

Cook's School Day Care

Learning Through Play, Building Friendships along the way.



2026 Parent Handbook

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Welcome to Cook's School Day Care Inc.

This Handbook provides basic information about the early learning and child care program provided at Victoria Park Child Care Centre. We urge all families to read, understand and agree to follow the guidelines in place to help us ensure that we provide the children with safe, reliable, high quality early learning and child care. This booklet is a snapshot of all that Cook's has to offer. To learn more about Cook's School Day Care Inc, please speak with us or visit our website www.cooksdaycare.ca and our Facebook page, <https://www.facebook.com/CooksSchoolDayCareInc> . Please keep checking back - they are updated often.

High Quality Early Learning & Child Care

Established in 1985, Cook's has built a solid reputation as an excellent early learning and child care provider. Cook's believes:

- Parents are entitled to affordable, accessible, safe, reliable, well-managed, high quality early learning and child care for their children.
- Every child deserves a safe, caring, and inclusive environment where respect, care and understanding are priorities. Cook's is committed to children growing and developing to their maximum potential. Fostering each child's self-esteem, feelings of self-worth and value will promote their emotional, physical, social, and intellectual growth and development.
- Children are unique individuals. Cook's is inclusive and encourages children to learn about and celebrate their uniqueness and that of others.

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.

All parents are encouraged to consider becoming a part of the Cook's School Day Care Inc board of directors!

The executive director, RECE Lead, early childhood educators, dietary staff, enhanced staffing support, and administrative support staff are the backbone of Victoria Park Child Care Centre. Our early childhood educators are 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 have a thorough understanding of 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 respect and abide by the numerous Ministry of Education requirements for registered early childhood educators and licensed early learning and child care programs.

Our Professionals

Cook's educators must:

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- Provide proof of current qualifications, training, and certifications.
- Review and sign-off on several policies and documents as required by the organization and the various Ministries overseeing licensed early learning and child care programs.

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

Our program is designed to serve the needs of children 12 months 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 program. Children are encouraged to be themselves and have respect for others.

Early Learning & Child Care Programs

Cook's currently operates toddler, preschool, kindergarten, and school-age programs in our centre from 6am to 6pm, 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. Daily schedules are posted inside each classroom outlining what the children are doing throughout the day.

Daily activities geared to age and development for both indoors and outdoors support:

- Small and large group opportunities
- Creative art expression
- Music, songs, and movement
- Large and small muscle growth
- Social and emotional connections
- Self-regulation
- Language, listening and sensory
- Dramatic play

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)	Christmas Day (Dec 25)
Boxing Day (Dec 26)	Christmas Eve and New Year's Eve at noon	

Regular fees are billed for ALL days indicated above - no exceptions. When a child is enrolled with Cook's School Day Care Inc, this condition is accepted as part of the payment policies.

In the event that the number of children scheduled in a day is 10 or under (i.e. Christmas Eve or New Years Eve) the centre may choose to close. Cook's will give as much notice as possible but not less than two weeks notice of the closure.

Excursions & Off-Site Adventures

At times, under the direct supervision of our educators, children participate in excursions off the property. The adventures may include, but are not limited to: neighborhood walks, local parks, beach visits, library, community centre, theatre, or the zoo and various out of town attractions by chartered bus. The focus of the off-site adventures is providing an enhanced safe and stimulating play and learning experience for the children as well as a sense of belonging to the community.

At registration, you will be asked to give permission for supervised neighborhood walks. Other off-site excursions will require your authorization to be granted for each individual event on a permission form provided by Cook's.

Fostering Expression

The following quote is an excerpt from the How Does Learning Happen document and is supported by Cook's educators.

- **Support children's expression in all forms. For example, some programs are rethinking art activities – moving away from using pre-cut materials or expecting children to complete specific adult-determined products and instead considering children's art as a form of expression.**
- **When educators provide good-quality materials and ample time throughout the day, children are encouraged to express themselves through drawing, painting, sculpture, movement, music, and storytelling to communicate their exploration of the materials or to represent their ideas, experiences, and understanding of the world.**

Group Placement by Age

Room	Ages	Educator to child ratio	Max # children	Proportion that must be qualified educators
1st Floor				
Toddler	12 - 30 months	1:5	15 3 may be 12 - 18 months	1 of 3
Preschool	30 months - 6 years	1:8	24 5 children may be 18 - 30 months <u>or</u> 44 months - 7 years	2 of 3
2nd Floor				
Room 1: 2 Options				
Preschool	30 months - 6 years	1:8	24 5 children may be 18 - 30 months <u>or</u> 44 months - 7 years	2 of 3
Kindergarten	44 months - 7 years	1:13	26 5 children may be 30 months - 6 years	1 of 2
Room 2: 2 Options				
School-age	68 months - 13 years	1:15	15 3 children may be 44 months - 7 years	1
Preschool	30 months - 6 years	1:8	14 3 children may be 18 - 30 months <u>or</u> 44 months - 7 years	1 of 2

Mixed Age Grouping

Cook's, through the Ministry of Education has been approved for mixed age grouping. Mixed Age Grouping is the ability to mix 20% or 25% of a younger age group with an older age group, or older children to a younger age group (except to toddlers) see above chart. When moving a younger child up to the next age group either permanently, or for transition purposes or due to numbers, as part of a mixed-age grouping, Cook's follows these guidelines.

- The oldest of the age group will be considered first to move up
- Parents/Guardians must agree to the move
- Give the parents as much notice as possible. When the move is due to numbers a message will be sent through the Telegram App to inform the parents of the move
- When the move is permanent, have the child visit the room ahead of time to become familiar with the room and educators
- Ensure that the developmental needs of the child will still be met i.e. age-appropriate toys, activities and expectations
- Ensure that the physical needs of the child will still be met i.e. diapering, meals or rest time

Our goal is to make the transition as smooth for the parent and child as possible.

Kindergarten / School-Aged

Cook's is licensed for 80 children, 15 Toddlers, 24 Jr Preschoolers, 26 Sr Preschoolers and 15 School age. Generally, when children enroll with Cook's they are able to "grow" through the our different age groups, however, due to numbers and the reduction of licenced spaces from the Sr Preschool room to the School age room, we may not have the space to accommodate everyone needing care. Before each school year, in order to keep our numbers at our licensed capacity, we will assess who needs after school care and if our numbers are over our licensed capacity, we will inform families with as much notice as possible that school age care will not be available.

Please indicate on your child's application form what school you child will be attending.

Currently, Cook's is only escorting children back after school from CR Gummow to the centre. Full days are available for PA Days, March Break, Christmas Break and Summer holidays.

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. Children will flourish and grow when given daily opportunities to experience 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 Early Childhood 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 educator 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.

Play & Learning in Action

With family permission, the educators

- Post photos of the children in action on the television monitor in our main entrance.
- Post children's photos in or outside each room with a short story added. These are called learning stories. The photos and descriptions capture play and learning in progress.
- The educators also maintain a separate logbook for each child that contains learning stories. These books are not shared with other families to safeguard each child's material.

