



Location PARENT HANDBOOK
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Binbrook, Ontario
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Parent Handbook

A guide to a Blossoms experience

Together we
create an
environment
that allows for
our children to
blossom!



Our Mission Statement

At Blossoms we provide a safe child care environment through play experiences under the guidance and supervision of highly dedicated and trained staff. The children will grow in a nurturing and stimulating environment that will exceed all the following areas of development;

- Self Esteem
- Decision making/Self Regulation
- Creativity
- Initiative and communication
- Cognitive, fine and gross motor skills
- Respect for self and others
- Academic learning

At Blossoms, children are encouraged to interact and communicate in a positive way through self directed and teacher facilitated activities. Our staff, direct the children to explore and socialize through play experiences. All children at Blossoms are supported in a positive way to help promote their learning and communication with the staff and others involved in the program. We achieve this through daily observations, self regulation and the interests of the children. Blossoms, firmly supports that all children need to take part in an active and healthy lifestyle. This is implemented through indoor and outdoor activities and nutritionally balanced meals.

The staff at Blossoms values and respects the family dynamics of all the children in their care, incorporating an inclusive environment and working together effectively with parents to ensure that the program meets the needs of their children. We are a community that strives to raise strong and independent children. Through early learning experiences our children will develop and achieve skills to promote future learning. We focus on developing well rounded, secure and self-confident children through play, socialization and learning experiences. **OUR CHILDREN**

BLOSSOM!



Blossoms is proud to have been the first child care centre in Binbrook, operating for over 12 years. During our 12 years, we have had the privilege of watching the town of Binbrook flourish alongside it.

Blossoms Child Care Centre is located in the heart of Binbrook at 2605 Highway 56. We have been fortunate to create an environment that encourages opportunities to learn, create and imagine.

Our playgrounds are divided by age groups, offering outdoor classroom encouraging experimentation and learning.

Blossoms is surrounded by a neighbourhood and communities with potential to explore opportunities. As part of our programming, neighbourhood nature walks and visits to parks provides an experience that inspires the minds of the children.

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Blossoms Program Goals **and Approaches**

a) Goal: promoting health, safety, nutrition and well being of children

Approaches:

Safety and Well-being

- All staff will provide clean and safe environment, nutrition based on Canada's food guide, access to drinking water and eliminating environmental issues that may cause stress to the child.
- Educators will provide clear expectations and or rules for safety for both indoors and outdoor.
- All staff will be familiar with any conditions, allergies, food restrictions and parental preferences to all dietary and medical needs.
- All staff encourage and role model children to try new foods



b) Goal: Support positive and responsive interactions among the children, parents, child care providers and staff.

Approaches:

- Educators and providers communicate daily with parents through verbal and written communication and documentation.
- Supervisors will respond to parents within an appropriate amount of time to answer and support parental question and needs in regards to their child.
- Educators and providers share documentation with parents. We invite families to come into the classroom to explore and be a part of their child's positive environment and experience. This promotes a healthy learning environment for both child and parent.

c) Goal: Encourage children to interact and communicate in a positive way and support their ability to self regulate

Approach:

- All staff will encourage the children to interact and communicate in a positive way and support their ability to self regulate; acknowledging that each child is curious, competent and rich in potential.
- Staff will support self-regulation in children by focusing on the individuality of each child.



d) Goal: Foster the children's exploration, play and inquiry.

Approach:

- All staff will promote the child's exploration, play and inquiry by providing a variety of activities in an environment rich in content that encourages choices and active play.
- Blossoms maintain an environment full of Trained, interactive and supportive educators. Our staff will acknowledge each child as unique and an individual.

e) Goal: Provide child initiated and Adult supported experiences.

Approach:

- The RECE will observe the children and use key information to plan and implement a positive learning environment that is strictly based on the interest of the child. Educators will be responsible for introducing new ideas, skills and concepts.



f) Goal: Plan for and create positive learning environment and experiences in which each child's learning and development will be supported.

Approach:

- All staff will observe and listen to all children and support their world of learning. Engage meaningful experiences and interactions which engage the children on a daily basis.

g) Goal: Incorporated indoor and outdoor play as well as active play, rest, and quiet time, into the day, and give consideration to the individual needs of the children receiving child care;

Approach:

- Blossoms will provide a safe, positive and stimulating environment that promotes growth as a learner.
- The Supervisor will observe and document staff interactions with children ensuring that they are following the program statement and implementing adult and children interactions and relationships.

h) Goal: Foster the engagement of and ongoing communication with parents about the program and their children.

Approach:

- All staff and educators will maintain full communication with parents through verbal communication, written communication, social media (Face book) daily logs, emails and observation documentation. We at Blossoms strive to keep our families involved and encourage positive interaction to promote a healthy learning environment for both child and parent.

i) Goal: Involve local community partners and allow those partners to support the children, their families and staff.

Approach:

- We at Blossoms strive to keep a positive relationship with the community and encourage community involvement in a healthy learning environment by supporting families with outside resources and support.

j) Goal: Support staff, home child care providers, or others who interact with the children at a child care centre in relation to continuous professional learning.

Approach:

- We maintain a supportive and ongoing teamwork with our community partners and work together to provide options and choice of care for families.

k) Goal: Document and review the impact of the strategies set out in clauses on the children and the families.

Approach:

- Blossoms will implement and encourage all these goals on a daily basis to ensure that we will provide the best quality child care for the child, the families and the educators.



Children are Competent, Curious, and Rich in Potential

Blossoms recognizes 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 creativity.

We provide an environment that promotes curiosity and exploration. We believe every child deserves a safe and caring environment in which they will grow and develop to their maximum potential.

Blossoms understand the importance of children's stages of development. For each child; their stage of development is individualized. Contributing factors include their unique family, community and life experiences. We aim to integrate all areas of child development in our program.

