or meeting).</p> <p>If the staff receiving the issue/concern thinks they are not the appropriate person to address the issue/concern they will refer the family member to the correct person; typically, the supervisor, and provide contact information.</p> <p>Staff will record all issues/concerns and the resolution in the Daily Written Record/Logbook.</p> <p>If issue/concern is unresolved: Families are encouraged to speak directly with the supervisor if the educator is unable to resolve their issue/concern.</p>
<p><b>Daily program issues/concerns</b></p> <p>(E.g., Cleanliness, of operation, fees/payment, menu variety, other parents, transition, etc.)</p>	<p>Families are encouraged to speak directly with the supervisor about any questions, issues or concerns either in person, by phone, HI Mamma or by email.</p>	<p>Supervisor will listen and seek to understand the family member’s issue/concern and may attempt to resolve it immediately. If follow up is required or if the supervisor is involved in supervising children the supervisor will record the contact information including name, phone number, and email address (if any) and inform the family member of the best time for a follow-up discussion (e.g., set up a phone call or meeting). Supervisors will record all issues/concerns and the resolution in the Daily Written Record/Logbook.</p> <p><b>If issue/concern is unresolved:</b> In most cases, talking with the supervisor will resolve all issues/ concerns. If for some reason a resolution cannot be reached, the Director will be added to help find a resolution.</p>
<p>Conduct of staff/ student/volunteer or supervisor</p>	<p>Family members are encouraged to speak directly with the supervisor about any questions, issues or concerns either in person, by phone HI Mama or by email. If the family member is concerned about the conduct of the supervisor, they are encouraged to speak directly to Ola Management.</p>	<p>If there is an allegation/suspicion of child abuse, the supervisor will inform the family member of his/her duty to report suspected child abuse to a child protection agency and will provide the contact information. Supervisors will:</p> <ul style="list-style-type: none"> <li>• Make a report to the same child protection agency.</li> <li>• Record all suspicions of abuse using Ola’s Child Abuse Reporting Kit.</li> <li>• File a Serious Occurrence Report to the Ministry of Education within 24 hours of receiving the report from the family member.</li> </ul> <p>Supervisors will share the outcome</p>

		(founded/unfounded) of any investigation by a child protection agency when completed with the family member. Disciplinary information will not be shared
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### Protection of Children and Vulnerable Persons

Everyone, including members of the public and professionals who work closely with children share a responsibility to protect children and vulnerable persons from harm. See Duty to Report1 Ola Day Care recognizes its responsibility to promote safe environments and practices to protect children and vulnerable persons from abuse.

Ola childcare staff are:

- Legally responsible to immediately make a report to a child protection agency if they suspect abuse.
- Responsible to make the decision to report suspected abuse without consulting their supervisor or colleagues. \*
- Accountable to ensure the report remains confidential and sealed. Details of the report are not to be shared with anyone, this includes the supervisor, other staff, or parent unless authorized by the child protection agency.

**Duty to Report** is defined under section 72(1) of the Ontario Child and Family Services Act and sets out what must be reported to a child protection agency (e.g., Children’s Aid Society - CAS).

*\*No staff/student/volunteer or parent shall advise someone not to report suspicions of abuse, nor try to stop the person from reporting or consulting with a child protection agency. \**

### Formal Complaint Process

Ola is committed to a fair process when dealing with complaints. Families will be treated with respect and kept informed of the status of their complaint. Ola will respond within 10 business days to confirm that your complaint has been received. Ola aims to resolve all complaints within 30 days of receipt. If this timeline cannot be met, the family will be informed of the reasons and given a revised timeframe. Upon completion of a review, the family will be provided with reasons for the decision relating to the complaint, which will complete the formal complaint process.

### Confidentiality/No Retaliation

Any Ola staff that receives a complaint or concern shall maintain confidentiality by not discussing allegations with other individuals, except on a ‘need to know’ basis. No person who in good faith and under this policy submits a concern or complaint shall suffer retaliation.

