

# **Deep Roots Nature & Nursery School**



## **Parent Hand Book**

[www.deeprootsnatureandnurseryschool.com](http://www.deeprootsnatureandnurseryschool.com)

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## MISSION, VISION, & VALUES

### MISSION STATEMENT

To provide mindful, inclusive, and nature-based programs for little learners. We wish to be continuously growing and adapting our early learning knowledge to challenge the standard for high-quality early learning programs for families.

### VISION

We will strive to make a difference in the early learning field and children's lives. We will save space for growth and continuously hold ourselves to a higher standard for our programs. We hope that by setting this example for ourselves, our little ones will follow suit and grow into adventure seekers, critical thinkers, and resilient leaders.

### VALUES

#### LOVE

Our work is not a job; we wholeheartedly love what we do. We consider this space an extension of our home. Love is behind everything we do.

#### COLLABORATION

We believe learning is a collaborative effort between teachers, families, and the community. Our programs encourage collaboration between all, and a strong presence in the community is a cornerstone of our approach. We value each child, their ideas, their backgrounds and their traditions. In our programs, large and small groups are encouraged to work in collaboration with one another to cultivate interpersonal skills within students' play.

#### NATURE-BASED LEARNING

Children are born with an intrinsic connection to nature. We nurture this connection by incorporating nature-based activities (both indoors and outdoors) that foster social, emotional, physical, creative, and cognitive skills. We value inquiry-based learning. Children are naturally full of wonder and we will work alongside them to build upon their confidence and love for learning.

#### TAKING RISKS

Risky play is an important part of childhood. We provide opportunities for children to take their own calculated risks by providing the tools to decide on safe and risky choices. Within a nurturing environment, we encourage children to take supported risks that teach them to trust their intuition and instincts. We firmly believe in creating a space where it is okay to fail, and we encourage our students to get back up and try again. Our goal is to instill effective coping strategies and build resilience to best equip our students to complete hard tasks or deal with difficult situations in the future.

#### RESPECT

We mindfully instill respect for each other, all of nature's creatures and the environment. We pay respect to the Anishinaabe Algonquin people, who are the traditional guardians of the land upon which we live, work and play. We acknowledge their long-standing, traditional, and unceded

relationship with this territory. We pay respect to all Indigenous peoples in this region from all nations across Turtle Island.

## GROWTH

We save space for growth. Everyone is learning and evolving, no matter what age they are.

## WELCOME!

Welcome to Deep Roots Nature & Nursery School and thank you for choosing us. Our agency provides early learning services for families 18 months to 5 years of age.

The information in this handbook will provide you with everything you need to understand our teaching philosophies, our programs, and what your child's daily activities are. Please feel free to speak to the staff if you have any further questions or if you need more information.

## PHILOSOPHY

Deep Roots Nature and Nursery School provides early learning opportunities that initiate little ones into a deep relationship and love for nature and one another. We are a place for them to feel safe, loved and free to explore at their own pace. Our early childhood education programs will foster the development of the whole child through different learning opportunities indoors and in nature. We will work collaboratively with the children, families, teachers and our community to create a space that is accepting and inclusive. Our curriculum is student-inspired and child-led, to instill strong connections and love for learning.

“Our challenge isn't so much to teach children about the natural world, but to find ways to sustain the instinctive connections they already carry” – Terry Krautwurst.

## CENTER HOURS

Deep Roots Nature and Nursery School's regular hours of operation are 8:00 am to 5:00 pm. If staffing allows, we offer extended hours of 7:30 am to 5:30 pm upon arranged request. All children must be picked up by an agreed-upon time or an additional fee will apply. The late fee is \$1.00 for each minute for the first ten minutes, and \$5.00 per minute after that. All late fees will be charged to your account and written notice will be given. Should you not arrive on time, staff will place a call to your home to ensure the safety of your child.

## DAYS OF OPERATION

The center is open Monday to Friday excluding the following statutory holidays. Christmas Day, Boxing Day, New Year's Day, Family Day, Easter Monday, Canada Day, Victoria Day, Truth and Reconciliation Day, Thanksgiving Day, Civic Holiday & Labour Day & Truth and Reconciliation.

Families will be invoiced for all Statutory Holidays as per the regular schedule their program falls on, as per the childcare enrollment agreement.

## PROFESSIONAL DEVELOPMENT DAYS & CLOSURES

The Nursery school may be closed for a maximum of 3 days per year to support staff in their professional development. Families will be charged for the professional development days and owners will do their best to communicate these days with as much notice as possible.

The Nursery school will be closed for a week between Christmas and New Year's Day, and regular fees will apply. The nursery school will close for 1 week in the summer depending on staffing. Families will not be charged for this week unless in the case of a statutory holiday falling on one of the days. Families are encouraged to take vacation during this time.

## ADMINISTRATION HOURS

Hours of Operation: 8:00 am - 5:00 pm Monday to Friday

Administration Hours: 8-4 Monday to Thursday

Invoices can be paid by an email money transfer to

[admin@deeprootsnatureandnurseryschool.com](mailto:admin@deeprootsnatureandnurseryschool.com) and a receipt will be provided. Online payments are encouraged as a form of payment.

For any billing inquiries please contact:

[admin@deeprootsnatureandnurseryschool.com](mailto:admin@deeprootsnatureandnurseryschool.com)

## PROGRAM FEES

### BASE FEES

Toddler Full Time	299.75 week (59.95 per day)
Toddler Part Time	65.00 Per Day
Preschool Full Time	275.00 Per week (55.00 per day)
Preschool Part Time	60.00 Per Day

PART-TIME CARE is a minimum of 2-3 days same days weekly.