The educators are observing and documenting the children's development and enjoyment. What a wonderful way for you, the parent, to see how and what your child is doing and accomplishing. Keep an eye out for your child!!

The County of Northumberland provided funding to allow the early learning and child care programs in the County to purchase iPads for every age group to support the documentation process. Very much appreciated!

Your generous donations have enabled us to buy a second iPad for each room to help us capture even more learning in action.

Money Matters & Schedules

Fees and the Canada Wide Early Learning and Child Care System (CWELCC)

Cook's School Day Care has applied and was approved to be part of the CWELCC System. What this means for families of children aged 12 months up to when the child turns 6 years of age is reduced fees. Fees were first reduced by 25% then an additional 37% by December 31st, 2022, and should continue until the \$10 per day is reached. Families will be notified when each reduction is applied.

Cook's operates on a fee-for-service basis. Parent fees and administration fees that were in place as of March 27th, 2022, will be the fees that we will use to reduce the per day amounts for the CWELCC calculations. These fees are called **Base Fees** and were approved by the family and community members who volunteer on the Cook's Board of Directors and the County of Northumberland in 2021. **Non-Base fees** such as: late fees, NSF, closed account, funds not cleared fees relating to Pre-Authorized Payments will not be included in the reductions.

Parent fees help to cover the expenses for children in the centre including snacks and lunch, mortgage, utilities, taxes, and salaries. Fundraising and donations help to offset the costs for program enhancements such as craft supplies, special events and excursions. Parents must sign the PARENT / GUARDIAN AGREEMENT found on the application form, accepting responsibility for the financial arrangements BEFORE we will accept your child/ren's enrollment.

See the Child Care Fee Guide on page 30 for the amounts of our Base Fees and the reduced rates for 2025.

Enrollment – Administration Fee – Base Fee

All families are required to pay a **non-refundable ADMINISTRATION FEE (see fee guide for amount)** upon enrollment and **every January**, thereafter while enrolled in the program. The Administration Fee (for children 12 months up to 6 yrs) will be divided and added to your pre-authorized debit each day, per child, until the appropriate fee is reached. If you must temporarily withdraw from the program for a period of time, you are required to pay the **ADMINISTRATION FEE** upon return to the program unless the minimum fee or holding fee is paid to hold and guarantee your child's placement. **An Activity Fee is due for every child enrolled in the school-age summer program to help cover the costs for excursions and program enhancements.**

Fee Payment: Pre-Authorized Debit (PAD)

All the families enrolled with Cook's are required to register with Pre-Authorized Debit to have childcare fees automatically withdrawn from your personal savings or chequing account. Upon enrollment, you must complete the Pre-Authorized Debit Agreement. Pre-Authorized Debit amounts are calculated, in advance, directly from the information you provide on your schedule request form. You are responsible for FULL PAYMENT of the schedule you submit and any approved extra days you may require. You may contact the office to confirm the amount of the transaction. **The office must be informed of any changes to your banking information immediately. The completion of a new PRE-AUTHORIZED DEBIT (PAD) AGREEMENT will be required.** Although childcare fees may no longer be paid using cheque or cash, fundraising items may still be paid for using cheque or cash.

ONE Payment Method: Paying twice per month on the 1st and the 15th

- The transaction amount for the 1st of the month will pay in advance for care scheduled from the 1st of that month to the 15th of that month and
- The transaction amount for the 15th of the month will pay in advance for care scheduled from the 16th of that month to the last day of the month.

Adjustments

Adjustments for a particular period (overpayments or underpayments due to changes in schedules, subsidy approvals, group rate changes, CWELCC adjustments, miss calculations and how extreme situations & weather could affect our service, see Page 29) will be made on the next transaction date. Refunds for larger credits can be paid out or used towards future pre-authorized payments. Payments for larger amounts owing may be paid by instalments that are acceptable to Cook's.

Holding Fee - Base Fee – Two Days per Week per Child

At the discretion of the administration, a holding fee during an extended absence from the program may be accepted to secure your child's space in the program.

The ability and length of time Cook's can provide this placement guarantee is limited. If granted, the space will be reserved for a maximum of two months. Regular fees (see attached fee guide) apply after that time.

Particulars:

If your child will not be attending our program for a full month (Example: off during the month of July), you will be required to:

- provide **FOUR** weeks' advance written notice of the off-time to the office on the form provided by Cook's
- **pay in advance for the two days/week per child for each month off using the payment schedule already in place.**

The minimum monthly fee is not applied to the annual registration fee. This interruption to your regular schedule is considered a temporary withdrawal.

This policy was developed to assist with ensuring continuity for the children as well as the stability and viability of the organization.

Receipts

A receipt for payments made for child care fees made for the year will be issued on or before February 28th to attach to your income tax return. A separate receipt is issued for the value of any charitable donations made to the organization during the year.

Many thanks to those who can make donations of goods, services and/or cash to Cook's School Day Care Inc!

Income Tax receipts WILL NOT BE MAILED but will be available for pick-up in the child care centre office. Special circumstances, such as early preparation of the receipt, may be considered if the family is moving from the area. A service fee of \$5.00(**non base fee**) is charged to reprint your Income Tax Receipt.

Each calendar year ALL families are encouraged to participate in fundraising activities and donate an amount suitable for your family to help cover the costs noted previously. For your convenience, a pledge commitment section is provided on the application form. You can choose to:

- Not contribute for the year.
- Make a single lump sum contribution for the year to be paid on a pre-authorized debit transaction date that best suits your family. You will indicate the date on the application form.
- Choose a manageable contribution amount to be added to each pre-authorized debit transaction during the year.

Charitable Donations & Pledges

Cook's School Day Care Inc is a **not-for-profit, charitable** organization. Any person or group who donates goods and/or services will receive a tax receipt for the value of the donation which can be used for income tax deduction purposes. To be eligible for a receipt the value of the item or service must be able to be verified.

Fundraising activities assist us with purchasing program enhancements for our programs (toys & equipment, program supplies, field trip costs, some food costs, etc.).

Charitable donation and pledge tax receipts are issued by the end of February for the previous calendar year.

Subsidy - Fee Assistance

If you feel you may require financial assistance to pay your child care costs, please visit Northumberland.ca/ChildCareSubsidy where you can apply online.

Schedules

Child Care Schedule Request forms are provided for families to specify, in advance, the days and hours of care required. Each form covers a two-month period with the deadline it is due to be completed, signed, and submitted to the office clearly stated on the bottom. A hard copy is available in the child care centre office or the schedule can be completed and submitted directly to the office from our website (<http://cooksdaycare.ca/forms-schedules-resources/>).

Minimum Attendance per Week

ALL children are required to be scheduled for a minimum of two (2) days per week.

If your child attends less than the required two (2) days in the week, you will be billed for two (2) days. **Exceptions:**

See **Free Off-Time** to follow.

Schedule Changes for all Groups

You are responsible for the schedule you submit.

