



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 meetings.

We work in partnerships 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 foundations 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 skills that focus on our children's individuals' 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 to ignore 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.

The staff and educators of Dalhousie are always looking for workshops to upgrade their skills. In 2025 and again in 2026, through the Province of Ontario and the City of Ottawa, additional funds for Professional Learning have been made available. These funds allow staff "time off the floor" to attend workshops both in-person and on-line. Examples of some of the workshops include an information session on the "First Words"

2



Program, “Infant and Early Years Mental Health” presented by Dr. Jean Clinton and Lorrie McGee RECE, “Supporting Busy Preschoolers” “How to talk to infants and toddlers” “Honouring Meis Heritage” and several others presented by Children’s Inclusion Support Services of Ottawa.

In 2024, all our RECE Program staff completed Child Abuse Awareness Training through the College of Early Childhood Educators. Educators are always working on their Continuous Professional Learning Profile, which is required by the College of ECE’s. Staff continue to access current, evidence-based research and transfer this knowledge into practice. All our full-time staff and part-time staff are required to hold a valid First Aid & CPR-C Certificate and an up-to date Police Check with the Vulnerable Sector. All kitchen staff must also obtain and maintain a Safe Food Handlers Certificate.

Dalhousie Parents’ Day Care is always looking for ways to engage and connect with families and our local community. At the end of each summer, we host an Annual End of the Summer Potluck. In August 2025, Kerian from Monkey Rock joined us and provided an awesome show with singing and dancing for all to enjoy. Also, in August 2025 the City of Ottawa Fire Fighters from the Preston Street Station came to visit. They showed the preschoolers their firefighting equipment and allowed the children to climb through their truck. We hope to repeat these events this summer.

We are very excited and proud to announce that in October 2026 Dalhousie Parents’ Day Care Centre will be celebrating its 40th Anniversary. Stay tuned for upcoming Birthday Celebrations!!

Dalhousie Day Care tries to hold several social/fund-raising events throughout the year. Our Easter Bake Sale and Raffle was a success! Funds raised will go to the purchase of new outdoor toys and equipment for the playground. This summer we hope to continue with Freezie Friday’s and possibly fund raise alongside Merry Dairy, which has been successful in the past. These events help create a sense of belonging and community for all our families.

For the past several summers we have received funding to hire youth through the Canada Summer Jobs program. These students assist in the programs with the children the months of July and August. Having extra help allows us to extend our outdoor summer programming time and occasionally go for walks to local community parks and splash pads, while also providing youth with valuable work experience. We have applied for, and are hoping for similar funding for the summer of 2026.



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:

<i>New Year's Day</i>	<i>Victoria Day</i>	<i>Truth and Reconciliation</i>
<i>Family Day</i>	<i>Canada Day</i>	<i>Thanksgiving</i>
<i>Good Friday</i>	<i>Civic Holiday</i>	<i>Christmas Day</i>
<i>Easter Monday</i>	<i>Labour Day</i>	<i>Boxing Day</i>

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

5



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 (see apexed A), parents/guardians **MUST** inform the day care **before 10:00 if your child will not be attending**, or if they 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 vacant spaces. Before the child attends the centre, parents/guardians must complete all permission



and registration forms and submit them to the day care. In the case of infant aged children, staff will complete the final registration form with parents in person.

The following documents and information are required:

1. Child's immunization records
2. Emergency Contact & Authorized to Pick-up 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)

Transition into Day Care

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

Should a child experience a great deal 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 time.

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

Each program will inform new families what their child will require them to bring from home. Example: blanket, diapers, change of clothing)

Note: Please 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

Dalhousie Parents' Day Care Centre
391 Booth Street, Lower Level
Ottawa, Ontario, k1r 7k5
www.dalhousieparentsdaycare.ca
613-234-2850



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 review 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. In addition, we have a Prohibited Practices Policy. (see appendix b)

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 the required childcare fee to Dalhousie Day Care on the **first (1st) of each month**. Fees are payable by e-transfer.