A FULL-TIME spot is required for 4 days.

Before & After School, Winter & March Break Camps will be available.

Care will not be provided if payment is not received by the due date.

Furthermore, late payments will require the first and last month's deposit. Notice will be provided to you in writing.

### NON-BASE FEES

Fees charged for optional items or services, or any fee where parents fail to meet our agreement terms. This includes the following but is not limited to

- Registration fees: \$50.00 Per child and is non-refundable to be paid upon registration
- Extended hours \$2.50 per every additional half hour
- Late fee: \$1.00 per minute for the first 10 minutes. \$5.00 per minute after that.

- Non-sufficient funds (NSF) fee: Any payment returned NSF or stop payments will be subject to a \$50.00 charge.
- Extra-curricular activities and field-trip charges: Parents will be notified of any extra-curricular activities or field trips in advance. Once parents inform the program that they would like their child/ren to participate in the extra-curricular activity or field trip, an additional cost for field trips and/or extra-curricular activity will be added to the next billing cycle.

### DROP-IN PROGRAM

When we have space in our programs, drop-ins will be offered. Families would sign up by registering their child with all necessary forms and documents for their child's file ahead of time. Families can email or call when they have a specific date or give as much notice as possible for a certain day they are interested in. Drop-in days are on a first-come, first-serve basis, and must be paid for before the program day.

### SCHOOL AGE PA DAYS

When staffing allows and school PA days fall on a Friday, we will offer a full-day school-age program.

### SATURDAY PROGRAM

A couple of times a year, Deep Roots will offer a 4-6 week long themed Saturday half-day program that will run in the mornings or afternoons. These programs will be communicated and offered to currently enrolled families, and new families in the community. Operation of these programs will depend on interest and will be offered to families on a first-come, first-serve basis.

### SUMMER PROGRAM

Summer programming will vary from year to year depending on staff availability and holidays. For the summer of 2024, we will continue to operate our program Monday through Thursday. We will be closed the week of July 29th - Aug 2nd and August 26th - 30th.

### CANDA-WIDE EARLY LEARNING AND CHILD CARE AGREEMENT

Deep Roots Nature & Nursery School has decided to opt out of the newly announced Canada-Wide Early Learning and Child Care Agreement. Unfortunately, currently, there are not enough spaces available in the county. Our staff, the children and their families will always be our number one priority. We hope to look at future agreements that have more clarity and information to consider opting in should space allow.

### INCLUSION SERVICES

In partnership with the County of Renfrew, we can offer our families inclusion services for children who may need some extra support. If you have any concerns about your child's development or success in our program, reach out in person, through email or over the phone to us or our inclusion coordinator, Hayley Hamilton - [HHamilton@countyofrenfrew.on.ca](mailto:HHamilton@countyofrenfrew.on.ca).

## FEES DUE SCHEDULE

Deep Roots Nature & Nursery School requires a two-week deposit (to be applied to final weeks of care), and regular payments will be on a bi-weekly basis via email money transfer. Fees will be calculated at the time of intake and payment is required before the first day of care. That upfront payment will hold your child's spot at the nursery school. Please note fees due upfront will differ for our fee subsidy families.

## VACATION CREDITS

Vacation credits may be used when families are away from the program and do not want to be invoiced for their absence. After each consecutive year enrolled in our programming (12 months from your start date), families will be allotted vacation credits based on their previous year's enrollment in which families will not be invoiced, and their space is held. For example, if a family is enrolled for 3 days per week, they will be allocated 3 vacation credits the following year.

## WITHDRAWAL

A minimum of one month's notice before withdrawing a child from care is required. Notice must be given to the owners in writing. A withdrawal form will be provided to you. All fees must be paid before the child's last day.

## CHANGE OF ENROLLMENT

One month's notice must be provided for any changes to enrollment for management to approve. The change of enrollment form is available for families who wish to change their child's program days of care and will be sent to our billing department. We reserve the right to deny requests for enrollment changes based on program availability.

## FEES

Deep Roots Nature & Nursery School requires a two-week deposit upon registration (to be applied to final weeks of care), and regular payments will be on a bi-weekly basis via email money transfer. Fees will be calculated at the time of intake and payment is required before the first day of care. That upfront payment will hold your child's spot at the nursery school. Please note fees due upfront will differ for our fee subsidy families.

Fees are paid before children attend the program. If fees are not paid, children will not be able to attend the nursery school, the deposit will be forfeited, and your spot will be given to someone else. Please note: a \$ 10-a-day late fee will be applied daily to outstanding arrears and must be paid in full before the child returns to care.

## SUBSIDY

Deep Roots strives to be inclusive and accessible for all families. We have an agreement with Renfrew County's fee subsidy program and welcome all subsidy families. Upfront payments will differ from our full-fee families, and we will only require your monthly contribution. We encourage you to go on their website to see if your family qualifies.

[www.countyofrenfrewelcc.com/fee-subsidy](http://www.countyofrenfrewelcc.com/fee-subsidy)

### FEES DURING ILLNESS

Parents must continue to pay regular fees when their children are absent due to illness. If illness is prolonged, the parent/s may choose to withdraw the child and rejoin the waitlist. Priority may be given to the family to rejoin based on program spot availability.

### RATE INCREASE

Deep Roots Nature and Nursery School will provide families with two weeks' written notice of any rate increases.

