

# PARENT HANDBOOK

Early Childhood Education and Quality Child Care



## PROGRAM STATEMENT

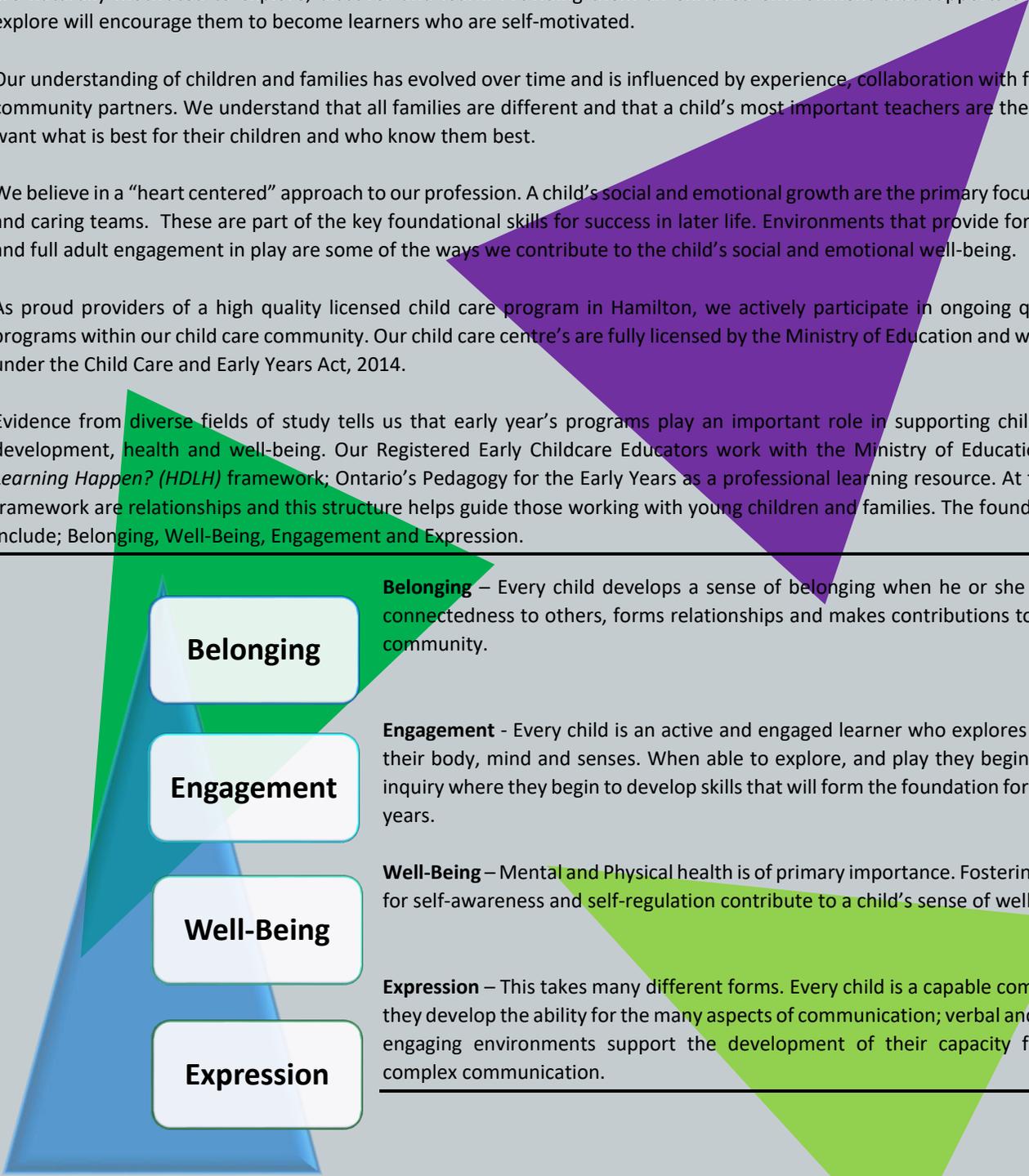
East End Scholars is part of a greater community support system for families. We work hard to create an inviting, caring, warm and safe environment where parents are encouraged to participate as the families grow and learn together. We believe that all children are naturally motivated to explore, discover and learn. Providing them an enriched environment that supports their freedom to explore will encourage them to become learners who are self-motivated.

Our understanding of children and families has evolved over time and is influenced by experience, collaboration with families and our community partners. We understand that all families are different and that a child's most important teachers are their parents, who want what is best for their children and who know them best.

We believe in a "heart centered" approach to our profession. A child's social and emotional growth are the primary focus of our trained and caring teams. These are part of the key foundational skills for success in later life. Environments that provide for role modelling and full adult engagement in play are some of the ways we contribute to the child's social and emotional well-being.

As proud providers of a high quality licensed child care program in Hamilton, we actively participate in ongoing quality initiative programs within our child care community. Our child care centres are fully licensed by the Ministry of Education and we are regulated under the Child Care and Early Years Act, 2014.

Evidence from diverse fields of study tells us that early year's programs play an important role in supporting children's learning development, health and well-being. Our Registered Early Childcare Educators work with the Ministry of Education's *How Does Learning Happen? (HDLH)* framework; Ontario's Pedagogy for the Early Years as a professional learning resource. At the core of this framework are relationships and this structure helps guide those working with young children and families. The foundations of HDLH include; Belonging, Well-Being, Engagement and Expression.



### Belonging

**Belonging** – Every child develops a sense of belonging when he or she has a sense of connectedness to others, forms relationships and makes contributions to a group and a community.

### Engagement

**Engagement** - Every child is an active and engaged learner who explores the world with their body, mind and senses. When able to explore, and play they begin the journey of inquiry where they begin to develop skills that will form the foundation for success in later years.

### Well-Being

**Well-Being** – Mental and Physical health is of primary importance. Fostering their capacity for self-awareness and self-regulation contribute to a child's sense of well-being.

