



Dalhousie Parents' Day Care Centre is a community-based, non-profit child care centre whose mission is to provide high quality child care that recognizes play to be one of the most important vehicles of learning for young children. Knowledgeable, trained educators provide an environment that helps to meet the developmental needs of each child.

As a cooperative centre we value a cooperative structure that recognizes the provision of child care is a shared responsibility and requires effort from all staff, parents, and members of our community, and where consensus is a model for decision-making. We respect the diverse nature of our community, staff and families without discrimination with respect to ethnic, Indigenous, linguistic and religious backgrounds, in addition to age, gender, sexual orientation, abilities and economic levels. We take all necessary steps to ensure and support the full inclusion of all children into our programs, including those with individualized program plans. In 2022 we created and adopted a Land Acknowledgment Statement that is read before each staff and Board of Directors meeting.

We work in partnership with families, community partners, and the various levels of government, including the City of Ottawa and the Ministry of Education. Being responsible, and supportive, to ensure accessible, affordable, high quality child care. Being responsive, flexible, creative, and accountable is a priority. We recognize that positive child-caregiver interaction is dependent on continuous learning and good working conditions. As dedicated leaders, we are committed to advocating for the highest quality of care by creating a safe environment where the voices of the children, educators, and families are valued.

Our program incorporates Emergent Curriculum; paying attention to children's interests, needs and abilities, along with the Ministry of Education's Statement on Programming which includes inspiration from "*How does Learning happen?*" which is Ontario's Framework for Pedagogy for the Early Years.

We value the joy and happiness that a sense of well-being brings to each of us. At Dalhousie Parents' Day Care, we promote health, safety, nutrition and ultimately the well-being and belonging of each child in our care. To help support our health and safety goals we provide the children with a safe, encouraging environment in which they are free to discover at their own pace.

Our *Nutrition Policy* was created in respect to *The Canadian Food Guide*. We offer a diverse variety of food that will ensure all our children are provided with the necessary nutrients to be successful in their day and further aid in their development



and growth. We provide alternatives and adjust our menu to meet dietary restrictions or allergies.

Our children are viewed as capable and competent learners, who are curious and rich in potential. Throughout the day this can be observed in our program environments (indoors and outdoors), during active play, and as well in rest and quiet periods. Relationships are the foundation of all that we do. Through collaboration and reflection, we build respectful, authentic relationships with our children, families, professional partners, and members of the community. Dalhousie often supports and mentor's students from the Early Childhood Program from local colleges.

The Infant, Toddler and Preschool programs foster a transparent space where children and families can feel comfort, support and security as they journey through their early years. Exploration, play and inquiry are the foundation for our emergent curriculum. This is created from the children's interests (what challenges them), and the educator's passions which lead to child initiated and adult supported learning experiences. Our educators consider themselves co-learners who ultimately support our children's engagement, freedom of expression, sense of belonging and well-being.

Our teams promote positive interactions by building on skills that focus on our children's individual needs and strengths. We acknowledge and positively reinforce children's hard work in a meaningful way and are specific when describing the actions and reactions. Through warm and caring responsive relationships, the Educators can help children cope and recover from stress in a variety of daily situations. We encourage self-regulation through using clear consistent language when setting limits and boundaries, positive messaging, offering choices, positive modeling, using reminders, empathetic responses, planned ignoring and offer problem-solving strategies, co-regulate alongside children, give conflict resolution support, and create calm down areas.

Our licensed facility and team of Registered Early Childhood Educators (RECE) take pride in our high standards of practice and continuous professional learning for everyone. Growing and learning together is a lifelong journey that happens every moment of every day. This Program Statement is a living, breathing document that will continue to evolve with the program as our learning and understanding expands, our processes change and our families, educators, and children change as well.

With COVID restrictions behind us, staff have once again begun attending in-person and on-line professional training. Staff have or will be attending training sessions on Sign Language. Last fall all staff attended a workshop titled "Setting up for Success" developed and presented by Children's Inclusions Supports Services. CISS continues to support all our programs through bi-weekly visits, providing staff with tools and

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suggestions to respond to program challenges. All our RECE Program staff have completed the Child Abuse Awareness Training and are working on their Continuous Professional Learning profile, required by the College of Early Childhood Educators. Staff are also working on updating their WHIMIS training on-line. Our staff will continue to access current, evidence-based research and transfer this knowledge into practice. All our full-time educators and part-time supply staff are required to hold a valid certificate in First Aid and CPR-C and have an update to date Police Check with the Vulnerable Sector.