Change Notice

- Two weeks' advance written notice is required for a temporary or permanent change to your child's schedule.
- Two weeks' notice is required before the change occurs for the period September to June.
- Four weeks' notice is required for changes in July and August.

Requests

- Requests for changes to schedules (adding days or cancelling days) must be submitted to the office on the **Change to Schedule** form provided by Cook's.
- Added days must be approved to ensure space is available. Because we adhere to strict educator to child ratios and space requirements, **NEVER arrive unannounced without prior approval - we may not be able to accommodate an extra child.** Cook's will make every attempt to accommodate requests for changes to schedules.

Free Off-Time

For Toddler & Preschool Children

Each child will be allowed up to three weeks of "free" off time each calendar year based on the average number of days your child attends the program.

If your child normally attends:

- 5 days / week, the child may be absent 15 days for which no charges apply.
- 4 days / week, the child may be absent 12 days for which no charges apply.
- 3 days / week, the child may be absent 9 days for which no charges apply.
- 2 days / week, the child may be absent 6 days for which no charges apply.

For Children Enrolled in Junior/Senior Kindergarten and Older (at January 1st) **During the school year**

- With appropriate notice, no fees are billed for any child not scheduled to attend PA days, during Christmas and March breaks. If appropriate notice is not given, you will be required to pay the two (2) day minimum fee each week.
- We do appreciate and need notice for odd days off for appointments, school trips, etc. however other time off during the school year will require payment of the full regular fee.

During summer break

- Each child is entitled to one "free" off week in July and August provided appropriate notice is given. If appropriate notice is not given, you will be required to pay the two (2) day minimum fee each week.

Service Charges & Consequences – Non-Base Fees

Funds Not Available

Each time a transaction cannot be completed on the first attempt (insufficient funds), you will be charged a **\$15 administration fee**. This \$15 charge will be added to the childcare fees calculated for the next pre-authorized payment date. We have contracted with the bank to make another attempt to secure the funds within two business days after the first transaction fails. Please keep this in mind and ensure funds are available for the second attempt.

If the second attempt fails, you will be notified immediately to cover all fees plus an **additional \$30 administration fee**. You may be asked to pay for services in advance using cash or certified cheque. You risk losing your childcare space if payment for your child's care cannot be secured. Our final measure in securing payment is to involve the local collection agency.

Stop Payments

If you stop payment on a scheduled transaction, you will be charged an **automatic \$30 service fee**. You will risk having your child care service discontinued if you stop a regularly scheduled payment that covers the costs of your child's care.

Late Fee & Over-Time Charges

The child care centre is open 6:00 am to 6:00 pm, Monday to Friday. All parents/guardians arriving prior to 6:00 am or after 6:00 pm (according to the child care centre clock) will be charged the fee of **\$5.00 per minute per family**. Should a parent/guardian arrive prior to 6:00 pm, but remain past 6:00 pm, the fee will be charged. The premises, including the playground must be vacated by 6:00 pm. The fee will be billed to your child care account. You will be required to consent to the additional amount being added to the next scheduled pre-authorized debit transaction. The amount may be paid by instalments that are acceptable to Cook's. The full amount of the late fee/over-time charge is paid to the educators who stay with your child.

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 www.cooksdaycare.ca. 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 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 consider 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.

Policies & Practices

Cook's has developed several policies to ensure the safety and well-being of the children registered. The policies of Cook's School Day Care Inc can be accessed on our website www.cooksdaycare.ca. Paper copies are available upon request. Many of the policies in place are directed by the Ministry of Education, Ministry of Labour, Ministry of Health, Ministry of Environment and County of Northumberland.

Safe Arrival & Dismissal

If your child will not be attending, you **must** notify the educators at the centre by **10 a.m.** If your child was scheduled to attend and no message has been received from you by 10 a.m. regarding their absence, an educator will be in contact with you.

For **school age** children, if your child will not need to be picked up that day, you **must** notify the centre by 2 p.m. If we have not heard from you and your child is not there at pick up time, we will contact you from the school to confirm that your child is with you. Reminder that while we are trying to contact you, the other children have to wait outside the school in all weather conditions.

If an alternate person is going to pick up your child, please inform the centre even if that person is on the emergency/release section of your application form. **No child will be released to a person without your consent. No child will be released without photo identification** if they are unknown to the educators, no exceptions. Please inform your alternates to bring photo ID.

Important: If you have not arrived by 6:00 pm and we cannot reach you, the people on the emergency/release section of your application form will be contacted to pick up your child and the \$5.00 per minute late fee will be applied. If we cannot reach you or any of your emergency/release people by 6:30 pm, we will contact the local authorities.

See website for full policy. www.cooksdaycare.ca

Often, the educators relay important information to families arriving to drop off and/or pick up their children. **We insist that all children be escorted INTO and FROM the centre.** Please do not pick your child up over the fence. If your child's educator is busy and doesn't see you arrive to drop off or pick up, please get their attention to let them know.

Appropriate Clothing

Provide simple play clothing that is free of complicated fasteners that is washable to eliminate feelings of fear of getting dirty. Children must be ready to participate in the daily activities upon arrival. Please do not request or expect the educators and caregivers to change a child from pajamas into daytime clothing.

Always provide at least one full extra set of clothing for your child - regardless of age. All the children are involved in a variety of activities that can become quite messy. Toileting mishaps can happen at any age. Remember to change the size of the extra clothing as your child grows.

PLEASE LABEL EVERYTHING. See online, <https://www.mabelslabels.ca>. Click Support a Fundraiser then type in Cook's School Day Care Inc. to assist with all your labelling needs.

If your child borrows clothing from our limited "extra" supply because his/her extra clothing has already been used, please launder, and return the items immediately. Children must have appropriate outdoor wear. Provide sweaters, jackets, splash pants, boots, snow pants, mittens, caps/hats, etc. depending on the temperature and weather conditions. We enjoy at least one hour in the morning and one hour in the afternoon of outdoor activities (Ministry Regulation). We do not keep children inside – you may be called to provide your child's necessary items to participate in our activities **(including walking to and from school)**.

Safe Footwear

Indoor shoes are required. A fire drill is conducted at least once per month and we do not have time to put on shoes nor do we have enough educators to carry the children. Children can remove their shoes when playing in the dramatic area to use other footwear; however, they must be put back on once they leave the area. Children wearing slip-on shoes, without a heel strap, are not permitted to use the climbing structures outdoors. Outdoor footwear must securely remain on the child's feet for all climber activities.

Bullying, Harassment & Violence

Cook's School Day Care Inc is committed to providing a work environment in which all individuals are treated with respect and dignity, free from any form of bullying, harassment, or violence. Bullying, harassment and violence will not be tolerated by any person in the workplace, online or over the phone. Cook's School Day Care Inc will take all reasonable measures to prevent incidents and protect workers.

Zero Tolerance

Children - children towards other children or their educators.

Physical and or verbal aggression directed by children towards children or educators could result in the child being sent home for the day. Continued physical and or verbal aggression could result in the child's enrolment being terminated.