### Expression

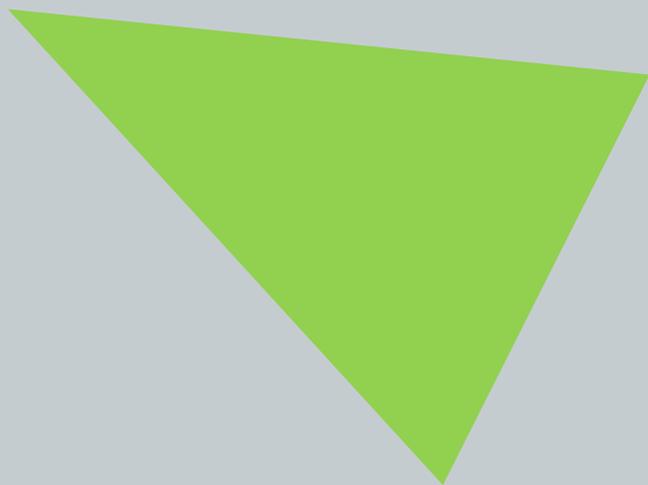
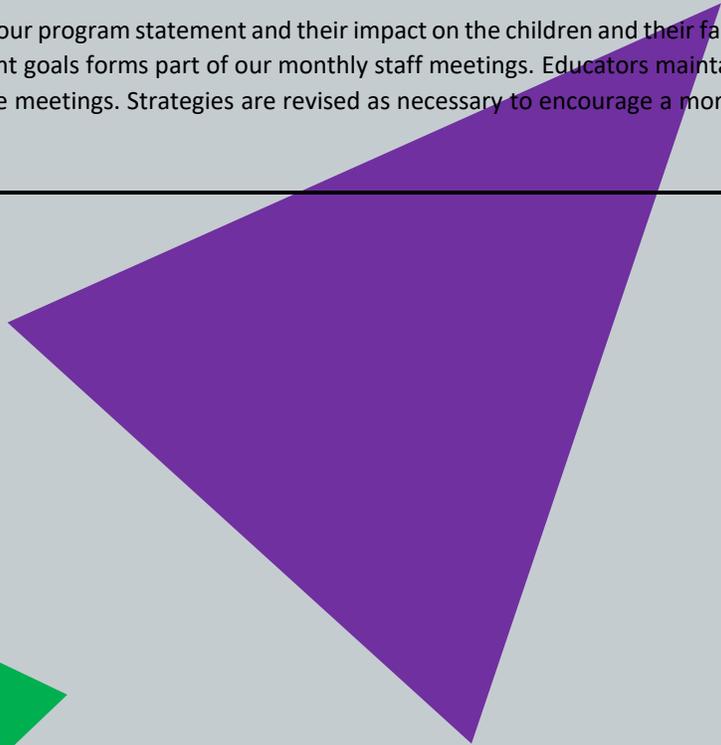
**Expression** – This takes many different forms. Every child is a capable communicator and they develop the ability for the many aspects of communication; verbal and physical. Rich, engaging environments support the development of their capacity for increasingly complex communication.

The Four foundations are wholly encompassing of a child's journey through learning. Individually they represent only a small part of what it is that every child seeks to achieve.

## OUR GOALS

1. At East End Scholars we ensure an overall experience of warmth, caring and family. We promote the health, safety, nutrition and well-being of the children. Our on-site kitchen allows for us to provide nutritious, home style cooked meals that follow the Canada food guide. Our overall daily practices throughout the centre and on the playground, provide for an environment that promotes the health, safety and overall well being of all our children.
2. All staff will support positive and responsive interactions among the children, parents, and child care providers. Our qualified team of Registered Early Childhood Educators (RECE's) will continuously engage with the children and support their learning and social development through play and exploration. The individual needs of each child will be documented and communicated with parents to encourage positive responsive interactions. We use email, newsletters, and social media to connect with families. In addition, to face to face conversations on a daily basis.
3. Children benefit socially, emotionally and physically from a positive approach. We encourage children to interact and communicate in a positive way and support their ability to self-regulate. Our team at East End Scholars model appropriate behaviour and support our children in communicating positively when conflicts arise. We teach our children to recognize feelings in themselves and others that will help them self regulate and enjoy better relationships.
4. Exploration and inquiry are part of the foundation for learning. Our qualified team of Registered Early Childhood Educators (RECE's) cultivate and encourage curiosity, exploration, play and inquiry to support a child's intellectual and social development. Children are encouraged participate in a variety of activities and to make choices. This experience is supported by educators whose documented observations allow them to be attentive to the child's individual needs.
5. We provide child-initiated and adult-supported experiences Through their observations, the team of Registered Early Childhood Educators at East End Scholars discover a child's interests, implement activities around that interest, guide them to expand their knowledge and support their learning experience.
6. Active play and social interaction form a large part of a child's development. Teachers plan and create a positive learning environment based on observations of a child's interests that highlight their needs, limitation and skills. Teachers positively support a child as they challenge them intellectually, physically and socially to gain and improve on their competencies. We plan for and create positive learning environments and experiences in which each child's learning and development will be supported.
7. Overall well being includes a child's need for physical activity and rest during the course of their day. Our program incorporates both indoor and outdoor play as well as a period of time for rest or quiet time. We understand that each child's needs are individual, as are the needs of their family. Parents are encouraged to communicate any special circumstances or instructions at any time to ensure the team is meeting the child and family's requirements. All members of the child care team practice consideration to support them when this proves to be the case through on going communication with the family, observations and documentations.
8. Communication is a vital part of the teacher, parent relationship. All child care team members are committed to open and honest communication with all our families. Parents are encouraged to take part in conversations relating to the program and how their children participate in the program. Educators engage with parents when there are concerns regarding their child's interactions with other children or teachers. These are documented to ensure there is a record. Ongoing written observations are made when necessary and parents are then addressed if and when a pattern is established. Teachers positively address the needs of all parents when it concerns the centre, program or their child.
9. Community partners are an intricate part of the support system we provide families, children and our team to address their needs. When necessary we will, on behalf of our parents/ families contact community partners and assist them in accessing services for our families. Services include, but are not limited to speech therapists, support services,
10. occupational therapists, counsellors, early year's services, etc. Engaging with these community partners and accessing the support and services they provide our families allows for us to enhance the level of service we provide to families.

11. We support staff in relation to continuous professional learning. Our educators are provided with opportunities to fulfill their continuous professional learning through workshops with peers from within their greater community. This allows them to interact and reflect upon their practices and how those practices impact the development of the children in their care.
  12. Document and review the strategies set out in our program statement and their impact on the children and their families. Ongoing and critical reflection of our program statement goals forms part of our monthly staff meetings. Educators maintain written logs of their daily reflections for discussion at these meetings. Strategies are revised as necessary to encourage a more positive level of teacher, child and parent interaction.
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## QUALITY MANAGEMENT

Quality management is an essential element of the services we offer. East End Scholars is committed to ensuring the highest possible quality of service to all our families, staff and community partners. This commitment is demonstrated in the following practices:

- *Continuous engagement with all employees to ensure a high level of ongoing professional development.*
- *Proactive, transparent and honest communication with all parents and families to develop and strengthen relationships.*
- *Active participation in community activities to establish and develop resources for use in every day operations.*
- *Creating programs that inspire and promote learning; positive child development by providing opportunities for caring relationships, connections to family and community.*

### **Our commitment to quality**

Our commitment to quality is supported by individual policies and procedures that govern the activities critical to delivering our services in areas that include, but are not limited to the following:

- *Corporate & Financial Governance*
- *Equality & Diversity*
- *Training & Development*
- *First Aid Certification*
- *Safe Guarding Children & Families*
- *Health & Safety*
- *Complaints Procedures*
- *Operational Procedures*
- *Community involvement*

East End Scholars is committed to the continuous improvement of its internal policies, processes and measures to enable the highest practicable quality of service. Therefore, we will:

- *Work with families and the greater community to understand their needs and develop our services to meet them.*
- *Create an environment that promotes knowledge sharing with all members of the child care community.*
- *Ensure compliance with all legal requirements and standards on an ongoing basis.*
- *Educate and train staff members to support the delivery of high quality services.*
- *Conduct our business in a way that reflects our core values; Authenticity, Honesty, Integrity, Commitment and quality.*

## OUR CORE VALUES

**Authenticity** – To provide all families with “real” experiences, where children are encouraged to be themselves (authentic) while learning and familiarizing themselves with the social expectations of playing in groups.