Dalhousie Day Care is always looking for ways to engage and connect families with our local community. This summer, we once again hosted our Annual end of the Summer Family Potluck. Local entertainer Derek McKinley joined us and provided wonderful singing and dancing music for all to enjoy. In July, City of Ottawa Fire Fighters visited our centre and allowed the children climb through their truck.

Dalhousie Day Care also holds fund raising events. In June 2024 the Fund Raising Committee sold ice cream from the Merry Dairy. They later brought their ice cream truck to the daycare, where families picked up their orders and could purchase ice cream cones if they wished. This successful fundraiser turned into a social event for parents, staff and children! Staff recognize the importance these social events play in creating a sense of belonging for all our families.

In July 2024 we received funding to hire a youth through the Canada Summer Jobs program for July and August and hope to do so again next year. Having a extra help allows us to extend our summer programming and occasionally go for walks to our community parks and splash pads.

All centre policies and procedures are reviewed at least annually upon recruitment of new staff, volunteers and students or at any time in which the Program Statement or Policies are modified.

Please refer to our policies on *Playground safety Policy, Anaphylactic Policy, Sanitary Practices Policy, Sleep Supervision Policy, Nutrition Policy, Serious Occurrence Policy, Medication & Health Policy, Supervision of Volunteers and Students Policy, Program Statement Implementation Policy, Staff Training and Development Policy, Police Record Checks/Vulnerable Sector Check Policy, Fires Safety/Evacuation Procedures, Emergency Management Policies and Procedures Policies and Procedures for Monitoring Compliance and Contraventions, Prohibited Practices, Duty to Report, Parent Issues & Concerns Policies & Procedures, and our Safe Arrival & Dismissal Policy & Procedures*



### ***Our Programs:***

Dalhousie Parents' Day Care Centre has 5 programs. 1 infant, 2 toddler and 2 Preschool

**Infant Program:** The infant program has 10 children from 0 to 18 months of age and four educators.

**Toddler Programs:** We have two toddler rooms; each toddler program has 15 children from 18 months to 2 ½ years of age and three educators.

**Preschool Programs:** We have two preschool rooms; each preschool program has 16 children from 2.5 to 4 years of age and two educators.

The educators are trained and have their Diploma in Early Childhood Education or equivalent and are members of the College of ECE's. Additional staff consists of a program coordinator, an administrative coordinator, a cook and a housekeeper.

### **Co-operative Philosophy:**

Both parents and staff are involved in the daily operation and activities of the Centre. All decisions regarding the operation, activities, philosophies, policies etc. of the Centre are reached by consensus.

The Centre is overseen by a Board of Directors. Parents and staff are elected at the Annual General Meeting to sit as representatives on the Board. The Board meets once a month in the evening.

There are several committees or working groups of the Board that meet regularly and consult on various aspects of the Centre: Personnel, Policy, Nutrition, Fundraising and any ad hoc committees. Parents and staff are welcome and encouraged to participate on these committees.

Parent involvement is encouraged in several ways:

- a) Parents can volunteer to sit on the Board of Directors or a committee.
- b) Parents can also volunteer to assist and participate in special events activities, repair toys, etc....

We understand families have busy schedules and we appreciate any help or contribution that parents can make towards providing quality care for their children.

The Centre operates with an alternative staff structure. There is no hierarchy at Dalhousie, all staff have equal responsibilities and importance and are therefore



expected to participate fully in the activities of the Centre. The program and administrative coordinators act in a supportive role rather than an authoritative one. We use a team approach and reach decisions on the operations and activities of the Centre by consensus. All staff receive the same salary regardless of their position in the Centre.

### Union

The staff belong to the Canadian Union of Public Employees (CUPE) Local 2204. The union has been instrumental in improving salaries, benefits and working conditions for staff. The union also provides a mechanism and resources to lobby governments for affordable, accessible, universal childcare.

### Hours of Operation

Dalhousie Parents' Day Care is open Monday to Friday from 7:30 am - 5:30 pm and is closed on statutory holidays including:

*New Year's Day  
Family Day  
Good Friday  
Easter Monday*

*Victoria Day  
Canada Day  
Civic Holiday  
Labour Day*

*Truth and Reconciliation  
Thanksgiving  
Christmas Day  
Boxing Day*

The centre also closes on additional days during the Christmas season. Parents will be informed each year of the dates set by the Board of Directors.