### NSF CHEQUES/LATE PAYMENT

A \$20.00 NSF fee will be charged.

Please note: a \$ 10-a-day late fee will be applied daily to outstanding arrears and must be paid in full before the child returns to care.

## DEEP ROOTS NATURE AND NURSERY SCHOOL PROGRAM STATEMENT

Updated: January 21, 2025

Deep Roots Nature and Nursery School will continuously strive for mindful, inclusive and high-quality nature-inspired early learning opportunities that are consistent with Ministry of Education Policies and pedagogy as outlined in the following documents.

- How Does Learning Happen? Ontario's Pedagogy in the Early Years
- Early Learning for Every Child Today
- Think, Feel, Act: Lessons from Research About Young Children

Deep Roots views all children as competent, curious and capable individuals. We believe they are naturally rich with potential and thrive to experience and understand the world around them. Each child is unique with their interests, abilities, and personality and deserves to feel accepted, safe, supported, and respected within our programs. Deep Roots Nature and Nursery School will follow the interests of the children through child-initiated and adult-supported experiences.

Research shows that children learn in relationship with their environment and with others, through interactions with the people around them, and through actively exploring the world through play. Children learn best when they are fully involved in experiences that are meaningful to them, support their interests, and allow them to make connections between what they already know and what concepts they are trying to explore. We know children learn when they can effectively self-regulate and are willing to take risks and face challenges. We believe children are capable of informed risk-taking and increasing independence within appropriate environments.

Most importantly, we know that children are born with an intrinsic connection to nature. Research has also shown that spending time outdoors has a long list of cognitive and health benefits for children and adults. Deep Roots Nature and Nursery School believes that this connection should be nurtured and celebrated.

“Our challenge isn’t so much to teach children about the natural world, but to find ways to sustain the instinctive connections they already carry” - Terry Krautwurst.

### CURRICULUM GOALS AND APPROACHES

Deep Roots Nature and Nursery School will meet the individual developmental needs of the whole child by helping them grow and be set up for success in the long term. We will promote child-initiated and adult-supported experiences through active exploration opportunities in carefully planned and inclusive learning environments with both in/outdoor activities. We will foster positive relationships, maintain communication and support continuous professional learning between staff, children, families and community partners. The Nursery school may be closed for a maximum of 3 days per year to support staff in their professional development. All RECEs are required to take the required courses to be in good standing with the College of Early Childhood Educators. We will document and reflect on the effectiveness of our program and ask for outside opinions (staff, parents, community etc.) to take a collaborative approach to learning.

### **IN OUR PROGRAMS YOU WILL SEE:**

- a wide variety of open-ended play materials in loosely defined areas so that children can freely use the materials to support their exploration, inquiry and play with their bodies, minds and senses.
- periodic visits from and to our community partners to enhance learning, and belonging to our community, and spark new or build upon existing interests of children.
- local community partners collaborating and working with staff to better support the children and their families.
- pictures of the children engaged in play, learning stories that document the children's experiences, and artwork
- nature-infused learning, natural play materials, and different kinds of plants that we will work together to grow and plant outside

### **IN OUR PROGRAMS, YOU WILL HEAR:**

- a dialogue between staff and children that supports problem-solving and co-learning throughout the entire day.
- daily communication and the exchange of information with families and staff through in-person conversations and our communication application.

Deep Roots Nature and Nursery School is committed to creating and maintaining an environment that promotes the four foundations of learning set out by How Does Learning Happen? Ontario's Pedagogy in the Early Years. We will continue to support staff, about continuous professional learning to uphold these standards.

### **BELONGING**

We cultivate authentic, caring relationships and connections to create a sense of belonging among children, adults and the world around them.

"Fostering good relationships with children and their families is the single most important priority for educators in early years programs" (How Does Learning Happen? Ontario's Pedagogy for the Early Years)

What does this practice look like?

- Educators will strive to create and maintain strong relationships and open communication with the children and their families
- Educators will strive to be aware of the physical and emotional states of each child and respond in a warm and responsive manner
- Treating all children as individuals, and planning for ways to support smooth transitions
- Supporting the growth of relationships between the children and helping alongside the children as they initiate, respond, collaborate, celebrate, and demonstrate care for one another
- Educators will work in collaboration with families to support the children in the program to create connections between their home life and early childhood program
- Educators will strive to play a key role in promoting the visibility, inclusion, and active participation in society

## WELL-BEING

We nurture children's healthy development and support their growing sense of self. Deep Roots Nature and Nursery School will involve local community partners and allow those partners to support the children, their families and staff. For children to feel comfortable in their environment, their basic physiological needs must be met. Practices that maintain safe, clean environments help to ensure the basic provision of care exists. We will lay a good foundation of nutrition, time spent outdoors, and a balance between active play, quiet play, and rest. This will promote balance for the child's physical, emotional, and social well-being needs, and help them to establish healthy habits in the future.

"There is clear evidence that early experiences have a significant impact on the biology of the body and brain development, with implications for lifelong physical and mental health and well-being" (How Does Learning Happen? Ontario's Pedagogy for the Early Years)

What does this practice look like?

