



Learning through play,  
building friendships  
along the way

EARLY LEARNING &  
CHILD CARE PROGRAMS



## BOARD ORIENTATION MANUAL

March 2016



[www.cooksdaycare.ca](http://www.cooksdaycare.ca)



## Mission



## Motto



Learning through play  
building friendships along the way.

## Values



## Vision



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## ABOUT THE ORGANIZATION

### Our Corporation

Cook's School Day Care Inc has been providing quality early learning and child care since 1985. Cook's School Day Care Inc is a not-for-profit, charitable organization.

### Our History

<b>1985</b>	Cook's School Day Care Inc established on Danforth Road, Cobourg as a not-for-profit early learning and child care centre.
<b>1987</b>	Cook's Home Child Care Agency founded to meet the needs of families with infants and families whose hours of school or work could not be accommodated within our centre-based program.
<b>1989</b>	Victoria College Square Day Care, a second centre-based program, created in historical Victoria College in Cobourg, to meet the ever-increasing need for regulated early learning and child care in the Cobourg area.
<b>1993</b>	Cook's School Day Care Inc becomes a registered charity; the organization is able to issue income tax receipts to the many Individuals and Businesses of this community who generously assist this organization through donations of money, goods and services.
<b>1995</b>	Closure of Victoria College and purchase of the Knights of Columbus building on Queen Street in Cobourg; Victoria Park Child Care Centre is established to continue to provide early learning and child care services to those families within the Cobourg area. Cook's Home Child Care Agency is housed within Victoria Park Child Care Centre.
<b>2005</b>	After almost 20 years at the Danforth Road location, our Cook's centre is relocated to 700 D'Arcy Street in Cobourg. Although the name for this division of our program changed from Cook's School Day Care to Cook's Child Care Program, we have maintained and added many great educators and increased our early learning and child care spaces.
<b>2014</b>	Exciting announcement: the Cook's School Day Care Inc family blends under one roof on September 2nd, 2014! The two centres join as one at the current Victoria Park location with a new and exciting extended hours option (6am to 7pm) unique to Cook's School Day Care Inc. The process has been an incredible adventure and proves to be even more fantastic to have all of our amazing educators and support educators together as we continue to strive to offer our quality early learning and child care service to this community.
<b>2015 TO 2016</b>	A new addition added to our centre featuring a new accessible main entrance, office at the entrance, an elevator, an educator resource & rest area, and a new staircase to 2 <sup>nd</sup> floor. Funding support from the County of Northumberland made this dream possible!

## Our Team

Cook's non-discriminatory recruitment practices create a team of educators and board members from diverse backgrounds who support the families and communities we serve.

Our board of directors are interested parents and community members who volunteer to govern the organization, as a whole. All parents are encouraged to consider becoming a part of the Cook's School Day Care Inc Board of Directors, which oversees the operation of the organization.

The executive director, centre supervisor, early childhood educators, dietary staff, enhanced staffing support, and administrative support staff are the backbone of Victoria Park Child Care Centre. The executive director, ECE consultant/home visitor, and administrative support staff manage Cook's Home Child Care Agency.

Our early childhood educators are currently registered with Ontario's College of Early Childhood Educators (CECE) or actively pursuing a diploma in early childhood education to obtain eligibility to register with the CECE. Cook's educators are well-trained in understanding the developmental needs of children. Educators use the professional resource developed by the Ministry of Education, *How Does Learning Happen? Ontario's Pedagogy for the Early Years* to plan activities that facilitate learning through play and provide a balanced program that supports children's optimum development. Our educators exceed the Ministry of Education's requirements for registered early childhood educators.

## Parents as Partners

We believe mutual respect is key to developing healthy relationships with our families. We encourage and strive to make regular connections in person or by other means (e.g., notes, posting information on bulletin boards, emails, social media updates). Your child's success in our program is important.

Our educators will share information with you regularly. We are eager for you to share your knowledge about your child's learning strengths and preferences and day-to-day experiences. We invite you to collaborate and work together with us to ensure we are providing the best possible learning experience for your child.

## Who We Welcome to Our Programs

The centre-based program is designed to serve the needs of children 12 months to 13 years, while the Home Child Care Agency provides service for those children who are 3 weeks to 13 years. In order to accommodate the varied schedules of the families we serve, we offer flexible hours and days of care. We are inclusive and welcome ALL children who may benefit from our programs. Children are encouraged to be themselves and have respect for others.

## WHERE OUR EARLY LEARNING & CHILD CARE HAPPENS

### COOK'S SCHOOL DAY CARE INC

172 Queen Street, Cobourg, Ontario, K9A 5P6

Phone: (905) 372-2143, Fax: (905) 372-2441

#### Executive Director

Lynn Stubbings, RECE, ECE.C, [stubbings@cooksdaycare.ca](mailto:stubbings@cooksdaycare.ca)

#### Administrative Assistant/Bookkeeper

Debbie Jeschke, [admin@cooksdaycare.ca](mailto:admin@cooksdaycare.ca)

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### **Cook's Home Child Care Agency**

**E.C.E. Consultant /Home Visitor:** Heather A'Court, RECE, [cooks.home@cooksdaycare.ca](mailto:cooks.home@cooksdaycare.ca)

#### **Program Highlights:**

- Home-based program; licensed capacity: 35 homes.
- Serving children 3 weeks - 13 years.
- Flexible hours of care (full-time, part-time, extended hours, etc.); days, evenings, overnight, weekends; January-December; office is closed all statutory holidays.
- Subsidized child care supported.
- Integration of special needs children; wheelchair accessible: some homes.

#### **Additional Information:**

- Standards outlined in the Child Care and Early Years Act, 2014 are adhered to at all times.
  - A clear inspection of the home by the local fire authority is required.
  - Supervised (by a trained ECE Consultant/Home Visitor).
  - Quality care within a family setting (serving Cobourg, Port Hope and surrounding areas).
  - Each provider may care for up to five children in his/her home at any one time, including the provider's own children up to the age of six; may not include more than two children under two or three children under three years.
  - All individuals (18 and over) residing in the provider's home must obtain a clear background check, including vulnerable sector search, with the Children's Aid Society and police services.
  - Some caregivers may provide care on statutory holidays.
- 

### **Victoria Park Child Care Centre**

**Supervisor:** Sharon Welsh, RECE, [vic.park@cooksdaycare.ca](mailto:vic.park@cooksdaycare.ca)

#### **Program Highlights**

- Centre-based program; licensed capacity: 73.
- Serving children 12 months - 13 years.
- Open 6am - 7pm; Monday-Friday; January-December; closed all statutory holidays.
- Subsidized child care supported.
- Integration of special needs children; wheelchair accessible: first floor only.

#### **Additional Information**

- Access to local attractions: library, Victoria Park, Victoria Hall Concert Hall, Northumberland Mall, Legion Fields, CCC, etc.
- Staff escort children to and from C.R. Gummow PS; bussing to from St. Michael's SS.
- Flexible hours to accommodate the various schedules of children and parents/guardians.
- Enjoyable, educationally stimulating quality programs and activities provided daily, including school holidays.
- Encourage ongoing parent/guardian and family involvement to maintain positive communication and complement child-rearing methods of families.
- Snacks and lunches prepared on site are based on the Canada Food Guide.
- Ongoing professional development and training are available for all staff.

## EARLY LEARNING & CHILD CARE PROGRAMS

Cook's operates a variety of programs to meet early learning and child care needs. Cook's currently operates toddler, preschool, kindergarten and school-age programs in our centre from 6am to 7pm, Monday to Friday. Cook's is licensed under the Child Care and Early Years Act (CCEYA) through the Ministry of Education and subject to the regulations established by the Government of Ontario and County of Northumberland.

Geared to the age and developmental levels of the children, the daily activities both indoors and outdoors include:

- small and large group activities
- Creative art
- music, songs and movement
- computer activities
- language and listening and sensory

## Age of Children & Group Sizes

### Centre-based

Room	Ages	Educator to Child Ratio	Maximum # of Children in Group
Toddler	12 to 30 months	1:5	15 (3 may be 12-18 months)
Preschool 1 <sup>st</sup> Floor	30 months to 5 years	1:8	16 (no more than 24 in the room)
Preschool 2 <sup>nd</sup> Floor or	30 months to 5 years	1:8	10
Kindergarten	44 months to 68 months	1:13	10
School-Age	68 months to 13 years	1:15	24

### Home-based

A licensed home child care provider can care for a maximum of 6 children under the age of 13. An unlicensed child care provider can care for a maximum of 5 children under the age of 13. Both licensed and unlicensed child care providers must:

- Count their own children under the age of 6
- Care for a maximum of only 2 children under the age of 2 (including their own children).

### Days of Closure

In conjunction with the Municipal government for this area, Cook's recognizes the following days as "Days of Closure" and will be closed for said days:

New Year's Day (Jan 1)	Family Day (Feb)	Good Friday (Mar or Apr)
Victoria Day (May)	Canada Day (Jul 1)	Civic Holiday (Aug)
Labour Day (Sep)	Thanksgiving Day (Oct)	Remembrance Day (Nov 11)
Christmas Day (Dec 25)	Boxing Day (Dec 26)	* to be confirmed
Christmas Eve and New Year's Eve at 2pm		

## Our Program Statement

Cook's School Day Care Inc has developed and will continually reflect on our detailed program statement that is consistent with the Ministry of Education's policy statement relating to the operation of early learning and child care programs. The program statement outlines how Cook's continues to strive to ensure high quality experiences that lead to positive



outcomes for children's learning, development, health and well-being. The program statement is available on our website and facebook pages. It is available in hard copy upon request. The document will be reviewed on an ongoing basis and updated as appropriate. Input is always welcome. The program statement will include goals to guide programming and pedagogy (teaching methods) and the approaches that will be implemented in the program to:

- Promote the health, safety, nutrition and well-being of children.
- Support positive and responsive interactions among the children, parents, child care providers and educators.
- Encourage children to interact and communicate in a positive way and support their ability to self-regulate.
- Foster children's exploration, play and inquiry.
- Provide child initiated and adult-supported experiences.
- Plan for and create a positive learning environment in which each child's learning and development will be supported.
- Incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and give consideration to the unique needs of the children receiving child care.
- Foster the engagement of and ongoing communication with parents about the program and their children.
- Involve local community partners and allow those partners to support the children, their families, and educators.
- Support educators or others who interact with children in relation to continuous professional learning.
- Document and review the impact of strategies on children and their families.

The elements above supported the development of the program statement and are now used to strengthen ongoing reflection and discussion in relation to all areas of the program.

### **How Does Learning Happen? Ontario's Pedagogy for the Early Years (HDLH)**

The Minister's policy statement names How Does Learning Happen? Ontario's Pedagogy for the Early Years as the document to be used for the purpose of guiding programming and pedagogy (teaching methods) in licensed child care programs.

#### **How Does Learning Happen? Ontario's Pedagogy for the Early Years:**

- Promotes a shared understanding of children as competent, capable and rich in potential. It sets out broad goals for children and expectations for programs organized around the four foundations of belonging, well-being, engagement and expression.
- Describes pedagogical approaches to guide educators and administrators in considering how best to support children's learning and development.