Parents of children refusing to walk back from school to our after school program or during a trip off premise will be called to pick up their child at the school or enroute. This is for the safety of all the children and educators. Continued refusals could result in your child losing their walking spot and you being responsible for transportation to the centre.

Five Counties Children's Centre is available to all parents and educators if a need is identified or if the parent or educator feels that support from a Resource Consultant could be beneficial. If a parent refuses the support of Five Counties when Cook's feels involving Five Counties could help the child's placement, the child's enrollment could be terminated.

Adults – toward educators & staff

Although clients and members of the public are not governed by this policy, **the organization does not tolerate any behaviour constituting bullying, harassment and/or violence** to be exhibited by clients/public toward the workers of the organization.

Verbal or physical aggression directed by a parent, guardian or adult toward a staff 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.

Child & Family Services Act

The Child and Family Services Act states that every person who has reason to believe that a child is at risk has a legal obligation to report his or her suspicions immediately to the Children's Aid Society. Cook's is committed to meeting the legal requirements of the Child and Family Services Act and to ensuring the safety and protection of each child enrolled.

Cook's educators are trained to spot signs of child abuse and neglect. If there are reasonable grounds to suspect abuse or neglect, educators are required to file a report. It will be the responsibility of the Children's Aid Society to investigate suspicions and evaluate the situation.

Educators can be fined \$5,000 for failing to report a situation.

Custody Agreements

PLEASE BE ADVISED, in situations where custodial concerns are occurring, the day care may not refuse the release of a child to a parent at the request of the other parent. We **must** have an **up-to-date** legal custodial document on the premise in the child's file, specifically outlining the custodial arrangements, which we must follow as written.

With the safety and well-being of the child in mind, please be prompt with providing all necessary documentation that will alleviate such problems.

Emergency Contacts and Release of Your Child

Emergency Contacts

Parents are required to provide emergency contacts who can be reached during an emergency. Contacts' information must be current, and they must understand their responsibility.

Release of Your Child

No child will be released to a person without your consent. We **MUST** receive written or verbal notice for changes. **Try to introduce all guardians and your back-up people to the educators.** If the individual picking up your child is under 16 years of age, you must supply written consent to allow the release to happen.

Identification

Any person you choose to pick-up your child must show photo identification (Driver's Licence, Health Card, Student Card, photo supplied and signed by you). Although the person may be the child's parent or have dropped off or picked up your child on a previous occasion, it is possible that not all educators have met the person before. **A child will not be released until**

identification is confirmed. This may take some time. There is no exception to this rule, and we know you understand our position.

If you must send someone who is not on your approved list, phone or email us immediately. We must have your consent to release your child – no exceptions.

Emergency Safety Measure

In the opinion of the educators, if any parent/guardian appears unable to assume care and control of the child when arriving to pick-up the child (walking, riding, or driving) due to **any type of impairment**, the following steps will be taken:

1. At your wish, we will arrange alternate transportation, (i.e., call a family member, a friend, or taxi).
2. If you choose not to accept the arrangements of alternative transportation and choose to leave with your child, we will contact the local police detachment to inform them of our concern.
3. If the pick-up person is an alternate authorized by the parent/guardian, every attempt will be made to contact the parent/guardian to confirm the new pick-up arrangements. If the parent/guardian cannot be reached the steps above will be followed.

Emergency Management

Cook's has emergency management policies and procedures, including but not limited to:

- **Fire & Emergency**
- **Health & Safety**
- **Medical Needs, including Anaphylaxis**
- **Safety & Security**
- **Serious Occurrences**

In the event of an emergency, parents are notified at the earliest convenience using the following methods:

- In person, by phone, email/telegram app
- Posted notices in the building or as close to the building as possible if the emergency involves the structure.
- Posted notices on the website and Facebook pages.
- Local media if a significant emergency affecting operations.

The complete policy is available on our website or in hard copy upon request.

Evacuation

In the event of a full evacuation from the child care centre:

- Parents will be contacted from the emergency shelter as soon as possible. Attending to the children's safety is our priority. The phone message will be brief to allow for all calls to be made promptly. Information regarding the situation may be obtained at a later time.

- We will attempt to have a person stationed at a safe location near the child care centre to give direction to anyone we were unable to contact.

Extreme Situations & Weather Can Affect Our Service

The safety of the children and educators in our programs is top priority for us! Safety concerns may result in the administration making an emergency decision that affects the service we provide (example: closure of the centre for a part or full day). Decisions of this magnitude are given careful consideration because we fully understand the impact the decision will have on families. The deciding factor comes down to one simple statement, "Is there real or potential risk to the children and/or educators if we continue with the "expected" service." If the answer is an obvious, "yes", a choice to modify the service, at that time, for that circumstance, must be made. Every measure will be taken to inform those affected by the decision at the earliest convenience, with as much notice as possible.

Please refer to the **Extreme Situations and Weather Can Affect Our Service** chart found inside the back cover. Examples and details are provided regarding the situations that could potentially affect the service. For the situations described, families are not charged the regular fee because we have made the choice to modify our service and, in most cases, families have needed to make alternate arrangements for the day. We maintain a direct link to Environment Canada and receive regular emergency updates from the County of Northumberland during all seasons. Situations involving intense heat, extreme wind chill factors, electrical storms, smoke, ice storms, heavy rainfall, etc. do keep us from participating in outdoor activities on occasion.

At times, our outdoor periods are simply reduced to allow for some outdoor active play. Again, decisions to modify our service and our programs are directly affected by any "real or potential threat to our children's and educators' safety".

When are Schools Closed

If your child's school is closed due to weather, strikes etc., you can call the centre to see if space is available providing, we have staffing to accommodate the extra children.

Feedback, Grievances, Issues & Concerns

All feedback, grievances, issues, and concerns pertaining to the operation of the organization, made by staff, families are addressed in a prudent and efficient manner and in good faith in what is believed to be the best interest of the organization.

Families and staff are encouraged to offer ongoing feedback in a timely manner that best suits their personal style (in person, in writing, via email, by phone, etc.).

Feedback forms are readily available on the website www.cooksdaycare.ca on the *Contact Us & Feedback* tab and at the entrance to the centre for those who choose that method of feedback.

The person who raised the issue will:

- Be provided a level of detail that respects and maintains the confidentiality of all parties involved.
- Receive an initial response to an issue or concern within one business day.
- Be kept informed throughout the resolution process.

The complete policy is available on our website or in hard copy upon request.

First Aid and Emergency Response

Minor accidents and illnesses are common occurrences with children.

All Cook's educators have valid Standard First Aid Certification to respond to minor cuts and/or bruises.

When a minor occurrence happens, parents are notified of and asked to sign an incident report form at pick-up time. The parent is given a copy of the report.

Serious accidents or illnesses will be reported to parents immediately. Parents will be requested to pick-up their child at the earliest convenience and seek medical attention if needed. If during program time, there is an emergency requiring immediate medical attention, Cook's educators will call 911 and accompany the child to the hospital. Parents will be notified and requested to meet the child and Cook's educators at the hospital.