Our goals for children include the following:

- Every child has a sense of belonging and is connected to others and contributes to the world
- Every child is developing a sense of self, health and well being
- Every child is an active and engaged learner, who explores with body, mind and senses
- Every child is a capable communicator who expresses themselves in many ways

Our programs are designed to:

- Encourage children to interact and communicate in a positive way and support their ability to self regulate
- Promote the children's exploration, play and inquiry
- Provide child initiated and adult supported experiences
- Offer opportunities to create genuine relationships with others in the program

Relationships among Children, Families, Staff, and Community Partners

Blossoms strive to promote a sense of belonging for children and their families by creating positive interactions and collaboration of families. We understand that relationships of trust are the basis of learning and cooperation.

Every child is entitled to be given the opportunity to develop personal responsibility and social skills, to learn to problem solve, develop conflict resolution skills and to learn about diversity and inclusion.

Blossoms is committed to working in partnership with community partners, as we work together on the mutual goal of providing the best possible child care service to families.

Positive Self Expression, **Communication and Self** **Regulation**

Our programming leads to children's sense of belonging. We provide positive learning environments and experiences, focused on play based learning, encourage children's communication, self expression and self regulation.

In our inclusive learning environments, we welcome children of all abilities. Respect for diversity, equity, and inclusion is fundamental for development and learning.

Here are some of the ways that we create an inclusive environment in our programs:

- We recognize each child as having equal rights to participate in program activities
- We recognize and respect the unique qualities of each child and family, including ancestry, culture, ethnicity, race, language, gender, religion, family environment, and developmental needs.
- We create strategies that value the culture and first language of all children.
- We establish program strategies, to promote an inclusive learning environment in which every child can participate.
- We view the diversity of children and families as an asset, and plan programs to reflect differences and enrich the environment

Our programs focus on play based learning, as it is the way that children naturally learn best. It is their natural response to the environment around them. When children are manipulating objects, acting out roles, or experimenting with different materials, they engage in learning through play. Play allows them to actively construct, challenge, and expand their own understanding through making connections to prior experiences, opening the door to new learning. Intentional play base learning enables children to investigate, ask questions, solve problems, and engage in critical thinking. Play is responsive to each child's unique learning style. It capitalizes their curiosity and creativity.

Our program also supports self regulation, their ability to deal with stress and remain alert and ready to learn. When children are calmly focused and alert, they are best able to control their emotions, pay attention, and ignore distractions, inhibits their impulses and understand the consequences of their actions.



Parent Engagement and Interaction

Blossoms promote outreach, engagement and communication with families about our program and their children's learning experiences. We believe that families are experts on their children. Sharing knowledge is important to your child's success.

Blossoms ensures that families have the support of available, affordable, safe, reliable, high quality licensed child care for their children, which ensures parents peace of mind while their children are in our program. Values of respect, care, empathy, trust and integrity are ensured in our interactions with families.

We know that our partnerships with families help our program meet the needs of the children:

- Families know their children best and are the most powerful influence on learning and Families form the foundation of a child's early development
- The needs of each child are considered in the context of their family composition, values, culture and language. This approach enriches relationships between blossoms, families, and our community.
- Parent involvement connects to their children's early development, and enhances child learning

Community Partners

Blossoms, is committed to involving local community partners and to engaging those partners in supporting Blossoms children, families and staff. We provide learning opportunities and practical work experience, in the areas of programming and administration, to members of the community through the recruitment, placement, training and recognition of volunteers and students on placement. We also involve community partners, individuals, organizations and agencies who support blossoms children and families.



Documenting and Reviewing the impact of Blossoms Learning Program



Blossoms understand that Pedagogical documentation is a way for our program staff to learn about how the children think and learn.

Our staff makes daily observation of the children in the program and uses information for future planning. The purpose of our documentation:

- A way to value children's experiences and help them reflect on those experiences
- An opportunity to make children's learning and understanding of the world visible- to themselves, to other children, to their families, to the program staff.
- A reflection on developmental growth
- A process for staff to co-plan with children about learning
- A dialogue with families about children's learning experiences
- A self reflection opportunity for staff as they participate in continuous learning.

All Early Childhood Educators have made a commitment to follow the standards of The College of Early Childhood Educators Code of Ethics and Standards of Practice. Each educator holds themselves accountable for their decisions and practices.

Through early learning experiences our children will develop and achieve skills to promote future learning. We focus on developing well rounded, secure, and self confident Children through the fundamentals of "How Does Learning Happen".

**Through Belonging, Well Being,
Engagement and Expression
OUR CHILDREN BLOSSOM !**

Blossoms Conflict Resolution Policy

Blossoms Child Care provides children with opportunities to learn play and grow through social skills. Blossoms written conflict resolution policy governs interactions between parents and child care staff. Establishing good communication can help ensure an open healthy dialogue between the child care centre, staff and families.

As supported by our program statement, we support interactions among the children, child care providers, staff and parents, and foster the engagement of an ongoing communication with parents about our program and their children.

All issues and concerns raised by parents are taken seriously and will be addressed within 1-2 business days. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties.

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

Communication is essential to resolving conflict among Staff and Parents. Despite good communication, Parents or staff still may disagree resulting in conflict.

Parents: Communicate with your classroom teacher expressing to them your expectations/concerns about the care your child is receiving. If there are requests you would prefer done a certain way or not at all (example: eating sweets, dietary requests, toileting etc.) please make sure to express them to the teacher prior to speaking with management. All teachers have their own strategy in teaching, just know that your child is receiving the best quality child care and is vital to preventing conflict.

Inner Staff Conflict

Child Care providers or Teachers may not share the same philosophy. Disputes that arise with Child Care workers should be handled away from the classroom. These should be handled by the Supervisor in a private office. In prevention of disputes the Supervisor will regularly monitor classrooms and assist with any conflicts so problems can be resolved quickly.