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# *Ola Child Care Program*

## Hours of Operation

Ola is open year-round Monday to Friday between 7:30am to 6:00pm.

Due to safety reasons, once your child's group leaves the center for a walk or field trip, staff is not permitted, under any circumstances, to release or accept your child. You must drop off or pick up your child before or after the walk or outing.

When the group leaves the center's premises your child will not be accepted into another classroom. You are responsible for looking after your child until their group returns which will be around 11:00a.m. If you want to pick up your child and they are on a walk or outing, you must return to the center and wait for your child's group to return.

Children will also **not** be accepted in the classrooms at lunch and sleep time from 11:30am to 2:30pm, in order to eliminate classroom disruption during a busy routine and sleep-time.

## Inclement Weather

If our facility needs to remain closed due to extreme weather conditions a message will be left on Ola's voicemail system by 6:30 a.m. All families will receive an email from HI Mama in regard to opening or closing the center. If during programming Ola Day Care needs to close for the day, parents will be notified and asked to come as soon as possible. Late pick-up fees are still applicable even during inclement weather. Parents are asked to ensure that they have a reliable plan if an emergency prevents them from picking up their child on time. Fees will be unaffected by any closures due to extreme weather or other emergency or extenuating circumstances.

## Communication with Families

At Ola we know how important it is to you as a parent to have all the details of your child's day. Ola Early Childhood Educators keep a daily record of your Preschool or Toddler's nap times, feedings, diaper changes, and any changes in health observed. We encourage families to add details from the evening before at drop off or via Lillio (HiMama) so we can best meet your child's individual needs the next day. All individual children's activities are recorded within the Lillio (HiMama) app so that Ola educators and parents can see each child's progress.

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**Additional communication tools Ola staff provide for families about the program and their child's development are:**

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- Daily face to face communication with families upon arrival and departure times.
- Staff use Ola's Lillio (HiMama) app to share detailed recaps of each child's day, including new developments made and milestones achieved.
- Weekly program documentation highlighting learning that occurred during a play experience.
- Families are provided the opportunity to have a one-one meeting with their child's educator to discuss their child's development.

### **What will your child need at Ola?**

By packing a few essential items for your child and providing any specific details about your child's health, rest, feeding, and activity, you help Ola staff to provide individualized care for your child.

### **Toddler (18 months - 30 months)**

#### **Ratio of Adults to Children - 1:5**

What to bring for your toddler: (Please ensure all your child's belongings are clearly labelled with their name)

- Diapers
- Any creams or lotions labelled with your toddler's name and written instructions for application
- Bottles/sip cups
- Formula **if required** (labelled with your toddlers' full name, the date prepared) or expressed milk labelled with your toddler's full name, the mother's full name, date milk expressed) and written instructions for feeding (whole milk or 2% milk will be provided by Ola)
- Changes of clothing
- Seasonal outdoor clothing
- Blanket and/or sleep toy for rest time



Preschool (2 1/2 years – 5 years)

Ratio of Adults to Child - 1:8

What to bring for your preschooler: (Please ensure all your child's belongings are clearly labelled with their name)

- Pull ups or training pants (for toilet training)
- Change of clothing
- Seasonal outdoor clothing
- Blanket and/or sleep toy for rest time

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## *Sleep Supervision/positioning policy and procedures*

Children 18 months of age and older is placed for sleep in a manner consistent with the recommendations set out in the Joint Statement on Safe Sleep. (Unless there is a written recommendation from the child's doctor regarding an alternate sleep position)

### *Policies and procedures with respect to sleep for all children who sleep at Ola Day Care*

- Ola Day Care has developed a visual layout of each classroom of where to place each child's cot and label the chart accordingly. This chart is kept in the classroom and is updated when changes occur.
- All children are placed on the cot and staff making sure that we follow head to feet set up. (a child's head is not facing the other child's head it is facing the feet)
- Each child has assigned individual cots that are labeled with child's name.
- Staff performs a direct visual check of all sleeping child by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviors. The check is performed at 12:00pm, 12:30pm, 1:00pm in the toddler room and 12:30pm, 1:00pm, 1:30pm in preschool room and is documented in the classroom's sleep log.