Our Educators and those working with young children and families now have the HDLH professional learning resource at their fingertips to inspire critical reflection and countless discussion opportunities. It provides a framework to really think about the types of experiences, environments and interactions that we provide to support and engage the children and families. The link to this resource is available on our website. This resource helps to strengthen quality, guide quality initiatives and professional learning opportunities and inspire each and every educators to be the best they can be. It helps educators look carefully at what they do, to think about the why of their practice and to understand how their actions impact the children and families.

## Four Foundations of “How Does Learning Happen?”

These foundations, or ways of being, are a vision for all children’s future potential and a view of what they should experience each and every day. These four foundations apply regardless of age, ability, culture, language, geography, or setting. They are aligned with the Kindergarten program. They are conditions that children naturally seek for themselves.

**Belonging** refers to a sense of connectedness to others, an individual’s experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world. **Well-being**

addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills. **Engagement** suggests

a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond. How Does Learning Happen? Ontario’s Pedagogy for the Early Years. **Expression** or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

A focus on these foundations throughout all aspects of early learning and child care programs ensures optimal learning and healthy development.



## Play & Learning in Action

Children’s pictures posted in or outside each room with a short story added. These are called learning stories. The photos and captions capture play and learning in progress. In December 2015, the County of Northumberland provided funding to allow the early learning and child care programs in the County to purchase iPad’s for every age group to support the documentation process. Very much appreciated!

## Learning through Play Approach

Cook’s embraces the document, How Does Learning Happen? Ontario’s Pedagogy for the Early Years, as set out by the Ministry of Education for children up to eight years old.

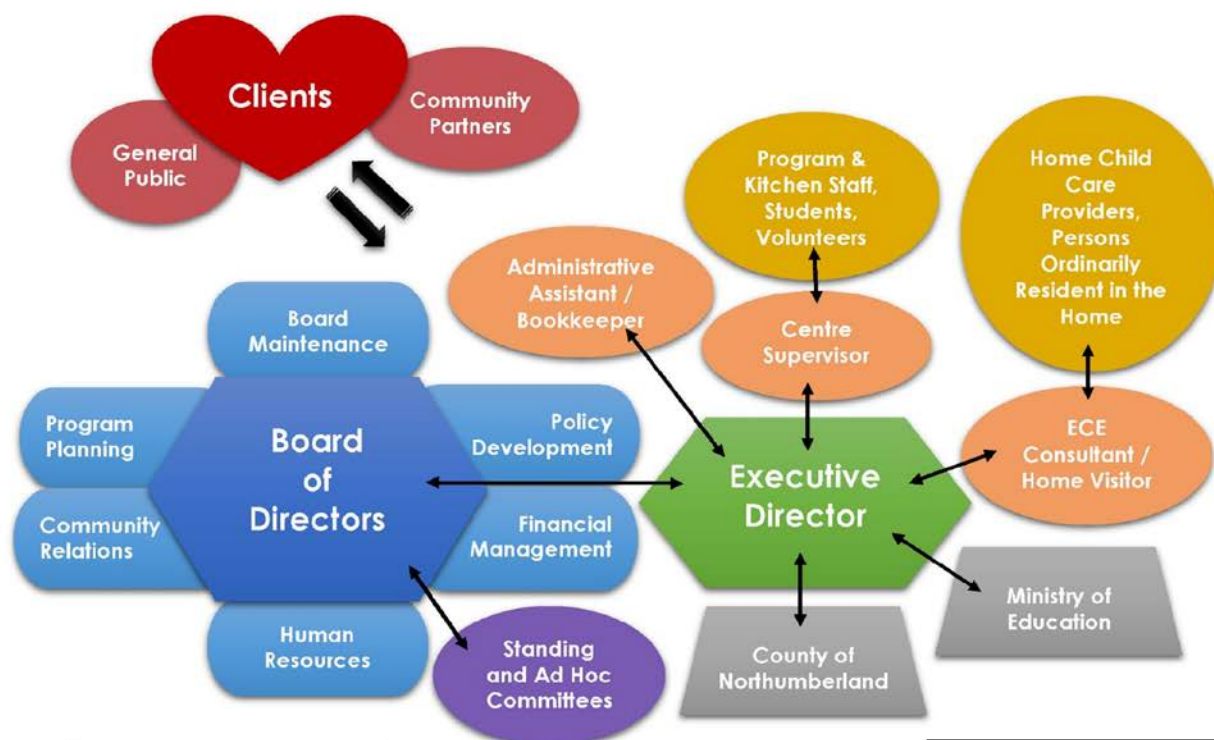
Cook’s is committed to:

- Offering a highly engaging and interactive play-based environment that values children’s learning.
- Creating and supporting caring relationships between children, adults and families.
- Basing our approach on an understanding of early childhood development and supporting children as they develop.
- Engaging children in their learning through exploration, play and inquiry.
- Encouraging open communication and expression to create a sense of inclusion and belonging.

Cook’s understands that children learn best from active learning experiences under the guidance of adult supervision. Children are given opportunities to learn and prepare for starting and participating in school. Children learn that they are competent, capable, and are able to make decisions and solve problems about activities that are meaningful to them.

## HOW THE WORK GETS DONE

### Organizational Chart for Cook's School Day Care Inc



#### Standing Committees

- ☉ Deal with ongoing tasks (i.e., Personnel, Fundraising, Etc.)

#### Ad Hoc Committees

- ☉ Are time-limited and formed to deal with a specific task (i.e., Policy Revisions, By-Law Amendments, Etc.)

#### Ministry of Education & County of Northumberland

##### Consults on:

- ☉ Community Service Planning
- ☉ Program Planning & Evaluation
- ☉ Financial Management

##### Approves:

- ☉ Suitability for Licensing

##### Requires:

- ☉ Accountability re: Legislation

#### Executive Director

- ☉ Employee of and responsible to the Board
- ☉ Acts on behalf of the Board in day-to-day management
- ☉ Manages Supervisors, Administrative Staff, Program & Kitchen Staff

## BOARD MEMBER INFORMATION

### Affiliations

Cook's School Day Care Inc is a member of the Ontario Coalition for Better Child Care and the Canadian Child Care Advocacy Association. Many individual staff members are members of the above and the Association of Early Childhood Educators, Ontario. **All Early Childhood Educators are required by law to maintain active membership with the College of Early Childhood Educators.** Each program works closely with:

- Five Counties Children's Centre to ensure that supports are provided for the children with extra needs who are enrolled in the programs.
- The Health/Fire Departments (regular inspections to ensure health and safety measures are adhered to by the program; resources, etc.).

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- Local Police Services/Children's Aid Society (criminal background reference checks of prospective staff and home child care providers).
- Any and all groups and/or agencies offering support and training for children, parents/guardians, and staff.
- The Kawartha, Pine Ridge District Health Unit to keep abreast of all health issues affecting the operation of the early learning and child care programs.
- Northumberland County Collection Services to assist with fee recovery pertaining to unpaid fees for service.

### Constitution and By-Laws (Also Referred to as By-Laws)

By-laws are rules that help govern the corporation's internal business and do not need to be filed with the government. By-laws:

- Regulate the activities or affairs of the corporation.
- Set out the rights and responsibilities of the members, directors and officers.
- Set out the procedures for decision-making.
- Provide further details about the corporation's structure.

### How to Approve Not-for-Profit By-Laws

The current bylaws will provide the rules for:

- The number or percentage of votes that must be cast in favor of the amendment for it to pass.
- Who must be at the meeting.
- How many must attend the meeting.
- The percentage of votes necessary for the amendment to pass in order for the vote to be valid.

1. **Review the current bylaws to determine the process for amendment at a board meeting.** The rules for amending a not-for-profit's bylaws are actually contained within the bylaws themselves. Typically, the bylaws require a specific percentage of votes in favor to be passed. Usually the percentage is greater than a majority vote. A thorough review of the current bylaws will alert the board to any matters that need amending, as well as the process for amending them. The process for amending bylaws is the same regardless of whether you wish to modify existing provisions, add new provisions, or delete provisions.
2. **Propose the amendment to the Board.** A single board member cannot unilaterally decide to amend the bylaws, although any board member can propose an amendment. The rules for amendment within the current bylaws will provide for a vote on the proposed amendment and require a certain percentage of votes in favor of the amendment for it to take effect. Proposing an amendment to the board for input before a vote is a good idea so that the board can discuss the proposal and make adjustments to it if necessary before a vote. If the proposed amendment is a minor one that requires little discussion, you may propose the amendment and vote at the same meeting. If the amendment is more substantial, or discussion is lengthy, consider postponing a vote until the next meeting. If the amendment is a substantial one, consider circulating the proposed amendment in writing to the board for their feedback.
3. **Vote on the amendment.**  
Step One: Board of Directors  
When the proposed changes are approved, the board will vote to accept the amendments in principle. The results of the vote will be documented in the minutes of that meeting.

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### Step Two: The Membership (Clients and Staff)

The approved amended document must be passed by two thirds vote of members present at the annual general or special meeting. Proposed amendments must be posted in the facility, on the website and Facebook pages of the corporation at least thirty (30) days before the annual general or special meeting. Copies must be made available upon request. Record the outcome of the vote and keep a copy with your other corporate papers. Bylaws are an internal document and need not be submitted to any government agency for approval.

4. **Write the amendment into the bylaws.** A new document that contains the change to the bylaws should be drafted and circulated to the board and any other pertinent individuals within the nonprofit corporation. This new document becomes your new bylaws. For example, the not-for-profit's attorney (who may be involved with the drafting of the bylaws, but is not typically necessary) might need a copy of the bylaws in order to advise you on corporate matters.

### Contracts

Cook's School Day Care Inc:

- Holds a Purchase of Service Agreement with the County of Northumberland to allow the programs of the organization to provide care for families who require fee assistance.
- Holds a contract with Five Counties Children's Centre, as required and when approved, to obtain enhanced staffing funding.
- Holds a contract with all Cook's Home Child Care Agency providers to provide care for children in their homes.
- Maintains lease and/or service contracts for the photocopiers, telephone system, and dishwasher.
- Enters into seasonal contracts for grounds-keeping.
- Signs a memorandum of understanding annually with the Salvation Army which details each organizations' obligations when utilizing their facility as an evacuation shelter.

### Director and Officer Liability Insurance

Excerpt from the **Not-for-Profit Corporations Act, 2010**, S.O. 2010, CHAPTER 15

**Consolidation Period:** From October 25, 2010 to the e-Laws currency date (March 23, 2015).

#### Insurance

(6) A corporation may purchase and maintain insurance for the benefit of an individual referred to in subsection (1) against any liability incurred by the individual,

- (a) in the individual's capacity as a director or officer of the corporation; or
- (b) in the individual's capacity as a director or officer, or a similar capacity, of another entity, if the individual acts or acted in that capacity at the corporation's request. 2010, c. 15, s. 46 (6).

Cook's School Day Care Inc carries \$5,000,000.00 commercial liability insurance and \$2,000,000.00 director and officer liability insurance.