**Honesty** - We are committed to honest communication, no matter the message. We understand that some conversations are difficult; however, the needs of the child are primary and they demand honesty if children are to be set on the path to success.

**Integrity** - Building trust with families requires that our integrity remains unquestionable. We encourage an open-door policy to allow for parents to see that we do indeed "practice what we preach".

**Commitment** - When we commit to families, this often goes beyond just child enrollment. For us, this is about supporting families in any way we can. Every day our teams assist families with their needs; some of these extend beyond the realm of child care and we are there to serve.

**Quality** - This is about the overall experience. Can we guarantee that we can give you everything you want? No! Can we guarantee we can give your child what they need to see themselves flourish? Yes!

Our quality is bigger than paint on walls, whole wheat bread and gluten free; it's about people; those with compassion, love, empathy, patience and genuine heart; and we have all of that!

Our centre's reflect the care and attention that our teams deliver every day to the families they serve.

## **STAFF**

East End Scholars is staffed with qualified Registered Early Childhood Educators as well as Early Childhood Assistants and are certified in Basic First Aid and CPR.

Staff members undergo a rigorous screening process that includes a police clearance, prior to being placed in the classroom. All staff members are subject to a performance review every six (6) months and are encouraged to participate in programs for professional development.

The staff are responsible for the implementation of extensive operational procedures that meet stringent health and safety guidelines to ensure the safety of your child. The guidelines provide the child a healthy learning atmosphere and you the assurance that your child is safe and secure.

East End Scholars is an equal opportunity employer for all qualified individuals without regard to race, colour, religion, gender, age, national origin and veteran or disability status.

## **ADMISSION REQUIREMENTS**

All required forms must be filled out and submitted to the Supervisor before the child can be enrolled in the centre. Parents are to inform the Supervisor of changes to important information immediately (i.e. New address, telephone number etc.).

## **ORIENTATION POLICY**

The month before your child starts at East End Scholars is a good time for both you and your child to become familiar with our facility and their new teachers. This also is a good time for parents to become comfortable with the office staff and our program. We encourage parents to set up a few visits before your child's first full day, but we do understand, that many parent's schedules do not permit the extra time.

We find that children between the ages of 0-24 months need more visits prior to starting than older children, which may only need one visit. You know your child best and if you feel they need more visits than they can always be arranged.

We recommend one to two visits per week in the month prior to starting our Toddler program.

These visits must be scheduled through the office and parents must remain on site and in the classroom with their child.

## **EMERGENCY MANAGEMENT POLICIES AND PROCEDURES**

Our Centre has a comprehensive set of policies and procedures to deal with any situations of that nature. In the event that we experience any of these situations, parents will be informed by telephone, text, email and notices will be posted to our social media sites. In the event of an evacuation, all staff and children will be at;

**EduDeo Ministries**  
**621 Barton Street East**  
**Hamilton**  
**N L8L 3A1**

## **WAITLIST POLICY**

East End Scholars is aware that there is sometimes a shortage of child care spaces in the community it serves and of the frequent long wait periods to gain access to that service. We have developed a waitlist policy and practices that are transparent, fair and consistent to all families who wish to register to use our services.

East End Scholars maintains a centralized waitlist for its two sites. The Toddler and Preschool programs in each centre have their own individual waiting list. To gain access to the waitlist, families must contact the site they wish to list with and follow the procedures set out in this policy. There are no fees due when registering on the waitlist. Fees are due only at the time of enrolment are subject the terms as laid out in our payment policy.

Contact details for our centre's are as follows:

### ***East End Scholars***

138 Birch Avenue, Hamilton, L8L 6H7

T: 905-543-9191

E: [hello@laughlearn.ca](mailto:hello@laughlearn.ca)

## Registration Procedure

In order to register on our waiting list, you will be required to follow the procedures laid out below;

1. Registrations can be made by Email, telephone or online. A Registration form is available on the website for download or can be submitted online. If necessary, a form can be provided upon request.
2. Contact the centre you wish to register with.
3. Provide the following information to open a file on the waiting list:
  - Parents first and last names
  - Best contact telephone number(s) and or email addresses
  - Your expected start month
  - Your child's full name
  - Date of Birth (unborn children may be added to the list with expected month and year of birth)
4. You will receive a confirmation of registration and you will be informed of your position/ seniority on the wait list.

## Priorities

We do have some priorities that we consider when inviting new families to join us. In order of priority, we consider;

1. Children currently enrolled and needing to graduate to the next age group;
2. Siblings of children currently enrolled;
3. The children in the part-time Program would have next priority on day care spaces and vice versa;
4. There may be other urgent/ special circumstances that dictate we prioritize the allocation of spaces. In such cases, we reserve the right to do so.

## Waiting List Process

1. Our waiting list is managed on a "first come, first served" priority basis. Families who register are asked to observe the process as laid out below.
2. Register with the centre via telephone, email, or online. Once the form is received your child will be added to the wait list according to the date the application was received and your child's birth date.
3. Be mindful and strategic of your expected start month, you may also put the earliest start month you will consider for e. g You are willing to start in March but you really need a space for May.
4. No registration fee is payable at this time.
5. Tours of the centre can be scheduled Monday - Friday mornings between 9:30 to 11:00am or afternoons between 2:30 to 5:00pm. We encourage you to take advantage of this opportunity and an appointment is necessary.
6. If there are any changes to your contact information, please notify our centre right away. Please contact our centre every 3 months to confirm that you would like your child's name to remain on our waitlist. We review our list every 3 months and remove names of those who have not been in contact with our centre.
7. There is no specified length of time that you need to be on the list to be offered a space. Spaces are created when a family or child leaves the centre. There is no specific time however the months of July, August and September have the most movement, Spaces can be available at any time of the year and at point in the month.
8. We are usually able to contact families 4-6 weeks before any given space, as parents are only required to give us two weeks notice of their withdrawal. Only once the withdrawal is confirmed in writing can we begin to find a family for the space.
9. With all spaces, available the centre, the Supervisor will call all families who are eligible to start in the age group where the spaces are available. All parents who are waiting for a particular month are contacted when spaces are available. Even if the month you specified has already passed if your child is still within the age group of the room they will be offered a space.
10. Once a family is called from the waiting list they are given a specified time frame to return the call and express continued interest in the space available.
11. From the families that return our call with in the specified time, the family with the highest seniority date will have first official refusal of the available space.
12. If a child is offered a space for an age group we will let you know the likely hood of them moving over to the next age grouping, for e.g. if your child enters the toddler room at 28 months there may or may not be a space for them in the preschool room right at 30 months however we will be able to give you a sense of when they will be able to move and the possibility.
13. Once your child is officially offered a space, if you would like to accept it, you will be required to provide a 1-week deposit of your child's fee for the age group. This deposit will be applied to your child's last month of care provided that the appropriate notice is given.
14. All Children that are accepted into Child space there is a required registration fee.
15. All families that express continued interest in a space and are not successful will be contacted to let them know that another family has filled the space.
16. If you are called for a space and do not wish to take it at the time, your place/seniority on the waiting list remains the same.
17. You may call at any time to change the information for you file with no consequence for e.g. Moving from the Toddler list to the Preschool list.
18. You will remain on the centers list until you have asked us to take you off.