- A healthy well-balanced diet that includes whole grains, vegetables, fruit, legumes, and meat, while limiting processed items and excess refined sugars.
- Providing experiences for children to engage in food preparation (e.g. baking activities)
- Sanitation policies and procedures that promote proper sanitary environments and limit the spread of communicable diseases.
- Policies and procedures that promote a safe play environment that is properly supervised.
- Ensuring all educators and staff members are trained and able to appropriately respond to health, safety and emergency situations with proper Emergency policies and procedures.
- A strong presence of outdoor play within our program where weather is considered an extra play experience. We will splash in puddles, make mud pies and breathe in fresh air as much as we can.
- Providing opportunities for children to engage in risk at a level that is appropriate for their development.
- Creating a safe space where it's okay for children to fail and encourage them to try again. Our goal is to instill resilience and coping strategies to best equip children to complete hard tasks and effectively deal with difficult situations they may face.
- Children will be encouraged to listen to their bodies and have space when needed. Our full-day programs will have a rest period after lunch. Should they not feel like sleeping, they are free to have a quiet time and will be given books or other quiet activities.
- Our educators are kind and responsive to your child's needs.

## EXPRESSION

We foster communication and expression in all forms and believe that children are capable of expressing themselves in different ways.

"When educators are aware of and able to understand and respond to the many "languages" children use to communicate, they give every child a "voice". Regardless of the child's age or ability, reciprocal communication exchanges (especially those that allow children to initiate conversation with others) build a sense of connection and enhance children's language skills, social conversational skills, and cognitive activity." (How Does Learning Happen? Ontario's

## Pedagogy for the Early Years)

What does this practice look like?

- saving space and providing time for art exploration and allowing children to create with a variety of materials
- educators will be attuned to children's different cues and communication and respond thoughtfully
- educators will encourage children to have authentic, reciprocal communication with them where they are both the initiators and equal partners
- documenting learning stories, art and photos around the room will allow children to notice them and revisit past ideas and spark further exploration
- educators will facilitate and support children in their communication with their peers by role modelling and working alongside them to encourage listening to one another and expressing themselves

### ENGAGEMENT

We provide environments and experiences to engage children in active, creative, and meaningful exploration, play and inquiry.

“When educators establish positive, authentic, and caring relationships with families and provide a safe, non-judgmental environment for shared learning, everyone benefits.” (How Does Learning Happen? Ontario's Pedagogy for the Early Years)

What does this practice look like?

- We communicate with parents and guardians daily to strengthen and foster engagement and maintain ongoing communication with parents about the program.
- We will share with families highlights of their children's experiences at school, the needs they may have and their development.
- Educators work alongside parents and guardians by valuing their input and being sensitive and knowledgeable to all needs, cultures and values.
- Educators consult with parents/guardians on how to approach sensitive issues regarding their children by offering support, resources and referrals to local agencies.
- We role model active listening with parents and guardians to be a co-learner in their children's developmental growth and encourage mutual respect between families, staff, and providers.

### DAILY SCHEDULE

8:00a to 9:45a Free Play Exploration

9:45a to 10:00a Snack

10:00a to 11:30a Outside Exploration

11:30a to 12:00p Lunch

12:00p to 2:00p Rest/Quiet Activities

2:00p to 2:15p Snack

2:15 to 2:30 Prepare for Outside

2:30p to 4:00p Outside Exploration

## 4:00p to 5:00p Free Play Exploration & Pick Up Time

\*Schedule is subject to change depending on the children's interests and when the weather suits for maximizing our outdoor time

### SNACKS AND LUNCHES

Our programs provide meals and snacks and have menus that are posted at our site. Good nutrition and the promotion of healthy attitudes towards food are an important part of the program.

### BAG LUNCH POLICY

We provide all snacks and lunches, but should your child have special dietary restrictions a family can decide to bring in their child's food. Please follow the following procedures when packing your child's snacks/lunch. Please ensure that cold packs are used if items in the bag need to be refrigerated. Please label a lunch bag, and water bottle with your child's first and last name on it. We are nut free school - please ensure any snacks or lunch items are nut-free. We encourage our families to follow good nutrition and Canada's Food Guide. Our staff are happy to suggest healthy items that you can pack for your child. A few examples of recommended food items are: fruit, vegetables, granola bars, cheese, yogurt, crackers, and meat.

Please DO NOT send any foods that "contain" or "may contain" foods on our allergy list. A list of allergies will be posted in the classroom and on the family board. Families will be notified via the app of any new anaphylactic allergies or food restrictions in our program. If you send foods from home, please send an ingredients list to help protect children with life-threatening allergies. If at any time a child enrolled has a life-threatening allergy we will exclude that food item in our school.

'Rules for Parents Who Send Food with their Child' is as identified in our Anaphylactic policy.

- Parents are to please label food brought to the childcare centre with their child's full name and if applicable, the date the food arrived at the child care centre.
- Parents must advise the childcare centre of all ingredients in food supplied by the parent or any ingredients to which children may be allergic

Bags will be checked each morning to see if lunches were forgotten and to see if they meet food requirements when a child arrives at the centre with food from home. If requirements are not met the adult will be told at drop off that they must return with an appropriate meal. If the adult does not return in time with an appropriate meal, an appropriate non-perishable snack/meal that will be left at the centre will be served to the child.

### ARRIVAL/ PICK UP

Families are responsible for dropping their child(ren) off and picking them up at the nursery school on time. Staff need to be notified if a child is picked up later than usual or by anyone who is not on their emergency contact list. We ask that all families respect their drop-off times as staffing is arranged depending on those times. Families will be expected to sign in and out, confirming days of care and hours.

Children will not be released to persons other than the parents and anyone on the pickup authorization form. Photo identification will be required.

If any authorized person picking up a child is intoxicated or is deemed unsafe in any way, staff are instructed to arrange for an alternate authorized person to pick up. If staff are unsuccessful in doing so, the police department and the Children's Aid Society will be contacted.