### Functions of the Board of Directors and Senior Staff

The board "directs" the business of the organization. The senior staff, executive director and supervisor(s), are hired to "manage" the operation. The following chart defines the differing and complementary roles of the board and staff. Refer to the job descriptions of the board



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members and staff to obtain more in-depth details relating to the duties and responsibilities of the positions.

QUESTION	BOARD MEMBER RESPONSIBILITY	SENIOR STAFF RESPONSIBILITY
<b>What's our business?</b>	To determine the services of the organization: home-based, centre-based child care, providing support services and training to the community.	To develop the desired services; to manage the day-to-day operations of the organization (staffing, training, financial management, etc.)
<b>What's our business philosophy?</b>	To determine the mission for the organization: Why do we exist? Who are our clients? How do we fit in the community	To communicate the organization's philosophy to clients, staff, and the community and demonstrate it in operation and management.
<b>Who manages the organization?</b>	Hire qualified and capable senior staff; allow him / her to manage.	Manage within delegated authority of the board; keep the board informed of issues.
<b>What are our business boundaries?</b>	To determine policies that needs to be in place to support the objectives of the organization; to determine areas for policy development: client service, financial management, human resources management, community relations, board maintenance, etc.; to approve related procedures.	To manage creatively within the policy boundaries; communicate boundaries to staff; to develop procedures in support of the policy and philosophy of the organization: staff manual including procedures pertaining to behaviour management, medication, sanitary, serious occurrence, fire/emergency, progressive discipline, criminal reference checks, grievance, illness, contravention of policy; parent handbook; etc.
<b>From where do the operating dollars come?</b>	To determine the funding sources; to determine funding requirements and sources for long-range planning; to approve the annual budget and funding request documents; to plan fundraising efforts when required.	To prepare the annual budget; to operate the organization within the budget; to prepare financial status reports for board information and action; to prepare necessary documents to obtain dollars from funding sources.
<b>Who guarantees the future of the organization?</b>	Ensure long range planning occurs; ensure recruitment and adequate orientation of new board members; ensure adequate insurance coverage for liabilities.	Provide professional input on long-range planning efforts; assist in orientation of new board members to the organization.

## Legislation That May Affect the Board's Operation

These are not all-inclusive lists, but refer to legislation most often used.

### Service Related

- Child Care and Early Years Act, 2014.
- Child and Family Services Act.
- Freedom of Information and Protection Act.
- Hazardous Products Act.
- Corporations Act.
- Consumer Protection Act.

### Employment Related

- Employment Standards Act.
- Human Rights Code.
- Freedom of Information and Protection Act.
- Pay Equity Act.

Copies of the above are available from:  
Ontario Government Bookstore  
880 Bay Street, Toronto, Ontario, M7A 1N8  
1-800-268-7540

## Licensing

The Ministry of Education licenses all Cook's School Day Care Inc programs.

<b>MINISTRY OF EDUCATION – BARRIE REGIONAL OFFICE</b> 1091 Gorham Street, Suite 211 Newmarket, Ontario L3Y 8X7 Phone: 1-855-521-7840 Fax: (705) 812-5396	<b>CHILD CARE QUALITY ASSURANCE AND LICENSING, EARLY LEARNING DIVISION</b> 850 King Street Oshawa, Ontario L1J 2L5 Phone: 905-440-1030 Fax: (705) 812-5396
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A program advisor of the Ministry of Education conducts an annual visit of each program for the purpose of renewing each program's licence.

<u>PROGRAM</u>	<u>LICENCE EXPIRY DATE*</u>
Cook's Home Child Care Agency	January 14
Victoria Park Child Care Centre	January 31
* Subject to change at the discretion of the licensing body.	

## Obligations and Responsibilities

### Debate

During meetings, each motion that is debated receives ten minutes of debate. The member initiating the motion speaks first. The president (meeting chair) asks for a rebuttal. All members wishing to speak about the motion receive the opportunity to speak before any one member speaks for a second time.

### **In-Camera/Executive Sessions**

In-camera sessions, also known as executive sessions which are a common point of order during board meetings, where information is provided that is not reflected in the regular meeting minutes, and not available to the public. Some topics that may be discussed during in-camera sessions include personnel decisions, financial decisions that must be kept secret (for example, where an organization is contemplating purchasing land but does not yet want the public to know about the details) or other sensitive issues related to the organization. At the request of an officer or director of the board, an "in-camera or executive session" may be called. General members (clients, staff) do not have the right to attend in-camera or executive sessions of the board. Even so, boards must keep members informed about the general nature of their in-camera or executive sessions.

### **Legal Responsibilities**

- Adhere to the legislation that applies to your operation.
- Honour your contracts / legal agreements for service with the community, the municipality, and the Ministry of Education.
- Avoid mismanagement, non-management and conflict of interest problems.

**As a policy-making board, you are not involved with the day-to-day client contact, staff supervision, facility management, or handling of cash. And yet, you are legally responsible.**

### **Protection from Legal Action?**

#### **1. Become "incorporated".**

Cook's is incorporated. The corporation is a separate legal entity distinct from its individual members. It has the capacity to own property, to sue and be sued, and gives limited liability protection to its members.

#### **2. Ensure adequate policies and procedures are in place for:**

- Personnel / human resources management.
- Board operation.
- Client service.
- Financial management.
- The agency (i.e. purpose, philosophy).

Cook's has all policies and procedure in place. They are reviewed on an ongoing basis to remain current.

#### **3. Ensure "complete" contracts, legal agreements.**

Responsibilities of the agency and contracting party are spelled out. The contract is dated and signed by both parties. The contract terms are followed.

#### **4. Have adequate insurance. Insurance needs should be reviewed annually.**

The Child Care and Early Years Act, 2014 requires comprehensive general liability coverage and personal injury coverage. Other coverage is required for buildings and equipment. Workers' Compensation is optional. Bonding for staff handling substantial quantities of agency cash is optional. Each legal agreement sets out the expectations in this regard. Cook's School Day Care Inc carries \$5,000,000.00 commercial liability insurance and \$2,000,000.00 director and officer liability insurance. Cook's does not have Worker's Compensation. All staff members are required to participate in the Long-Term Disability and Life Insurance coverage provided by Sunlife Financial when employed for 6 months (minimum 25 hours per week). The premiums for LTD are covered 100% by the staff members – which may be claimed on income tax.

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5. Follow appropriate and established financial procedures.
6. Establish a relationship for legal services.  
Cook's has established a relationship with a local lawyer who is readily available to provide legal advice in developing policy as well as responding to problem situations.
7. Perform your role as directors with the best interests of the organization in mind.

### Motions

About Motions	Purpose of Motion	To Enact Motion
Main Motion	To take action on behalf of the body.	Debatable; requires majority vote.
Adjourn	End the meeting.	Not debatable; immediately voted upon and requires majority vote.
Call for Orders of the Day	Asks to stick to the agenda.	Not debatable; requires 1/3 majority to sustain.
Call to Question	Closes debate and forces vote.	Not debatable; requires 2/3's majority vote.
Motion to Limit or Extend Debate	Limits or extends debate.	Not debatable; requires 2/3's majority vote.
Point of Order	A question about the process or a particular motion.	Automatic if granted by meeting chair.
Point of Information	To ask about the process or particular motion.	Automatic.
Motion to Rescind	To change the results of a vote.	Requires 2/3's majority vote to reverse results of earlier vote.
Motion to Suspend the Rules	Suspend formal process for a short period.	Debatable and requires 2/3's majority vote.

### Policies

As a not-for-profit, charitable organization, licensed by the Ministry of Education, Cook's School Day Care Inc is obligated to develop and operate using specific policies and procedures as directed to the organization by the Ministry of Education and the County of Northumberland.

The policies in place for the organization are:

- A Contravention of Policies and Procedures
- Accessibility Standards for Customer Service \*
- Administration of Medication
- Children's Schedules
- Code of Conduct \*
- Communication \*
- Confidentiality / Privacy \*
- Conflict of Interest \*
- Criminal Reference Check and Annual Offence Declaration \*
- Drop-Off and Pick-Up of School Children
- Early Enrollment
- Educator Training & Development

# COOK'S SCHOOL DAY CARE INC

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- Enhanced Serious Occurrence
- Fire / Emergency
- Grievance
- Health and Safety
- Illness and Wellness
- Implementation & Monitoring – Program for Children
- Inclusion
- Integrated Accessibility Standards \*
- Medical Needs (formerly Anaphylaxis)
- Photography
- Playground Safety
- Progressive Discipline
- Prohibited Practices (formerly, Behaviour Management) \*
- Reserving a Child Care Space
- Retention of Records
- Safe Drinking Water
- Safety and Security
- Sanitary Practices
- Self-Regulation \*
- Serious Occurrence
- Sleep / Rest
- Social Media \*
- Supervision of Children
- Volunteer and Student Supervision
- Water Safety in Regulated Child Care Settings
- Weather
- Workplace Bullying, Harassment and Violence \*

An asterisk (\*) identifies the policies that have a direct impact on board members. These policies are included in this document. All other policies may be viewed in the office.

### Position and Commitment

All board members are legally and morally responsible for all activities of Cook's School Day Care Inc, including:

- Board membership, recruitment of new members, as well as, providing opportunities for board development.
- Setting and reviewing the organization's Mission Statement and Philosophy.
- Planning and evaluating short and long term goals.
- Ensuring the financial accountability of the organization.
- Budget approval and review.
- Ensuring adequate funds are raised to support the organization's policies and programs.
- Public relations, which includes awareness that board Members are always emissaries of the organization in the community.
- Facilitating and maintaining cooperative actions with other organizations.
- Ensuring that the organization and its board meet all legal requirements.
- Ensuring appropriate and adequate board and organizational operations.
- Ensuring strict confidentiality of all matters concerning the organization.
- Making decisions on policy affecting the corporation.
- Managing the affairs of the corporation.
- Employing the executive director who shall be the executive officer of the corporation.
- Appointing committees to accomplish the work of the corporation.



# COOK'S SCHOOL DAY CARE INC

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- Appointing auditors to review the accounts of the corporation.
- Ensuring that the Ministry of Government Services Annual Return is filed within 60 days after the anniversary date of the corporation (August 29).
- Ensuring that the Charitable Status Annual Return is filed within 60 days after the corporation's year-end (March 31).

### Requirements of the Position

Willingness to:

- Demonstrate interest in the organization's service goals.
- Represent and advocate for not-for-profit child care.
- Expand one's knowledge of board responsibilities through ongoing education and/or training.
- Represent the organization in the community.
- Attend and participate in all scheduled and special meetings.
- Prepare for meetings: reviewing minutes of the previous meeting and the agenda and all pertinent information supplied in preparation for the meeting.
- Provide sufficient notification to the secretary (minimum 24 hours) when it is necessary to be absent from a scheduled or special meeting.
- Demonstrate respect for the input and opinions expressed by other members of the board.

### Time Commitment

Regular Board Meetings	Once per month; approximately two (2) hours.
Committee Meetings	As required and determined by the committee.
Special Meeting	As needed (i.e. training, development, etc.).