### Arrival and Pick-up Times

Although children arrive at various times during the morning between **7:30 and 9:30**. We do ask that all children be in their programs **no later than 9:30 am**. This ensures that the children participate in the day's activities and are ready to eat lunch and sleep at the scheduled times. For children attending the infant program, please do not pick up between the hours of 1&3 (infant nap time) This is distributive to the other babies.

As per our Safe Arrival & Dismissal Policy, parents/guardians **MUST** inform the day care **before 10:00 if your child will not be attending** or if you are going to be late due to a doctor's appointment or unavoidable circumstances.

***Our cut off time for late arrival is 11:00 am.***

On arrival please be sure to greet your child's educator. When you pick up your child, please let the educator know you are taking your child.

### Late Pick Up Policy

The Day Care Centre closes at 5:30pm. It is important that children are picked up in time to be out of the Centre by 5:30pm. This may require arriving by 5:20pm in the



winter to allow for dressing time. If parents are consistently unable to arrive in time to pick up their children, they will be asked to make alternate pick-up arrangements. If the problem is not resolved, care for the child can be withdrawn at the discretion of the Board of Directors. If a parent or an authorized emergency contact cannot be reached by 5:45 Children's Aid Society (CAS) will be contacted, and staff will follow their instructions.

### **Authorized to Pick-Up**

According to our Safe Arrival & Dismissal Policy, staff shall only release a child to their parent/guardian or an individual that the parent/guardian has provided written authorization to pick up. Parents/guardians must clearly identify: first and last name and phone number of the authorized pick-up persons on their contact information sheet. Staff are required to ask for identification before releasing the child. Under NO circumstance will children be released to walk home alone.

Please inform your child's educator in advance when someone else will be picking up your child.

*Please note: Without a 'Court Order', the staff are unable to legally prevent the release of a child to his/her non-custodial parent.*

***WE MUST HAVE A COPY ON FILE.***

### **Admission to the Day Care:**

Dalhousie Day Care uses the City of Ottawa Waitlist (OneHSN) to fill spaces. Before the child attends the Centre, the parent must come in for a meeting with the program coordinator. At this time, registration forms are completed. The following documents and information are required:

1. Child's immunization records
2. Emergency contact person(s)
3. A phone number where we can reach you at ALL times
4. Doctor's name, address and phone number
5. Child's health card – optional
6. Special instructions for feeding, sleeping or allergies (if required)

For a child to develop a feeling of trust and security when starting at the day care, parents are required to introduce their child to the Centre gradually. This also provides the parents with the opportunity to better acquaint themselves with the staff and program.

Should the child experience a lot of difficulty in their adjustment to day care, the parent should be prepared to extend the introduction process outline below.



**Day 1:** The parent drops off child for about a 1-hour visit.

**Day 2:** The parent drops off child for a 1–2-hour visit and child is picked up before lunch. (in the case of the infant program, staff will review intake forms with parents)

**Day 3:** The child will stay for approximately 3-4 hours and will have lunch.

**Day 4:** The child will stay for approximately 5-6 hours and will stay for nap.

**Day 5:** The child will stay for a regular day.

Each program will provide new families with a list of required items to bring to ensure the comfort and well-being of the children.

***Please Note: Label all clothing and other articles with your child's name.***

### **Change of Information**

It is your responsibility to inform the staff of changes to any of the information that is recorded in your child's records (address, phone numbers etc.). Also, if other major changes have happened in your child's life, it would be helpful to let the educators know so that they are able to deal with issues that may arise.

### **Supervision Policy**

The intent of this policy is to ensure the safety and wellbeing of the children at Dalhousie Parents' Day Care. Only employees at our Centre will have direct unsupervised access to the children. Police Checks (PVSC) with the Vulnerable sector checks are required for all volunteers and staff (18 years and older) having direct contact with children in our Centre. At no time will volunteers/students be included in ratios or be left alone with the children. Parent volunteers on field trips can only be responsible for their own child and must have a PVSC (within 6 months) and reviewed our Policies and Procedure guidelines (in accordance with our volunteer supervision policies).

### **Behavior Management**

Our 'Behavior Management' policy and practices are based upon the principles of co-operation and respect for others. The educator's role is to support children as they work through conflict resolution with peers and adults and learn the expectations of the program. Reasonable limits are set, based on the developmental level of the child.