Illness

Reducing the Spread of Ill-Health

Children who show any sign of illness are **not** to attend child care. Even in pre-pandemic times, children showing signs of ill-health were asked to stay home. When a child shows any sign of ill-health (see below), the child will not be admitted for the day, or the parent/guardian will be advised to pick up the child if any signs are observed during the day.

Having sick children in attendance is not an option, for everyone's safety.

Signs of ill-health may include one or more of the following, but are not limited to:

- an elevated temperature
- an acute cold
- nasal discharge
- vomiting
- diarrhea
- red or discharging eyes or ears
- undiagnosed rash
- severe or croupy coughs.

In some cases, a medical certificate may be required for re-admittance (example: skin rash confirmed not a risk to others).

If your child is too ill to attend elementary school, they are also too ill to attend our programs.

When Your Child Can Return to the Program

- When a child is at home or sent home due to illness and/or medication is required (examples: antibiotic, eye drops, etc.), the child must be free or show significant improvement of symptoms and/or using the medication for not less than **24-hours** before returning to the program.
- For any enteric symptoms (relating to the intestines), a child must remain home for **48-hours** after symptom-free. Examples: diarrhea, vomiting.
- If your child is ill with the flu or flu-like symptoms during the night, the child must be kept home the following day.

Immunization

Your child's health, safety and well-being are very important to all of us. Upon enrollment, you must present us with your child's record of immunization so we may copy it for our files and our local Health Unit for their records.

A child may not start in our program until such time as proof of immunization or a written affidavit (on a Ministry form available from the program) that excludes the child being immunized is provided for our files. Families are required to provide proof of any further boosters once enrolled in the program. Families will be contacted if immunization records are not current.

Medical Needs, including Anaphylaxis

Cook's School Day Care supports the medical needs of any child and employee, student, volunteer, contract worker by reducing the risk of exposure to any causative agents or situations that may exacerbate the medical condition or cause a reaction (e.g. anaphylactic reaction).

The complete policy is available on our website www.cooksdaycare.ca or in hard copy upon request.

Medical Needs

Medical needs include any physical, developmental, mental, sensory, behavioral, cognitive, or emotional impairment or limiting condition that requires medical management, health care intervention, and/or use of specialized services or programs. The condition may be congenital, developmental, or acquired through disease, trauma, or environmental cause and may impose limitations in performing daily activities or substantial limitations to life activity.

Care for individuals with special needs requires specialized knowledge acquired by additional training, as well as increased awareness and attention, adaptation, and accommodative measures beyond what are considered routine. Examples: anaphylaxis, asthma, diabetes, heart condition, seizures, etc..

Anaphylactic Reactions

Some allergic reactions cause tissues in the mouth and throat to swell, and this will impair breathing. This is a severe allergic reaction and is a life-threatening emergency because body tissues are deprived of oxygen, causing body systems to fail. Anaphylaxis can happen within seconds, minutes or hours of a substance entering the body. As a rule, the sooner the child's body reacts, the worse the reaction will be.

Individual Emergency Response Plan (IERP)

An IERP that details how to support a person's medical needs/risk of anaphylaxis is completed by the person or parent/guardian of a child with identified needs/risks and the supervisor. IERP's are reviewed by the parent every 6 months.

Reducing the Risk of Exposure - Public Notification

If applicable, copies of the IERP, including photo for each person at risk of anaphylaxis or having a serious medical condition will be displayed prominently in each activity/eating area and the office. Copies will also be kept with the children's emergency information available for trips or emergencies off the premises. **If there is a person at risk of anaphylaxis, prominently placed notices informing all to not bring the causative agent (food, substance, etc.) into the centre will be posted at in the main entrance for the duration of the person's involvement in the program.**

Medication Administration

We do not accept non-prescription medications for any child (i.e. cough syrup, vitamins, etc.) Only physician-authorized and prescription medications will be administered by our child care centre educators. The only exception to this policy involves:

- Children who are prone to spiking high fevers quickly. A limited supply of fever-reducing medication (i.e., Tylenol, Temptra, etc.) may be kept on the premises. The child care centre educators will administer only one dose of the medication (with authorization from a Doctor) to a child whose temperature has risen quickly to allow time for the child to be picked up by his/her Parent or Guardian and kept home until the fever is controlled.
- Any Dr prescribed medication (i.e. Benadryl) for life-threatening illness or reactions (epilepsy, diabetes etc) can also be stored and administered if needed.
- Children who require diaper cream.

NEVER leave medication in your child's bag, pack, or basket. Always hand-deliver medication to and educator.

Parents MUST complete the medication form BEFORE any medication will be given.

As recommended by the Ministry, medication will not be given unless:

- A Medication Form, which is supplied by Cook's School Day Care Inc, is fully completed prior to any medication being administered.
- Medication is in the original container.
- Prescription Medication states the correct child's name, medication name, dosage, time(s) to be given, length of time to administer and expiry date noted on the pharmacist's label.
- The Parent or Guardian must label non-prescription diaper cream.
- All labels are intact and easy to read.
- If the medication is to be administered "as necessary" (i.e., asthma medication), the parent must state, on the child care centre's medication form, the types of symptoms/reactions that could be observed during the period when the medication is required and being taken.

IMPORTANT!

- Parents must hand-deliver all medication to the educators to be locked in the appropriate refrigerated/non-refrigerated container.
- For the safety of all children, ALL medication must be stored in a locked container while on the child care centre premises. **Exception:** medication for life-threatening illnesses or reactions will be kept safely and readily available by an educator or the child if physician's consent is on file indicating the child is mature enough to be in control of the medication (example: Epi-pen). If the child has possession of this medication, the educators will monitor that it is always safely stored.
- Please ask for assistance to store/retrieve your child's medication.
- Medication will not be released to a child. It must be picked up by a parent/guardian.
- It is the parent's/guardian's responsibility to ask for the child's medication at the end of the day - it is not the educator's responsibility to remind you to take medications home.

Menu

Healthy and nutritious snacks and lunch are prepared daily and served on the premises. Our menus are available on our website www.cooksdaycare.ca and Facebook page. You may request a paper copy. Our nutritious and delicious snacks and lunches are prepared on-site at our centre.

Victoria Park Child Care Centre – 2026 Parent Handbook

Our dietary educator holds a valid Food Handlers Certificate. The menus follow and meet the recommendations of the **Canada Food Guide standards** and are reviewed regularly by the local Health Unit's Dietician and during the Ministry's annual licensing inspection.

Our menu rotates on a four-week basis to allow for a variety of different snacks (morning and afternoon) and lunchtime meals to be served.

Homo milk is served to all children in the toddler group and 2% milk is provided for all other children and educators.

If your child has limitations regarding this or any other food, be sure to inform the educators and **provide written instructions on your child's application form and on a Dietary and Feeding Arrangement form**. Any requests for variations or substitutions to the current menu must be directed to the administration. **Substitutions must be labelled, be similar to what is being served at the centre and must also follow the recommendations of the Canada Food Guide.**

Children are never forced to eat, and privileges are never taken away. Children are encouraged to try what is provided; therefore, do not send snacks or lunches for your child simply because he or she is a picky eater.