### ANIMAL POLICY

This policy was created in consultation with Public Health and Ministry of Education guidelines for animals being present at a childcare facility. All guidelines will be respected regarding following all infection prevention and control policies and procedures, consultation guidelines with parents/guidelines, animal health documentation on-site, and education of staff/volunteers/students and children.

At Deep Roots Nature and Nursery School, we recognize both the risks and benefits that an animal can bring to our school. All precautions will be taken when any animal(s) are present.

### WHEN PETS OR ANIMALS ARE IN OUR PROGRAMS:

- Children will wash their hands before and after any interaction with any animal.
- Small pets are always kept in crates or cages.
- Dogs are to be kept on a leash when around the children for the safety of both children and the dog.
- Animal food is stored out of the children's reach.
- Only staff clean the cages and feed the animals. Staff will wash their hands before and after using the six-step hand-washing procedure.
- If a biting or scratching incident occurs, a physician is consulted and the incident is reported to the parents and public health.
- Pets are not in the food service areas or present with food that is being served/cleaned up.
- Dogs will be brought outside for their bathroom breaks on the road or side green space area away from where the children play.
- All visits in the classroom/yard with animals will be documented in the daily written record.
- Proof of animal health documents will be kept on site.

### CLOSURE DUE TO WEATHER

To guarantee families' and staff's safety, Deep Roots Nature and Nursery School reserves the right to close the school based on incremental weather. For example, if there is a snowstorm and it's not safe for staff or families to drive to the nursery school. Staff will notify parents using the app and social media of closure. If closure occurs during the day, families will be contacted immediately to pick up their children. Families will be charged if the school closes due to weather or power outages.

### CLOTHING

Please dress your child(ren) in comfortable washable clothing. We are passionate about mud, paint, and messy sensory materials. For the comfort of all children attending any of Deep Roots Nature & Nursery programs, at least two sets of clothing must always remain in your child's

cubby or backpack. This should include clothing that is appropriate for the weather and appropriate for the season. Certain items such as snow pants, hats, boots, and two pairs of mittens should be brought every day during the colder seasons, splash pants and rubber boots in the spring, and sun hats should be brought each day in the spring and summer. Please label all your child's belongings.

"There is no such thing as bad weather, only unsuitable clothing" - Alfred Wainwright

### OTHER ITEMS TO BRING

- Diapers, and wipes (if required)
- A change of clothes (suitable to the current weather)
- Indoor shoes
- Water bottle (labelled with child's first and last name)
- Sunscreen/bug spray (Spring/Summer)
- A picture of your family
- A bag (plastic or reusable) to send home soiled clothing
- Daily medication if needed (EpiPen, inhalers etc)
- Pacifiers (if needed) must be individually labelled
- Blanket

Note: Please refrain from bringing any toy items to school.

### LABELING ITEMS

All families are required to label all items from home. This includes food, water bottles, clothing, blankets etc.

### OUTDOOR PLAY

At Deep Roots Nature & Nursery School, we hold strong on the importance of outdoor play in all kinds of weather! We are outside rain or shine, so we ask that all families dress their children for the weather and pack their backpacks for 'just in case' instances. Staff will monitor children's temperatures closely outside and shorten outdoor play in extreme temperatures. Outdoor play may also be cancelled because of storms, and we will also use our discretion for smog advisories and other air quality instances.

### FIELD TRIPS

Trips are made to special places of interest within walking distance. Families will be informed, and written consent will be required for each trip. Families are also welcome to join! If you would like to join us on a field trip a Police Vulnerable Sector Check is required first, please speak to one of the owners about providing a copy of the police check before the field trip.

### TOILET TRAINING

Consistency between home and nursery school is extremely important. Once your child shows signs of readiness, staff and families will work together to ensure a positive toilet training experience for your child.

## DIAPERING POLICY

All parents are responsible for supplying their children with the proper diapers and wipes. They can be brought in daily and kept in cubbies/backpacks. Any diaper rash ointment for your child will also need to be supplied by families. Educators will change the children when required and follow the diapering procedure posted by the diapering station. Cloth diapers will not be laundered at the center. They will be scraped off and sent home for cleaning according to our sanitation policy.

## COMMUNICATION

Daily, open communication is very important to us at Deep Roots Nature & Nursery School. The main forms of communication between families and staff will be through the family board at the school, communication sheets that will be found on each child's cubby and the Brightwheel app. Families will be signed up with the Brightwheel app to receive pictures and updates of their child's day. Families can also write messages to staff about anything they would like to note about that day. See the enrollment package for the consent to take photos form.

## DAILY REMINDERS

Please check the parent board, communication sheets at each child's cubby and the Brightwheel app daily for information. Please remember to bring home your soiled clothing and art that they may have as well.

## REST POLICY

According to the Child Care Early Years Act, each child in a licensed toddler/preschool group who receives care for six hours or more in a day has a rest period each day not exceeding two hours in length and each child in a licensed toddler, preschool group is permitted to sleep, rest or engage in quiet activities based on the child's needs.

Deep Roots Nature and Nursery School will consult with families respecting their child's sleeping arrangements at the time the child is enrolled. Families will also be consulted any time there is a change. For example, transitions between programs or at the family's request. Written documentation will be included in the child's file to reflect the child's sleep patterns and updates will be added when they occur.