## PHYSICAL and EMOTIONAL PUNISHMENT IS STRICTLY PROHIBITED IN THE DAY CARE.

### Child Abuse

Dalhousie Parents' Day Care has a Child Abuse Prevention Policy and Procedures. In accordance with the Child and Family Services Act, it is the legal responsibility of **every** person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to a Children's Aid Society if s/he suspects that child abuse has occurred or if a child is at risk of abuse.

### Withdrawal/Discharge

Parents who voluntarily withdraw their child from the Centre are required to give **ONE MONTH'S** notice in writing or pay a month period in lieu of notice. Parents will be given notice to withdraw their child from the Centre under the following circumstances:

- a) Child exceeds program age.
- b) Parents who consistently disregard the policies and procedures of the Centre, after all other solutions have been exhausted.
- c) The child's needs are beyond program/staff resources.
- d) Parents fail to pay their monthly day care fees.

### Parent Issues and Concerns

Parents are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing in their program. Our staff are available to engage parents in conversations and support a positive experience during every interaction. All issues/concerns raised by parents are taken seriously by the staff and/or the Program Coordinator and will be addressed as quickly as possible. An initial response to an issue/concern will be provided with 1-2 business days. A meeting will be arranged within 1-3 business days if necessary. Depending on the nature of the concerned raised, issues should be raised with the Program Staff and/or the Program Coordinator. The person who raised the concern will be kept informed throughout the resolution process. Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally or in writing upon request. The level of detail provided will respect and maintain the confidentiality of all parties involved. Every effort will be made to maintain privacy of all involved, except when information must be disclosed for legal reasons (eg Ministry of Ed., College of ECE's or a Children's Aid Society)





### **Payment of Fees**

Parents are expected to pay their required fee to the Centre at the beginning of each month. Cheques are preferred, but a money order or cash received monthly is acceptable.

Dalhousie has enrolled in the Canada Wide Early Learn and Child Care program, as a result our fees were lowered by 25% as of April 2022 and then an additional 37% at the end of 2022. We anticipate future reductions, pending government funding of the CWELCC program.

### **Current Child Care Fees as of December 31, 2022**

Infant	\$813.17 per month
Toddler	\$767.81 per month
Preschool	\$472.02 per month

### **Serious Occurrence/Emergency Management Policy and Procedures**

In the event of a serious occurrence the coordinator will be notified immediately. Where medical attention is required for a child in care, the parents will be notified immediately. In the case of an emergency, or when the parents cannot be reached, the coordinator (or person acting in his/her position) will contact the designated emergency contact person, and or summon either an ambulance or a taxi to transport the child to the hospital, or other medical practitioner. The child's information forms will be taken to the hospital with the child. Any serious occurrence, as defined by Ministry guidelines will be reported to the Ministry of Children and Youth Services within 24 hours. In addition to submitting a serious occurrence report to the Ministry of Education the day care is required to post a Serious Occurrence Notification Form for 10 days. This form will be posted outside the office, and it informs the parents that a serious occurrence has occurred in the day care.

In the event of fire or flood etc. the children will be taken to our emergency shelter at St Anthony's Church located on the corner of Booth and Gladstone. Staff will contact the parents to pick up their children as soon as possible. The day care Centre will remain closed until all health and safety regulations are cleared by the proper authorities. Parents will be notified though phone and/or email as to when it is safe to return, and the centre has reopened.

In the event of a Lock Down and/or Hold and Secure situation, all exits will be locked, and only emergency service personnel will be allowed to enter.



## Health Policies and Practices

Our health policies and practices are designed to ensure the good health of all children and staff. Despite our efforts to maintain a safe, disease-free environment, children will contract illnesses, especially during their first year in day care.

We ask parents to cooperate with the following:

1. Telephone the Centre to inform the staff that their child will be absent due to illness.
2. Arrange in advance, alternate care in the event their child does become ill.
3. Keep their child home if they appear ill with fever, vomiting, diarrhea, unknown rash, or infection in the morning before coming to day care. Staff will *not* accept ill children into the program.
4. Note, if a child becomes ill at the centre, staff will contact the parents (or the emergency contact person if the parents are unreachable) and ask them to pick up the child immediately.
5. Follow their child's immunization schedule and keep it up to date.
6. Inform the centre if your emergency contact information has changed.

## Fever, Vomiting and Diarrhea

When a child becomes ill at the centre with fever, vomiting and or diarrhea (two liquid bowel movements) the parent will be contacted to arrange for the child to be picked up immediately. In the case of a **fever** the child may return to the centre when they are **symptom and medication free for 24 hours**.