Staff and Parent Conflict

Blossoms Child Care Centre will ensure that all parent complaints are documented and handled by the Supervisor. If a parent has a concern with a teacher or a centre policy/rule the Supervisor can discuss the specifics of the complaint and outline Blossoms policy in this regard. If necessary the Supervisor will mediate the interaction between the staff and the parent or handle disciplinary measures privately with the staff in question.

Parent To Parent Conflict

If a family of Blossoms Child Care Centre has an issue or concern with another family attending the centre the Supervisor shall address the issue individually with each party. Blossoms will make a written notice of each parent's specific complaints, investigate the matter without prejudice and follow up with the families individually. The Supervisor will explain and document the corrective measures being taken to rectify the conflict/problem.

Blossoms Child Care Centre will ensure that all conflicts are resolved to the best of our ability through communication, documentation, confidentiality and approach. We are here to support and help all parties enrolled with Blossoms.

In the event that a conflict may not be resolved by all parties then Blossoms will contact The Ministry of Education for support in conflict resolution.

Conduct

Blossoms, maintains high standards for positive interaction, communication and role modeling for the children. Harassment, abuse and discrimination will **NOT** be tolerated from any party. This reserves the right of termination of employment or child care.

Blossoms Program **Curriculum**

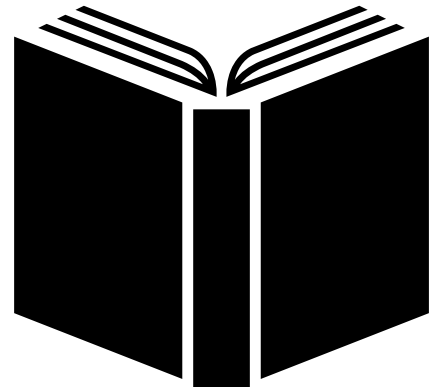
Blossoms Child Care Centre believes that children learn best through play. We take a child initiated, teacher directed approach that focuses on play-based learning, which allows our children to take the lead and then we focus on their interest. Play to learn curriculum prepares our children to successfully transition to school.



How Does Learning Happen?

At Blossoms, we believe that all children are capable or competent. Utilizing all tools provided to us, we ensure that all children get off to the best possible start.

Ontario's pedagogy for the Early Years is the guiding document for Early Childhood Education. "It demonstrates our commitment to strengthening the quality of early years programs by ensuring these programs are centred on the child and the family." (*How Does Learning Happen? Ontario's Pedagogy for the Early Years, 2014*)



Programs

Toddler

Blossoms offers a Full time and Part time program for Toddlers focusing on both physical and mental growth. Toddlers are given the freedom to explore in a safe and stimulating environment. The Toddler program begins at age 14 months - 30 months. Teacher ratio is 5:1.



Preschool

We also offer a full time and part time Preschool program which prepares our little ones for school, also focusing on both physical and mental growth. The preschool program begins at 30 months-5 years of age. Teacher ratio is 8:1

School Age

Our School age program is available from the age of 3.8-12 years. Before and after, summer camp, March break, Christmas school holidays and school P.A. days. We also accommodate for JK/ SK children for this program.



Hours of Operation

Blossoms Childcare Centre is open Monday to Friday from 7:00a.m.-5:30p.m. except the following: civic holidays, statutory holidays, Easter Monday, snow closures, City Wide Professional Development days and shut-down periods.

School age programs are open every school day from 7:00a.m.-5:30p.m. for Before and After Care. P.A days, school holidays and summer camp is open regular childcare hours.

Effective January 2024, To support the health and wellbeing of Blossoms and staff the center is implementing the following additional closures:

1 week in July

1 week in August

Christmas holidays. We are open. We close at noon on Dec 24 and Dec 31.

The weeks/days will be determined yearly.

These closures also support health and safety, upgrades, deep cleaning and repairs.

20 paid fees per year are approved by the ministry of Education

Staff

Blossoms staff is selected carefully and has appropriate educational backgrounds and experience to ensure quality care and understanding of child development. They are friendly, warm and have the ability to relate to children and parents. All staff, agree to and understand the high expectations of Blossoms Child Care Centre.

All Staff of Blossoms Child Care Centre complete a Criminal reference check with a vulnerable sector search through Hamilton Regional police and hold a valid First aid and CPR certification. Our staff holds an Early Childhood Education Diploma and are registered with the College of Early Childhood Educators.

We at Blossoms strive for excellence in all our programs and regular evaluations of staff ensures the ongoing high quality care for your children.



Students/Volunteers

Blossoms promotes opportunities for personal growth, community involvement and volunteerism. Students and volunteers are welcome in our licensed facility. Students and volunteers must obtain a valid criminal reference check and are not unsupervised with the children. They are paired with a Blossoms staff member.

Waitlist Policy

Blossoms will obtain a waiting list for families requiring child care. Families requesting child care spots will be added to our waiting list in accordance with the date received from Blossoms. The online waiting list can be obtained from the website.

There is NO cost to parents or guardians to be put on the waiting list. The parent/guardian will be notified at the time of the length of the waiting list and the availability of care. Parents can call at anytime to inquire on spaces and time frames.

Blossoms Child Care Centre will manage the waitlist fairly, effectively and transparently. When a spot becomes available the Supervisor will contact the parent to inform them of the spot and the start date. Parents will then be asked to come into the centre for a tour and to receive the registration package.

Families are selected in accordance with date of when child care is required, the needs of the families and the availability of Blossoms. Parents will be organized according to age group, date, part time or full time. Loyalty will be given to families with children who are currently enrolled with Blossoms Child Care Centre. This information will remain confidential between the Parent/Guardian and the Supervisor.

**Child Care Fees**

Blossoms is pleased to announce our participation and have decided to Opt in to the Canada-Wide Early Learning and Child Care Agreement with the City of Hamilton, the Province of Ontario and the Government of Canada. Progress of this agreement will be evaluated quarterly. Parent fees are currently \$22.00 per day as per the government funded program effective until December 2026.