### Role of the Ministry of Education

The Ministry of Education offices are responsible, by legislation, for the protection of children, support to families, compliance with the Child Care and Early Years Act, 2014, and the appropriate use of public funds in community social service work. As a part of this responsibility, the Area Office issues and monitors licences for nursery schools, early learning and child care centres, and home child care agencies. To receive a licence, organizations must conform to the Child Care and Early Years Act, 2014 and Regulations. Information and consultation on program development, legislation and special child care programs (Example: special needs) are offered by the Ministry of Education. The Ministry is also responsible for provincial policy development and the preparation of legislation relating to child care.

### The Corporations Act

Similar to the Child Care and Early Years Act, 2014, the Corporations Act is comprised of the Act and accompanying Regulations. The Ministry of Consumer and Commercial Relations administers this Act. It outlines how an agency becomes and remains a corporation. A corporation exists as a legal entity, separate and distinct from its members. Most early learning and child care services are not-for-profit corporations. This means they have been incorporated under Part III of the Corporations Act and neither directors nor members "own" the corporation or any of its assets. In this case, the organization must be engaged in activities of benefit to the community (e.g. religious, athletic, service-oriented, etc.). They may be further defined as "charitable", as is Cook's School Day Care Inc, and many early learning and child care services. This is determined by the purposes of the organization and can provide tax

advantages. While it is not mandatory for not-for-profit organizations to incorporate, the advantages of incorporation include more liability protection for individual members, eligibility for provincial grants, business transactions made easier, (i.e. banking, owning real estate, signing a lease or contract). Some government funding programs require incorporation; other potential sources of funding, such as the United Way and foundations, require not only regular incorporation but also charitable status. In terms of disadvantages, the corporation is created through law. Therefore, it is subject to some supervision by the Government of Ontario and must abide by that law to retain its privileges. Items, such as the development of the corporation's By-laws, the election of directors, the calling of meetings, and regular reporting of information to government departments, are specified in the Corporations or Cooperative Corporations Act.

### **Child Care and Early Years Act, 2014**

**What is the Child Care and Early Years Act (CCEYA)?** This legislation replaces the outdated Day Nurseries Act (DNA) to establish new rules governing child care in Ontario.

- The **CCEYA** came into effect on August 31, 2015
- Many of the new provisions strengthen compliance and health and safety in child care settings, and help parents make informed choices about their options.
- Many of the provisions that existed under the regulations of the Day Nurseries Act are unchanged and will be carried forward under the CCEYA.

#### **To Whom Does the Act Apply?**

- Unlicensed child care
- Home child care providers contracted by a licensed agency
- Licensed home child care agencies; and
- Licensed child care centres

For full information, refer directly to the ***Child Care and Early Years Act, 2014***, located within the office of each program.

### **The Employment Standards Act**

The Employment Standards Act provides for minimum terms and conditions of employment. It sets out the maximum number of hours which can be worked in the day or week; creates a minimum wage; requires over-time pay of at least one and one-half times the employee's regular rate; and established paid public holidays. The Act...

- Requires equal pay for equal work.
- Prohibits discrimination on the basis of sex, age, or marital status in employer-provided benefit plans.
- Institutes an entitlement to pregnancy leave.
- Forbids lie detector testing.
- Obligates an employer to provide notice of termination or pay in lieu thereof.
- Imposes separate liability severance pay (in certain cases).

For information on employment standards, contact the Ontario Ministry of Labour (listed in the blue pages of your phone book).

## POLICIES

### Accessibility Standards for Customer Service

#### Policy

##### Our Commitment

Cook's School Day Care Inc strives at all times to provide our service in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunities as other clients to access and benefit from our service. The people with disabilities addressed in this document, will include Cook's School Day Care Inc clients, clients' guardians, and staff (employees, contract workers, and volunteers working on-site at the centre-based facility).

#### Procedures

##### Training

Cook's School Day Care Inc will provide training to all staff and those involved in the development and approval of customer service policies, practices and procedures. The training will be provided upon commencement of duties; reviewed annually thereafter; and reviewed when policy changes are made. The training will involve each individual receiving a copy of the Ministry of Community and Social Services document, entitled ***Training Resource for Small Businesses and Organizations***, which includes:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device, service animal or a support person.
- How to use the equipment or assistive devices available on your premises or that you otherwise provide that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a particular type of disability is having difficulty accessing your goods or services.
- Your customer service policies, practices and procedures governing the provision of goods or services to people with disabilities.

##### Each individual must:

- Adhere to the time-frame given to review and question the document.
- Sign-off that he/she has completed the initial review of the information; the follow-up review annually thereafter; and any ongoing review required when changes are made to the policies, practices and procedures. A master record of training will be maintained by the Administration.

Each individual will be encouraged to:

- Visit the Ministry of Community and Social Services website link, [www.AccessON.ca](http://www.AccessON.ca), to obtain further details pertaining to *Accessibility Standards for Customer Service*. Hard copies can be obtained for those who do not have internet access. Assistance will be given to persons with disabilities to obtain the information in a suitable format, if requested.
- Complete the quizzes available from [www.AccessON.ca](http://www.AccessON.ca) to further reinforce his/her knowledge pertaining to the *Accessibility Standards for Customer Service*. Refer to Appendix. Assistance will be given to persons with disabilities to obtain the information in a suitable format, if requested

The training outlined above may be supplemented with specific practical training, as required, to assist with service and response to persons with disabilities present in or accessing the establishment.

### **Feedback Process**

The ultimate goal of Cook's School Day Care Inc is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Ongoing feedback provides a valuable opportunity to learn and improve. Cook's School Day Care Inc recognizes the rights of our customers to offer suggestions, make complaints, or compliment us on the way we provide our services. Recognizing that people use different methods of communication, Cook's School Day Care invites customers to provide their feedback formally and/or informally in two formats:

- Written (e-mail, mail, and/or using the feedback form - available at all times at the entrances to the establishments and on the organization's website).
- Verbal (telephone, in person).

All feedback will be directed to the Administration. Feedback will be grouped, reviewed and stored by category (complaint, suggestion, or compliment). A record will be maintained outlining the details, follow-up and actions to be taken. If the *Customer Feedback Form* indicates the customer wishes to be contacted, the Administration will respond within ten (10) business days either in writing or verbally to acknowledge the receipt of feedback and to outline the action(s) to be taken, if applicable. A more comprehensive and detailed satisfaction survey, pertaining to the full organization, is made available for families during the first quarter of each calendar year (typically March). In order to make our feedback process as accessible as possible, an alternate format can be arranged, upon request.

### **Communication**

Communication is a process of providing, sending, receiving and understanding information. Information is often shared in written, spoken or picture form. The key to making communication accessible is flexibility. A method of communication could be in person, over the phone or online. We will communicate with people with disabilities in ways that take into account their disability. The best way to determine a person's communication preferences is

to find out from the person directly. In order to make communication more effective, an alternate format can be arranged, upon request. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### **Assistive Devices**

Cook's School Day Care Inc is committed to providing exceptional customer service to all customers, including those who use assistive devices in order to obtain, use or benefit from our services. It is the policy of Cook's School Day Care Inc to allow people to use their own personal assistive devices, unless otherwise prohibited by law, to access our services. Personal assistive devices are often used by people with disabilities to help them with daily living. They are usually devices that people bring with them. Personal assistive devices are any auxiliary aids such as communication aids, cognition aids, personal mobility aids and/or medical aids. They may include (but are not limited to):

- Manual and motorized wheelchairs.
- Canes, crutches and walkers.
- White canes.
- Hearing aids.
- Magnifiers.
- Oxygen tanks.
- Electronic communication devices.

In order to ensure that persons with disabilities are allowed to use their own personal assistive devices, staff members will be trained to be familiar with various assistive devices that may be used by our customers while accessing our service. The families of children requiring assistive devices enrolled in the program will assist with training staff members to be able to help with the assistive devices. Staff members will always ask before assuming help is needed. The following assistive devices are available on our premises:

- Alternative format documents, upon request.
- Magnifying glasses.
- Staff assistance.

### **Service Animals**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Alternate arrangements may be required to serve people accompanied by service animals if there are persons present in the program (children/staff) with allergies to animals and whose health could be put at risk.

### **Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the premises with his or her support



person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

### **The Facility and Services**

The Victoria Park Child Centre location provides service to families on two floors. The facility installed elevator-access to the second floor in 2016. An accessible washroom is located on the ground level. The office, kitchen and programs for kindergarten and school-age children are located on the 2<sup>nd</sup> floor. Programs for toddler and preschool children are offered on the 1<sup>st</sup> floor.

### **Temporary Disruption of Services**

Cook's School Day Care Inc will provide customers with notice in the event of a planned or unexpected disruption in the facility or services. If a planned disruption is scheduled (examples: repair/maintenance; temporarily closing due to low enrollment at Christmas), each family enrolled and staff member will be given advance notice (written/verbal). When an unexpected disruption to the service occurs (example: fire), current service users and staff persons will be notified at the earliest convenience. In all disruption to service occurrences, a notice may be placed at or near all public entrances to the facility, on the telephone voice messaging service, and published on the organizations' website. Families are notified of alternate evacuation shelter locations in the organization's parent handbook. A hardcopy of the parent handbook is received upon enrollment and every January thereafter. The parent handbook is also available on the organization's website, [www.cooksdaycare.ca](http://www.cooksdaycare.ca).

### **Notice of Temporary Service Disruption**

The written and verbal notices will include the information required by the standard, that is:

- The reason for the disruption.
- Anticipated duration.
- A description of what alternative facilities or services are available, if any.

### **Responding to a Disruption of Service**

Cook's School Day Care Inc provides below an outline of the steps to be taken in connection with a temporary disruption and, upon request, shall give a copy of the document to any person.

### **Response Steps**

When a disruption occurs preventing service delivery for an extended length of time (more than one day), every attempt will be made to quickly secure a back-up location and/or a home-based setting, if space permits. If a secondary location cannot be secured in a timely fashion and/or if space does not permit and families must make alternate arrangements, no fee is charged during the disruption period. If a child with a physical disability is being displaced from our Victoria Park Child Care Centre location or a home-based setting because of a disruption, every attempt will be made to accommodate his/her placement in an accessible location. If the backup arrangement is not suitable and the

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family chooses to make alternate arrangements during the disruption period, no fee will be charged during the disruption period.

The temporary evacuation shelters are accessible for all persons with disabilities.

- Primary shelter: St. Peter's Church, Cobourg (situated on the corner of King Street East and College Street).
- The approved secondary shelter: Salvation Army Community Church, 59 Ballentine Street, Cobourg.

### **Notice of Availability of Documents**

Cook's School Day Care Inc has employed 20 or more employees at one time (when operating from two centre-based locations 1989-2015) and therefore was required to comply with documentation requirements relating to the Accessibility Standards for Customer Service, Ontario Regulation 429/07 (O. Reg 429.07) by January 1, 2012. Going forward, although Cook's does not employ 20 or more employees at one time, Cook's will continue to complete and submit the documentation until notified otherwise. It is the policy of the Cook's School Day Care Inc to provide notice that any document required under the Customer Service Standard, Ontario Regulation 429/07 (O. Reg 429.07) is available upon request. *Notice will be posted at the entrance to the facility and will also be published on the organization's website. The notice will include information on what documents are available and how customers can obtain a copy.* A copy of the required documents will be provided to anyone who asks for it in a format that takes into account the person's communication needs within ten (10) business days. A request for these documents can be directed to the Administration. The required documents include:

- Training.
- Customer Feedback.
- Communication.
- Assistive Devices.
- Service Animals.
- Support Persons.
- Notice of Temporary Disruption of Services.
- Documentation.

