

PARENT HANDBOOK



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Hours and Days of Operation

*Subject to change based on enrolment

Monday - Friday

Easter-Thanksgiving 7:45am- 5:15pm

Thanksgiving-Easter 8:00am- 5:00pm

Closed for the following holidays/dates:

New Year's, Family Day, Good Friday, Easter Monday, Victoria Day, Labour Day, Thanksgiving, Christmas, Boxing Day, and Winter Break (the week between Christmas and New Years)

Open for the following holidays:

Canada Day, Civic Holiday

SERVICES AND FEES

Updated: August 2024

ADMISSION

Enrolling a child in a child care program is an important stepping stone for your child and yourself. We encourage parents to visit the Centre with their newly registered child to help ease them into the routine, getting to know their teachers, environment, and the children in the program. Some children adjust well, while others may require more visits before starting. We have an open-door policy, should you want to ask questions or visit, please feel free to do so. **A Child Enrolment form must be completed and submitted before your child can attend the Centre.**

As parents, you know your child best. You are our most valuable resource in helping us to know your child's strengths and needs so he or she can succeed to their full potential. Please share with the Supervisor any significant information available on your family situation, your child's favourite activities or foods etc.

FEES

We are pleased to inform you that our centre has enrolled in the Canada Wide Early Learning and Child Care System (CWELCC) which will be used to build and leverage the success of Ontario's existing early learning and child care system by increasing quality, accessibility, affordability and inclusivity in early learning and child care. Our fees are as follows:

*TPP's Annual Membership fee is charged per family

Fee Schedule- Effective January 1, 2025

Program	Toddler 18-30 months		Preschool 30months - under 6 years		School Age 44 months- up to and including the month of turning 6 years		School Age 6 years- 12 years
	Base Fee	Parent Contribution	Base Fee	Parent Contribution	Base Fee	Parent Contribution	Base Fee/ Parent Contribution
Annual Membership	\$50.00	\$23.63	\$50.00	\$23.63	\$50.00	\$23.63	\$50.00
Daily Care Rate	\$38.00	\$17.96	\$36.00	\$17.01	\$36.00	\$17.01	\$39.14
Before School	-	-	-	-	\$8.00	\$8.00	\$8.75
After School	-	-	-	-	\$11.00	\$11.00	\$12.36
Before & After School	-	-	-	-	\$19.00	\$12.00	\$21.11

Children's schedules should be submitted to the office at a minimum of a week in advance. Missed days or changes to schedule without 48hrs notice are subject to the full scheduled fees. If at any time you need extra days, please contact the Centre.

PAYMENT

Invoices will be issued bi-weekly, the beginning of every other week for the previous week's enrollment. Payment must be made in full the Friday of the same week.

TPP accepts cash, cheque or e-transfer payments for any fees owing. E-transfers are to be sent to payments@tobermoryprimaryplace.ca, cheques made payable to Tobermory Primary Place. Payments made by cash will be issued a receipt. NSF cheques are subject to a \$25.00 administration fee. At the end of each year an annual tax receipt will be issued.

If you are unable to pay weekly, you must discuss payment with the Supervisor. If your balance owing reaches \$700 you will be required to pay upon attendance each day, in full until your amount owing is paid. A **late fee of \$1/minute** will be charged to your account for failure to pick up at the Centres scheduled close time. There is a grace period of 5 minutes.

WITHDRAWL/DISCHARGE POLICY

When no longer requiring childcare services, families are to give 2 weeks' notice prior to the last day enrolled at Tobermory Primary Place Child Care Centre.

FIELD TRIPS

The children regularly go for walks in the local community. These excursions are considered part of the daily program and will not include motor transportation. No private vehicles will be used for transportation of any child in any program provided by the Centre.

On field trips where transportation is required, parents will be notified in advance as to the details of the scheduled field trip excursion and written parental authorization forms will be distributed and must be signed and returned to the Centre in order for your child to participate. Parents are encouraged to accompany his/her child on field trips. During all trips and walks, the individual ratios of each program will be maintained for all children.