- The observance of any significant changes in a child's sleeping patterns or behaviors during sleep will be communicated to parents and will result in adjustments to the way the child is supervised during sleep.
- Parents will be consulted respecting the child's sleep arrangement at the time of enrollment and at any other time appropriate such as one room to the other or upon parent's request.

All parents are informed upon enrollment of the sleep safe policy of Ola Day Care. All staff/volunteers/students must read and follow Ola Day Care Sleep policy.

### Hand and Respiratory Hygiene

Regular hand hygiene (i.e. washing hands with soap and water or using hand sanitizer) and respiratory hygiene (i.e. coughing into arm, washing hands after discarding a used tissue) are among the most important proactive strategies to reduce illness. Ola educators include fun learning activities that teach children about hand and respiratory hygiene and plan for regular hand washing routines throughout the day (e.g., arrival at program, after using washroom, before and after eating, before and after playing outdoors, after using a tissue). When running water is not available, staff supervise children over the age of 2 to use hand sanitizer. If required, wipes are provided for children under 2.

### Sanitary Practices

Ola Day Care Inc. is determined to maintain a clean and germ-free environment for all the teachers and children in the center.

First step is having proper hand washing routine for children and teachers. One of the most important steps in reducing the spread of common infectious diseases or conditions among children and childcare providers is cleaning and sanitizing or disinfecting objects and any surfaces a child comes in contact with, including floors, which could be contaminated and spread to children and staff.

### Nutrition-Lunch, Snacks & Allergies

The Centre provides 1 hot lunch and 2 snacks per day. Ola provides 2% milk for lunch and water is encouraged throughout the day. Ontario grown foods are used whenever possible and all meals have a

balanced amount of Saturated and Unsaturated Fat and are 100% whole grain. Our Menu meets the nutritional recommendations of Health Canada and is approved by a Registered Dietitian and Nutrition Consultant. Menus are posted in every classroom, and they include alternative meals for children with allergies or food sensitivities. It is very important for us to know your child's allergies and food restrictions in order to accommodate your child's needs.

**Parents/guardians with anaphylactic children must:**

- Provide the Centre with an Epi-pen.
- Provide an emergency anaphylactic treatment procedure for their child signed by them and their child's doctor.
- Provide training for their child's individual plan and emergency procedure for all staff prior to their child's enrollment.

**NO OTHER FOOD** is allowed into the centre from the outside for any age group. If your child has not finished their breakfast at home, please ensure they finish outside the center.

We do celebrate each child's Birthday with an Ice cream/Sorbet party treat.

**Food Sent from Home**

Due to children with allergies and food restrictions Ola discourages sending any food from home. However, families of children with food restrictions and/or complex allergies may be granted an exception by the supervisor to bring food from home. When food is sent from home it is an expectation that the Guidelines for Bagged Lunch/Snack are followed:

**Parent Responsibilities:**

- Lunch/snack contents meet the Canada's Food Guide guidelines.
- Lunch/snack is provided in a lunch bag labelled with child's name with an ice pack.
- Foods that may have come in contact with nuts are not provided in child's lunch.
- Follow the Guidelines for Bagged Lunches/Snacks and be aware of the known allergens of children in the program.

**Staff Responsibilities:**

- All surfaces will be cleaned and disinfected prior to and after the children have finished their lunch/snack.