### ***How Our Child Care Wait List Works***

1. Our centre operates at capacity all year round and we also keep an extensive waitlist. Therefore, it is advisable to put your child's name on our wait list as early as possible.
2. Licensing requirements limit the age and number of children we can have in any classroom.
3. We recommend that you research child care options other than ours, in the event that we are unable to accommodate you.
4. Access to the waiting list will be provided in a manner that protects the privacy and confidentiality of other children on the list.

### ***Declining a Space***

We understand that the offer of a child care space might not come at a time that works for your family. The first time a space is declined, we will keep the child's name on the wait list in the same order, if requested.

If a space is declined a second time, the child's name will be moved to the bottom of the wait list.

After the third refusal, the child's name will be removed from the wait list, altogether.

### **FAMILY INFORMATION**

East End Scholars is inspected annually by the Ministry of Education, Fire Department and the Department of Public Health; the center holds monthly fire drills and all staff are trained in First Aid and CPR. In order to meet the minimum standard set by the Ministry of Health, we are required to prove that all family records are up to date and accurate.

Parents are responsible to update any changes to their address, place of work, telephone numbers and ALL emergency contact information immediately, in writing, with East End Scholars.

You are required to update changes, in writing, for all person authorized to pick up your child on your behalf.

East End Scholars will send you a reminder twice yearly to update your records and will not be held responsible for any inability to contact you or other emergency contacts if the information provided is not up to date and accurate.

### **REGISTRATION FEES**

Your child will be registered with the centre once the required enrollment application and agreement has been completed and submitted to the centre Supervisor with the non-refundable registration fee. The registration fee is due at the time of application and no application will be processed unless accompanied by the fee payment.

### **TUITION FEES & METHODS OF PAYMENT**

Your tuition fee payment reserves your child's space in their assigned classroom.

Payments must be made by cheque or money order payable to East End Scholars Child Learning Centre. Fees are to be paid in advance for the current month and can be paid on a monthly, weekly or bi-weekly basis. Payments for once off days are accepted via email (Interac), please request the relevant email address from the centre supervisor.

Monthly payments are due on the 01<sup>st</sup> day of each month, payment must be received no later than the last day of the previous month. It is recommended that you give the supervisor a minimum of three postdated cheques to ensure fees are paid on time. If the monthly tuition is not paid by the close of business on the 01<sup>st</sup> day of the month a late fee, as specified in the registration agreement, will be added.

Weekly and bi-weekly payments are due on the Friday of the preceding week. If the tuition is not paid in full by noon on the Monday of the following week a late fee, as specified in the registration agreement, will be added.

### **CASH PAYMENTS**

In order to ensure the safety of the children and staff members at the centre, cash payments are not generally accepted. Where an exception is made, please ensure that you receive a receipt for the cash payment. All payments must be made to the office of the centre supervisor.

### **OVERDUE TUITION FEES**

If fees are overdue by two (2) days, East End Scholars reserves the right to withhold services indefinitely until the fees are paid. In such instances the child's place will be held for a maximum of three (3) additional days. If fees are not paid within five (5) days of the due

date the child's space will not be held and their enrolment will be deemed cancelled. You will be liable for two (2) weeks fees in lieu of notice of withdrawal.

All late payments will attract a fee of fifteen dollars (\$15.00) and this must be paid in full when settling an overdue account.

In the event that your cheque is returned by the bank, you will be charged a fee of twenty dollars (\$20.00) to defray administration and bank charges. All returned cheques must be settled within one business day of notice, with no exceptions, or East End Scholars reserves the right to withhold services until the account has been settled.

In the event that East End Scholars withholds services, you will still be liable for fees including the days where services are withheld. Additionally, in the event that East End Scholars terminates services due to non-payment of an account, you will be liable to settle two (2) weeks fees in lieu of notice.

**FEE SUBSIDY**

East End Scholars is registered with the City of Hamilton for fee subsidy. Families who receive fee subsidy from the City of Hamilton can make application for their child to be enrolled with the centre.

It is the responsibility of the registering parent to ensure that the City of Hamilton provides written authorization to enroll their child with East End Scholars.

Any portion of the fees that is payable by the family is subject to the late payment and non-payment policy. It is the responsibility of the parent to inform the Centre Supervisor of any concerns regarding payment.

Subsidies are available to persons who qualify. Contact the City of Hamilton at (905) 546-4870 for information regarding eligibility and application procedures.

**TAX RECEIPTS**

Income Tax Receipts for the previous year will be issued during the last week of February each year.

**HOURS OF OPERATION**

East End Scholars Child Learning Centre operates on a year-round basis. We are open Monday to Friday from 7:00 am to 6:00 pm. We are closed on the following holidays:

New Year's Day	Canada Day	Christmas Eve (Closing 1pm)
Family Day	Civic Holiday	Christmas Day
Good Friday	Labour Day	Boxing Day
Thanksgiving Day	New Year's Eve (Closing 1pm)	Victoria Day

In the event that there are days off declared to observe statutory holidays that may fall on a weekend, the days observed will be closure days and will not be subject to any credit on fees.

There is no reduction of fees when these holidays take place and all monthly fees take into account vacation time. No reduction in fees will be offered when a child goes on vacation, but is returning. Their place is still guaranteed.

**OPEN DOOR POLICY**

East End Scholars has an open-door policy. Parents are encouraged to visit and observe their child's classroom at any time and participate in fund raising events and field trips. Though parent involvement is welcome, they are subject to the same expectations and standards as our staff. Parent bulletin boards are located throughout the centre, so please check for updates, including menu changes, special event notices and other pertinent information.

While is it not required, we request that you make arrangements whenever possible, with the Centre Supervisor to avoid disruption to the classroom schedule. Observations of this type will be limited to twenty minutes and observers should remain as inconspicuous as possible and avoid interrupting the teachers to ask questions. A parent/ teacher meeting can be arranged to provide answers to any questions you may have from the observation.

All visitors will be accompanied by a member of staff when they enter or exit the building. Any visitor who does not comply with this then the relevant authorities will be called to ensure the safety of the children and staff.

## **PARENT COMMUNICATION**

The key to a good relationship between your family and the childcare staff is open communication. It is only by working together that we can provide the best environment for your child. Staff members are usually available at the beginning and the end of the day for discussion about your child. More formal interviews are set up upon request. Please discuss with the staff any event that occurs in the home that may affect your child at school; a birth, a death, a frightening experience or remarkable achievement.

If at any time, you have any concerns or questions about your child's program, or any other centre related issues, please contact your child's teacher or the front office. We will be happy to discuss any concerns or set up appointments with you. Please keep in mind if your concerns are of a sensitive nature we would like you to approach your child's teacher or the Supervisor of the Centre to discuss your concerns.

Your happiness is very important to us.