NUTRITION

The nutrition of your child is vital to health and growth. We serve a mid-morning snack, a hot lunch, and an afternoon snack. The Centre follows the Canada Food Guide and Child Care and Early Years Act. Menus of the current and following week are posted in each classroom if parents wish to see them. If your child requires a special diet, you must notify the Centre in writing. **TPP discourages sending any food from home due to children with allergies and food restrictions. If providing food from home you must ensure no foods with "May Contain" nut warnings or foods from the current list of allergies are sent. Check with Supervisor for updates or questions about bringing in treats for others. All outside food and drinks must be labeled with your child's name.**

ILLNESS, MEDICATION AND ALLERGIES

SICK DAYS

Without 48 hours notice, the first day that your child is ill, you will be charged for scheduled day. The following 2 days, please advise the Supervisor 24 hours in advance if you anticipate your child will be absent. On the 4th day, we will assume your child will be returning to their regular schedule in the program, unless we hear otherwise from you.

ILLNESS

When children show symptoms of illness during the day, they are immediately isolated, and a parent or guardian is contacted to pick up as soon as possible. If you or your emergency contact cannot be reached, your child will remain in isolation with a member of staff until the regular pick-up time. In general, children should stay home when they are too sick to participate fully in program. You can help prevent the spread of illness by keeping your child home when sick. If your child requires medication prior to attending childcare, they should be kept at home. Medication can mask other symptoms that need to be treated and could be passed on to other children throughout the centre.

Tobermory Primary Place adheres to the guidelines provided by Grey Bruce Public Health. Reasons your child may be sent home include:

- Diarrhea or loose stools that are causing “accidents” (children should stay home for at least 48 hours **after** their last diarrhea).
- Vomiting (children should stay home for atleast 48 hours **after** their last vomit).
- Fever equal to or higher than 38°C with cough, sore throat, rash or other symptoms.
- Unexplained rash, pain or sores

A child should be 24 hours fever free and 48 hours free of gastronomic symptoms before returning to childcare (upset stomach, vomiting, diarrhea).

ADMINISTRATION OF MEDICATION

Prescription medication only will be administered to a child upon a written request of a parent signed each day the medication is to be given.

The medication must be in its original container with the child’s name and directions for use clearly marked and hand delivered by the parent to a member of staff. TPP does not administer medications such as Advil, Tylenol, or Motrin for cold or flu like symptoms. It is best if the child remains home until feeling better. If a child has been advised by a doctor to use pain relievers, fever reducers or anti-inflammatory medications for a chronic illness TPP may administer with a doctors note. The doctors note must be updated annually or as the child’s age, weight or medical conditions change.

ANAPHYLAXIS POLICY

If your child is at risk of having a reaction to an allergen, Tobermory Primary Place has an Anaphylaxis Action Plan. It is a medical management plan to be prepared and signed by the child’s parent/guardian and doctor. It provides the child’s name and allergies, a photograph of the child and clear instructions on treating an anaphylactic episode. Training to be provided by the child’s parent/guardian or doctor which includes strategies for anaphylaxis management, recognition of allergic reactions, emergency treatment and practice with an Epi pen trainer at yearly intervals. Families that provide food will be notified of foods that are not permitted due to allergies.

- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child’s needs, ask the child’s parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the child care centre with the child’s full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)

INFECTIOUS DISEASES CONTROL

Tobermory Primary Place adheres and follows the Grey Bruce Public Health Guidelines. GBPH has laid out guidelines regarding infectious disease control for illnesses such as Pink Eye, Head Lice, and Hand Foot Mouth Disease and their exclusion policies. In **most** cases, to prevent the spread of germs, children need be seen by a health care provider to diagnose illness and be excluded from child care for 24-48 hours following the start of treatment. Exclusion policies can vary depending on the illness and TPP will adjust at their discretion accordingly if we notice an influx in illness. During these times, TPP will engage in additional sanitization and disinfectant procedures. Please refer to Grey Bruce Public Health’s Infectious Disease guidelines for more information on specific illnesses here [Microsoft PowerPoint - DRAFT ID Guidelines_SchoolChildCare_May152023 \(publichealthgreybruce.on.ca\)](#)



PROGRAM STATEMENT

-Updated August 2023

Tobermory Primary Place offers a childcare program that is consistent with the Ministry of Education policies, pedagogy, and curriculum. TPP strives to offer an environment that is full of engaging opportunities for children to explore and grow through child-led, educator supported play-based learning. Our educators follow the guidelines, while regularly accessing and incorporating the following documents into their practice.