### **Modifications to This or Other Policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Cook's School Day Care Inc that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### Questions about This Policy

This policy exists to achieve service excellence to customers with disabilities.

If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Administration of Cook's School Day Care Inc.

### Code of Conduct

All Board members will:

- Represent the best interests of the members and the organization over and above personal and professional interests.
- Conduct him/herself in a manner that brings credibility and goodwill to the organization.
- Respect confidentiality of information received in the course of board meetings and activities
- Declare potential conflict of interest and refrain from discussion and voting when applicable.
- Give recognition to others who contribute to the success of the organization and its activities.
- Adopt clear, documented processes with equal access to information for all board members.
- Show fairness and equity in all dealings, including dealings with board members and staff.
- Not use their individual authority when dealing on an individual basis with staff or volunteers.
- Refrain from evaluating, either formally or informally, any staff other than the ED
- Avoid harassment, interpreted as unwelcome conduct, comment, gesture, contact, or intimidating and offensive behaviour, likely to cause offence or humiliation.
- Ensure there are competitive opportunities when services of contractors or employment opportunities arise
- Treat staff and fellow board members with respect and listen to their points of view.
- Participate in board meetings and keep informed about developments and issues relevant to board operations.
- Not make derogatory remarks about other child care services to parents/guardians, as they have the right to choose freely.

### Communication

Board members will:

- Not speak on behalf of the organization or its board unless designated by the president or the board as a whole.
- Must bring any conflicts, concerns or communication requests to board president.
- Refrain from giving instruction to persons who report directly or indirectly to the executive director.
- Communicate with board members, staff, and organization families in a responsible, respectful and professional manner. This applies to all forms of communication: verbal, written and electronic (email, website, social media).

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### Confidentiality / Privacy

All information pertaining to the children, families, part-time and full-time employees, students, volunteers, contract workers (including home child care providers and persons ordinarily resident in a home child care setting) and operations of this organization, whether spoken or written, must be safeguarded at all times.

#### Policy

It is the policy of Cook's School Day Care Inc to ensure that all information pertaining to the children, families, part-time and full-time employees, students, volunteers, contract workers (including home child care providers and persons ordinarily resident in a home child care setting) and operations of this organization, whether spoken or written, be safeguarded at all times.

#### Procedure

- Part-time and full-time employees, students, volunteers, contract workers (including home child care providers and persons ordinarily resident in a home child care setting) and board members are required to sign the Confidentiality Agreement prior to commencement of duties (employment/contract/placement) and annually thereafter.
- Files relating to the children and families may only be accessed by part-time and full-time employees and home child care providers of the organization and are secured in a locked cabinet during non-business hours.
- Files pertaining to the part-time and full-time employees, students, volunteers, contract workers (including home child care providers and persons ordinarily resident in a home child care setting) may only be accessed by the Supervisors/Executive Directors and are secured in a locked cabinet during non-business hours.
- Exception: Files of home child care providers and persons ordinarily resident in a home child care setting) may be accessed by the ECE Consultant/Home Visitor and are secured in a locked cabinet during non-business hours.
- Files relating to the operations of the organization may be accessed by the supervisors, executive director, board members, and select others for specific purposes (i.e., accountant re: audit; Ministry program advisor re: annual licensing) and are secured in a locked cabinet during non-business hours.
- Minutes of business meetings of the organization, excluding items discussed during In-Camera Sessions are available for public viewing. All names of individuals in attendance at meetings or named within minutes will be blacked out.

### Confidentiality Agreement

Each board member is required to sign the declaration on the board Information Form annually to verify agreement to keep confidential, all information that becomes available during his/her board member term/s. Failure to do so constitutes a breach of this agreement and will result in termination of the member's position.

### Conflict of Interest

#### Policy

Cook's School Day Care Inc will make every attempt is made to manage potential conflicts of interest involving board and committee members. Effective not-for-profit governance

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depends on deliberate, thoughtful, and fair decision-making by board members that is not affected by or based on personal or professional interests.

### Definition

A conflict of interest arises when a person who is able to influence a decision, whether by official vote or moral and/or intellectual persuasion, is liable to gain:

- Personal advantage from the outcome of the decision in which they are involved.
- Some advantage for an organization with which the individual is directly involved.

A conflict of interest also arises when an individual board or committee member's outside duties, interests or obligations differ from his/her obligations as a member of the board, a committee or working group of Cook's School Day Care Inc.

### Scope

A board or committee member:

- Must disclose if it is felt that his/her position, or the knowledge gained will result in a conflict of interest to arise between Cook's School Day Care Inc and his/her personal or professional interests.
- Has a duty to place the interest of Cook's foremost in any dealings with Cook's and has a continuing responsibility to comply with the requirements of this policy.
- Is not eligible for employment or service contracts with Cook's during his/her tenure. If a board or committee member wishes to apply for a permanent position at Cook's, he/she must immediately withdraw from active participation on the board or committee. If the member is the successful candidate, he/she must resign from the board or committee upon accepting the position.
- Who becomes aware of a potential conflict of interest with respect to any matter coming before the board, committee or working group shall make this potential conflict known immediately in any discussion relating to the matter.
- Decisions made by the board, committees or working groups, regarding the management of a conflict of interest, must not only be fair, but also be seen to be fair.

### Procedure

When any person identifies an actual, perceived or potential conflict, the following action must be taken:

1. The board or committee member identifies the actual, perceived or potential conflict.
2. The board or committee member must fully disclose the conflict to the president and, where appropriate, to all board or committee members.
3. The president shall develop an appropriate response, including where necessary, disqualification from voting and discussion and any necessary remedial action. For example, if a vote may have been affected by a previously undeclared conflict of interest, it may be necessary to hold that vote again.
4. Where a potential conflict of interest is identified, the following options may be considered and combined as appropriate:
  - The board or committee member with the conflict should not be involved in any aspect of the decision making process.
  - He or she may be present and/or participate in discussions but cannot vote.
  - He or she will absent him/herself from any discussions regarding the matter.



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- He or she may participate in initial discussions and then be asked to leave for further discussions before the vote.
- The board, committee or working group must agree by majority on the option or combination of options to be taken in any given conflict of interest situation.
- 5. Any board or committee member may ask for a decision to be taken by secret ballot when dealing with a matter where there is a conflict of interest.
- 6. The official minutes of the meeting must record the potential conflict of interest and how it was avoided and/or dealt with.
- 7. Legal counsel may be sought when there is a failure to agree on whether a conflict of interest exists and/or how it is to be managed.

### Examples:

- Where a board or committee member is in a position to influence the creation of employment or a service contract and then becomes a candidate for such a position or contract.
- Where a member of the board or committee has ownership interest in or influences the selection of a supplier of goods and/or services.
- Where a board or committee member uses Cook's School Day Care Inc's name and resources for personal benefit.
- Where a board or committee member could influence the giving of a grant, funds or project approval that would benefit him/her or an organization he/she is associated with as a staff or volunteer.

## Criminal Reference Check and Annual Offence Declaration

### Policy

It is the policy of Cook's School Day Care Inc to ensure that all workers (representing paid employees, home child care providers and persons ordinarily resident in a home child care setting, students and volunteers) who are 18 years of age and older have not been convicted of any criminal offence prior to commencement of duties. Obtaining a vulnerable sector check (VSC) is a precautionary measure that is used to help determine whether individuals who are involved in the provision of child care are fit and suitable to hold these positions of trust. Considering a person's relevant criminal history helps to ensure the safety and well-being of children in care.

### Procedure

#### Prior to Commencement of Duties

- All workers must provide a current police check including VSC prior to commencement of duties. The confidential results are received by the Executive Director.
- All workers must obtain successful screening by the Children's Aid Society prior to commencement of duties and again following the schedule in place for VSC. The screening form is provided by Cook's and submitted to CAS when completed by the worker. The confidential results are received by the Executive Director.
- Offence declarations are completed by all workers in every calendar year except the year in which an official VSC is obtained.

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### Exception

Local police services may experience backlogs in processing police record checks. This circumstance is beyond Cook's control and may result in delays in obtaining a VSC. Cook's may allow a worker to commence duties with the following safety measure in place. To protect the health and well-being of the children, the worker will not be the sole educator with a group of children until the VSC is obtained. Note: Students and volunteers are not permitted unsupervised access to the children at any time.

### Details

- The criminal reference check should be prepared by the police force no earlier than six months before the day it is submitted to Cook's.
- Once employed, a new VSC is required according to the schedule detailed below. The worker must provide proof that an application has been submitted to the police force if the VSC is not received within the approved timeframe.
- All worker files must contain an original VSC conducted by a police force that has been viewed by the Executive Director before prior to commencement of duties and thereafter on the schedule established by Cook's. The VSC is held in a sealed envelope clearly marked **CONFIDENTIAL Criminal Reference Check Record** with the Executive Director's initials crossing the seal.
- All worker files must contain an offence declaration form that is signed by the worker within 15 days of the anniversary date of the original VSC or previous offence declaration to affirm no criminal offences have occurred since the VSC was provided. The declaration is held in a sealed envelope clearly marked **CONFIDENTIAL Offence Declaration Record** with the Executive Director's initials crossing the seal.
- The Executive Director will maintain a master list of dates when both VSC records are received and filed and the dates when offence declarations are signed.

### Schedule for New Criminal Reference Check and Offence Declaration

- A new VSC must be obtained on or before every fifth anniversary after the date of the most recent VSC.
- An offence declaration must be signed in every calendar year except the year when the official VSC is obtained. Each offence declaration will be current to within 15 days of the anniversary date of the previous declaration or VSC and shall address the period since the most recent offence declaration or VSC.

### Determining Suitability for Employment

- Cook's considers experience, education, and information revealed in a police records check when determining suitability for employment. If the VSC identifies an offence, factors that are considered include but are not limited to:
  - The severity of the offence.
  - The frequency of offences.
  - Is there reason to believe that the offence causes the individual to be unfit to work with children, including convictions for any offence set out in Section 9 of the *Child Care and Early Years Act, 2014*?
- If it becomes known that a worker commits a criminal offence since providing the original VSC or signing the offence declaration form, the above considerations are taken into account and whether the worker openly communicated that an offence occurred. Termination may result based on the considerations.

# COOK'S SCHOOL DAY CARE INC

## BOARD ORIENTATION MANUAL

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### Integrated Accessibility Standards

#### Policy

Cook's School Day Care Inc will strive at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are committed to excellence in serving all of our clients and employees, including people with disabilities.

#### Procedure

#### Opportunities

We will give people with disabilities the same opportunity to access and benefit from our services, in the same place and in a similar way as other clients.