Breakfast

Because breakfast is one of the most important meals of the day, the educators will support and assist the families of our early arriving children with providing this nourishment. In order for our educators to set up and offer the activities for the day, we ask that the following guidelines be followed:

- **All breakfast items (food & containers) MUST be clearly labelled with the child's name.**
- Breakfast food items are supplied by the parent/guardian for each child.
- We will offer milk for cereal if a child wants milk. **We are nut-free and peanut-free in our centre because of allergies. Please do not bring in any items containing nuts or peanuts.**
- For sanitary reasons, dishes and cutlery must be obtained through the educators.

Baby Bottles

We discourage bottles in the centre because we prefer to encourage the use of toddler cups.

Nut-Free, Peanut-Free & Other

Due to allergies, NUTS AND PEANUTS are not served in our program.

Please do not send your child with food or products that contains or may contain nuts (including, but not limited to peanut butter, honey nut cheerios, almond milk or creams that contain or may contain nuts).

Any other items identified to cause anaphylactic reactions to a child or staff present in the program will be eliminated from the program as required. A notice will be posted at the main entrance.

Prohibited Practices Policy

Respecting Ontario Regulation 137/15

Young children benefit from a supportive approach that encourages positive interactions with other children and adults, rather than from a negative or punitive approach to managing

unwanted behaviour. To protect the emotional and physical well-being of the children in our programs, Cook's School Day Care Inc does not permit:

- a. Corporal punishment (causing deliberate pain or discomfort in response to undesired behaviour).
- b. Physical restraint of the child, such as confining the child to a high chair, car seat, etc. for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- c. Locking the exits of the premises for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management plan.
- d. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- e. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- f. Inflicting bodily harm on children including making children eat or drink against their will.
- g. **Sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the Early Childhood Educators Act, 2007.**

Additional Information

Rather than setting out practices to be used to manage children's behaviour, the administration and educators examine and set out in the program statement how to support positive interactions between children, families, staff and the community.

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

How Does Learning Happen provides information on ways adults can engage in positive, responsive interactions and why this is critical for children's overall learning, development, health, and well-being.

Reserving a Child Care Space for a Break in Service

Cook's School Day Care Inc's financial stability relies on operating at or as near to licensed capacity as possible. Families requiring a break in service from our program will be given the choice to:

- **Withdraw** from the program and re-register when care is required, and space is available.
- If it is feasible to the organization, Cook's may accept payment to hold a space in our program for a limited time. **Pay the equivalent of two days per week per child.**

The maximum length of time a space will be held due to a break in service is two months. Full fees apply after the break in service period.

Scent-Free Facility

Scented products can aggravate health problems for some children and adults, especially those with asthma, allergies, and other medical conditions.

Thank-you for your cooperation.



Please avoid the use of perfume, aftershave, scented hairspray, cologne, and other scented products.

Serious Occurrences

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 occurrence, during the organization's hours of operation, the appropriate Ministry-directed reporting and public notification procedures will be followed.

Serious Occurrence Definition

1. Death of a Child
2. Allegation of Abuse and/or Neglect
3. Life-threatening Injury or Illness
4. Missing or Unsupervised Child(ren)
5. Unplanned Disruption of Normal Operations: Fire, Flood, Gas Leak, Detection of Carbon Monoxide, Outbreak, Lockdown, Other (Emergency Relocation or Temporary Closure)

Reporting and Posting a Serious Occurrence

A verified serious occurrence is reported immediately to the organization's administration, board executive members, and all pertinent others (i.e., Police, Fire, Children's Aid). A written report is forwarded to the County and Ministry children's services departments within 24 hours of the occurrence.

A serious occurrence notification form is completed and posted for a minimum of 10 days in a conspicuous place - adjacent to the centre's licence to operate to communicate information to the parents about the serious occurrence that has occurred. Personal and private information is protected when a serious occurrence notification form is posted.

Sleep & Rest-Time

In the afternoon, our program makes every effort to organize time, space, and materials to support the children's varied needs for sleep, rest, and quiet time. Cots and bedding are provided. Special bedding, blankets and stuffed animals from home are welcomed and properly stored.

Rest-time allows the educators time to complete tasks that cannot be accomplished when the children are actively involved in activities (i.e., recording visual checks of resting children under 24 months of age, cleaning and disinfecting toys, washing floors, cleaning bathrooms, updating written records, etc.) and offset each other for their mid-day break.

While not all children need a mid-day nap, young children benefit from periods of quiet relaxation to balance their active play. Children's needs may change from day to day or week to week. The need for rest and sleep varies greatly at different ages, and even among children of the same age. Rest is an important part of the day for all children and time is provided for quiet activities or a nap if required.

Special Instructions

Sleep and rest time should be of such duration that normal sleep patterns at home are not disrupted. Programs should take into consideration instructions given from parents regarding their children's sleep and rest period. **These instructions should be followed as closely as possible while taking into consideration the need of the individual child.** The complete policy is available on our website www.cooksdaycare.ca or in hard copy upon request.

Ministry Direction:

If a parent has provided instructions for the child to not sleep during the day but the child is falling asleep at the table, the licensee should provide a rest period for this child. The licensee can explain to the parents that the child required a nap that day because the child was unable to stay awake.

Smoking and Vaping

Please respect the fact that our child care centre property is a NON-SMOKING setting. By order of the Local Medical Officer of Health, you must extinguish all types of cigarettes, cigars, pipes, etc. **BEFORE** you enter our parking lot. This policy assists with ensuring the health and safety of those persons (children and adults) who suffer from smoke-related allergies, asthma, etc. Any educators or volunteer of this organization is not permitted to smoke and/or vape while involved in a function of this organization or while in the presence of any child/ren of this organization during a child care event.

Volunteers & Placement Students

Volunteers and placement students complement our high-quality early learning and child care teaching team and administration.

Some work directly alongside educators:

- Youth completing high school cooperative placement hours.
- Students on placement from a variety of post-secondary programs, such as college and university early childhood education programs.
- Parents, family, and community members assisting with trips.

Some work indirectly to support the administration of the organization:

- Parents, family, and community members assisting with fundraising activities.
- Individuals holding a position on our board of directors to contribute to the enhancement and development of high-quality early learning and child care.

Volunteers and placement students must:

- Provide proof of a clear criminal record check, including vulnerable sector screening (completed within 6-months).
- Successfully pass the Children's Aid Society background check search.
- Complete applicable training and agree to adhere to the regulations of the policies of the organization

Volunteers and students never have unsupervised access to children in our programs, are not responsible for the children, and are not counted in the adult-to-child ratio.

Waitlist

Cook's School Day Care Inc is committed to developing and maintaining waitlist policy and practices that are transparent, fair, and consistent.