- Staff will ensure that their hands are washed before assisting children with their lunch/snack.
- Staff will ensure the children wash their hands prior to eating lunch/snack.
- Staff will monitor the lunches/snacks to ensure no food arrives at the centre that contains nuts or other known allergens.
- When a child forgets their lunch/snack, or it needs to be supplemented due to the presence of known allergens the staff will call the parent or guardian to provide a lunch/snack. If the parent cannot provide a lunch/snack. The staff will provide lunch/snack that meets the Canada Food Guidelines. The food served will be recorded in the logbook.
- Staff will monitor that children do not share lunches/snacks.
- Staff will supervise closely any child that has a life-threatening allergy by sitting next to them or across from them during lunch time.
- Staff will ensure the children have water or milk to drink at lunch/snack time.
- Staff will monitor each child's lunch/snack and should a child's lunch consistently not adhere to Canada's Food Guide then the Centre Supervisor will work with the parent to provide sample menu ideas.

### Life-Threatening Allergies (Anaphylaxis)

Ola strives to protect the children in our care who have life-threatening allergies by reducing as much as possible exposure to their known allergens. A list of allergens to be avoided in the program is included in your registration package and a notice is posted for all families near the entrance to the program. Families are advised to check frequently as the notice is updated monthly.

Any parent/guardian of a child with a life-threatening injury is responsible for providing Ola with detailed information about their child's known allergens, signs and symptoms of an allergic response and the steps to take in an emergency prior to their child starting care. It is also very important that parent's/guardian's inform Ola staff anytime there is a change to a child's allergies.

### Illness

The Ministry of Health has set out a list of isolation requirements for a variety of communicable illnesses. If your child is feeling sick or has any new or worsening symptoms of illness, including those not listed below, they should stay home until their symptoms are improving for at least 24

hours (or 48 hours for nausea, vomiting, and/or diarrhea) and they do not have a fever, and seek assessment from their health care provider if needed. The presence of symptoms, particularly respiratory symptoms, increases the risk of transmitting to others.

If your child has ONE of the following symptoms, they must stay home and follow the isolation guidance in the [Ontario school and childcare screening tool](#):

- Fever and/or chills (temperature of 37.8°C/100.0°F or greater)
- Cough or barking cough (croup)
- Shortness of breath
- Decrease or loss of taste or smell

If your child has TWO OR MORE of the following symptoms, they must stay home and follow the isolation guidance in the [Ontario school and childcare screening tool](#):

- Sore throat or difficulty swallowing
- Runny or stuffy nose/congested nose
- Headache
- Extreme tiredness
- Muscle aches or joint pain
- Nausea, vomiting or diarrhea

If your child has ONE of the following symptoms, they must stay home and follow the guidance in the [Ontario school and child care screening tool\\*](#):

- Sore throat or difficulty swallowing
- Runny or stuffy nose/congested nose
- Headache
- Extreme tiredness
- Muscle aches or joint pain
- Nausea, vomiting or diarrhea

*\*a) In the last 5 days and your child is fully vaccinated OR 11 years old or younger than your child must stay home until the symptom has been improving for at least 24 hours (48 hours for nausea, vomiting and/or diarrhea) and no fever.*

*b) In the last 10 days and your child is 12 years of age or older AND not fully vaccinated OR if they are immune compromised then your child must stay home until the symptom has been improving for at least 24 hours (48 hours for nausea, vomiting and/or diarrhea) and no fever.*

If your child has ANY of these symptoms, they must stay home until symptoms have been improving for at least 24 hours:

- Abdominal Pain
- Pink eye
- Decreased or no appetite (young children only)

If your child (ren) have been told that they should currently be quarantining, isolating, staying at home, not attending school or childcare.

- Stay home and follow the guidance in the [Ontario School and Child Care screening tool](#).

If your child (ren) have tested positive for COVID-19 in the last 10 days, this includes a positive COVID-19 test result on a laboratory-based PCR test, rapid molecular test, rapid antigen test or other home-based self-testing kit.