#### Information and Communications

When providing information to, or communicating with, a person with a disability, we will provide, on request, the information and communication in a manner that takes into account the person's disability. This includes our publicly available emergency information and feedback processes, including but not limited to surveys or comment cards.

#### Employment

Our employment practices will include notification of the availability of accommodation for applicants with disabilities, as well as supports for staff with disabilities. Where employee needs dictate, we will provide individualized workplace emergency response information to employees who have a disability. Our performance management and career development processes will take into account the accessibility needs of employees with disabilities.

#### Training

Cook's School Day Care Inc will provide training to:

- Employees.
- Volunteers.
- Persons involved in developing policies for our organization.
- All others who provide goods, services or facilities on behalf of our organization.

Specifically, the following positions will be trained:

- Paid positions: administrative staff, frontline staff, kitchen staff, and support staff.
- Volunteer frontline staff.
- Board of director members.
- Home child care providers.

In November 2014, hard copy training material and/or directions to access online training were provided to existing paid positions (administrative staff, frontline staff, kitchen staff, and support staff), volunteer frontline staff, board of director members, and home child care providers. The training by those identified was completed and verified by signature on the master records retained by the Executive Director. New staff will be provided with access to the training material (hard copy and/or online) immediately upon confirmation of employment. The training must be completed within one week of commencement of duties with Cook's. When the training is completed, the individual will verify by signature on the master records retained by the Executive Director.

# COOK'S SCHOOL DAY CARE INC

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Training materials provided will cover:

- Integrated Accessibility Standards pertaining to:
  - General Requirements.
  - Information and Communications.
  - Employment Standards.
- Disability and Human Rights.

### Prohibited Practices

#### Regarding Ontario Regulation 137/15

Cook's School Day Care Inc does not permit:

- a. Corporal punishment of the child.
- b. Deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect.
- c. Depriving the child of basic needs including sleep and toilet use, food, shelter, clothing or bedding.
- d. Locking the exits of the child care centre or home child care premises for the purpose of confining the child.
- e. Using a locked or lockable room or structure to confine the child if he or she has been separated from other children as a means of discipline.  
Exception: during an emergency, i.e., lockdown, a lockable room may be necessary for safety reasons.
- f. A child being threatened or exposed to derogatory language.
- g. Physical restraint physical restraint of children and prohibit any actions that could result in bodily harm to a child including, but not limited to, feeding children against their will.

#### **"ZERO" Tolerance Regarding Adult's Extreme Behaviour**

Verbal or physical aggression directed by a parent/guardian/adult to a staff or child care provider of Cook's School Day Care Inc will result in this person being asked to leave the premises immediately. If this request is not followed, the local authorities will be contacted to intervene. Future admittance to the property may be refused. The well-being and safety of all children and the staff are a priority to us and we will not place anyone in jeopardy.

### Self-Regulation - Setting the Stage for Positive Behaviour

The early years set the foundation for lifelong learning, behaviour, health and well-being. Cook's supports the social and emotional development of children in our care by working as partners with families to promote, strengthen and develop children's positive behaviour, social skills and ability to self-regulation. Cook's Providers are encouraged to understand the stages of early childhood development and positive approaches to behaviour management. Cook's receives training and support through Five Counties Children's Centre regularly. Cook's offers Providers information based on the latest research, resources and strategies to support children's attempts to regulate their behaviour, emotions, attention and overall wellbeing. Ways we prevent conflicts using self-regulation and the learning environment include the following:

- Predictable routines
- Giving children choices about learning activities and during transitions
- Minimizing waiting times before getting started on activities
- Helping children identify and express their feelings

## COOK'S SCHOOL DAY CARE INC BOARD ORIENTATION MANUAL

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- Creating learning environments that promote self-regulation for children

Children enrolled are guided to demonstrate respectful and responsible attitudes towards other children, Provider, equipment and the home. We connect proactively with families through dialogue and open communication to resolve issues by working respectfully together. Behaviour guidance is facilitated in a positive and caring manner in order to ensure the fostering of each child's self-esteem. Minor behavioural issues are dealt with daily by Providers. If a recurring behavioural issue arises, parents will be notified by the Providers. Five Counties Children's Centre is accessed for support and training for the Providers. Supports (i.e., enhanced staffing support) can be accessed for the child with parent permission. By working together with parents, most issues can be resolved.

### Serious Occurrence / Enhanced Serious Occurrence

#### Policy

It is the policy of Cook's School Day Care Inc to ensure the safety of the children and educators. In the event of a serious or enhanced serious occurrence, during Cook's hours of operation, the appropriate reporting procedures, directed by the Ministry of Education Child Care & Early Years Act, 2014 and County of Northumberland Service Provider Guidelines, will be followed.

#### Procedure

##### Responding to a Serious Occurrence

1. Ensure there are no risks to health and safety present.
2. Provide the client with immediate medical attention if required. If immediate medical attention is required:
  - Call **911**.
  - **Home child care providers must contact the ECE Consultant/Home Visitor (Supervisor) immediately (905) 372-2143. The Supervisor will ensure that the appropriate reporting procedures are followed pertaining to notification about the situation to the Executive Director, Board of Directors, Ministry of Education, and County of Northumberland**
  - The Supervisor is responsible for contacting the child's parent/guardian immediately to inform about the occurrence and instruct to proceed directly to the hospital, if applicable. If the parent/guardian cannot be reached, the designated emergency person is contacted.
  - **NOTE: the emergency information cards must be with the group at all times.**
3. Ensure there are no continuing or new risks to health and safety.
4. In cases involving death, the Coroner is notified immediately.
5. The educator witnessing or any person having knowledge of the occurrence shall report the matter to the Supervisor immediately.
6. The Supervisor will begin a serious occurrence inquiry to gather information regarding the actual or alleged occurrence. If the preliminary inquiry is conducted by a designate, the Supervisor must be informed of the occurrence as soon as possible.
7. All persons having knowledge of the occurrence should remain on the premises until the Supervisor has interviewed them or instructed that there is no need for their involvement at that point.



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7. If the occurrence is deemed serious, and therefore reportable, refer to responsibilities detailed below.
8. If a serious injury occurs outdoors complete a **Detailed Outdoor Injury Report**.
9. If there is reason to suspect that a client has been abused and/or is in need of protection, the person with the suspicion will make immediate contact with the Children's Aid Society and Police, as appropriate.

### **Reporting**

The Ministry or County may request additional information and may also initiate their own review, depending on the circumstances.

#### **Reporting Serious Occurrences**

The Supervisor will provide details to the Ministry of Education using the Child Care Reporting System Serious Occurrence tab within 24 hours of becoming aware of a serious occurrence.

#### **Reporting Enhanced Serious Occurrences**

The Ministry will be contacted directly within 3 hours of becoming aware of an enhanced serious occurrence. The County of Northumberland receives notification simultaneously.

#### **Annual Summary and Analysis Report**

Cook's conducts an annual analysis of all serious occurrences, documents the actions taken in response to the analysis, and maintains a record of this analysis. An annual written report, which includes the above information, is provided to the County of Northumberland by the end of January each year on the form provided by the County.


### **Master Record of Serious / Enhanced Serious Occurrences**

A master record of all occurrences is retained for at least three years.

### **Serious Occurrence Notification Form**

Within 24 hours of submitting a serious occurrence report, the notification form must be posted in a conspicuous place to communicate information to the parents/guardians about the situation.

The form is posted for a minimum of 10 business days. If updates are required, the form is posted a minimum of 10 business days from the date of the update. All serious occurrence notification forms are retained for at least three years.

 SERIOUS OCCURRENCE NOTIFICATION FORM	
Program Name:	
Date:	
Date of Occurrence:	
Type:	
Description:	
Action Taken by Operator/Outcome: (add update if applicable)	
Signature:	

COOK'S SCHOOL DAY CARE INC  
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Serious Occurrence to Enhanced Serious Occurrence

Serious Occurrence Category For a complete definition, please refer to the guidelines above	The incident may be enhanced if...
1. Death of a client	<ul style="list-style-type: none"> <li>• <b>Suspicious circumstances</b> or <b>negligence</b> could be perceived to have contributed to the death.</li> </ul>
2. A serious injury to a client: a) An injury caused by the service provider. b) A serious accidental injury. c) A serious non-accidental injury.	<ul style="list-style-type: none"> <li>• The injury is currently <b>life-threatening</b>.</li> <li>• <b>Suspicious circumstances</b> or <b>negligence</b> could be perceived to have contributed to the cause of the injury.</li> </ul>
3. Any alleged abuse of a client.	<ul style="list-style-type: none"> <li>• MCSS: In adult developmental services, any alleged, witnessed or suspected incident of abuse that may constitute a criminal offence shall be immediately reported to the police.</li> </ul>
4. Missing Client	<ul style="list-style-type: none"> <li>• The client's <b>age or mental capacity</b> makes him/her especially vulnerable.</li> <li>• A <b>crime</b> is suspected to have occurred in conjunction with the client going missing (i.e. abduction, stolen vehicle, assault on staff).</li> <li>• The service provider contacted the police and an <b>amber alert or a similar public awareness tactic</b> is planned.</li> </ul> <p>Note: Do not report incidents in this category as enhanced if the incident has already been resolved (e.g., missing client has returned).</p>
5. Disaster/Disease	<ul style="list-style-type: none"> <li>• The incident is a lockdown relating to a serious incident occurring <b>in your service provider location</b></li> <li>• The incident is an outbreak of a <b>serious contagious disease or virus</b>, such as C. Difficile or SARS.</li> <li>• The incident caused <b>major damage</b> to a service provider's location and will <b>significantly disrupt the delivery of services</b>.</li> </ul> <p>Note: Do not report incidents in this category as enhanced if the incident has already been resolved (e.g., lockdown has been lifted).</p>
6. A complaint about the service provider.	<ul style="list-style-type: none"> <li>• The individual or group who complained has <b>contacted the media</b>.</li> <li>• A <b>staff member has been arrested</b> for a serious crime that may have affected clients.</li> <li>• The complaint is about a topic that is often covered in the media.</li> </ul>
7. A complaint made by or about a client and any other serious occurrences.	<ul style="list-style-type: none"> <li>• The incident involves <b>serious criminal activity</b> on the part of the <b>client</b>.</li> </ul>
8. Restraint of a Client	<ul style="list-style-type: none"> <li>• Service provider staff applied a physical restraint that resulted in a <b>life-threatening injury</b>.</li> </ul>

## Social Media Policy

Cook's School Day Care Inc is committed to open and transparent communication. Cook's School Day Care Inc will communicate using a variety of accepted tools, including social media. Cook's School Day Care Inc will authorize specific individuals to utilize social media in an official capacity to ensure that, as with all communications activities, communications through social media channels are accurate, consistent and professional.

### Purpose

Social media used to further the business purposes and promote the image of Cook's is monitored to protect Cook's reputation. Cook's primary goals for using social media are:

- Increase awareness of services.
- Augment existing communication methods and processes.
- Provide an additional mechanism to remain abreast of customer comments and perceptions.
- Disseminate time-sensitive information quickly.
- Provide communication through the use of social media's cost-effective tools.
- Correct misinformation, remedy mistakes, or alter services to build stronger relationships
- Utilize analytical tools to monitor, track and evaluate communication and marketing efforts.
- Provide another method by which stakeholders can engage with Cook's.