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

Our View of the Child

Here at Tobermory Primary Place we know that each child is special and means the world to their family and friends. These children also impact our staff and are special in our eyes too. We view each child as competent, capable, curious, and rich in potential. We recognise that each child is a unique individual who brings his or her own abilities to the program and deserves the encouragement and space to try new things, explore new ideas and develop their own unique identity. We believe that all children have the natural desire to learn and make meaning of their world, and we are here to support them and be part of their journey.

TPP Supports the Health, Safety, Nutrition and Well-Being of Our Children

We know that the early years of a child's development set the foundation for his or her health, well-being, and lifelong learning. TPP staff understand the value of helping children to develop a sense of belonging and well-being. Our staff strive to provide an engaging environment where children feel safe to explore and feel valued as they express themselves.

Health and Safety - As a licenced child care operator, TPP meets all health and safety requirements of the Ministry of Education and local government bylaws. All staff and volunteers will be trained in health and safety protocols. All staff are required to be certified in standard first aid and infant and child CPR, and the use of Epi-Pens. TPP follows the Ministry of Health and Safety guidelines and hold fire drills monthly. We have a safe shelter location at the Tobermory Meeting Place in the event an evacuation is required. In the event of a Serious Occurrence, such as one regarding an unplanned disruption of the normal operations, reports are posted in each classroom for 10 business days. All families have access to our Parent Handbook with important information including policies, such as the Anaphylaxis Policy. Families are encouraged to communicate with our program staff or supervisor if they wish to access our complete health and safety policies and protocols.

Nutrition - TPP follows Canada's Food Guide to develop menus. Our centre has a on site cook who is a certified food handler, they prepare morning snack, a hot lunch, and afternoon snack. We accommodate dietary food requirements and restrictions for children in our program to the best of our ability.

Daily Routines - Through authentic child-led, open ended play and educator supported experiences, our children develop curiosity and a belief they are capable of learning the most complex task. Through daily routines, children are able to anticipate what comes next and feel safe to learn and explore. Some areas of our day include:

- Dramatic play (dolls, puppets, costumes, home etc.)
- Building areas (blocks, construction materials etc.)
- Sensory play (water, sand, play dough etc.)
- Large and small group activities
- Outdoor play. While outdoors, children develop gross motor skills and interpersonal skills through parallel and collaborative play. Children learn about nature and our environment through gardening and interacting with the UNESCO Biosphere Reserve.
- Rest periods occur daily in the afternoon for the toddler and preschool programs. If a child does not feel like sleeping, they may engage in quiet activities.

TPP Supports Relationships Among Children, Families, Staff and Community Partners

One of the core values at TPP is communication. TPP foster's an open, honest, collaborative relationship with our partners in education. We work together in order to support children in meeting their maximum potential. We believe that every child should be given the opportunity to develop, problem solving skills and social skills needed to engage in positive peer relationships. Our educators foster these skills by modeling appropriate language for solving problems and reaching resolutions.

Positive self-expression, communication, and self-regulation - Our educators strive to support children as they find the words and actions to express themselves. As our youngest children may not have the language or self-regulation skills, our staff support interactions and demonstrate different ways for the children to communicate. Our program staff support children as they learn skills in self-regulation. Children are supported as they gain the skills to be *calm, alert and ready to learn*.

Engaging families and promoting communication - TPP staff believe strongly that the key to a successful day is communication with a child's caregiver. At the beginning and end of each day, our staff discuss the child's well-being and any concerns that the family or educator may have. We utilize an app called Seesaw to share photo documentation, newsletters, and any notices with families.

Community Partners - Tobermory Primary Place is committed to involving and engaging local community partners in supporting children, families, and staff. Through the support of Bruce County Social Services, Children's Services, TPP is able to provide Enhancement Support Staff for children with special needs. Bruce County Resource Teachers support our programs and families as well by providing strategies to ensure the success of all children. TPP welcomes volunteers and students from the community. We believe that volunteers and students on placement enhance the high-quality care and individual attention given to the children in the programs.

TPP Supports Children as They Explore and Experience Their Environment

Throughout the centre our educators have created invitations to play based on the interests of the children. By using their daily observations, our educators are aware of the interests and developing skills of the children. Staff bring objects and opportunities into the learning environment that will spark the curiosity of the children.