Base fees- are mandatory fees charged to the parent/parents governed by the government of Canada under the Canada wide early learning childcare program. These fees include; fees charged to families for attendance and registration fee.

Non-Base fees- are additional fees or charges such as late fees, bank service charges, field trips/events and therefore, these fees will not be subject to reductions under the CWELLC program.

Prompt payment is required to ensure your child's place in the program. Fees will be paid to the centre Supervisor by a series of post-dated cheques dated for the first of each month. Payments are collected 6 months at a time.

Cheques are to be made out to Blossoms Child Care Centre Inc.

A \$50.00 NSF charge will be the parent's responsibility for a cheque that is returned. After 2 returned payments cash or certified cheque will only be accepted.

Refunds/Credits: Any monies owed to families such as professional development days etc. will be credited to the families throughout the year. A refund will be issued by cheque only if the child is withdrawing from the program which will be given on their last scheduled day at Blossoms at the end of the month

Overdue fees: If payment is not made by the assigned date there will be a charge of \$5.00 per day late fee applied. If payments are not submitted after written request has been given the supervisor may refuse admittance of the child until the balance of outstanding fees is paid in full.

Please remember that payment is expected before your child attends the centre. Your service may be suspended if payment is not received first. We do realize that financial issues happen so please contact the supervisor to discuss payment options. Blossoms will respect the confidentiality of each client.

Absences

There will be no fee reduction should a child be absent from the centre regardless of illness, vacation, statutory holidays or any other reason. Please contact Blossoms when your child will be absent.

Childcare Withdrawal and Termination Policy

Notice period: All withdrawals from Blossoms childcare program require four weeks. This notice must be provided in writing directly to administration staff.

Withdrawal approval: Withdrawals will be approved exclusively for the 1st of the month only for that month's withdrawal. This ensures a streamlined process for both the childcare centre and the families involved. Ex. Mid-month or several months ahead will not be approved.

Payment and Four-week notice: To avoid additional payments it is imperative that families provide a minimum of four weeks' notice before the intended withdrawal date. This allows sufficient time for the childcare centre to make necessary adjustments.

Exceptions: Exceptions to this policy may be considered on a case-by-case basis. Considering unique circumstances. Families must communicate any exceptional situations to administration.

Blossoms cannot guarantee a permanent space if you wish to temporarily withdraw your child from the program. Your child will be placed back on the waiting list. This includes summer withdrawals. It is the responsibility of the parents to make regular contact and communication with administration regarding availability of space.

Blossoms Childcare centre reserves the right to terminate services if policies and procedures are not followed, fees are not paid, and health and safety concerns are at risk for both your child, staff and Blossoms childcare centre.

We, Blossoms reserve the right to terminate care for any child enrolled in our program. If, in our judgment, the child or the parents exhibit behaviour that is disruptive, aggressive, or intimidating, causes undue stress, or is detrimental to the well being of our staff, other children or the overall functioning of the childcare program. This conduct is unacceptable and will not be tolerated.

Health and Illness

In order to maintain a good standard of health, we conduct a daily health check on all children. It is necessary to have suitable arrangements in the event your child becomes ill. If your child is not able to participate in normal routines and scheduled activities or unable to go outside, we ask that you please keep your child home. They will be more comfortable in their own surroundings. When your child is ill, please inform the centre as soon as possible.

Parents should keep their children home if they display one of the following:

- Fever
- Diarrhea
- Vomiting
- Undiagnosed rash/skin condition
- Communicable disease
- infected discharge (Pink eye)
- Fifth disease (until rash is gone)
- Hand Foot and Mouth Disease: low grade fever, flu like symptoms, common factors appear are small blisters especially on hands, feet, and mouth; child can return when the child can participate in all parts of the program and all red spots have scabbed over and there are no more spots which can take 1-2 weeks of onset of illness. A doctors note may be required depending on the child's symptoms.

If a child has a fever of 100 degrees or more, diarrhea, vomiting or unknown rashes within the last 24 hours they will not be admitted to daycare. If a child develops a fever, diarrhea or begins vomiting, that child will be required to be picked up and not returned to child care for 24 hours.

The classroom teacher will use her own discretion and may refuse a child due to illness. If you ever at any time disagree with the classroom teacher, please feel free to speak with the supervisor.

Medication

Blossoms Child Care Centre will administer only prescription medication. Parents are to sign a medication authorization form outlining dosages and times to be given.

Medication must be in the original container supplied by the physician. Medication must be clearly labelled with the child's name, date of prescription, attending physician and daily dose. Supervisor or designate is responsible for dispensing all medication. A medication record is kept and filed in your child's file. All Medication must be kept in a locked container at all times even in the refrigerator. Procedures are set up to ensure safety and avoid risk of errors.

There will be no over the counter medications such as Tylenol, Advil, Creams, Motrin or cough/cold medicines will be administered by any staff unless accompanied by a written recommendation by the child's doctor and a signed parent consent form. This also applies to Naturopathic or Homeopathic medication.

Administering Medication Procedure: The supervisor or designate of the centre is responsible to ensure that procedures are carried out. The supervisor must designate a staff member who is present on a daily basis to administer medication according to procedures. The "Administration of Medication Form" must be filled out before the administration of medication.

1. Wash your hands prior to administering medication.
2. Check record book (make sure medication has not already been given)
3. Check medication make sure it is the correct one for that child.
4. Check the dose make and measure accurately.
5. Make sure the instructions are accurate.
6. Identify the child.
7. Give the medication by the correct method.
8. Make sure the child has swallowed the medicine.
9. Offer praise to the child for taking the medication.
10. Record book and sign that medication is given.