### Scope

This policy applies to:

- Social media use for official and authorized purposes.
- All persons authorized to post information on social media sites in an official capacity on behalf of Cook's School Day Care Inc It does not apply to personal use of social media conducted on personal equipment.
- Communication through social media. The use of associated technology must comply with all other relevant policies, procedures and guidelines.

### Procedure

#### Executive Director

- Directs compliance with the Social Media Policy and directs the annual review of the policy.
- Reviews and monitors the policy and accompanying procedure for relevance and accuracy on an annual basis.
- Approves and oversees social media sites and tools for official use.
- Ensures consistent messaging and imaging for all social media sites.
- Responds to requests for new social media sites and/or administrative changes to existing sites.
- Monitors updates and edits to and/or directs removal of content within organization's social media sites to ensure accuracy; can assign a designate for any or all of the noted functions as needed.
- Approves access to authorized users.
- Maintains a list of site domain names and social media accounts, including login and password information.
- Ensures organization's social media sites comply with applicable policies.
- Ensure that authorized users' use of social media is in accordance with this policy and other related policies, procedures, and guidelines.

# COOK'S SCHOOL DAY CARE INC

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### Authorized Users

- Comply with the Social Media Policy and review the policy annually.
- Assist with the review of the policy to ensure relevance and accuracy on an annual basis.
- Make recommendations regarding social media sites and tools for official use.
- Ensure consistent messaging and imaging for all social media sites.
- Make requests for new social media sites and/or administrative changes to existing sites.
- Assist with ensuring updates and edits to content within organization's social media sites are accurate.
- Ensures organization's social media sites comply with applicable policies.
- Ensures use of social media is in accordance with this policy and other related policies, procedures, and guidelines.

### Governing Rules and Regulations

- Cook's School Day Care Inc's website, [www.cooksdaycare.ca](http://www.cooksdaycare.ca) will remain the primary online source for information. Social media will be used to complement the website's information and broaden the reach of messages through multiple channels.
- Where possible, social networking accounts will clearly indicate they are maintained by Cook's School Day Care Inc and will contain appropriate contact information.
- The authority to post to official social media sites will only be granted to authorized users specifically designated to do so by the executive director.
- No confidential information will be posted to any social media under any circumstances.
- Comments containing any of the following shall not be allowed on Cook's sites:
  - o Profane language or content.
  - o Content that promotes fosters or perpetuates discrimination.
  - o Sexual content or links to sexual content.
  - o Conduct or encouragement of illegal activity.
  - o Content that reveals personal or private information about any particular person.
  - o Content that violates any Cook's School Day Care Inc policy. Authorized users are responsible to be aware of all Cook's School Day Care Inc policies that may impact their positions.

### **Workplace Bullying, Harassment and Violence**

Cook's School Day Care Inc is committed to protection against accidental loss to its workers and property. In the interest of reducing and preventing occupational injuries, we undertake to promote and maintain safe workplace practices and procedures and maintain compliance with legislative requirements, provisions, stipulations and regulations of the **Ontario Occupational Health and Safety Act**. It is our policy to make every attempt to create a safe workplace without risk to the health and safety of workers, clients, and visitors. Consequently, Cook's School Day Care Inc accepts the responsibility to ensure that the measures and procedures provided for in the **Act** and its regulations are applied, and that the responsibilities of all workers to obey and abide by the provisions of the **Act** are carried out. Cook's School Day Care Inc is vitally concerned with accident prevention. Accidental loss can be controlled through good management and workers should work together to improve health and safety. Loss prevention is the direct responsibility of the executive director, supervisors and workers alike. We do not expect any workers to work with defective equipment, nor do we expect our workers or sub-contractors to take chances that may result in personal injury and/or property damage.

## Procedure

Cook's School Day Care Inc will endeavour to:

- Establish a health and safety management plan that defines directions and procedures for workers, clients, and visitors to ensure health and safety.
- Ensure that the measures and procedures provided in the Health and Safety Manual are applied.
- Clearly articulate to all workers that they are responsible to be familiar with, obey and abide by the provisions set out in this manual.
- All workers, on an annual basis, must sign off to confirm their understanding of and agreement to abide by the Cook's School Day Care Inc health and safety protocols outlined in the Health and Safety Manual.
- Provide information, instruction, supervision and job-specific training to workers.
- Ensure that all workers perform their jobs properly in accordance with established procedures and operating philosophy. Any accident will be reviewed as a serious matter and will be thoroughly investigated.
- Ensure safe systems of work (policies and procedures) are in place (e.g. hygiene practices; safe use of equipment; the safe use, handling, storage and transport of chemical products, if applicable).
- Ensure workers, clients, and visitors are not exposed to activities or agents that may present risks to their health and safety.
- Ensure compliance with laws pertaining to workplace inspection requirements. According to the Occupational Health and Safety Law, in workplaces with six or more workers, regular workplace inspections must be conducted to help identify and control health and safety risks before an accident happens.
- The centre-based location has more than five but less than 20 workers; therefore, does not require a joint health and safety committee (consisting of at least one worker and one supervisor representative). Instead, workers must select a person from among themselves to be health and safety worker representative.

## COUNTY OF NORTHUMBERLAND SUPPORT

### Parents

Cook's School Day Care Inc has a purchase of service agreement with the County of Northumberland that allows eligible families who are enrolled in our programs to receive financial assistance from the County to help pay child care fees.

### Educators & Providers & Programs

Northumberland County supports Early Learning & Child Care programs with establishing adequate compensation levels for employees and home child care providers and maintaining quality programs through:

- General Operating Grant
- Wage Enhancement Grant
- Special Purpose Funding to support such initiatives as repairs and maintenance and play-based learning
- Professional development opportunities.

Funding assistance for special projects is available on occasion through the County. There have been funds made available for health & safety projects, transformation costs, and capital projects. When funding is available, applications may be submitted to the County.



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**BOARD ORIENTATION MANUAL**

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When funding is available, health and safety projects indicated in the chart to follow will be given consideration to be supported by the County when an application is submitted.

Health and Safety: Repairs, Maintenance and Replacement		
Data Element		Definition
1	Food Preparation Repairs	Funding used to address health and safety concerns in the area of food preparation. For example: adding kitchen hand washing sink, dishwasher replacement, adding hot water booster, replacing major appliances, etc.
2	Washroom Repairs	Funding used to address health and safety concerns in washrooms. For example: adding or replacing fixtures, replacing partitions, replacing flooring material, etc.
3	Indoor Play Area Repairs	Funding used to address health and safety concerns in indoor play areas. For example: storage of cots, replacing windows, replacing worn flooring material, etc.
4	Playground Repairs	Funding used to address health and safety concerns in playgrounds. For example: replacing outdoor equipment, replacing surfacing, etc.
5	Major Systems and Other Health and Safety Repairs	Funding used to address health and safety concerns in major systems. For example: repairing leaking roof, replacing heating system, water purification systems, improving ventilation system, fire detection alarm changes and upgrades, improving accessibility, asbestos removal or encapsulation. Also includes funding used to address health and safety concerns in areas other than those already defined.

To ensure the most pressing and critical health and safety needs are met in our community, proposals are reviewed based on the following criteria:

1. Health and safety concerns identified as a recommendation by:
  - Ministry of Education Program Advisor
  - HKPR Health Inspector
  - Local Fire Inspector
  - CSA Approved Playground Inspector
2. An organization's financial resources as reported in the most recent audited financial statements Cook's has benefitted from receiving funding assistance from the County of Northumberland on a number of occasions over the years.
  - Play-based Learning: funds received to assist with purchasing program equipment and supplies to support play-based learning.
  - Health & Safety / Repairs & Maintenance: examples of costly items for which we have received assistance - new playground equipment, windows, roofing, kitchen upgrades, to name a few.
  - Transformation Funding (assistance from the County in 2014 to assist with the blending of our centre-based programs): examples - strategic planning, legal.
  - Capital Funding: major modifications to the building to accommodate the blending of our two-centre based programs into one location. The features of the addition are: a new accessible main entrance, office at the entrance, an elevator, an educator resource & rest area, and a new staircase to 2<sup>nd</sup> floor.

## APPENDICES

### Day Nursery Licensing Requirements

#### Accommodation and Building

Play activity space of at least 2.8 square meters of unobstructed indoor play space for each child on the licensed capacity of the day nursery. A day nursery that has a program for 6 hours or more in a day requires space designated for:

- Eating and resting.
- The preparation of food.
- Storage for beds and linens.
- A staff rest area.
- Storage for outdoor play equipment.
- Office area.

#### Adult to Child Ratios and Group Sizes

The number of employees and home child care providers are set out in the Child Care and Early Years Act, 2014. Ratios are based on number, ages and needs of the children in care.

#### Calculation of Provincial Grants

This section of the Act outlines the steps required in presenting a day nursery's budget and the approval process when applying for government grants. Grants may be received relative to children and parents/guardians in need, children with special needs, children served by a native band, and for start-up costs (buildings, furnishings and equipment).

#### Enrollment and Records

All records (with the exception of Financial Records, which are kept for seven years) are kept for two years. Records include such items as: enrollment applications and personal information regarding a child (history of immunization, communicable diseases, medications administered, diet, etc.).

#### Equipment and Furnishings

Play equipment and furnishings must be adequate to serve the licensed capacity of the day nursery and meet the needs of the children enrolled. For each child under 18 months of age in an approved home child care situation, a cradle or crib that complies with the Hazardous Products Act must be provided.

#### Financial Records and Returns

All Financial Records are to be kept for at least seven years. Ministry reporting requirements are outlined in the Child Care and Early Years Act, 2014.

#### Fire Safety and Emergency Information

The local Fire Department approves written procedures, including the staff's/provider's duties during an emergency. The information is posted in a conspicuous place within each playroom. A fire drill is conducted at least once per month in the child care centre and home child care setting. An up-to-date list of emergency phone numbers, including 911, if available, the fire department, police, ambulance, hospital, poison control, and taxi services are posted adjacent to the telephone.

#### Health and Medical Supervision

A daily written record that indicates any incidents affecting the health, safety, or well-being of the staff/providers or children, is maintained. There are written policies and procedures with respect to sanitary procedures. A first aid kit and manual are readily available at all times. All

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drugs and medications are kept in a locked container, out of reach of the children. All children are immunized as recommended by the Ministry of Health.

### Hearings

Where a licence is being denied, revoked, or issued on a conditional basis, either the applicant or the licensee is entitled to request a hearing by the Child and Family Services Review Board (Child and Family Services Act, 1984, Pt.9). This section of the Act details the process. The above are only some of the Regulations in the Child Care and Early Years Act, 2014. Refer to the full document for complete information.