## **COMPLAINTS POLICY & PROCEDURE**

Our Centre will investigate all complaints and grievances fairly and document in a timely manner all Complaints or grievances may be received from anyone who comes in contact with our centre's parents/guardians, volunteers, students, members of the local community and other agencies.

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

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

### ***Definitions***

**Personal Complaint:** (In relation to this policy) a personal complaint is defined as an issue involving problems in the parent-staff member relationship, such as differences in style, childrearing philosophy, or business disagreements

**Complaint:** (In relation to this policy) a complaint is defined as an issue of a minor nature that can be resolved promptly or within 24 hours, and does not require a detailed investigation. Complaints include an expression of displeasure, such as poor service, and any verbal or written complaint directly related to the service (including general and notifiable complaints).

**General complaint:** (In relation to this policy) A general complaint may address any aspect of the centre e.g. a lost clothing item or the service's fees. Centres do not have to inform Ministry of Education, but the complaint must be dealt with as soon as is practicable to avoid escalation of the issue.

**Grievance:** (In relation to this policy) A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature e.g. the Centre is in breach of a policy or the Centre did not meet the care expectations of a family.

**Notifiable complaint/ Serious Occurrence:** (In relation to this policy) A complaint that alleges a breach of the Act or Regulation, or alleges that the health, safety or wellbeing of a child at the centre may have been compromised. Any complaint of this nature must be reported by the parent/ guardian to the supervisor/ Director.

If the concern is related to a Serious Occurrence category (e.g. missing/unsupervised child, or there is an allegation of abuse or neglect - reported immediately to the Children's Aid Society) it would need to be reported to the Ministry as a Serious Occurrence within 24 hours.

If the staff member, supervisor/ Director is uncertain whether the matter is a serious occurrence, it is good practice to contact the Program Advisor for confirmation.

**Note:** Complaints do not include industrial or employment matters, occupational health and safety matters (unless related to the safety of the children) and issues related to the legal business entity.

Parents/ Guardians may report concerns to the centre by:

- Verbally directly to the Centre Supervisor.
- Telephone (289-396-7306 directly to the Centre Supervisor.)
- Email: [hearme@laughlearn.ca](mailto:hearme@laughlearn.ca)
- In writing, addressed to the Centre Supervisor, 138 Birch Avenue, Hamilton, ON L8L 6H7

## **Procedures – all complaints**

**Receipt of Complaint:** Any parent/guardian with a complaint, concern or grievance, may communicate the complaint to any member of the centre staff, and any member of the staff may initiate the complaint. A complaint may be received indirectly, as in a follow-up phone call or meeting with a parent, as well as when someone calls the centre to complain.

**Recording of Complaint:** In the event of a complaint, the person handling the complaint will complete the Complaint Form (Provided on request). This form shall be signed by the Supervisor/ Designate upon completion.

**Follow Up:** The Supervisor/ Director shall determine whether the complaint involves (1) child abuse, (2) licensing violations, or (3) a personal dispute. Where necessary, the Ministry of Education Program Advisor must be consulted.

### **Complaints of child abuse must be reported to the relevant authorities:**

Complaints of serious licensing violations will be reported to the Ministry of Education office. Additionally, the centre staff will advise the complainant to report possible abuse or licensing violations to the proper authorities. Personal disputes will be resolved as state below.

Based on the NATURE OF THE COMPLAINT (Personal, Regulatory Serious, or Serious Occurrence), the centre will respond to the complaint in accordance with the established policy guidelines outlined below.

### **Personal Complaints Procedure**

If the complaint is determined to be a personal complaint, then the following will take place:

1. Personal complaints will be documented on the Complaint Form if requested by the parent/ guardian.
2. The staff member responsible will discuss the concern/ complaint with the parent/ guardian to address them and arrive at an amicable resolution.

In the event a resolution is not forthcoming, the staff member will escalate the concern/ complaint to the Supervisor/ Designate and the following process will apply:

1. The Supervisor will discuss the concern/ complaint with the parent/ guardian and record it in writing.
2. The Supervisor/ Director will respond within one (1) business day to begin the process for resolution.
3. The Complainant will be informed about the manner in which personal complaints are handled, as outlined in this procedure.
4. The complainant will be encouraged to clarify and resolve the matter with the staff member and their supervisor personally. Failing this, all parties will discuss the matter to find resolution.
5. The complaint will be filed by the supervisor/ Director, in the families file for future reference.
6. In the event that the centre has had THREE similar previously-documented complaints, about the same staff member, from more than one parent/ guardian:
  - a. The staff member will be subject to a review by the supervisor/ Director within three (3) business days of the last complaint, to discuss ways in which they might rectify the situation. This contact will be documented.
  - b. The staff member will be informed that one more complaint against them may result in the necessary disciplinary action and possible termination of employment.

### **Complaints / General Complaints Procedure**

- Complaints and General Complaints will be documented on the Complaint Form if requested by the parent/ guardian.
- The Complainant will be informed about the manner in which personal complaints are handled, as outlined in this procedure.
- The Supervisor/ Director will respond within two (2) business days to begin the process for, or to sign off on any resolution achieved.
- In the event that a resolution is not reached immediately, the supervisor / Director will review the matter with the relevant staff members and the complainant to determine the best way to remedy the situation amicably.
- The complaint form will be filed by the supervisor/ Director, in the families file for future reference.

### **Grievance Procedure**

- Grievances will be documented on the Complaint Form by the parent/ guardian and addressed, ONLY, to the centre supervisor/ Director.
- The Complainant will be informed about the manner in which grievances are handled, as outlined in this procedure.
- The Supervisor/ Director will acknowledge receipt of the grievance within one (1) business day to meet with the complainant, review their concerns and begin the process.
- The supervisor / Director will review the matter with the relevant staff members to gather information on the concerns raised.
- The Supervisor/ Director will meet with relevant staff and parents/ Guardians to discuss the grievance raised and the possible remedies.

- The Supervisor/ Director will ensure that the grievance is investigated and resolved within five (5) business days of the grievance being reported.
- The complaint form will be filed by the supervisor/ Director, in the families file for future reference.

**Note:** Parents/ guardians may, if dissatisfied with an outcome, contact the Director (Licensee) to review the complaint/ Grievance for remedy. Response will be within two (2) business days.

**Tel:** 289-799-2309

**Email:** [hearne@laughlearn.ca](mailto:hearne@laughlearn.ca)

### **Confidentiality**

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

### **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/childrenciaid/reportingabuse/index.aspx>

### **STUDENTS & VOLUNTEERS**

East End Scholars supports the education of future professionals in the early learning and care sector and family education through the provision of field placements in our programs. Volunteers provide additional support and value to our programs.

All Students and volunteers are supervised in strict accordance with our policy (copy available on request), this includes, but is not limited to the following:

- The program supervisor is responsible for the supervision of students and volunteers. They will assign day-to-day supervision responsibilities to a staff member – Mentoring/Supervising teacher.
- Students and Volunteers will be supervised, AT ALL TIMES, by a member of staff.

### **UNUSUAL INCIDENT REPORTING**

In the event that a medical or social incident of any significance occurs that causes a child moderate discomfort, a written report will be completed containing the nature of the incident and the actions taken as a result of the incident.