Immunizations

All children must be up to date with their immunizations prior to starting the centre. If your child records are not current admission may be refused. Blossoms requires a copy of the child's immunization record, or a letter of exemption (Notarized Affidavit) if you are choosing not to immunize your child and a medical information sheet completed and signed by the parent. In the event of an outbreak of a vaccine preventable disease occurs, your child will be excluded from attending Blossoms until the outbreak is over.

Anaphylactic Policy



Blossoms Child Care Centre recognizes the potentially serious consequences of children with allergies. These allergies may include a condition known as anaphylaxis. Anaphylactic is a severe, potentially life threatening allergic reaction resulting in circulatory collapse or shock to certain foods and substances. Peanuts and peanut by-products, such as peanut oil and peanut butter, are the most common allergens to trigger an anaphylactic reaction. Other foods such as strawberries, fish, shellfish, wheat and soy, as well as non-food items such as latex and bee stings can also bring about a life threatening reaction.

Blossoms Child Care Centre does not purport to be, nor can it be deemed to be free of all foods and non-food items that may lead to a severe allergic or anaphylactic reaction. We will make every reasonable effort to reduce the risk to ALL children with severe allergies in accordance with this policy.

We live in a world that is contaminated with potential allergens, and anaphylactic children must learn to avoid specific triggers. The key responsibility lies with the anaphylactic individuals and the family, but we as the child care providers must also be aware. Creating an environment that reduces the risk to severely allergic or anaphylactic children requires the co-operation and understanding of all staff, children and parents.

Blossoms requests that all peanut and nut product remain out of the centre. In regards to our children that bring a packed lunch that no peanut/nut products are sent to Blossoms even in the school bags as even residue on a child's backpack, clothing or hands can start a reaction for a child who is allergic. As with all policies of Blossoms, parents, children, staff, students, volunteers, and visitors are expected to comply.

Plan:

Any child attending Blossoms with an allergy/anaphylactic/special needs/ packed lunch will:

- *All children will have an individualized plan in place according to their needs.
- *Child name and information will be posted on the Allergy form that is posted in each classroom, outdoor clipboard, kitchen and Supervisors office.
- * Special needs children will have a healthcare in place that all staff will read, understand, implement and review on an annual basis.
- *Blossoms will be a peanut friendly environment.
- *Blossoms Child Care accepts all children with all different needs.
- *All staff will be aware of all children with allergies/needs and implement the individual plan accordingly.
- *Blossoms will have open communication with the families.

Nutrition Policy

Blossoms will ensure healthy balanced nutrition throughout all our programs. Our meals served to both full day Toddlers and Preschoolers are nutritious and well balanced. Our Centre offers morning and afternoon snacks for all children. Children attending the full day program are served hot nutritious lunches. Our menus will offer a variety of foods from all food groups. Children will be encouraged to taste but not forced. All food is prepared and cooked on site at Blossoms. Weekly menus are posted in the classrooms for information purposes and to facilitate meal planning at home.

Children with special diets, allergies, or sensitivities are posted in each classroom and in the kitchen to ensure that all staff are aware of the dietary needs of that in particular child/children. We ask that parents refrain from bringing outdoor food into our programs due to allergies and cross contamination.

Parents of children attending the school age programs will be required to provide a brown bag lunch which should include a healthy lunch and a drink. Blossoms will provide a morning snack and an afternoon snack. Any child bringing their lunch into the centre must be free from allergens. Blossoms encourages and maintains a peanut/nut friendly facility. Parents must label any home provided lunch bag and containers with their child's name and signed form indicating that outdoor food will follow our dietary policy and procedures. Our staff will remove and send home any nut products for the safety of all children attending the programs. Please look for items with the peanut safe logo.

Field Trips

As part of our regular programming, off site activities that enhance our curriculum may be planned. Parents must sign a consent form prior to their child participating. A charge may be required for transportation and entrance fees. Parents are welcome to join us!

NO child will be allowed to participate without written consent. Parental consent is also required for supervised walks in the neighbourhood. This form is signed during registration. All staff is expected to attend off site field trips. In an event that a child is unable to attend the field trip, parents will need to find alternate care for their child on that day. Children are not allowed to stay at the centre as no one will be there to supervise.

Vacations

Blossoms Child Care Centre will not be offering vacation time. Your full fees are required all year to hold your child's spot in the centre.

Clothing and Supplies

We suggest that your child/children be sent in comfortable clothing so that they can explore and play without the fear of getting dirty both indoors and outdoors. Clothing should be appropriate for all weather and seasons.

Winter Clothing: Boots, hats, mittens, scarves, winter coats, snow pants, extra socks.

Summer/Spring/Fall Clothing: Hat, jacket, shorts, t-shirt, running shoes for outdoor play and sunglasses. Please provide sunscreen for your child clearly labelled with their name on it.

We ask that you supply your child with 2 or more sets of clothes, diapers, wipes and a spill proof cup. Please label all articles of clothing and supplies.

Children may also bring a comfort item for sleep time only.

Sleep Time

All children enrolled in the Full day programs are required to have a rest period from 12:30 p.m.-2:30 p.m. The children are allowed to bring a blanket, or a small comfort item to rest with. Staff will assist the children to sleep by rubbing their backs along with soft sleep time music.

Preschool children are encouraged to rest but not forced to sleep for the 2 hour period, they will be given books or a quiet activity after 1 hour. Kindergarten children will not be required to sleep but will be offered quiet activities for that time period.



Safe Arrival and Dismissal Policy

Updated December 1, 2023

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 the children receiving care. Including the steps taken when a child does not arrive at Blossoms Childcare centre as expected, as well as steps to follow to ensure safe dismissal of children in care. To fulfil the obligations set out under the Ontario Regulation 137/15 regarding safe arrival and dismissal of children.

Safe Arrival and Dismissal:

Blossoms will ensure that any child receiving care is only released to the child's parent/guardian or any individual that the parent has provided written authorization the childcare centre may release the child to:

- Parents or Guardians must provide an email or written instructions and signed authorization for the release of their child from care.
- Parents or Guardians may request that a child who is 16 years of age or older be released from childcare without supervision. Parents/Guardians must provide signed authorizations and instructions for the release of the child including the time of dismissal. All authorized individuals MUST provide photo identification matching our records designated by parents/guardians.