Administration

- To gain access to the waitlist, families must complete the online **Waiting List Request Form** available on the Cook's School Day Care Inc website or contact the programs directly to be placed on the **Wait List Registry**.
- No fee is charged to have a child added to the waitlist.
- When a space becomes available, the family at the top of the waitlist that best fits with the movement of children from group to group meeting our licensed capacity will be contacted, regardless of whether the space is full-time or part-time.
- Once a placement is offered, a family will be charged the registration fee.
- Depending on the length of the waitlist, a reservation fee to hold a space is charged if the family is not able to accept the position at that time and wishes to secure the space for the near future (no longer than two months). Refer to the **Reserving a Child Care Space** policy.

Special Considerations

Priority will be granted to:

- Siblings of children currently enrolled. To be included on the waitlist the family must provide the administration with a **Waiting List Request Form**.
- Children of current Cook's School Day Care Inc employees or board members. To be included on the waitlist, the employee/board member must provide the administration with a **Waiting List Request Form**.

Confidentiality

The personal information of families is always safeguarded. All information not applicable to the person or family wishing to ascertain the position of their child on the waitlist will be blocked before the requested information is provided. Waitlist request forms are kept in the Waitlist Binder divided by group. Each group starts with the oldest submission date up to the newest date. Where your form is within the group indicates where you are on the waitlist.

Parent Handbook Annual Review & Update

Please note that the Board of Directors and Administration review this document annually. We encourage Parents / Guardians to offer suggestions regarding additions to our handbook. All submissions will be considered.

Withdrawal Policy

You are required to provide **two weeks' written notice** if you plan to temporarily or permanently withdrawn your child from our program. If you choose to temporarily withdraw, **there is no guarantee that your child's space will be available unless the holding fee is paid for the space during your absence**. Please see Reserving a Child Care Space for details and limitations.

Regular fees (**base fees**) are billed until written notice is received and during the two-week notice period. You are welcome to use the service during the notice period. Holiday time may not be used in lieu of a withdrawal notice from the program.



Cook's School Day Care Inc. acknowledges and appreciates the many years of support and commitment it has received from the County of Northumberland. Cook's has been fortunate to receive Special Purpose funding, Wage Enhancement Grants, Fee Assistance for families, General Operating Grant, Health & Safety funding, just to name a few, resulting in Cook's ability to grow and continue to provide quality early learning and child care for families in Northumberland County for almost 40 years!



HOW?	WHY?	WHEN WILL YOU KNOW?	COMMENTS
Closure for a full day * No fee charged for the day	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, heavy rainfall, etc) overnight into daytime	At the earliest convenience after 6:00am	Road and property maintenance workers unable to clear the roads and a safe entrance to our property
	Power outage upon opening and for an extended period – unable to maintain a 20 °C indoor temperature	At the earliest convenience after 6:00am	Utility company unable to confirm when power will be restored
Delayed opening * We understand most will already make alternate arrangements * No fee charged for delay time or the day if care not used	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, heavy rainfall, etc) overnight	At the earliest convenience after 6:00am	Road and property maintenance workers are delayed clearing the roads and a safe entrance to our property
	Power outage upon opening	At the earliest convenience after 6:00am	Utility company can confirm that power will be restored at a specific time and the temperature can be maintained at 20 °C
Early closure * No fee charged for the period of closure	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, heavy rainfall, etc) during hours of operation and onward	At the earliest convenience	Road and property maintenance workers unable to clear the roads and property; concern about children getting picked up and staff getting home safely: Environment Canada posts and extended warning
	Power outage for an extended period – unable to maintain a 20 °C indoor temperature during hours of operation and onward	At the earliest convenience	Utility company unable to confirm when power will be restored
Reduced outdoor time	<u>Cold weather:</u> temperature with wind-chill is -12°C and -17°C <u>Hot weather:</u> UV index is between 8 and 10 and/or the humidex is between 30 °C and 39 °C	When you pick-up your child	The age of the children and the conditions of the playground will be given consideration
No outdoor time	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, high UV index, high humidex, heavy rainfall, electrical storm, etc) during hours of operation <u>Cold weather:</u> temperature with wind-chill is lower than -17°C <u>Hot weather:</u> UV index is 11 or over and/or the humidex is 40 °C or over	When you pick-up your child	Conditions are deemed unsafe for outdoor activities or worsen during the day and a warning is issued by Environment Canada
No escort to school * No fee charged for this part of the day	Extreme weather during hours of operation Example: high winds, electrical storm	6:00am (that day)	Conditions are deemed unsafe for outdoor activities or worsen during the day and a warning is issued by Environment Canada
No pick-up from school * No fee charged for this part of the day	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, high UV index, high humidex, heavy rainfall, electrical storm, etc) during hours of operation	Noon (that day)	Children will be escorted only if the children have layers of warm clothing, with an outer layer that is wind-resistant; a warm hat, mittens or insulated gloves, waterproof winter footwear, and a scarf/balaclava/neck warmer to cover neck and face (exposed skin) – no exceptions.

- Check the Environment Canada website regularly to be up-to-date on weather watches & warnings for Cobourg at http://weather.gc.ca/city/pages/on-75_metric_e.html.
- Please ensure your back-up contact people indicated on your child's application form are current and can be reached in the event that you are not available.

2026 CHILD CARE FEE GUIDE

Reduced rates for children 12 months to the day the child reaches 6 years

ANNUAL ADMINISTRATION FEE: \$20/Child or \$30/Family

Reduced rate - \$12.00/child or \$14.17/Family.

(Due at enrollment and every Jan 1st after)

SCHOOL-AGE SUMMER PROGRAM ACTIVITY FEE: \$30 or \$14.17 under 6years

JR TODDLER (12-18 MONTHS) – NO HALF DAY RATE

	Base fee	Reduced
Regular Full Day – up to 10 hours	\$47.00	\$22.00
Extended Full Day – more than 10 hours	\$52.00	\$22.00

TODDLER (18-30 MONTHS)

Regular Full Day – up to 10 hours	\$44.00	\$20.79
Extended Full Day – more than 10 hours	\$49.00	\$22.00
Half Day – up to 5 hours	\$34.00	\$16.06

PRESCHOOL (30 MONTHS UNTIL START SCHOOL)

Regular Full Day – up to 10 hours	\$42.00	\$19.84
Extended Full Day – more than 10 hours	\$47.00	\$22.00
Half Day – up to 5 hours	\$32.00	\$15.12

JK/SK/SCHOOL-AGE –

		UNDER 6YRS	6YRS & OVER
Regular Full Day – up to 10 hours	\$41.00	\$19.37	\$44.00
Extended Day – more than 10 hours	\$46.00	\$21.73	\$47.00
Full Day with Bus Trip Excursion	\$51.00	\$22.00	\$51.00
Before <u>and</u> After School- not available	\$30.00	\$14.17	\$35.00
Before School Only- not available	\$20.00	\$12.00	\$22.00
After School Only	\$22.00	\$12.00	\$25.00

NURSERY SCHOOL

Daily (2 hours, mornings only, NO lunch)	\$22.00	\$12.00
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REGULAR FULL DAY: 5-10 Hours • EXTENDED DAY: More than 10 Hours
• HALF DAY: Less than 5 Hours

Minimum Attendance/Payment Per Week: TWO DAYS at above rates



**EARLY LEARNING &
CHILD CARE PROGRAMS**

COOK'S SCHOOL DAY CARE INC

EXECUTIVE DIRECTOR

Sharon Welsh RECE
sharon@cooksdaycare.ca

ACCOUNTING BOOKKEEPER /

FINANCE ADMINISTRATOR

Kimberly McGlashon BBM
admin@cooksdaycare.ca

VICTORIA PARK CHILD

CARE CENTRE

RECE LEAD

Penny Marriott, RECE
vic.park@cooksdaycare.ca

www.cooksdaycare.ca
www.facebook.com/CooksSchoolDayCareInc/

Cook's School Day Care

Learning Through Play, Building Friendships along the way.