Dalhousie has enrolled in the Canada Wide Early Learn and Child Care program, as a result our fees were lowered by 25% in April 2022 and then by additional 37% at the end of 2022. Our fees for the infant and toddler programs have been further reduced as of January 1, 2025. We anticipate future reductions, pending government funding of the CWELCC program.

Current Child Care Base Fees as of January 1, 2025

Infant	\$478.50 per month
Toddler	\$478.50 per month
Preschool	\$472.02 per month

Non-Base Fees: Upon confirmation of registration a “deposit” of \$100.00 is requested. This deposit amount will later be deducted from the first month's fees.

In the event the centre is forced to close due to unplanned circumstances, monthly parents' fees will remain payable in full. (NO credit or refunds will not be issued)

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

9



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 (anything over 37.5 under the arm) vomiting and/or diarrhea, the parent will be contacted to arrange for the child to be picked up immediately.

In the case of **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) or an unknown rash, etc. they 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.

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

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 provided their symptoms have been improving for 24 hours *OR* have been taking any prescribed medications for 24 hours *OR* has a doctor’s note indicating they may return to group care.

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.

Allergies:

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. Dalhousie Day Care is a Nut Free facility. **NO outside food** is permitted due to allergies, (unless arranged in advance, in writing, due to special dietary circumstances). (see appendix C for our Anaphylactic Policy)

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.childcarealgoma.ca/UploadedFiles/file/3002E.pdf>

Child and Family Services Act (CAS)

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

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

Appendix A

Safe Arrival and Dismissal Policy and Procedures

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care at Dalhousie Parents' Day Care Centre.

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

Policy

General Dalhousie Parents' Day Care Centre:

- Will ensure that any child receiving care at Dalhousie Day Care is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization regarding to whom they can release the child to.
- The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected, or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.



Additional Policy Statements

In the case of an emergency, a parent/guardian can call the centre with changes to pick up/drop off information for that day ONLY. Further changes must be made in writing.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off program staff in the room must:
 - Greet the parent/guardian and child.
 - If a parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on their child registration form. If the individual is not listed, ask the parent/guardian to provide persons name and phone number in writing and sign an "authorization release form".
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (by voice mail, or email), the staff from the program must:
 - Inform the program coordinator and the program coordinator must commence contacting the child's parent/guardian no later than 10:00am. The program coordinator shall continue to call and/or email the parent(s) until the child's absence has been confirmed.
2. Once the child's absence has been confirmed, the program coordinator shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.
3. In the event the program coordinator is unable to contact the parent/guardian:
 - The program coordinator must attempt to contact the child's emergency contact(s). Should the emergency contact(s) not be able to confirm the child's absence, or the program coordinator is unable to reach the emergency contact, the program coordinator will contact the police no later than 12 p.m., at the discretion of the



program coordinator. The program coordinator shall follow the police's direction with respect to next steps.

Releasing a child from care

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

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up the staff may call the parent/guardian to check in, at their discretion.
2. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre, at their discretion.
3. Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall wait until the program closes and then refer to procedures under "where a child has not been picked up and program is closed".

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 p.m., staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and



- inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall immediately contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 5:45 p.m., staff shall proceed with contacting the local Children's Aid Society (CAS). Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult.

Under no circumstances will children be released from care to walk home alone.

Appendix B PROHIBITED PRACTICES POLICY

At Dalhousie Parents' Day Care Centre young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour.

According to Ontario Regulation 137/15:

(1) Dalhousie Parents' Day Care Centre shall never permit, with respect to a child receiving childcare at a child care centre it operates or at a premises where it oversees the provision of child care,

- (a) corporal punishment of the child
- (b) 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
- (c) 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
- (d) 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
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding



(f) inflicting any bodily harm on children including making children eat or drink against their will.