### Inspection

The local Health Department conducts regular inspections of the day nursery premises. The Fire Department conducts inspections only when there have been modifications to the day nursery building. Home Child Care settings must successfully pass a safety inspection conducted by the ECE Consultant / Home Visitor prior to children being placed in care. The ECE Consultant / Home Visitor conducts regular health and safety inspections of the homes (minimum monthly). Any report made by the local Medical Officer of Health or Fire Department must be kept on file for at least two years. A copy of all inspections is forwarded to the Ministry of Education.

### Insurance

Cook's School Day Care Inc carries:

- \$5,000,000.00 comprehensive general commercial liability coverage, including personal injury, and automobile liability coverage of non-owned autos used in an emergency situation.
- \$2,000,000.00 director and officer liability insurance for the protection of members of the board of directors.

### Licensing and Applications

The Ministry issues licences and renewals for a maximum of one year. This section of the Act outlines the steps, forms and costs involved in the process.

### Nutrition

Menus are posted for at least the current and the following week. Copies of the summer and winter menus are provided in the early learning and child care centre's parent handbook. Menus are planned according to the Canada Food Guide and rotate on a five-week basis.

### Organization and Management

This section identifies the responsibilities of the operator (board) as program and financial management and personnel administration. It allows that the board for this role may appoint a person.

### Playground

5.6 square meters are required for each child on the licensed capacity of the day nursery; ground level and adjacent to the premises; fenced to a minimum height of 1.2 meters (4 feet) when used by children under 6 years of age; local municipal requirements may apply.

### Program

A daily program plan is posted and available to parents/guardians that include:

- Group and individual activities.
- Activities designed to promote fine and gross motor skills, language and cognitive skills, social and emotional development.
- Active and quiet play.
- Outdoor play.

### **Staff Training and Development**

All staff/providers are encouraged to attend at least one professional development experience annually. All staff are required to present a report pertaining to each experience at the staff meeting following the event/s. Staff are paid for the time attending approved training opportunities at the regular salary.

### **Qualifications of Staff**

The child care centre supervisor must have a diploma in Early Childhood Education or equivalent (as deemed acceptable by the Ministry), be registered with the College of Early Childhood Educators, and at least two years' experience working in a day nursery. Front-line educators hold an Early Childhood Education diploma or equivalent and are registered with the College of Early Childhood Educators or are actively in the process of obtaining such.

### **Glossary of Terms**

#### **Annualized Dollars**

Base funds required for an operation to carry on the same program from one year to the next.

#### **Approved Corporation**

A corporation approved by the Ministry of Education to provide subsidized child care services.

#### **Articles of Incorporation (Letters Patent)**

Articles of incorporation are the documents that create the not-for-profit corporation. ONCA requires that specific information about the not-for-profit corporation be included in the articles of incorporation, including: the corporation's name, its purpose, the address of the corporation's registered office, and, if applicable, classes or groups of members and the voting rights of each class or group. Generally speaking, if a corporation's articles conflict with ONCA or its regulations, the provision in ONCA or its regulations take priority. Important for existing not-for-profit corporations: Letters patent under the *Corporations Act* (CA) become articles of incorporation under ONCA.

#### **Audit**

Official examination of accounts by someone external to an organization (i.e. accounting firm) and completed at least once a year.

#### **Budget**

Annual estimate of revenue and expenditures of an organization. Ministry guidelines are provided for this process.

#### **Child Care (Early Learning and Child Care)**

Refers to the range of supports and services available to families with children. Services include unregulated care, licensed centre-based care, nursery schools, developmental care, integrated centres, licensed home-based care and child / family resource centres.

#### **Contract/Legal Agreement**

A formal written agreement between two or more parties setting out the details of what each will do within a given period of time.

#### **Corporation**

A legal entity having an independent existence, separate and distinct from that of its members. It is regulated by the Corporations Act. The corporation owns property in its own name, acquires rights, obligations and liabilities, enters into contracts and agreements and has the capacity to sue and be sued, as would an individual.

### **Day Nurseries Licence**

Granted by the Ministry of Education when an early learning and child care centre or home-based care agency meets the requirements of care and practice as set out in the Child Care and Early Years Act, 2014. Annually renewed following inspection.

### **Director (Ministry of Education)**

As referred to in the Child Care and Early Years Act, 2014, this is the role of the Area Manager or delegate.

### **Dissolution**

The end of a corporation's existence.

### **Financial Statement**

A written record of money received and how it was spent on at least an annual basis. Required as part of the Ministry's grant process and prepared by the agency.

### **Fiscal Dollars**

Money provided for a one-year period. It also includes one-time dollars for specific activities or items that may not be repeated in future years.

### **Formal (Licensed) Child Care (Early Learning and Child Care)**

Licensed early learning and child care services given by Ministry of Education recognized organizations.

### **Handicapped Children's Benefit**

A program that helps parents/guardians of severely handicapped children meet the ongoing extraordinary costs arising from their child's disability.

### **Home Child Care Provider**

Care of 5 children or less under the age of 13 in a private residence in return for compensation and for continuous periods not exceeding 24 hours. Both formal (licensed) and informal (un-licensed) exist.

### **In-Camera/Executive Session**

The part of the meeting where all staff and guests are asked to leave the meeting. Business that is not for general knowledge is conducted. Separate minutes are kept by the secretary of the board and are not for publication. Example: salary negotiations.

### **Incorporation**

The act of becoming a corporation. Completed through the Ministry of Consumer and Commercial Relations.

### **Indemnification**

Compensation a corporation gives to its directors and officers for costs or expenses caused by lawsuits as a result of the directors and officers carrying out their work, duties or responsibilities on behalf of the corporation.

### **Informal (Un-Licensed) Child Care**

Unlicensed child care services given by family, friends or arranged between individuals for a specific child or children.

### **Liability**

Being legally responsible / answerable for an obligation to perform.



### **Licence and Licensing Poster with Attached Flyers**

Required by the Child Care and Early Years Act, 2014 for operation of a day nursery. Issued or renewed at least annually by the Ministry of Education and must be posted.

### **Licensed Capacity**

The number of children an early learning and child care centre is allowed to accommodate at one time.

### **Licensed Centre-Based Care**

Premises that receive more than five children up to and including 13 years of age, who are not of common parentage, primarily for temporary care and guidance, for a period not exceeding 24 hours.

### **Licensed Home-Based Care**

The temporary care of five or fewer children up to and including 13 years of age, when such care is provided in a private residence, other than the home of a parent/guardian of any such child, for a period not exceeding 24 hours. Agencies that approve homes and caregivers for this service must be licensed under the Child Care and Early Years Act, 2014 as a Home Child Care Agency.

### **Major Capital Expenditures**

For purchases, construction, or renovations of a building used for early learning and child care services and supports.

### **MEDU**

Ministry of Education.

### **Minor Capital Expenditures**

Those involving minor repairs and maintenance, which are not part of the regular operating expenses of an agency (i.e. new roof, start-up furnishings available to approved corporations).

### **Municipality**

A city, town, village, township, region, or county.

### **Needs Test**

Used to determine the eligibility of families for government assistance in meeting their licensed early learning and child care costs. The test is defined in the Child Care and Early Years Act, 2014 and is usually administered by municipalities, Indian Bands, or approved agencies on behalf of the Ministry of Education.

### **Not-for-Profit Corporation**

An organization incorporated for the purpose of carrying on activities of benefit to the community without financial benefit (i.e. charitable, religious, athletic, etc.). Services such as early learning and child care organizations are governed by a board of directors, usually consisting of parents/guardians and/or community members and which are legally incorporated under the Corporations Act or operated by a municipality or Indian Band.

### **ONCA**

Ontario's Not-for-Profit Corporations Act.

### **Operator**

The corporation or individual that operates child care services.

## **PDF**

Program Development Funds. Government grants provided, in past years by the Ministry of Education Act for start-up of early learning and child care programs including needs analysis and initial operating expenses.

## **Policy**

General boundaries for action that are in keeping with the philosophy of the agency.

## **Program Advisor (Ministry of Education)**

Works for the Ministry to assist agencies with program planning, licensing consultation and licensing inspection / site visits.

## **Program Supervisor (Ministry of Education)**

Works for the Ministry with social service agencies to assist with community planning and ensure program and financial accountability.

## **RECE**

Individual who has attained a diploma in Early Childhood Education from a recognized post-secondary institution and is registered with the College of Early Childhood Educators.

## **RECE, AECEO.C**

Individual who has attained a diploma in Early Childhood Education from a recognized post-secondary institution, is registered with the College of Early Childhood Educators, and has successfully completed the certification process through the Association of Early Childhood Educators, Ontario.

## **Remuneration**

Payment such as a salary that a director, officer or employee of a corporation receives for fulfilling their work, duties or responsibilities.

## **Resolutions**

**Ordinary Resolution** – An ordinary resolution is a decision about the corporation that is made by the members. It is approved by the majority of the votes cast at a members' meeting, or signed by all members who can vote on the resolution.

**Special Resolution** – A special resolution is a decision about the corporation that generally involves an important change, such as a change to the corporation's articles or authorization for a corporation to continue into another jurisdiction. A special resolution is approved by at least two-thirds of the votes cast at a members' meeting, or if all voting members agree.

## **Schedule**

Tabulated statement of details in the Child Care and Early Years Act, 2014, often as an appendix to a principal document (i.e. budget schedules, day nursery schedules).

## **Special Needs**

Refers to any physical, emotional, or social conditions resulting in a delay in typical growth and development.

## **Standards**

The minimum requirements for early learning and child care programs identified within the Regulations of the Child Care and Early Years Act, 2014. Standards cover many aspects of operation including, health and safety, staff qualifications, adult:child ratios, nutrition, space requirements, self-regulation, and administration.

### **Subsidy**

Fee assistance for licensed early learning and child care costs to families deemed eligible by a needs test. This is usually administered by the local municipality, Indian Band, or an approved agency and cost-shared by the federal, provincial and local levels of government.

### **Supervisor /Executive Director**

A person hired by the board of directors to manage the day-to-day operations of the agency.

### **80/20**

A funding formula (i.e. the amount payable to an approved corporation by Ministry of Education is 80% of the net cost of providing early learning and child care services for a child whose parent/guardian is in need. The other 20% must come from the other sources such as fees, the municipality, fund-raising, etc.)

# JOT IT





# EARLY LEARNING & CHILD CARE PROGRAMS

## COOK'S SCHOOL DAY CARE INC

### EXECUTIVE DIRECTOR

Lynn Stubbings, RECE, AECEO.C

[stubbings@cooksdaycare.ca](mailto:stubbings@cooksdaycare.ca)

### ADMINISTRATIVE ASSISTANT/BOOKKEEPER

Debbie Jeschke

[admin@cooksdaycare.ca](mailto:admin@cooksdaycare.ca)

### BOARD OF DIRECTORS

[board@cooksdaycare.ca](mailto:board@cooksdaycare.ca)

## VICTORIA PARK CHILD CARE CENTRE

### SUPERVISOR

Sharon Welsh, RECE

[vic.park@cooksdaycare.ca](mailto:vic.park@cooksdaycare.ca)

## COOK'S HOME CHILD CARE AGENCY

### ECE CONSULTANT / HOME VISITOR

Heather A'Court, RECE

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Date of Incorporation: 29 August 1985  
Ontario Corporation Number: 000634865