In the case of **vomiting and/or diarrhea** the child may return to the centre when they are **symptom and medication free for 48 hours**. In the rare case of an "outbreak" where multiple children are ill with the same symptoms, they must be symptom free for 48 hours. If an outbreak is declared by Public Health, they will determine the next steps.

**\*Definitions of symptom free:**

1. fever: not on fever reducing medication.
2. vomiting: has kept food down.
3. diarrhea: has had a formed bowel movement.

## Rashes or other potentially contagious conditions

A child with a potentially contagious condition such as an eye infection (pink eye), unknown rash, etc. must be seen by a doctor immediately. The child may return to the centre with a doctor's note stating the symptoms are no longer contagious OR when the child has been **symptom free for 24 hours**. Note, pink eye can be viral or bacterial and only a doctor can determine which one it is.

A child who requires the constant attention of one educator throughout the day or a child who is unable to participate in group activities or outdoor play, should remain at home until.



### **Other injuries or illness:**

For other injuries or illness (such as sore throat, runny/stuffy nose, extreme tiredness, headache decreased or no appetite) children may return to the Centre provided their symptoms have been improving for 24 hours *OR* has been taking any prescribed medications for 24 hours *OR* has a doctor's note indicating they may return to group care.

such as runny nose, sore throat, fatigue, muscle aches and upset stomach) are asked to perform a rapid antigen test.

### **Additional Information**

A child's re-admittance to the centre after any injury/illness will be based on the following:

1. A doctor's note stating the child is free of symptoms and may return to group care and/or
2. Recommendations from the centers' Public Health Policies
3. The child's ability to participate in group activities as assessed by the educators.
4. The child is symptom free or has been on their prescribed medication for 24 hours.

### **Medication**

When necessary, educators can administer prescription drugs to a child after the parent has completed a *Medication Authorization Form*, which is provided by the centre. It is the educator's responsibility to record the time the child's medication is administered on the Authorization form.

Prescribed medication must be in the original container with the prescription label that clearly states the name of the drug, child's name, dosage and times when medicine should be given as well as the expiry date.

Over the counter medication such as 'Polysporin Drops' may be administered if it is accompanied by a doctor's note that states the name of the drug, child's name, dosage, date, and administration instructions.

### **Important, Please Note:**

Children who have been ill and are on newly prescribed medication must be on medication for 24 hours before they return to day care.

### **Meals**

In accordance with the most recent addition of the *Canadian Food Guide*. Our Centre provides nutritional well-balanced meals for all programs. We cook with fresh produce, and the emphasis is on meeting the nutritional needs of young children. The cook's menu is varied, and the centre is sensitive to the special dietary needs of the children. If your child has food allergies, or requires a special diet for any reason,



please note it when filling out registration forms. Special dietary needs are posted in the kitchen, classrooms, and the lunchroom to ensure all staff are aware of food allergies and restrictions.

### **Field Trips**

The programs plan field trips to various places in our neighbourhood that are within walking distance. At intake you will be asked to sign a consent form, so your child can participate. In addition, field trips that require renting a bus are also a part of our programming. In this case a separate consent form will be signed by the parents. We always encourage our parents to volunteer as long as the Supervision Policy is being adhered to.

### **Code of Conduct**

All children, staff, parents, students and visitors have the right to feel safe in our centre. Our centre promotes respect, responsibility, courtesy and cooperation. Our centre will NOT tolerate the following: Abusive language or behaviour, racial or other slurs, behaviour that demeans or belittles and disregard for centre policies and procedures. Failure to follow the Code of Conduct will result in disciplinary action. Your child's early years are a time of rapid mental and physical growth. At Dalhousie Parents' Day Care, we strive to provide and maintain a safe and positive learning environment for all children, where independence, sharing and individual strengths are encouraged. This can be most effectively accomplished through the cooperation and communication between parents and staff.

### **Useful links**

How Does Learning Happen? (H.D.L.H)

<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

Early Learning for Every Child Today (E.L.E.C.T)

<http://www.cfcollaborative.ca/wp-content/uploads/2010/10/ELECT.pdf>

Child Care Early Years Act (C.C.E.Y.A)

<http://www.childcarealgonia.ca/UploadedFiles/file/3002E.pdf>

Child and Family Services Act (CAS)

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

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Ministry of Education, License Child Care Help Desk 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

**Please keep this booklet handy for easy reference.  
For more information, please refer to the Dalhousie Parents' Day Care Centre  
Policy Binder**

*Updated July, 2024*



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