- Follow the guidance in the Ontario school and Child Care screening tool: [School and Child Care Screening Tool](#)

**\*If the individual being screened is immunocompromised the correct screening tool can be found at the [School and Child Care Screening Tool](#)**

### Reporting Absence

It is very important that you contact the program to report that your child will be absent and the reason for their absence. This information is required for determining who else must isolate, get tested, or whether the program must close.

### If Child Becomes Ill at Program

If a child becomes ill while at the program, a staff member will separate the child from the others and the parent/guardian will be contacted to immediately pick-up the child from the program. If Ola is unable to reach the parent(s)/guardian to arrange pick-up, then all other contacts including emergency contacts and authorized pick-ups will be contacted. The ill child will be supervised by a staff member while waiting to be picked up. If the child is over 2 years of age and can tolerate a mask, they will be asked to wear a mask.

### Masks

Requirements to wear masks/eye protection indoors or outdoors at the childcare centre have been lifted by the government of Ontario. Please inform your child's educator if you want your child to continue wearing a mask. Masking requirements are in effect for children over the age of two years old who are returning from international travel or isolating due to COVID-19.

## Travelled outside of Canada in the last 14 days

You must follow the federal guidelines (<https://travel.gc.ca/travel-covid>) after returning to Canada, even if you were not required to quarantine.

## Medication

Whenever possible, parents/guardians should administer drugs and medication to their children at home, if this can be done without affecting the treatment schedule. When a child is ill, it is in their best interest to remain at home where they are comfortable and able to rest and get better.

Ola is required to administer only drugs and medications either prescribed by a doctor, nurse practitioner or other licensed health provider, with a prescription label on the original container on the medication or accompanied by a doctor's note that outlines the following:

- Date note was written.
- Time to be administered or detailed reason for administering including signs and symptoms (e.g., fever above 38°C, wheezing or coughing, itchy and watery eyes, sneezing, etc.).
- Expiry date of the note (i.e., is it for a specific time period? or on going until further notice?)
- Child's legal first and last name.
- Name of drug or medication.
- Dosage to be administered.

Anytime you bring prescription drugs or medications to be administered to your child at the childcare centre Ola staff will provide you with a Medication Administration Authorization form to complete those details the dosage, times of administration and permission for Ola Day Care to give your child the drug or medication.

## Advil, Tylenol, Motrin (Pain Relievers, Fever Reducers, and Anti-inflammatory Medications)

It is not Ola's practice to administer medications such as Advil, Tylenol, or Motrin to control cold or flu symptoms. It is in the best interest of the child experiencing these symptoms to remain home, to rest, and get better. If the child has a chronic illness (e.g., headache, migraine, seizures) or is teething Ola may administer medications like Advil or Tylenol with a doctor's note. The doctor's note must be updated annually or as the child's age, weight, or medical condition changes.

## Incident/Accident Reporting

Children are active and curious. It is not uncommon for young children to experience cuts, scrapes, and bruises while running, jumping, and playing. All Ola staff hold valid certification in Standard First Aid and Infant and Child CPR and have been trained in emergency procedures.

Anytime your child has an accident, Ola staff will record the details on the Ola Incident Notification for Parent form and provide you with a copy.

In the event a more serious incident involving your child occurs, Ola staff have been trained to respond based on the severity of the injury. Ola staff will either call emergency support services (911), parent/guardian or your designated emergency contacts to take your child for medical evaluation.

**Serious Occurrence** incidents are reportable by Ola to the Ministry of Education Child Care Quality, Assurance and Licensing Unit within 24 hours of the supervisor becoming aware of the incident. Details regarding the serious occurrence will be posted near the entrance of the program for 10 days. A serious occurrence incident is defined as; Public Health orders a closure, Ola closes the program, life-threatening injury or illness of a child, an allegation of abuse by a staff, student, or placement volunteer, a missing or unsupervised child, a disaster on premises, or the death of a child.