Child-Initiated and Educator- Supported Experiences - Through ongoing observations and documentation, our educators are able to support child-led and educator-supported experiences. Our staff closely monitors the interests of the children and scaffold activities based on these emerging interests and skills. As the educator notices that a child is engaged in an activity, the educator enhances the experience by adding more layers to the activity and prompting further thinking, problem solving and natural curiosity. Evidence of this scaffolding can be seen displayed with photography, artwork, and documentation throughout the Centre.

Fostering Children's Exploration, Play and Inquiry - During daily interactions with the children, our educators support self-regulation skills during exploration. When an educator observes a child taking a risk because he or she is testing the limits of his or her gross motor skills, such as climbing high, the educator supports the exploration by asking the child questions to help the child become aware of possible outcomes. Once the child is aware of the outcomes, the educator supports the child in finding the safe limits of his or her abilities. When an educator observes a child facing a social or emotional challenge, the educator supports the child by validating the emotional response and supporting the child to find a resolution. Children at TPP feel safe to take risks and make mistakes. Our educators value the importance of risks and mistakes in learning.

TPP Supports Staff in Continuous Professional Learning

TPP is committed to hiring, training and fairly compensating staff. We hire staff that have a positive and sensitive attitude towards children and child development. We encourage all staff to attend workshops and seminars and continue their lifelong learning journey. Upcoming local professional learning opportunities offered through Bruce County are shared with all staff. We have also enrolled in a Community Learning Library that staff have access to multiple sessions of various learning topics. TPP encourages and supports the ongoing education of our staff through continuing education opportunities as they obtain their ECE diplomas.

Documenting and Reviewing Impact of TPP Learning Program - Our educators understand the importance of inquiry in childcare programs. They recognize children are unique, and they engage each child through exploration of the environment. They provoke children's curiosity through play and positive interactions. Our staff document growth and areas of interest of the children. With this information and their professional knowledge of child development, staff make plans to further children's inquiry.

Daily documentation and observations include but are not limited to:

- Children's experiences and the language used to develop vocabulary and schema during these experiences
- Children's new learnings about the world from their point of view – how this relates to the people around them
- Developmental growth over time and milestones reached
- Next steps based on these observations – how to support the children's development and curiosity
- Self-reflection on how staff have support or could have better supported children during the children's inquiry
- Information shared with and from families

Reflective practice - Through documentation and dialogue with families, our educators and staff are reflective practitioners and review the strategies set out in the program statement. TPP maintains an open dialogue between staff members and families to ensure children's social, emotion, cognitive, physical and language development is supported.



POLICIES AND PROCEDURES

EMERGENCY MANAGEMENT POLICY

In the event that TPP has to execute we will follow our Emergency Management procedure. All families will be notified by our supervisor or designate via phone call or text for pick up at our emergency shelter (The Meeting Place).

SERIOUS OCCURRENCE REPORTING PROCEDURES

Any situation involving a serious occurrence, example: injury, fire, safety etc., are reported to the Ministry of Education. A copy of the report is kept at the Child Care Centre and our Centre Program Advisor is also notified. If need be, proper authorities are notified, for example: CAS, Police, other. If a Serious Occurrence should take place at TPP a notice will be posted on the parent board for 10 days giving a brief outline of what has happened and what plans are in place to ensure that the Serious Occurrence would not happen again. If you have any questions about the Posting Report, please speak to the Supervisor. There will be no identifying information on the form.

POWER OUTAGES

Should a power outage occur Tobermory Primary Place Child Care Centre will close once the temperature of the Centre drops below 20 degrees and/or when electricity and water is no longer available to the site. Once the supervisor determines that the Centre will close all parents will be notified via Seesaw. Parents/Guardians will be asked to pick up their children immediately.

INCLEMENT WEATHER

If inclement or severe weather occurs, Tobermory Primary Place will follow the direction of Bluewater District School Board. TPP will follow the direction given to St. Edmund's Public School and Bruce Peninsula District School for closure or early dismissal due to inclement or severe weather. TPP will notify parents via Seesaw, Facebook, and/or phone call made to notify of closure of the centre or the need to pick up children immediately. During extreme weather conditions, alerts, or advisories TPP will follow the guidance from the Grey Bruce health department. Educators will adjust the time spent outdoors as needed.