A copy of the report will be reviewed with the parent of the child/children involved and signed by the parent. The parent will receive a copy of the report and a copy will be retained in the child's file at the centre.

### **DUTY TO REPORT**

Every person in Ontario is required under the Child and Family Services Act to report his/her belief that a child may be in need of protection:

*"A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and information, upon which it is based, to a society."*

The legislation specifically requires individuals who perform professional or official duties with respect to children such as the "operator or employee of a child care facility," to report suspicions of child abuse. If in the course of their professional duties, the supervisor and/or staff of the child care centre have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to a Children's Aid Society.

### **ARRIVAL/DEPARTURE AND RELEASE OF CHILDREN**

In order to ensure the safety of the children the centre entrance is secured by a locking mechanism and camera. Parents are requested to use caution when entering or exiting the building so as to avoid unknown persons entering the building.

In order to meet legal requirements, you are required to escort your child to and from the classroom when dropping off or picking up.

It is the responsibility of the registering parent to notify the centre, in writing, of all persons authorized to pick up the child. A child will not be released to anyone who is not listed on the registration form as authorized to pick up.

In the event that the child is collected by someone not listed as authorized, it is the responsibility of the parent to provide identity information, in writing (email, fax, etc.), to the centre prior to pick up and the centre will insist on photo identification from that person before the child is released. If the person is unable to produce the necessary identification, the child will not be released and the authorities will be summoned immediately.

From time to time it may be necessary for parents to show photo identification if a staff member you are not familiar with is releasing the child.

### **LATE ARRIVALS**

The late arrival of a child is disruptive to those children already in the program and negatively affects the day's schedule and rest periods. This is unfair to other children. In view of this and in order to ensure all children have access to the benefits of a full day's program, without disruption, the following policy guidelines will be enforced:

1. It is the responsibility of the parents to advise the daycare prior to 8:00 am if your child will be arriving later than 9:30 am. If you know you will be arriving late you are asked to call the center.
2. Meals, crafts, etc. are prepared based on expected numbers, and we will assume a child is absent if they are not at the centre by 9:30am in the morning. When arriving late you are asked to escort your child to their group.
3. Morning snack is served daily at 8:10 am and children who arrive after 8:50 am will miss morning snack. The center does not provide a substitute snack.
4. Children will not be admitted to the center after 9:30am unless prior arrangements have been made with the Centre Supervisor. The Supervisor will inform the relevant teacher once the arrangements are agreed with the parents.
5. Children will not be admitted to the centre at rest/ quiet time (12:00 – 2:00 pm) as it is disruptive to other children.
6. Children are not to be left at the main door or to go to their classroom without the person dropping them off accompanying them.
7. There will be no refund on fees for any days where a child is refused admission to the centre for late arrival.

### **LATE PICK UP PROCEDURES & PENALTIES**

If a child is left at the centre after normal hours, staff will attempt to contact the child's parents first. If we are unable to contact the parent, we will proceed to the listed emergency contacts to pick up the child.

You are requested to make every effort to contact the centre and make alternative pick up arrangements if you are running late. A fee of one Dollar (\$1.00) per minute late will be charged for late pick up. This must be paid to the staff member present at pick up or to the centre Supervisor within the next business day.

### **INCLEMENT WEATHER/ SNOW DAYS**

It may not be possible for East End Scholars to open due to extreme weather conditions. Every reasonable effort will be made to open. However, the safety of your child and our staff members will be primary consideration before closing the centre. In some instances, the centre may open late once travel conditions have improved. If, by 10:00AM weather conditions do not allow for a safe commute, then the centre will remain closed for a snow day.

While every effort will be made to communicate closures or late openings, parents are asked to visit the East End Scholars Facebook page and website or the 900 CHML website, check the link for schools/daycare closures for information before heading to the centre. Email communications will be sent to advise parents of any closures or delayed opening hours.

No refund on fees will be provided on such days.

### **ABSENTEEISM/ SICK DAYS**

Parents are responsible for full fees on days that your child is absent from daycare or sick. It is required that you inform the centre of the child's absence no later than two hours after opening on the day of them being absent.

### **VACATION TIME**

Vacation requests are required, in writing, a minimum of two weeks in advance of your scheduled vacation. Verbal notice of vacation will not be considered as notification.

Please note full fees are due 52 weeks of the year, regardless of any vacation time that your child may take. Random vacation days will not be considered as vacation.

### **OFF-SITE EXCURSION POLICY**

The toddler and preschool programs may take walking excursions in the local community including parks. These excursions will not include motor transportation. No private vehicles, other than the case of a parent/guardian transporting his/her own child, will be used for transportation of any child in any program provided by the East End Scholars.

Parents will be notified in writing as to the details of any excursions two (2) weeks prior to the excursion. Written parental authorizations forms will be distributed and must be signed and returned to the Centre in order for your child to participate. Parents are encouraged to accompany his/her child on a field trip. An authorization form will be provided to all parents that acknowledges parental permission for a child to leave the premises for neighbourhood walks and visits to local parks.

In the event of an emergency, staff will take children's portable records, First Aid kits and a cellular phone. Additional adults, to equal or exceed the required ratio, must accompany the group. East End Scholars staff will direct the accompanying adults in supervision of the children with an emphasis on safety. East End Scholars staff will be responsible for accompanying single children or pairs away from the group to the washroom.

We may take children on an off-site excursion activity only when the child's parent has been advised of the activity, including the transportation and supervision arrangements with respect to the activity, and the child's parent has consented in writing to the child's participation in the excursion activity. Parents are always welcome to join us on off-site activities provided they have successfully fulfilled the requirements as set out in the Criminal Reference Check policy. Please let a staff member know as soon as possible if you will be joining us.

### **WITHDRAWAL PROCEDURES**

Should it become necessary, a two-week written notice must be submitted to the centre Supervisor prior to the withdrawal date. This notice must indicate the date of the notice as well as the date of the last day of attendance. Verbal notice of withdrawal will not be considered a withdrawal notification. All tuition and any other related fees are due and payable during the two-week notice period.

Once a notice of withdrawal is received your child's classroom space will be filled. To re-enroll, normal registration fees will apply. Your child will then be considered for enrollment based on space availability.

### **TEMPORARY WITHDRAWALS**

Any child, who is temporarily withdrawn from the centre, will not have a space held for them. They may request to be placed on a waiting list.

Prior to releasing that space to someone else, the parent will be notified and given the opportunity to purchase the space or be left on the waiting list.

### **DISMISSAL/ DISCHARGE**

All children, parents and staff of the centre have the right to work and participate in a safe and non-threatening environment. All instances of a child or an adult who compromises the safety or sense of security of others will be treated seriously and the incidents duly documented. The Child Care Centre's primary considerations are the well-being of the children at the Centre and the staff who care for them.

The centre staff will make every effort to meet the individual needs of each child enrolled in the program. There may be situations, however, where we may not be able to meet these needs and when necessary the parent(s) will be kept informed of all efforts and areas of concern through formal and informal discussions with teachers and the centre supervisor. All meetings with parents will be well documented.