Accepting a child into care:

1. When accepting a child into care at time of drop off, staff in the room must:
 - Greet the parent/guardian and the child.
 - Ask the parent/guardian how the child's morning/ evening has been and if there are any changes to the child's pick-up procedure. Where the parent/guardian indicates that someone other than themselves will be picking up, staff must confirm that the person is listed on the emergency contact and authorized pick-up form. Where the individual is not listed, parents/guardians MUST provide authorization in writing.
 - Documentation of the change in pick up will be recorded in the daily written record.
 - Sign the child in on the classroom attendance record.
 - Parents must escort their child to their assigned classrooms. Parents/guardians are responsible to dress and undress their child.
 - Parents/Guardians are asked to communicate with the classroom staff.
 - We ask parents/guardians to try and establish a regular drop-off and pick-up time as a routine is very important for children. As childcare staff, we will implement a day-to-day routine to ease the transition to childcare.

Where a child has not arrived in care as expected:

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop off, the staff in the classroom must:
 - Inform the program administrator, the supervisor, program staff and all support staff. They must commence contacting the child's parents/guardians no later than 9:00 a.m. Staff shall contact by phone call and or email.
 - Staff shall continue to contact for 30 minutes. If no contact or response is received staff will contact the supervisor, Licensee program advisor, police, and CAS.
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 to the child's parent/guardian or individual that the parents/guardians has provided authorization that the childcare may release to. Where the staff does not know the individual picking up the child:
 - Staff shall confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - Where the above is not possible, staff will ask for photo identification and confirm the individual information against the parents/guardians authorized individuals name on the child emergency contact form or written authorization.
 - If staff are not provided with correct identification, authorization, and instructions your child will not be released.

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

- 1) Where a parent/guardian has previously communicated with staff a specific or timeframe that their child is to be picked up from care and the child has not been picked up staff will contact parents/guardians after 15min has passed. The program administrator and program staff supervisor shall contact the parents/guardians by phone and or email and advise that the child has not yet been picked up from care.
 - Where a member of staff is unable to reach the parents/guardians, staff must continue contact every 15 min.
 - 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 parents/guardian's instructions or leave a voice message or email contacting the centre.
 - Where the staff has not heard back from the parents/guardians or authorized individual who was to pick up the child the staff shall wait until the program closes and then refer to procedures under "where a child has not been picked up and the centre 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 has not arrived by 5:30p.m., staff shall ensure that the child is given a snack and an activity, while they await their pickup.

- 2) One member of staff shall stay with the child, while the second staff proceeds with calling the parent/guardian or authorized individual to advise that the child is still in care past the centre closure, inquire about their pickup time.
- 3) If the staff is unable to reach a parent/guardian or authorized individual who is responsible for picking up the child, the staff shall contact authorized individual on the emergency contact form.
- 4) Where the staff is unable to reach the parent/guardian, or any other authorized individuals listed on the emergency contact lists by 5:45p.m. the staff shall proceed with contacting the local Children's Aid Society (CAS). Staff shall follow the CAS's direction with respect to the next steps.

Regarding Custody, Blossoms shall not deny a parent/guardian drop off or pick up unless we have a copy of the original legal document outlining specific custody arrangements.

Late fees

When a parent is unable to pick up their child prior to closing time of the centre it is the obligation of the parent/guardian or authorized individual to:

- Contact the childcare centre and let them know they are running late.
- Arrange for an alternate contact pick up with written instructions and authorization.
- If the child is picked up past 5:30p.m. the parent/guardian or authorized individual will be charged a late fee.
- The late fee is \$20 for the first 15 min then \$20 per every 5 minutes. The official time used is the closing staffs cell phone.

Head lice

If and when a case of head lice is found at the centre, parents will be notified immediately to pick up from child care. We ask that you check your children on a regular basis. Although they may sound awful, Lice (the plural of louse) are a very common problem through schools and child care centres from the ages of 3-12 years of age.

Treatment: When you are called about your child having head lice, you will need to pick them up and start treatment right away. You should check the entire family as well. After the first treatment, your child should be checked before they return to child care.

If you find any signs of lice or eggs, you must do a second treatment according to the directions of the treatment you are using. Eggs are often found near the scalp and sometimes around the ears and the back of the neck. Once you have checked your child and family members and they show no signs of lice then they can return to the centre. If you require more information in this regard please contact your doctor or local pharmacy.

Communication and Parent Involvement

1. Observations and documentation will be visible to parents so that they can see the activities and a variety of centres their children are engaged in.
2. Calendars are sent home monthly.
3. Regular rotation of toys and materials that provide age appropriate challenges.
4. Demonstrating physical, intellectual, language, emotional and social development of the whole child.
5. Parents knowing who to contact and what procedures to follow should they have a question or concern.
6. Child based play. Blossoms is implementing the fundamentals of "How Does Learning Happen" It is important that parents receive regular verbal input how their child is progressing in Child Care. A daily report is given by the classroom teacher.
Whenever a behaviour or development problem is recognized the supervisor shall meet with the parent, identify the concern and together plan a strategy. Together we are a team!

Behaviour Management

Blossoms ensures all children to be safe and enjoy our programs. Our staff will use re-direction and will talk and try to explain to the children about appropriate behaviours using age appropriate words so that the children understand.

We will encourage children to problem solve on their own but at any time a child is in any danger of injury or danger of their surroundings, Blossoms staff will help where needed. When using redirection we will remove a child from a situation and try and interest them in another activity. That child will be given choices to choose from. The staff will use the form of intervening by praising, hugging, using encouraging comments, soft and gentle voices, and gentle reminders of acceptable behaviours. Staff will demonstrate appropriate ways of interacting, and planning and preparing the environment for trouble.