WAITLIST POLICY

When there are no available spaces in a given program, or you are requesting to reserve a space far in advance of requiring care, Tobermory Primary Place will maintain a waitlist for families wishing to enroll their children. The priority ordering of the waitlist will not be based solely on a first-come, first-served basis. We operate in a small, tightly-knit community where flexibility, adaptability, and mutual consideration are important. Instead of first-come, first served, the ordering will be determined on a case-by-case basis based on the following considerations:

- Need of the family (e.g. single parent working full-time would be given priority over a family with two care-givers in which only one was tied down to a work schedule)
- Frequency/amount of care required (e.g. family requiring 5 days/week would be given priority over family requiring only 2 days a week).
- Age of the child and impact on ratios. The youngest children (e.g. 12-18 months) can put added strain on staff and on ratios, making it more difficult for TPP to accommodate other children. Therefore, in some cases, a family with an older toddler (e.g. 20 months) might be given priority over a family with a younger toddler (e.g. 12-18 months)

It should be noted that, while a family is on a waitlist, there are often opportunities for that family to still receive care on an occasional basis as cancellations arise, and staff will endeavour to provide these opportunities to families whenever possible.

How early is too early to notify the Centre of care requirements? It's never too early. If you plan on enrolling your child into the daycare in the near future, please notify staff as soon as you know the start date and weekly care schedule you require.

In order for us to prioritize and place children on a wait list, we suggest you:

Place your child on the wait list no later than: January 1st for spring and summer care, May 1st for fall and winter care

The Centre will strive to notify all families on the waitlist by: March 1st for spring and summer care, July 1st for all fall and winter care

WHAT WILL MY CHILD NEED

In order for TPP staff to ensure your children has their best day possible we need families to pack a few essentials items for the day. Please remember to provide any details about your child's health, sleep, eating or activity so we can provide proper care for your child.

Toddler (18- 30 months)	Preschool (30 months – 5 years)	School Age (3 -12 years)
Please ensure all of your child's belongings are clearly labelled		
<ul style="list-style-type: none"> • Diapers, wipes and any creams or lotions for diapering (in original container) • Formula/expressed milk (prepared with child's full name and date prepared) • Multiple changes of clothing • Seasonal outdoor clothing • Indoor and outdoor footwear • Blanket and/or sleep toy for rest time 	<ul style="list-style-type: none"> • Pull ups/training pants, and wipes (for toilet training) • Multiple changes of clothing • Seasonal outdoor clothing • Indoor and outdoor footwear • Blanket and/or sleep toy for rest time 	<ul style="list-style-type: none"> • Change of clothing • Seasonal outdoor clothing • Indoor and outdoor footwear • Water Bottle

PROHIBITED PRACTICES

Our policy on Prohibited Practices directly aligns with Ontario Regulation 137/15 Section 48

The following practices are prohibited:

- Corporal punishment of a child.
- Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself/herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the Child Care Centre premises for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- Inflicting any bodily harm on children including making children eat or drink against their will.

SUPERVISION OF STUDENTS AND VOLUNTEERS

Tobermory Primary Place is committed to providing a high quality, safe and secure environment for all children enrolled in our programs. The safety and well-being of children who are being supervised on our premises is one of Tobermory Primary Place's highest priorities. TPP has developed the following policy and programs in order to comply with the direction of the Ministry and Regulation 262. This policy sets the framework and the program which applies to all Centre volunteers and placement students who have been approved by Tobermory Primary Place.

Policy

Tobermory Primary Place may have volunteers and or / Early Childhood Education students working within the organization along with staff throughout the year. At all times volunteers and placement students must be under the direction and supervision of Tobermory Primary Place staff.

- No child or children will be supervised by any person less than 18 years of age.
- No child or children will be supervised by someone who is not an employee of Tobermory Primary Place
- Only employees of Tobermory Primary Place Child Care Centre will have direct unsupervised access to children.

Procedure

- All staff is required to review the Centre's policies, procedures and practices regarding the supervision of volunteers and students at Tobermory Primary Place Child Care Centre
- All staff will review their roles and responsibilities when directly supervising and working with volunteers and/or placement students in their program classroom annually.
- The Supervisor of the Child Care Centre is responsible for ensuring that volunteers and students are provided with orientation to the Centre, appropriately trained, and supervised.
- Volunteers and students have a responsibility to contribute to their orientation by seeking information, asking questions and assistance as required.
- All volunteers and placement students must agree to follow all policies and procedures of the Tobermory Primary Place.
- All volunteers and students must agree to follow the directions and guidelines provided by staff and management of Tobermory Primary Place.
- In the case of a disagreement over the direction provided by a staff member, the volunteer or placement student may address this issue in writing with the Tobermory Primary Place Board of Directors and / or the Supervisor.