## Emergency Response

Ola is committed to being prepared and to keep all staff, volunteers and families safe and the Association functioning in the event of an emergency or natural disaster. We understand that Ola families, staff, volunteers and students on placements rely on our ability to deliver uninterrupted programs and services in safe environments. Ola trains all staff, volunteers, and students on placement before interacting with children and annually on emergency procedures including how to respond to personal injuries and medical emergencies, building emergencies (power failure, flood), fire drills and evacuation, inclement weather, threats from criminal activity (lockdown) and natural disasters.

In the event your child is involved in an emergency you will be contacted directly by Ola. If Ola Daycare is unable to reach you directly, they will call the emergency contacts you have identified in your child's registration package. Depending on the nature of the emergency, Ola staff and children may have to re-locate to an evacuation site until you can pick up your child. Ola's evacuation site address is posted in the entrance way of the program.



## Smoke Free

Ola Day Care program is required to be smoke free environments under the [Smoke Free Ontario Act 2005](#). Smoking or handling a cigarette or tobacco on the premises where a childcare program is located, including all in-door and outdoor areas is prohibited. This includes playgrounds, school property and surrounding areas. Failure to comply could result in a penalty of up to \$5,000.00.

## Outdoor Play

All children in full day childcare centres are required to play outdoors for a minimum of two hours each day, weather permitting. During inclement weather, alternate active play must be provided indoors. Weather can change quickly. A rainy cool morning can rapidly become a humid, sunny afternoon. We ask that you always prepare your child for any type of weather so that your child can participate comfortably outdoors.

## Field Trips and Community Walks

Field trips and community walks provide valuable experiences for children and allow staff the opportunity to extend program activities outside of the classroom. When these opportunities arise, parents/guardians will be required to complete a permission form giving consent for their child to participate in the activity. Community walks are part of the regular program and as such do not require a permission form.

## Extreme Weather

During extreme weather conditions, advisories or alerts, (heat, smog or wind chill) Ola follows the guidelines of the local health department. Our priority is to keep children safe from serious adverse health effects such as frostbite and sunburn. Ola Educators will adjust the amount of time spent outdoors or provide an alternative indoor plan.

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## *Program Information*

### Full Time Program

Ola only offers full time program Monday to Friday 7:30am to 6:00pm.

### Arrival and Departure

The safety and well-being of all children participating at Ola day care program is of utmost importance to us. Parents/guardians or their designate are required to personally escort their child into the program and to pick up their child at the end of the day. Please ensure Ola staff is aware you have arrived or that you are departing with your child. Arrival and Departure times are recorded by an Ola Educator prior to parents/guardians leaving the centre.

### Authorized Drop off/Pick up and Emergency Contacts

At the time of enrollment, you will be asked to provide the names and contact information including telephone numbers and addresses of any adults 16 years of age or older that you authorize to drop off/pick up your child or come to the centre if you cannot be contacted when your child is ill or has been involved in an emergency. Ola does not permit children 15 years of age or younger to escort younger children home. If you require an alternate person to pick up your child who is not on the list, please provide this information in writing (email or Lillio(HiMama) to Ola staff. Any new visitors to Ola who come to pick up a child will be asked to provide photo identification.

### Late Pick up

Ola Early Childhood Educators are counting on you to be on time to pick up your child at the end of the day so that they can meet their personal and family obligations. We do understand that that weather and traffic accidents happen, however we appreciate you calling the program to let us know you will be late or planning for an alternate adult to pick up your child. Childcare arrangements may be withdrawn by Ola for parents/guardians who frequently pick up their child

late. Parents who are late on more than 3 occasions will be contacted by the Directors and may be asked to leave if the lateness persists.

Our late fee is as follows: Late fees are incurred when your child remains at Ola Day Care after closing time (6:00 p.m.). **The Centre opens and closes by our clocks. Lateness will be determined by our clocks.** Late fees are payable at \$5.00 if you arrive at 6:00pm and \$1.00 every minute after 6:00pm the money goes directly to the attending staff members for first time offenders. Second late pick up is \$5.00 if arriving at 6:00pm and \$3.00 every min after 6:00pm Parents are reminded to pick up their child on time.