(2) No employee or volunteer of Dalhousie Parents' Day Care Centre or student who is on an educational placement shall engage in any of the prohibited practice set out in subsection (1) with respect to a child receiving child care.

Appendix C

Risk Reduction Strategy:

Dalhousie Parents' Day Care Centre may from time to time enroll a child with a severe allergy that can cause an anaphylactic reaction. If possible, we will ban the causative substance in order to reduce the risk of exposure. Food Allergens will be banned from the menu and from crest and sensory play.

In the case of peanuts, which are the most common cause of anaphylaxis, we have instituted a permanent ban, in keeping with School Board policy.

To ensure that no food comes from home that might produce an allergic reaction, we have banned any food from home for infants, toddlers and preschoolers. At potluck suppers, parents are responsible to monitor their own children and ensure that they avoid food containing allergens.

Communication Plan:

General written information on life-threatening allergies is available to staff. Staff have been trained in the use of EPIPEN. Refresher training is available through Ottawa Public Health Unit and will be arranged as needed.

Information on a particular allergy will be obtained at registration and/or whenever a parent informs staff that their child has developed an allergy. The parents will be required to develop an Anaphylaxis Emergency. The parents and/or the child's doctor will be asked to provide training on the procedures to be followed in the event of a child having an anaphylaxis reaction and how to administer medication.



The parent will be asked to give written permission to post the Anaphylaxis Emergency Plan of the child with full information on the condition and on emergency procedures.

This document will be posted in the kitchen (in the case of a food allergy) in the child's program room, in the office and in the attendance binders. The information will be reviewed with all staff, casual staff, students and volunteers. When a child with a severe allergy is enrolled, staff will be individually informed about that an emergency plan has been posted for the child and all staff will review strategies intended to reduce the risk of exposure at a regular monthly staff meeting. Permanent staff will be responsible to inform casual staff, students and volunteers of the posting when renting such individuals. Teachers will provide learning opportunities for older children about foods/causative agents that are not permitted in the child care centre.

The Board of Directors and parents will be informed that a child with a severe allergy attends the centre and will be asked to exercise extreme caution with regards to their children bringing food from home.

Development of Child's Individual Plan:

The parents and physician of an enrolled child with an anaphylactic allergy are required to provide input on the child's individual plan, including the emergency procedure. The child will not be allowed to attend until the form is completed and returned.

The parent must provide 2 EPIPEN's

The child will not be admitted without an EPIPEN and any other prescribed medication (eg. Antihistamines) The EPIPEN will be kept in a location that is easily accessible to staff. (eg. Knapsack that is carried outside during transitions and outdoor play) Depending on the age of the child, EPIPEN and any other prescribed medication will be with a staff member who is always with the child or on the child's person.

Preventing Reactions to Food Allergies:

To manage allergies, we will:

- Have an up-to-date list of the children with their allergies. Post this list in the food preparation and eating area and make sure all staff is made aware of this information.
- Discuss allergies and menus in advance with parents. If it is the safest alternative, arrange for the parents to provide their own food.
- Follow the parents' instructions exactly. Discuss any concerns about the instructions with the parents.
- Report to parents any sign of illness since they may be signs of an allergic reaction. (eg. Flu and cold symptoms are sometimes a sign of an allergic reaction)



- Never serve any food to a child with an allergy if you are unsure of the content of the food.
- Never remove allergic food from a prepared meal believing it will make it safe for the child.
- Never allow the contents of any “special treats” from outside of the childcare facility (eg. Birthday cakes and cookies)

Peanut Avoidance:

Reactions to peanuts are often more stringent managements plans. They are one of the most common food allergies and the leading cause of food-induced anaphylaxis, therefore Dalhousie Parents’s Day Care has instituted a peanut ban. However, it should be recognized that this will reduce but not eliminate the risk of accidental exposure. Education of all staff regarding food allergies and in particular peanuts and nuts should be incorporated into first aid courses. The policy and producers will be reviewed at staff meeting upon enrolment of a child with a severe allergy.

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



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