Mandatory Orientation and Training

- Prior to starting in the classroom of Tobermory Primary Place all volunteers and placement students will have an orientation which will include a comprehensive discussion regarding Tobermory Primary Place child care philosophy and the Early Years and Child Care Act requirements.
- All volunteers and placement students will be provided with a detailed orientation regarding their roles and responsibilities within the organization including a review of the Centre's policies and procedures.
- All volunteers and placement students are required to review and sign off on all policies and procedures prior to working with children for the first time and at least annually thereafter.
- All volunteers and placement students will have ongoing training through impromptu daily meetings and scheduled monthly staff meetings.

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.

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.

Policy

General

- Tobermory Primary Place 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.
- Tobermory Primary Place 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 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.

Procedures

Accepting a child into care

When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are 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 the child's enrolment form 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 communication book.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

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 11:00am. The Supervisor or designate shall call parent/guardian, send text message or message via Seesaw.
- If unable to make contact the child's parent/guardian, it will be documented in the communication book stating the method used and time.

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

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)

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 within 30 minutes, the supervisor, designate or program staff shall contact the parent/guardian by phone call, text message or message via Seesaw 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 call again and leave a message for the 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 contact the 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

Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by the posted closing time, staff shall ensure that the child is given a snack (if needed) and activity, while they await their pick-up.

Staff shall proceed 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.

If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall start contacting authorized individuals listed on the child's file.

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 30 minutes after the posted closing time the staff shall proceed with contacting the local Children's Aid Society (CAS) Bruce Grey Child & Family Services at 519.371.4453 or 1.855.322.4453. 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.

PARENT ISSUES AND CONCERNS POLICY

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.

Policy

Tobermory Primary Place acknowledge that parents and caregivers have a right to raise concerns and air complaints they may have and to have them addresses appropriately. The Centre's approach to handle concerns and complaints is based on a commitment to:

- Provide a safe and supportive learning environment
- Build relationships between the children, parents and staff
- Provide a safe working environment for staff

This policy and its associated procedures are to ensure that concerns and complaints are dealt with in a fair and transparent way. Concerns and complaints will be handled responsibly, openly and in a timely manner, with the aim of resolving the matter to the satisfaction of all parties.

Parents/guardians are encouraged to take an active role in our child care 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 by Supervisor, Staff and Board of Directors 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 one business day(s). 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, volunteers and board members, 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). As members of a small community, we ask that all parties (staff, families, volunteers, Board members, etc) refrain from participating in gossip or anything that can harm the integrity of the centre and its staff.

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. TPP is committed to maintaining a safe and nurturing environment for all. Harassment, discrimination and bullying will therefore not be tolerated from **any party**. TPP operates under a zero-tolerance corrective policy regarding harassment, discrimination and bullying. Incidents brought to the attention of management will be documented and recorded as follows:

- First written review & improvement plan, documented.
- Second written review & improvement plan, documented.
- Final written review, & improvement plan, documented. Termination of care/board member status, if deemed necessary.

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

For a more information on BWDSB definitions of harassment, discrimination, and bullying please visit [Policy Title \(sharpschool.com\)](#)

Communication

We understand that communication between parents & caregivers and educators at the centre plays an important role in maintaining a balanced relationship and is necessary for relaying specific information about your child's needs and their day. To maintain a professional boundary, we ask that families communicate absences, illnesses, or general schedule updates through the app Seesaw, email, or phone the centre directly. Please refrain from contacting staff members via their personal phone. All centre matters should be directed through the appropriate avenues. If you have special requests regarding your child, (such as sleep habits or toilet training), please document these requests to provide to their educator and management to retain on file. It is adamant that parents are active of the app Seesaw as this is how we communicate dire information to enrolled families (such as centre closures, staffing shortages, changes in program, etc).

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly. Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

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 President of the Board of Directors. Tobermory Primary Place, P.O. Box 132, 3 Centennial Drive, Tobermory, Ontario N0H 2R0.

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.