## SERIOUS OCCURRENCE

If a serious occurrence happens a notification form will be completed and posted on the parent board at the school. The serious occurrence form will be posted for a minimum of 10 business days, if the form is updated with additional information such as additional actions by the operator, the form remains posted for an additional 10 business days from the time of update.

## STUDENTS AND VOLUNTEERS

The owners and staff at Deep Roots Nature and Nursery School believe that a placement for a volunteer or student is a valuable opportunity to build experience by working within a nursery school setting. Our nursery school may have Co-op and Early Childhood Education students completing practicum or volunteers working within our school throughout the year and will ensure each volunteer and student is supervised by a Registered Early Childhood Educator. Students and volunteers will not be left alone with children, their mentor will always accompany

them. No child is supervised by a person under 18 years of age. Volunteers and students may not be counted in the staffing ratios. All staff, students and volunteers will always wear AN ID badge.

## IMMUNIZATION

A children's immunization must be up to date as recommended by the local medical officer of health before admission. Exemptions may be granted following appropriate procedures. This information is kept on file.

## HEALTH

Sick children cannot be accommodated in our programming. Families are to assess if their child is well enough to be able to attend the program.

In addition, children with pink eye and impetigo must remain absent from the program: until they have received medical attention and medication administered for 24 hrs. Note: There is no exclusion period for head lice. Children can still attend programs provided precautionary measures are taken – no shared clothing items, wash beddings, try to avoid close contact etc.

A doctor's note may be required before returning to the center for: unusual rashes or spots, discharge from eyes, or any other symptoms indicative of a contagious disease.

Staff will monitor children for any of the following: fever, severe coughing, earaches, contagious disease, and diarrhea. Children too ill to take part in daily activities cannot remain at the school.

Children who are suffering from vomiting or diarrhea must remain out of the program for 48 hours after their last occurrence.

Children not well enough to keep up with programming must be kept at home.

## HEALTH & SAFETY

Due to severe allergies; this is a nut and fragrance-safe environment. No nuts or nut products are to be brought into the building. Please check the labels of all products brought into the nursery school.

For safety reasons, medication cannot be left in children's cubbies or school bags. Please complete the medication administration form if your child requires medication while in programming.

## ADMINISTRATION OF DRUGS/MEDICATION

Whenever possible, parents will be encouraged to give medications to their children at home. In this way, the child can be carefully observed for any medication side effects or allergic reactions.

1. Only prescription medication can be administered by staff. A written authorization form from the nursery school must be completed and signed by the parent. Separate forms must be used for each prescription.

2. Non-prescription topical lotions that are non-medicated (vaseline, penaten, etc) must be accompanied by a signed authorization form.

3. A prescription medication will be administered by the staff if:

- a) The medication is in the original container, as supplied by pharmacist
- b) The medication has recently been prescribed, for the child, in accordance with the date the medication was dispensed.
- c) The prescription medication is not expired
- d) The label on the prescription container is clearly marked
- e) Deep Roots Nature and Nursery School will administer drugs and medication to children as prescribed by a physician and according to Ontario Regulation 137/15 of the Child Care & Early Years Act.

### PROCEDURE FOR FAMILIES

- A. Provide staff with prescribed medication
- B. Provide directions on how to administer medication
- C. Fill out written authorization form provided by the nursery school
- D. Ensure prescription labels have the following: child's name, name of medication or drug, dosage, and time for administering medication or drug, the date of purchase and expiration, if applicable, and instructions for storage and administration.
- E. Speak to staff each day about medication administered to your child

### PROHIBITED PRACTICES

No licensee shall permit, concerning a child in the care of nursery school educators

- a) corporal punishment of a child
- b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller, or other device for discipline or instead of supervision, unless the physical restraint is to prevent 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 nursery school premises to confine the child, or confine 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 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; or
- f) inflicting any bodily harm on children including making children eat or drink against their will

Research from diverse fields shows that children who attend programs where they experience warm, supportive relationships are happier, less anxious and more motivated to learn than those who do not. Experiencing positive relationships in early childhood also has a significant long-term impact on physical and mental health and success in school and beyond (How Does Learning Happen)

## BEHAVIOUR MANAGEMENT

1. Educators will refer to program statement and documents “How Does Learning Happen?” and “Think Feel Act” on positive approaches in helping children to self-regulate, build positive relationships with each other, educators, families, the community and the environment.
2. Educators will consult with the parents, for they are the experts of their children on their development and well being.
3. Educators will abide by the College of ECE Code of Ethics and Standards of Practice.
4. Should further support be needed, educators will consult with community partners to best meet the needs of the child. A meeting will then be scheduled that will include the parent, educator, owners, and all community partners needed to develop an individual support plan.

## WAIT LIST POLICY

Deep Roots Nature and Nursery School provides early learning programs and care to families in our school. The selection of children administered to our school is administered per our Wait List Policy. The purpose of the Wait List Policy is to ensure a fair process is followed and communicated to all involved. We will offer spots to children based on the waitlist and by availability of programming. Priority will be given to staff’s children, currently enrolled families, and full-time enrollment. Enrollment of underage children within our program will be at the discretion of the owners and acting supervisor. Our highest priority in assessing situations like this is whether the underage child can be cared for at a higher child-to-staff ratio. If at any time owners or acting supervisors are unsure, the spot will go to the oldest underage child on the wait list.

When a space becomes available, we will call or email you. Every effort will be made to contact you. Telephone or email notification must be returned within 3 business days after which we will contact the next family on the waitlist.

If the offered space (required date or days) does not meet your criteria and you subsequently decline, you will remain on the waitlist as is.