Please note, if there is a child left one (1) hour after closing time (i.e.,7:00 p.m.) and staff are unable to reach the parents or emergency contacts, appropriate authorities including the Toronto Regional Police and/or Children’s Aid Society will be called. In order to keep accurate records, please inform the staff of any changes to your emergency contacts and home and business numbers as they arise.

### Program Closures

Ola Day Care Program is closed on all statutory holidays during the year. Please note when a statutory holiday falls on a weekend Ola will recognize this closure date on the following business day. Fee payment is required for all statutory holidays including the one-week closure in December.

The center will be closed on the following days:

New Year’s Day	Family Day	Good Friday	Victoria Day
Canada Day	Civic Holiday	Labor Day	Thanksgiving Day
Christmas Day	Boxing Day		

The center will be closing at 3:00pm on Christmas Eve.

In addition, Ola closes for approximately 1 week during (Christmas/New Years). Dates will be given yearly.

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## Registration Information

### Child Care Fee

The following are the fees for Ola Day Care. In case of any changes to fees, we will provide a 30-day notice informing you of any changes.

Our program **Fees** are as follows:

Toddler \$1,637.50 per month

Preschool \$1,475.00 per month

Registration Fee **\$100.00**

Upon a parent's/guardian's inquiry call the child's information will be placed on the waiting list. When space becomes available, the child's parent/guardian at the top of the waiting list will be called to come in with their child to meet the Supervisor to discuss the needs of their child and to complete enrollment papers. As part of a child's enrollment into childcare, and before the child starts attending, parents/guardians must read, fill out and sign the enrollment papers, including the Parent Handbook, and provide us with an updated immunization record.

All families are required to pay their childcare fees for everyday of the week regardless if the child is absent, sick or on vacation.

There will be no reduction of fees for statutory holidays or occasional absences or weather-related closures and Emergency closures. Postdated cheques, cash or e-transfers (**parents are responsible for service fee**) are acceptable methods of payment. If an account is overdue more than 15 days, the centre may choose to withdraw the child unless otherwise notified. All families must pay their childcare fees by the first of every month. Fees are deposited on the first of the month; if we do not have fees to deposit on the first of the month there is a late payment fee of \$50.00 per day applied to your account and must be paid immediately.

Please note that a \$30.00 administration charge will be applied for N.S.F. cheques.

There will be a yearly increase of 5% to 10% on our fees according to inflation (at Director's discretion). This yearly increase will happen in December.

A non-refundable registration fee of \$100.00 is required before your child is enrolled into the program. You will also be required to give a minimum of **One (1) month deposit upon enrollment**. Deposit is counted as your last month's fee at Ola Day Care (deposit is non-refundable). In order to have smooth routines and transitions, to increase their knowledge and development, and to achieve their goals set by parents and staff, children must attend childcare regularly.

## Waitlist

Ola strives to accommodate all registration requests, however there may be times when space is unavailable in our programs, and you may be offered to place your child on a waitlist. To address this issue Ola has created a waiting list procedure. Please note there is no fee to place your child on a waiting list. It is important for you to keep your contact information up to date with us.

Children are placed numerically on the waiting list based on the date and time that the waiting list application is received by Ola. Determining where your child(ren) is on a waiting list/or admissions to the program is subject to several considerations including, but not limited to.

- when the children currently enrolled move to the next age group.
- the ages of the children on the waiting list.
- the length of time each child will be in an age group before having to transition to the next age group.

Exceptions that could affect the order in which admissions are offered are:

- Internal families that already belong to Ola community.
- Siblings of children currently registered at Ola.
- Children of Ola employees.

Ola Day Care Program waitlists are managed by our director. To find out your child(ren)'s status on the waiting list, simply contact us. The Director Administrator will disclose the child(ren)'s position on the waiting list to the parent.