Contact	Phone	Email
Ministry of Education, Licence Child Care Help Desk	1-800-510-5333	childcare_ontario@ontario.ca
Tobermory Primary Place	226-256-2606	childcare@tobermoryprimaryplace.ca
Supervisor, Andrea Edgerton, RECE	647-882-2338	andrea.edgerton@tobermoryprimaryplace.ca
Board of Directors, President	-	bod@tobermoryprimaryplace.ca
Bruce County Children Services	1-800-265-3005	childcare@brucecounty.on.ca
Child Care Quality Assurance and Licencing Branch	519-376-1951	

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> ▪ the classroom staff directly or <ul style="list-style-type: none"> ▪ the supervisor or licensee. 	<ul style="list-style-type: none"> ▪ Address the issue/concern at the time it is raised Or <ul style="list-style-type: none"> ▪ arrange for a meeting with the parent/guardian within one business days. Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> ▪ the date and time the issue/concern was received; ▪ the name of the person who received the issue/concern; ▪ the name of the person reporting the issue/concern; ▪ the details of the issue/concern; and ▪ any steps taken to resolve the issue/concern and/or information given
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> ▪ the supervisor or licensee. 	
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to <ul style="list-style-type: none"> ▪ the individual directly or <ul style="list-style-type: none"> ▪ the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. 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>	
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> ▪ the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> ▪ the supervisor and/or licensee. <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>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 [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>



VOLUNTEER HOURS FOR ALL FAMILIES

(Including Staff with Children Enrolled)

Parent fees are only a portion of the funds needed to operate a successful childcare centre. To keep childcare fees affordable, Tobermory Primary Place also relies on work and time donated by volunteers. Without the time and effort of these volunteers, our centre would not be able to operate.

As a condition of enrollment, each family, including those employed at the Child Care Centre with children enrolled, is required to volunteer 8 hours of service annually. This must include 4 hours dedicated to either the annual Chi Cheemaun Festival Food Booth or Trail Race Weekend as it they remain our largest fundraising events. We understand families are busy and parents are not always available. If planned prior to the event, with Tobermory Primary Place, an extended family member, grandparent, or family friend can complete these hours. If it is not planned accordingly before the event, unfortunately the hours will not count.

Parents who choose not to volunteer their time will be charged a fee of \$500.00 annually to cover the cost of outsourcing help our materials for fundraising events, etc. This fee will be added to the last invoice of the season for each summer family or the October invoice for year-round families. Please note that this fee will be separate from any donation, sponsorship, etc. for the centre.

The parent volunteer hours fee may be subject to change at the Annual General Meeting held each year.

Volunteers are needed in all aspects of operation at the numerous events held and fundraising campaigns run. Throughout the year, TPP works to host several fundraisers including but not limited to:

- Chi Cheemaun Weekend Food Booth
- Tobermory Trail Race Weekend
- Chicken Sales and Distribution, Pizza Sales & Distribution, Silent Auctions, Bake Sales, Raffle ticket sales, etc.
- Other Tasks may include participation in committees, board events/planning, etc. and/or donations in lieu of time (substantial baking for bake sales, donations for events, etc.) These are all taken into consideration on a case-by-case basis.

When opportunities to volunteer arise, TPP makes every effort to ensure families are aware of the details with plenty of notice. The Centre will contact each family via newsletters, emails, Seesaw Application, etc. There is always pertinent information posted on the board inside the centre as well. Please read all correspondence as it will always contain important and useful information.

To provide a record of service, each volunteer representing your family will be required to "sign in" and "sign out" of each event through the BOD or Supervisor. If these volunteers do not do so, a fee of \$500.00 on the final invoice for childcare may result.

Please note that this policy is enforced for all full time and part time families enrolled. If families are enrolled "casually" or 12 or less days throughout the entire calendar year the policy changes to 5-hour volunteer hour requirement or a fee of \$250.00.

All families that will no longer be enrolled as of September will automatically be signed up for Chi Cheemaun Weekend Food Booth shifts.

HISTORY

The St. Edmunds Daycare in Tobermory was first established in 1983 under the direction of the Reeve at that time, Brad Davis. Operated by the St. Edmund's Township Municipal Office, the daycare centre provided a much-needed service to the area from 1983 until 1999. After the amalgamation of the townships took place, the new Municipality of Northern Bruce Peninsula chose not to support the Centre and the St. Edmund's Daycare was officially closed on December 31, 1999.