Families who accept an available space offered to them shall be liable for all payments for the space from the date it is reserved for their child.

## EMERGENCY EVACUATION PROCEDURES

### **Evacuation Procedures:**

Deep Roots Nature and Nursery School has Emergency Management Policies and Procedures, which staff will follow to ensure the health and safety of all children and families. All educators responsible for children will check attendance before exit and again when outside. Emergency information about the children will be kept with the attendance clipboards. Emergency bags, cell phones and necessary children's medication will be taken by the educators to the evacuation point.

The lead educator or designate will oversee roll calls of children, staff, students and volunteers. Any missing person(s) will be reported to the emergency personnel (firefighters, police etc)

### **Communication with Parents**

Parents will be notified by phone should children need to be picked up immediately. Families will be notified daily, either upon drop off or pick up, of any emergency disruption that occurred in the program and fire drills. In case of emergency and disruption of land phones, calls will be forwarded to the owner's cell phone. A notification will be emailed and posted on social media.

## ADMISSION POLICY

We intake new families from our waiting list, which is accessed by emailing or calling us directly. Our intake policy prioritizes full-time program enrollment and siblings of children currently enrolled.

We do not charge a fee to place a child on our waiting list, however, we do request a deposit upon enrollment to hold your child's space. This deposit is applied to their first month's bill.

When an opening becomes available, the supervisor will contact you and plan to show you the centre and will answer any questions you may have. You will be provided with an enrollment package and a parent handbook electronically, outlining all our centre's policies. Once you have completed and returned the enrollment form, and we've confirmed your start date, your child will be enrolled in our centre.

To help your child adjust to our early learning programs, we ask that parents of newly enrolled children bring their child in for a short period for a visit to meet staff and to get comfortable with the space.

## **FORMS TO BE COMPLETED BEFORE START DATE**

- 1) Deep Roots Nature and Nursery School Agreement
- 2) Deep Roots Nature and Nursery School Registration Form

## APPENDIX A- WAITLIST POLICY

### CHILD CARE CENTRE WAITLIST POLICY AND PROCEDURES

Name of Child Care Centre: Deep Roots Nature and Nursery School

Date Policy and Procedures Established: Feb 2022

Date Policy and Procedures Updated: January 21, 2025

#### PURPOSE

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a wait list to have related policies and procedures.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

#### POLICY

##### GENERAL

- Deep Roots Nature and Nursery School will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

##### ADDITIONAL POLICY STATEMENTS

- Donna will be responsible for managing the waiting list.

##### PROCEDURES

###### Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via phone and email.

###### Placing a child on the Waiting List

1. The licensee or designate will place a child on the wait list in chronological order, based on the date and time that the request was received. There will be no fee associated with this.

2. Once a child has been placed on the wait list, the licensee or designate will inform parents of their child's position on the list.

### DETERMINING PLACEMENT PRIORITY WHEN A SPACE BECOMES AVAILABLE

1. When space becomes available in the program, priority will be given to the children of the owners, employees, currently enrolled families, and full time enrollment is always preferred.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability, and the chronological order in which the child was placed on the waiting list. Given that we only have one space, our programming may vary from different age groups.
3. Placement of underage children will be under the discretion of the owners and acting supervisor. Priority will be given to the oldest child on the wait list in chronological order.

### OFFERING AN AVAILABLE SPACE

1. When a space is available the owners will call families or e-mail (if applicable). Every effort will be made to contact them.
2. Parents will be provided a timeframe of 3 business days in which a response is required before the next child on the waiting list will be offered the space. Telephone or email notification must be returned within 3 business days after which we will contact the next family on the list.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

### RESPONDING TO PARENTS WHO INQUIRE ABOUT THEIR CHILD'S PLACEMENT ON THE WAITING LIST

1. Owners or supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. Owners or supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

### MAINTAINING PRIVACY AND CONFIDENTIALITY

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

### ADDITIONAL PROCEDURES

Parents who decline a space or do not return notification within 3 business days, may be removed from the waitlist. If the offered space (required date or days) does not meet your criteria and you subsequently decline, you will remain on the waitlist list as is.

Families who have been removed from the waitlist will receive notification that they have been removed from the waitlist. Parents who accept an available space offered to them shall be liable for all payments for the space from the date it is reserved for your child.

Returning parents will not be given priority. If parents wish to withdraw their child/children from the daycare for a period and then re-apply for admission at a later date (e.g. withdraw for the summer months or parental leave), you will be required to re-apply to the waiting list.

If a parent contacts the child care centre after the timeline to respond they will be told that they are removed from the waitlist but they can rejoin it if they wish.

A non refundable fee of two weeks of care will be charged once admission is offered to a child and accepted by a parent (i.e. a guaranteed spot at the child care centre).

### Glossary

**Licensee:** The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

**Parent:** A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as “parent” in the policy).

Regulatory Requirements: Ontario Regulation 137/15

#### Waiting Lists

75.1 (2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,

(a) explain how the licensee determines the order in which children on the waiting list are offered admission; and

(b) provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

## APPENDIX B- PARENT ISSUES AND CONCERNS POLICY

### PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Name of Child Care Centre: Deep Roots Nature and Nursery School

Date Policy and Procedures Established: February 2022

Date Policy and Procedures Updated: January 21, 2025

### PURPOSE

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

### DEFINITIONS

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

### GENERAL

Parents/guardians are encouraged to take an active role in our centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### CONFIDENTIALITY

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

## CONDUCT

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

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

Deep Roots Nature and Nursery School requires that all program users be treated fairly, equitable and respectfully. All services will be child and/or family centered and sensitive to the diversity of all families. In recognition of parents and caregivers as partners, all staff/providers will ensure the following rights to parents/guardians. The rights to:

- Information
- All options/resources available to the child and/or family
- Information on each child's progress
- Protection of privacy
- Make decisions
- Services available
- Participate i.e. to have the opportunity to share information and the right to observe.