### Withdrawal Notification

Parents/Guardians are required to give the Centre notice of no less than two (2) full months if you intend to withdraw your child from care for any reason. This means that notice must be provided either on the 1<sup>st</sup> of the month or prior to the 1<sup>st</sup> for withdrawal past the 30<sup>th</sup> of the following month.

1. The supervisor may request withdrawal of a child due to behavioral concerns when:
  - the safety of the child, the safety of the other children or staff is endangered, and incidents have been documented, or
  - all help from outside agencies available to the child have been used and the Centre determines that the child's needs cannot be met.

The supervisor will discuss the situation with management and then call the resource consultant and resource supervisor to inform them about the centre's next step(s) (i.e., instant withdrawal, withdrawal with notice, reduced hours of care) and seek their help in finding a suitable facility for the child or where appropriate may transfer or refer the child to private home daycare or other agencies.

2. In the case where the Centre meets the child's needs, but does not meet the parents/guardians need, the centre may also withdraw the child. Parents will be notified and a meeting between parent(s), staff and supervisor will be held. If problem is not resolved the parent(s) will be served the notice of withdrawal.
3. Should the supervisor/director of the program determine that your behaviour as a parent/guardian or your child's behaviour interferes with or is disruptive to the daily operations of the centre, or is harassing, intimidating or of an abusive nature to the staff, other parents/guardians or children of the center, the supervisor/director of the program may terminate this agreement and withdraw your child from the program without notice.

### Withdrawal of Ola Services

Ola strives to meet the individual needs of all children and families enrolled in our childcare programs. However, situations do arise from time to time where it may be necessary for Ola to withdraw childcare services for a child and/or their family. Ola does not take these decisions lightly and takes reasonable care to ensure a thorough assessment of the child's needs, community supports available, and Ola program's ability to support the child have been undertaken before withdrawing services.

Examples leading to withdrawal of services may include:

- Non-payment of program fees.
- Frequent late pick up.
- Parents/guardians or children who exhibit violent or harassing behaviour towards staff, volunteers, students on placement, other children or families.
- Community resources for children with special needs are unavailable or have been exhausted.
- Refusal by parent/guardian to meet with Ola staff and/or consent to the use of support services for children.

### Confidentiality

Our centre will not release information about families and children enrolled to anyone. Confidentiality is followed in order to respect a family's privacy. Staff and management

understand that they will receive and have access to confidential information about children and their families. They agree to keep this information in the strictest of confidence. Parents sign a consent form as part of the registration package to consent to us sharing information with the City, staff of the center and the resource staff consultant.

### Inclusion Policy

At Ola Day Care Inc. we firmly believe that all children have the right to quality childcare. We know that each family has differences in strengths and needs. Our goal at Ola is to provide opportunities for each parent, caregiver and child so they can participate and develop regardless of race, religion, culture, disability, class, gender, and abilities. Our approach aims to create an environment that accepts and respects diversity.

### Picture taking

During the year, the teachers are often seen snapping photos of the children. These photos are on the classroom I-pad for documentation reasons and are to be viewed by parents/teachers and Ministry officials or they may be displayed around the room or used to represent Ola Day Care Inc. If you are uncomfortable with this policy, please see the Supervisor.

I have received a digital or printed copy of Ola Day Care Inc. Parent Handbook.

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I \_\_\_\_\_ have read, understand, and agree to abide by the above.  
(Parent/guardian's name)

All policies and guidelines are set by Ola Day Care. Failure to comply may lead to the termination of enrollment and withdrawal from the Centre.

Parent/Guardian signature: \_\_\_\_\_

Date: \_\_\_\_\_ Witness: \_\_\_\_\_

**Review**

Parent/Guardian signature: \_\_\_\_\_

Date: \_\_\_\_\_ Witness: \_\_\_\_\_