Blossoms Prohibited Practices and Disciplinary Action

Prohibited Practices of Blossoms Child Care Centre and may result in termination of employment:

No Staff of Blossoms Child Care Centre shall:

- ***Use Corporal Punishment of a child.***
- ***Shall use physical restraint unless the child is hurting themselves or others.***
- ***Not abuse a child verbally, physically or emotionally.***
- ***Deprive a child of his/her basic needs including food, shelter, clothing or bedding.***
- ***Use degrading or harsh words or measures on the child that would cause humiliation or undermine the child's self worth or respect.***
- ***Confining a child in the Child Care Centre.***
- ***Inflict any bodily harm on children including making them eat or drink against their will.***
- ***Use a lockable room or structure to confine a child that has been removed from other children.***

Any staff of Blossoms Child Care Centre employ any of these will be dealt immediately in a systematic way:

- a) Verbal warning
- b) Written warning
- c) Dismissal

Procedures and practices to facilitate self-regulation and child guidance:

- Staff will demonstrate awareness of each child's abilities and difficulties.
- All Children will be lead in a positive manner that is age appropriate and their level of development.
- Staff will model and demonstrate proper procedures of behaviour with direct explanation.
- Staff will use clear language, encouraging and supportive voices.
- Staff will use positive verbal guidance, which is non accusatory and respectful to the child validating a child's feelings, with positive clarification of rules and responsibilities.
- Staff will listen in a respectable and sensitive manner to all children.
- Staff will state all rules and directions in a positive tone.
- Staff will ignore NON disruptive behaviour.
- Staff will offer choices, giving the children some control over their own behaviour. This shows respect for the child as individuals and encourages independence.
- Staff will redirect the child by offering a purposeful alternative or redirecting the child to other activities of their choice.
- Staff will facilitate problem solving to help the child resolve conflicts.
- Staff will use a logical consequence that makes a sensible connection between the child's behaviour and the action required.
- Staff will reinforce appropriate behaviour, using social reinforcement such as a smile, a hug, effective, praise, and engagement in a desired activity that is selective, specific and positive asking the child to engage in self reflection, assisting them to recognize their own accomplishments.

Re-direction is our method in solving difficult situations. Staff will aid the child in leaving the problem area and will be given guidance to find a new area of interest. The child will be given choices of activities. If this method does not work then the child will be directed to sit out for a time of reflection. This is not a Time Out. The child will sit with a staff while the child is given time to think about their actions. When the child appears to be calm and ready to return to his/her activities, the staff will assist them in returning.

Prohibited Practices Monitoring Procedure:

- By the way of signature, all staff shall agree to accept responsibility for implementing the policy as written.
- Discussion of prohibited practices and techniques is included in all staff meetings.
- A review of this policy is reviewed at the annual performance review of all staff.
- This policy is discussed with all new staff, resource teachers, support facilitators, students, and volunteers before they begin involvement with the children in our program.

Policy

Blossoms Child Care Centre will post and abide by the written procedure in with respect to the duties of all staff in the event of an emergency. Supervisor will ensure that all staff understands the outlined responsibilities in an emergency situation. Supervisor will ensure that a system is in place for evacuation, notifying parents and notifying appropriate authorities.

The following is our off-site meeting place in case of evacuation:

Orchard Court

2800 Library Lane

Binbrook ON L0R1C0

Roles and Responsibilities of Staff during an Emergency

All staff will gather and count children. Collect attendance/emergency contacts, shut off lights and close doors. Staff will then vacate to evacuation site. Staff will then re-count children. Staff will keep children calm. Supervisor will then begin notifying parents and appropriate authorities.

Providing Additional Support for any Child or Adult who Needs it in Case of an Emergency (including the consideration of special medical needs)

Any additional support will be given by the centre's cook in a case of an emergency.

Ensuring Children's Safety and Maintaining Appropriate Levels of Supervision during an Emergency

To ensure the children's safety, each classroom teacher will gather with their children to ensure organization and calmness. This allows appropriate emergency response agencies.

Communication with Parents

Supervisor will contact parents by phone.

Contacting Appropriate Emergency Response Agencies

Supervisor will contact appropriate emergency response agencies.

Addressing Recovery from an Emergency

Supervisor will notify all parties involved and set up an information session to discuss questions, strategies and further instruction.

Debriefing Staff, Children and Parents after an Emergency

Supervisor will hold an information session to all involved explaining our next steps after the emergency.

Resuming Normal Operations of the Child Care Centre

Supervisor will keep all involved updated with resuming to normal services.

Supporting Children and Staff Who May Have Experienced Distress During an Emergency

Supervisor will encourage and support all staff, children and families by offering professional available services to assist in distress.

Home Toys

Blossoms has a variety of age appropriate toys and activities for your child to enjoy and share. We ask that children leave their home toys at home. Designated show and share days allow the children to bring a special toy from home on that day. Blossoms are not responsible for any lost or damaged personal items.

Vulnerable Sector Check PolicyPolicy:

A Vulnerable Sector Check must be completed for all full time, and part time staff, volunteers working with the children (over the age of 18) and students prior to placement at Blossoms Child Care Centre. If a person over the age of 18 cannot obtain a Vulnerable Sector Check, they will be required to obtain a Criminal Reference check. Findings of Guilt under the Youth Criminal Justice Act within the applicable disclosure period may appear on a Vulnerable Sector Check or Criminal Reference Check.