If the above rights are not adhered to or there is another issue or concern the below issue resolution process should be followed.

## GENERAL RESOLUTION PROCESS

- Immediate issue resolution should first occur with the individuals involved. Program users should talk to staff to identify the issues. The staff will be expected to use the problem solving techniques to achieve a solution acceptable for both. The staff involved will be expected to record the issue and the successful or attempted resolution See Parent Issues and Concerns Recording Chart below. A space for parent's comments and signature are included.
- If an acceptable resolution for both parties cannot be achieved, the parents/guardians should contact Donna Pearson and she will contact you within 24 hours. A meeting can be scheduled with the parent/guardian and staff, review all pertinent information and interview others if required. The owners will then provide remedies. If a consensus is achieved, the remedy will be implemented. The issue will be recorded including date, times, incident and will include space for parent/guardian comments and sign off. See Parent Issues and Concerns Recording Chart.
- Final complaints will be directed to the Board of Directors if:
  - Internal procedures have been exhausted
  - A party alleges that Deep Roots Nature and Nursery School Resources • Policy has been violated to the detriment of the child and family.

- The policy itself is insufficiently cognizant of civil or human rights and dignity.

Copies of this policy will be provided to the parents and caregivers at point of intake.

## 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 Family & Children's Services of Renfrew County (613) 735-6866.

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/childrensaid/reportingabuse/index.aspx>

## PROCEDURES FOR SPECIFIC CASES

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in Responding to the Issues/Concerns:</b>
<p>Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to the classroom staff directly or the owner (Donna Pearson)</p>	<p>Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within 1 business day.</p> <p>Document the issues/concerns in detail. See Parent Issues and Concerns Recording Chart.</p> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1 business day or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to</p>

		<p>the parent(s)/guardian(s) who raised the issue/concern.</p> <p>See General Resolution Process above for more details.</p>
<p>General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to the owners (Donna Pearson)</p>	<p>Same as above**</p>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to the individual directly Or to the owner (Donna Pearson)</p> <p>All issues or concerns about the conduct of staff, parents, etc. that puts a child's health, safety and well-being at risk should be reported to the owner (Donna Pearson) as soon as parents/guardians become aware of the situation.</p>	<p>Same as above**</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to the staff responsible for supervising the volunteer or student or The owners (Donna Pearson).</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Same as above**</p>

**Escalation of Issues or Concerns:**

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the owner Donna Pearson.

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

#### Contacts:

Owners: Donna Pearson [admin@deeprootsnatureandnurseryschool.com](mailto:admin@deeprootsnatureandnurseryschool.com)

Your Public Health Inspector Fatiha

[fmim@rcdhu.com](mailto:fmim@rcdhu.com)

Phone - 613-732-3629 X583

The Fire Chief is Kevin Waito 613-401-5711

College of Early Childhood Educators 1 888 961-8558

Regulatory Requirements: Ontario Regulation 137/15

### PARENT ISSUES AND CONCERNS

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

(a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;

(b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and

(c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

#### Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

(a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

### INTENT

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

## PARENT ISSUES AND CONCERNS RECORDING CHART

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

Times: \_\_\_\_\_

<b>Issue/Concern</b>	<b>Resolution/Attempt (steps taken, next steps or referrals )</b>	<b>Parties Involved</b>

Parent/Guardian's

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signatures of parties involved:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

Deep Roots Nature and Nursery School

Date Policy and Procedures Established: November 17 2023

Date Policy and Procedures Updated: January 21, 2025

### PURPOSE

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

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

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

### POLICY

#### GENERAL

- Deep Roots Nature and Nursery School will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Deep Roots Nature and Nursery School will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the child care is no longer responsible for that child upon their dismissal.
- 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

#### 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 parent/guardian mentions any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on their emergency contact card or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
  - 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 (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

- inform the supervisor or designate and they must commence contacting the child's parent/guardian no later than 10:00 am via class dojo or email.
- If contact with parents/guardians have not been made within the hour, supervisor or designate will continue to try with a phone call to confirm absence.

2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

## RELEASING A CHILD FROM CARE

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

## WHERE A CHILD HAS NOT BEEN PICKED UP AS EXPECTED (BEFORE CENTRE CLOSES)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up, the supervisor or designate shall contact the parent/guardian phone call and advise that the child is still in care and has not been picked up.

- Where the staff is unable to reach the parent/guardian, staff must continue to call parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall continue trying to call (e.g., contact emergency contact, wait until 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 15 minutes after program close time, 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 contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact authorized individuals listed on the child's emergency contact card.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g. the emergency contacts) by one hour after close, the 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.

### **Regulatory Requirements: Ontario Regulation 137/15**

## SAFE ARRIVAL AND DISMISSAL POLICY

5. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,
  - (a) provides that a child may only be released from the child care centre or home child care premises,
    - (i) to individuals indicated by a child's parent, or
    - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
  - (b) sets out the steps that must be taken if,
    - (i) a child does not arrive as expected at the centre or home child care premises,or
    - (ii) a child is not picked up as expected from the centre or home child care premises.