East End Scholars reserves the right to withdraw services for any of, but not limited to the following reasons:

- Lack of payment of fees
- Conduct that is injurious to the physical emotional or intellectual well being of others in the centre
- Lack of compliance with the parental/guardian responsibilities outlined in the policies of the centre
- Behavior that creates a potential safety hazard to children and staff
- Verbal abuse, harassment, or threatening of children/staff

- Inability of the centre's program and staff to meet the child's individual needs and Individual needs of a specific child that interferes with those of other children or puts other at risk
- Serious misbehaviour; this may include, but not be restricted to, the following: biting, hitting, kicking, bullying, name calling, pushing and shoving, rude and aggressive behavior, consistent failure to follow center rules of expected behavior.

If your child's discharge is initiated by the center, the following action will already have been followed.

- **1<sup>st</sup> incident;**  
The parents will be contacted and the problem discussed and a course of action decided upon. The staff of the center will speak to the child at the time the incident occurs. The parents will be asked to review the behavior with the child at home. Documentation will be placed in the child's file.
- **2<sup>nd</sup> incident;**  
The staff will discuss the situation will contact the parents immediately and the child will be redirected according to center policy. Documentation will be placed in the child's file along with a written summary of the discussion held with the parents of the child. The parent will be advised at this time that if the inappropriate behavior continues there will be grounds for immediate dismissal and the child is placed on probation.
- **3<sup>rd</sup> incident;**  
The parents will be contacted and asked to come to the center and remove the child from our care. Documentation will be placed in the child's file once again and payment would be due only for services rendered to the point of discharge.

All measures will be taken to avoid the need to discharge a child from the centre. We will provide adequate supervision and intervention so that situations are not permitted, if possible, to escalate to the point that discharge would be necessary.

In the event that East End Scholars discharges a child from the program due, but not limited to, the above circumstances, confirmation of discharge will, if necessary, be sent to the City of Hamilton, Ministry of Education and, in certain cases, the relevant Children's Aid Society.

### **ILLNESS**

First and foremost, at East End Scholars, is our commitment to providing a safe, secure and healthy environment for all our children, parents and staff. In the childcare environment children are vulnerable to common illnesses such as colds, flu and intestinal viruses. In the event that your child becomes ill while at the centre, we will take the proper action as deemed necessary by the circumstances of the illness.

When a parent is notified to remove the child from the school to prevent the spread of illness, this must be done immediately. The following list reflects some of the common signs of illness that require a parent's immediate notification:

- Fever of 38.0c/102F or over (axilla/underarm)
- Vomiting
- Diarrhea (two or more occurrences in a 24-hour period)
- Undiagnosed skin rash/condition
- Communicable disease
- Lethargy and irritability (any child who appears "unwell")
- Undiagnosed cough (frequent bouts 3-5 times per hour, especially if choking or vomiting)
- Sore throat, ear ache, discharge from ears or eyes

If a child becomes ill during the day, the parent will be notified to pick up the child immediately. If the parent cannot be reached, the designated persons on the registration form will be contacted. It is the responsibility of the parent to provide updated information for those designated for emergency or alternative pick up of the child.

Depending on their symptoms, a child may be isolated from the other children and kept comfortable until they are picked up. These rules are in accordance with the Local Health Department and the Child Care and Early Years Act regulations and are aimed at maintaining optimum health in the Centre.

In rare circumstances, the centre staff may take additional emergency action as deemed necessary to care for your child. When such action is taken the centre, the Supervisor will contact 911 emergency services and follow the instructions of the emergency medical personnel. If the instructed to do so, by the medical personnel, the centre staff will ensure that your child is transported to the nearest

medical facility. In such emergency situations the centre Supervisor and Management will contact you as soon as the situation allows. As the parent of the child, you assume full responsibility for payment of such medical services.

A child who has been exposed to or contracts a communicable or infectious disease may not return to school until the disease is no longer contagious. A certification from a doctor who has expertise in communicable and infectious diseases may be required before the child before the child is re-admitted to the classroom.

All children must be free of abnormal temperatures for a minimum of 24 hours, without the administration of fever reducing medication and show no signs of illness when returning to the classroom.

Parents will be notified, in writing, of any specific disease or medical concerns the child may be exposed to at the centre. It is the responsibility of the parent to notify the centre staff and Supervisor when the child is exposed to or contracts an infectious disease or any other illness outside of the centre in order for the centre to communicate to other parents and to be aware of the symptoms should they appear in other children.

We do not reimburse any fees charged by a medical doctor for notes required by the Centre.

### **ADMINISTRATION OF MEDICATION**

Parents must complete, in full, and sign a medication form for the administration of medication for the child during the school day. The form is available from the centre Supervisor and details the dosage of the medication to be administered. Any potential adverse reaction to the medication must be listed on the form so the child can be properly monitored and the parents notified accordingly.

East End Scholars will administer only those medications specifically labelled as a prescription with a doctor's name, child's name and dosage procedures outlined on the bottle/ container. No over the counter medication will be administered without a written prescription from a licensed medical physician. Medications cannot be shared by multiple family members unless each person's name appears on the label.

All medication must be dropped off and picked up daily at the Supervisors office. These medications will be stored in a secure area inaccessible to the children. Medication may not be taken into the classroom by parents. No medication must be placed in the child's bag or taken into the classroom for any reason.

All medication will be administered by the designated staff member, as prescribed on the label. Special circumstances concerning the administration of medication must be discussed and agreed with the centre Supervisor. It is at the discretion of the Supervisor to make exceptions in order to meet the needs of the child and their prescribed medication requirements.

All medication must be taken home daily to ensure the correct parental control.

### **NUTRITION**

East End Scholars provides two snacks and a hot lunch for all programs throughout the centre. Our meals are prepared in accordance with Canada's Food Guide by staff who are certified Food Handlers.

Service times are as follows:

- Morning snack    Approx. 08h00
- Lunch                Approx. 11h15
- Afternoon            Approx. 14h30

We have a four-week rotational menu which includes a wide variety of foods. Our menu is posted on all the bulletin boards for parents to view at any time. On occasion, we will need to alter the menu, should this happen we will let you know of any changes in writing as well as keeping these changes on file for one year.

Snacks and lunch are social times in which conversation is encouraged. Teachers and children sit around the table in a family style seating arrangement. Children are encouraged to taste food but NEVER forced to eat. Food is NEVER withheld from a child for disciplinary reasons.

Due to the potential risks associated with severe allergies in young children, the centre does not use or allow nut products during snacks, meals, art projects, cooking projects or any special event at the centre. Effectively, East End Scholars strives to be an allergen free centre.

Please discuss any special dietary requirements for your child with the centre Supervisor. Wherever possible, accommodations will be made for children with food allergies or those who require specific menu items for cultural, religious or medical reasons. If you feel this is not satisfactory, you will be responsible for providing them.

Any meals that may contain nuts are not permitted in the centre. East End Scholars reserves the right to refuse to serve meals where the ingredients may contain nuts or other allergens that have the potential to aggravate allergies for any children or staff in the centre.

All meals provided from home must be approved, in advance, by the centre Supervisor.

All food items brought from home must be clearly labelled with child's name, storage and preparation instructions as well as the date it is to be used by.