Procedure:

All staff, volunteers and students are required to obtain a Vulnerable Person Criminal background check prior to their placement at Blossoms Child Care Centre. The successful applicant, student or volunteer is responsible for all costs involved with the check. A Vulnerable Sector Check can be obtained from the central police station on King William Street in Hamilton, or on line, and can take up to 30 days. A positive Vulnerable Sector Check does not necessarily preclude hiring of the potential candidate. A decision will be made after the agency has looked at the nature of the offence(s), including the circumstances surrounding the charges and convictions, and the specific duties of the potential employee or volunteer. Other considerations could include references from past employers and rehabilitative and other efforts subsequently made by the candidate. If a Vulnerable Sector Check cannot be completed prior to hiring, a conditional offer will be in place until the reference is received. At that time, the offer can be rescinded should the Blossoms consider it appropriate. The candidate will not be left alone at any time with a child, until the Vulnerable Sector Check has been received. The use of information obtained through the Canadian Police Information Computer system regarding outstanding criminal code charges and criminal code convictions for which a pardon has not been granted does not contravene the Ontario Human Rights Code. A copy (a copy of the VSC will be signed by the Director after viewing the original) or the original VSC will be kept on file, and renewed every five years. Every year after the initial VSC an Offence Declaration will be signed by an employee or volunteer and kept on file. All Board members will be required to obtain a Criminal Reference Check at the start of their term on the Board and sign an Offence Declaration annually, until the fifth year, when they would require a new Criminal Reference Check. Each individual check is kept in a locked filing cabinet with the staff files. All personnel files are kept in a locked filing cabinet in the Supervisor's office.

Serious Occurrences

The safety and well being of all the children at Blossoms is our highest priority.

Blossoms staff diligently provides a safe, creative and nurturing environment for each child. In spite of the best precautions, serious occurrences can still occur.

The Ontario Government has introduced a policy that requires licensed child care centres and Licensed home based programs to post visibly information relating to serious occurrences.

A Serious Occurrence includes:

- 1) A death of a child who receives care.
- 2) Abuse/ Neglect or an allegation of while receiving child care.
- 3) A life threatening injury/Illness
- 4) An incident where a child receiving child care goes missing or is temporarily unsupervised. This includes being found or still missing.
- 5) An unplanned disruption of the normal operations of the child care centre that poses a risk of health and safety and well being to the children.

This posting informs parents about the incidents and outlines the follow up actions taken by the child care centre.

A serious occurrence does not mean that the Child Care Centre is out of compliance with the Ministry of Education's Licensing requirements or that the children are at risk. There are many factors that lead to Serious Occurrence reports.

Concerns

If at any time you have questions or concerns please contact the Supervisor and a meeting will be scheduled. All issues will be dealt with as quickly as possible.

Equity, Diversity, Inclusion and Belonging Policy

Blossoms Child Care Centre, we are committed to fostering a culture of equity, diversity, inclusion, and belonging (EDIB) for all children, families, and staff. We strive to create an environment that respects and honors the diversity of our community in all its forms, including race, ethnicity, culture, language, disability, gender, sexual orientation, and family structure. Our goal is to ensure that every individual feels valued, respected, and included.

Commitment to Truth and Reconciliation

Blossoms Child Care Centre recognizes the importance of the Truth and Reconciliation Commission of Canada's Calls to Action and is committed to implementing practices that respect and acknowledge Indigenous families, children, and their histories. We commit to creating a culturally responsive space, building relationships based on mutual respect, and working towards reconciliation through concrete actions that promote understanding and inclusivity.

Purpose

The purpose of this policy is to guide our approach to equity, diversity, and inclusion within the center. It sets forth expectations, practices, and commitments to ensure that every individual who engages with our center experiences a sense of belonging. This includes addressing systemic barriers and promoting fairness in all aspects of our work.

Scope

This policy applies to all individuals involved with Blossoms Child Care Centre, including:

- Children
- Families
- Staff
- Visitors, volunteers, and contractors

It encompasses all aspects of center operations, from daily interactions to programming and workplace culture.

Expectations

- We expect all staff, families, and children to:
- Treat each other with respect and dignity, regardless of differences.
- Contribute to a positive and inclusive environment.
- Acknowledge and challenge any behaviors or attitudes that may undermine the principles of equity, diversity, and inclusion.
- Foster a sense of belonging where everyone, including marginalized groups, feels safe and supported.

Responsibilities

- **Leadership:** Blossoms Child Care Centre leadership is responsible for ensuring the policy is implemented and regularly reviewed. They will also provide the necessary training to staff to ensure they understand and embody the principles of EDIB.
- **Staff:** All staff are expected to integrate the principles of equity and inclusion into their daily practices, ensuring that all children and families are treated equitably.
- **Families and Visitors:** Families and visitors are encouraged to engage respectfully with the diverse community at Blossoms Child Care Centre and to support the values of equity and inclusion

Procedures

- Blossoms will connect with families through the registration process on how to best support child and family.
- Blossoms staff will have the opportunity through professional development to review the inclusion policy ensuring complete understanding.
- Staff will be provided supports that will allow programming to meet all children's needs.
- Blossoms will connect with community partners ensuring child and staff are receiving the appropriate level of supports and resources.
- Blossoms and staff will work with parents and community partners to transition, plan and maintain the continued care of the family and child.

Measurement

To assess the effectiveness of our EDIB policy:

- We will gather feedback from families and staff regularly through surveys, focus groups, and meetings.
- We will assess our programs and practices to ensure they reflect inclusivity and promote belonging for all.
- We will review incidents related to discrimination or exclusion to improve our practices.

Accountability

- **Monitoring and Evaluation:** This policy will be reviewed every three years, or as needed, to reflect the evolving needs of our community.
- **Compliance:** Failure to comply with the EDIB policy will result in appropriate actions, including discussions with relevant stakeholders or disciplinary measures where necessary.
- **Continuous Improvement:** We commit to continuous improvement in our approach to equity, diversity, and inclusion, guided by feedback and evolving best practices.

At Blossoms Child Care Centre, we believe that creating a welcoming, inclusive environment where everyone feels valued is fundamental to the well-being of our community. This policy is a living document that reflects our ongoing commitment to fostering equity and inclusion in everything we do.