During the final months of 1999, a planning committee was established to set up a non-profit organization to oversee the day to day running of the Centre. The organization was incorporated in the early part of 2000 and the new Board of Directors met weekly until the Centre opened in May 2000. Many community members lent their support to the project in its initial stages, and the Municipality allowed the Corporation to continue using the same building as had previously been utilized for the Daycare Centre.

Tobermory Primary Place now operates as a non-profit charitable organization run entirely by the dedicated group of volunteers who believe passionately in the need to provide high quality child care for the community. It is important to understand that Tobermory Primary Place is a child care centre striving to meet the needs of the entire community and not just the needs of families who have children registered in its programs. We believe the people of this area must come forward in support of the concept of community child care even if they are not consumers of it. We also believe the very essence of high-quality child care in this area benefits not only the employees who use the services, but also businesses trying to attract good employees. We ask you as parent members to encourage anyone you know to support the Centre by becoming a member and assisting in any way, financial or otherwise to help keep this a viable project.

Applying for Child Care Fee Subsidy in Bruce County

To apply for Child Care Fee Subsidy, you must complete an application on-line on the County of Bruce website at:

<https://occms.brucecounty.on.ca/childrenservices/>

Information required when applying for Child Care Fee Subsidy:

- Recent Notice of Assessment (NOA) from CRA account pages 1 and 2 must be submitted OR
- Canada Child Benefit (CCB) notice from CRA account pages 1 and 2 must be submitted.

Your application for Child Care Subsidy cannot be processed or completed unless all required information is received.

Page 2

Notice details

Social insurance number	XXX XX
Tax year	2020

Tax assessment

We calculated your taxes using the amounts below. The following summary is based on the information we have on you (line 4).

We may review your return later to verify income you reported or deductions or credits you claimed. For more information, go to canada.ca/taxes-reviews. Keep all your slips, receipts, and other supporting documents in case we ask to see them.

Summary

Line	Description	\$ Final amount	CRA/RR
15000	Total income	23,000	
	Deductions from total income	4	
23800	Net income	23,026	
26000	Taxable income	23,026	
35000	Total federal non-refundable tax credits	2,043	
61800	Total Ontario non-refundable tax credits	862	
42000	Net federal tax	945.10	
42500	Net Ontario tax	282.07	
43500	Total payable	966.37	
43700	Total income tax deducted	624.54	
44500	CCB investment	124.27	
48110	Climate action incentive	577.50	
48200	Total credits	1,326.31	
	Total payable minus Total credits	455.04	CRA
	Balance from this assessment	455.04	CRA
	Direct deposit	455.04	CRA

Explanation of changes and other important information

Based on this assessment, you have unused federal, tuition, education, and textbook amounts of \$1 that you can carry forward to later years. To make sure we calculate your unused amounts correctly, you need to file a return each year, even if you have no income to report.

We will automatically recalculate your goods and services tax/harmonized sales tax credit and any related provincial credit based on your family net income, province of residence, marital status, and qualified

Sample Notice of Assessment

Sample Canada Child Benefit Notice

Page 2

Notice details

Social insurance number	XXX XX
Base year	2020

Explanation

This notice represents the information processed as of Mar 30, 2021. Please read it and keep it for your records.

The Canada child benefit and the Ontario child benefit are tax-free monthly payments made to eligible families to help with the cost of raising children under 18.

The Ontario child benefit is fully funded by the Province of Ontario.

Information used to calculate your entitlement

We used this information to determine the amount of your benefits.

Description	Information
2020 family net income	\$52,750
Marital status	Single
Province or territory of residence	Ontario
Eligible children	

Annual entitlement

We calculated this amount for the entire year:

Description	\$ Amount
Canada child benefit	6,700.00
Ontario child benefit	651.02
Total	7,351.02

Payment summary

This payment consists of the following credits:

Description	\$ Amount
Canada child benefit	680.00
Ontario child benefit	643.32
Amount direct deposited	619.38

To apply you must be;

- Working full time or part time
- Enrolled In School
- Children involved with the Special Needs Resource Program
- 2 letters of referral

Once an application is completed on-line a Child Care Caseworker will follow up to complete and review additional requirements for Child Care Fee Subsidy.

For more information, please contact Bruce County Children's Services at

519-881- 0431