We will NOT serve foods that may contain nuts or other allergens that may affect staff or children in the centre. We do not allow food items such as cookies, crackers, candy, chocolate, etc. in the centre. Parents are advised not to send these types of food and must note that if they do, the food will be disposed of without compensation.

### **REST PERIODS**

In compliance with the Child Care and Early Years Act 2014, East End Scholars Child Learning Centre provides a two-hour soothing rest period for your child. Rest period is approx. 12:00pm-2:00pm.

Each day all children are provided with quiet time to rest and relax. Soft music is played while the children rest on their cots with sheets provided by the centre. Children are required to rest on their cots for the entire period, but in the event that a child does not, they will be guided to engage in quiet activities after a short rest period. Children who fall asleep will be allowed to sleep until the end of the rest period as designated on the daily classroom schedule.

Children may bring a small sleep toy/blanket to comfort them and help them rest. Please, no large items (i.e. pillows) due to space restrictions. Toys are not appropriate and may cause distraction to other children who are trying to rest.

### **ANAPHYLACTIC ALLERGIES**

An anaphylactic person is one who has a severe life-threatening allergy. They could experience very strong reactions such as rashes, hives, nausea, vomiting, and diarrhea, swelling of the lips, mouth, tongue and throat, difficulty breathing, and/or loss of consciousness.

Please help us by not bringing in any food (breakfast, snacks or treats in hands, mouth or pockets) into the Centre

Please ensure that both you and your child's hands and face have been washed with soap and water after eating since even a touch to the skin with a contaminated source could cause a life-threatening reaction.

Please remember to have a spare set of clothing, so that if your child spills food or drink on themselves, we can change their clothes.

### **CHILD ABUSE REPORTING POLICY**

It is the policy of East End Scholars Child Learning Centre to comply with the rules of local licensing and the provincial and federal laws regarding any suspected case of child abuse. All staff members are mandated by law to report any suspected case of child abuse or negligence to the appropriate authorities.

### **CLASSROOM TRANSITION**

As children move to the next classroom, they are given opportunity to visit with the group and their teachers. During these visits, teachers and children are given opportunity to play with the other group, meet the other teachers and have involvement with the program.

These visits help to ease the transition from one classroom to another.

### **PERSONAL BELONGINGS/ DRESS CODE**

Children should arrive at the centre in comfortable, easy to launder clothing. While we take every precaution, children can experience accidental spills during planned activities. Each clothing item, including sweaters, jackets, hats and gloves, must be labeled with your child's first and last name. Please be certain to label ALL of your child's belongings to help prevent loss.

"Indoor" shoes are a requirement for each child in the classroom. Only shoes with closed heels with soft rubber soles will be allowed. Hard soled shoes and boots may not be worn in the classroom. Please provide these when enrolling your child.

In case of accidents or spills, we request every child to keep a change of clothes in their cubby. These must also be labeled with the child's first and last name. Parents are asked to replace extra clothing as needed.

CUBBIES: Please clean out your child's cubby in the reception area at the end of your child's week. This is to minimize the potential loss of property.

East End Scholars is not responsible for the loss or damage of any personal items brought to the center.

### **TOYS FROM HOME POLICY**

It is natural that children will wish to carry familiar toys with them and to show friends things which are precious to them. It has been our experience however, that bringing toys from home often creates difficult situations in the centre. Children have difficulty sharing a special toy BUT they have an equally difficult time choosing to put it away instead. Other children may feel upset/anxious when someone else has a special toy and they don't.

We have found that it can also cause unhealthy competition amongst the children – “my ... is cooler than yours” and can be used as a power/control source – “You can't play with my ...”, “You're not my friend”, “if you don't let me have it, you can't come to my birthday”, etc.

We request that children do NOT bring toys from home to the centre but rather, wait for the opportunity for sharing their own things during times when friends visit at home. Items used for transitions and security (comfort toys) such as a blanket or favourite stuffed animal are OK to bring. We appreciate your help and understanding. We also realise how difficult it can be to get out of the house and realise you may need our help in the enforcement of this policy. We are happy to help!!

If a child brings a toy from home (other than comfort toy) staff will request that parent takes it with them. If this is not possible the child will be asked to put it in their bag until they are collected.

Neither East End Scholars nor any of its staff or representatives will be responsible for any lost or broken toys that are brought into the centre from a child's home.

### **OUTSIDE TIME**

Weather permitting; the children will be outside for approx. 1 hour in the morning and 1 hour in the afternoon.

In order to Please bring the following to daycare:

- **SUMMER:** Hat, sunscreen (SPF 40+), swimsuit & towel, water shoes
- **WINTER:** Hat, mittens snowsuit and indoor shoes or slippers
- **FALL/SPRING:** Splash pants, boots, mittens

Please provide extra clothing in case of accidents.

### **BEHAVIOUR GUIDANCE/ DISCIPLINE**

East End Scholars uses positive guidance and redirection as the primary method of discipline. Physical abuse, humiliation, bribery, verbal intimidation or threatening attitudes towards children are never allowed.

By using encouragement, positive reinforcement, redirection, providing children choices, talking about conflicts and allowing children to verbalize their frustrations, children cope with their feelings and lives in a positive way and learn self-control.

The teachers at East End Scholars strive to achieve acceptable behavior through proper role modeling. Teachers use positive reinforcement to strengthen desired behavior. Teachers provide the child with choices when appropriate, and redirect undesired behavior. Teachers show children how to resolve their conflicts by providing the children with the proper words to use with their peers.

### **PROHIBITED PRACTICES**

Under the Child Care and Early Years Act, prohibited practices are defined as:

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

- locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or inflicting any bodily harm on children including making children eat or drink against their will.

Under no circumstance will corporal punishment be used for behaviour management. As well, the following control techniques are not tolerated:

*Inappropriate Verbal Practices:*

- Humiliation
- Threatening or Yelling
- Swearing
- Shaming
- Harassment
- Sarcasm
- Discussion of a child within any child's hearing

*Lack of Supervision Including:*

- Diverted attention for frequent or extended periods
- Leaving children unsupervised, child unaccounted for

Harsh Discipline of any kind:

- Deprivation of basic needs including food, shelter, clothing or bedding
- Confinement, either by locking exits of a room or use of a lockable structure

**EMERGENCY PROCEDURES & SAFETY PRECAUTIONS**

You can be assured that your child is protected by an exceptional health and safety program while at East End Scholars. The centre is equipped with a fire and smoke monitoring system with fire extinguishers are placed throughout the building.

Emergency procedure drills are conducted regularly to acquaint the children with emergency procedures to be followed in case of a fire or any other emergency. Records of the drills conducted are kept in the office of the centre Supervisor.

Our playgrounds are designed to be age appropriate and meet the specific developmental needs of each age group. The playgrounds are inspected continuously to ensure the safety of the children.

**POLICY CHANGES AND UPDATES**

- East End Scholars reserves the right to update, amend and make policy changes without notice.
- All policies will be reviewed annually.
- Changes, amendments and updates will be affected by prevailing legislation as well as the needs of the business to deliver a quality service to all families.
- Families will be advised, in writing, of all updates, amendments and changes.