2026 Parent Handbook

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Welcome to Cook's School Day Care Inc.

This Handbook provides basic information about the early learning and child care program provided at Victoria Park Child Care Centre. We urge all families to read, understand and agree to follow the guidelines in place to help us ensure that we provide the children with safe, reliable, high quality early learning and child care. This booklet is a snapshot of all that Cook's has to offer. To learn more about Cook's School Day Care Inc, please speak with us or visit our website www.cooksdaycare.ca and our Facebook page, <https://www.facebook.com/CooksSchoolDayCareInc>. Please keep checking back - they are updated often.

High Quality Early Learning & Child Care

Established in 1985, Cook's has built a solid reputation as an excellent early learning and child care provider. Cook's believes:

- Parents are entitled to affordable, accessible, safe, reliable, well-managed, high quality early learning and child care for their children.
- Every child deserves a safe, caring, and inclusive environment where respect, care and understanding are priorities. Cook's is committed to children growing and developing to their maximum potential. Fostering each child's self-esteem, feelings of self-worth and value will promote their emotional, physical, social, and intellectual growth and development.
- Children are unique individuals. Cook's is inclusive and encourages children to learn about and celebrate their uniqueness and that of others.

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.

All parents are encouraged to consider becoming a part of the Cook's School Day Care Inc board of directors!

The executive director, RECE Lead, early childhood educators, dietary staff, enhanced staffing support, and administrative support staff are the backbone of Victoria Park Child Care Centre. Our early childhood educators are 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 have a thorough understanding of 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 respect and abide by the numerous Ministry of Education requirements for registered early childhood educators and licensed early learning and child care programs.

Our Professionals

Cook's educators must:

Victoria Park Child Care Centre – 2026 Parent Handbook

- Provide proof of current qualifications, training, and certifications.
- Review and sign-off on several policies and documents as required by the organization and the various Ministries overseeing licensed early learning and child care programs.

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

Our program is designed to serve the needs of children 12 months 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 program. Children are encouraged to be themselves and have respect for others.

Early Learning & Child Care Programs

Cook's currently operates toddler, preschool, kindergarten, and school-age programs in our centre from 6am to 6pm, 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. Daily schedules are posted inside each classroom outlining what the children are doing throughout the day.

Daily activities geared to age and development for both indoors and outdoors support:

- Small and large group opportunities
- Creative art expression
- Music, songs, and movement
- Large and small muscle growth
- Social and emotional connections
- Self-regulation
- Language, listening and sensory
- Dramatic play

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)	Christmas Day (Dec 25)
Boxing Day (Dec 26)	Christmas Eve and New Year's Eve at noon	

Regular fees are billed for ALL days indicated above - no exceptions. When a child is enrolled with Cook's School Day Care Inc, this condition is accepted as part of the payment policies.

In the event that the number of children scheduled in a day is 10 or under (i.e. Christmas Eve or New Years Eve) the centre may choose to close. Cook's will give as much notice as possible but not less than two weeks notice of the closure.

Excursions & Off-Site Adventures

At times, under the direct supervision of our educators, children participate in excursions off the property. The adventures may include, but are not limited to: neighborhood walks, local parks, beach visits, library, community centre, theatre, or the zoo and various out of town attractions by chartered bus. The focus of the off-site adventures is providing an enhanced safe and stimulating play and learning experience for the children as well as a sense of belonging to the community.

At registration, you will be asked to give permission for supervised neighborhood walks. Other off-site excursions will require your authorization to be granted for each individual event on a permission form provided by Cook's.

Fostering Expression

The following quote is an excerpt from the How Does Learning Happen document and is supported by Cook's educators.

- **Support children's expression in all forms. For example, some programs are rethinking art activities – moving away from using pre-cut materials or expecting children to complete specific adult-determined products and instead considering children's art as a form of expression.**
- **When educators provide good-quality materials and ample time throughout the day, children are encouraged to express themselves through drawing, painting, sculpture, movement, music, and storytelling to communicate their exploration of the materials or to represent their ideas, experiences, and understanding of the world.**

Group Placement by Age

Room	Ages	Educator to child ratio	Max # children	Proportion that must be qualified educators
1st Floor				
Toddler	12 - 30 months	1:5	15 3 may be 12 - 18 months	1 of 3
Preschool	30 months - 6 years	1:8	24 5 children may be 18 - 30 months <u>or</u> 44 months - 7 years	2 of 3
2nd Floor				
Room 1: 2 Options				
Preschool	30 months - 6 years	1:8	24 5 children may be 18 - 30 months <u>or</u> 44 months - 7 years	2 of 3
Kindergarten	44 months - 7 years	1:13	26 5 children may be 30 months - 6 years	1 of 2
Room 2: 2 Options				
School-age	68 months - 13 years	1:15	15 3 children may be 44 months - 7 years	1
Preschool	30 months - 6 years	1:8	14 3 children may be 18 - 30 months <u>or</u> 44 months - 7 years	1 of 2

Mixed Age Grouping

Cook's, through the Ministry of Education has been approved for mixed age grouping. Mixed Age Grouping is the ability to mix 20% or 25% of a younger age group with an older age group, or older children to a younger age group (except to toddlers) see above chart. When moving a younger child up to the next age group either permanently, or for transition purposes or due to numbers, as part of a mixed-age grouping, Cook's follows these guidelines.

- The oldest of the age group will be considered first to move up
- Parents/Guardians must agree to the move
- Give the parents as much notice as possible. When the move is due to numbers a message will be sent through the Telegram App to inform the parents of the move
- When the move is permanent, have the child visit the room ahead of time to become familiar with the room and educators
- Ensure that the developmental needs of the child will still be met i.e. age-appropriate toys, activities and expectations
- Ensure that the physical needs of the child will still be met i.e. diapering, meals or rest time

Our goal is to make the transition as smooth for the parent and child as possible.

Kindergarten / School-Aged

Cook's is licensed for 80 children, 15 Toddlers, 24 Jr Preschoolers, 26 Sr Preschoolers and 15 School age. Generally, when children enroll with Cook's they are able to "grow" through the our different age groups, however, due to numbers and the reduction of licenced spaces from the Sr Preschool room to the School age room, we may not have the space to accommodate everyone needing care. Before each school year, in order to keep our numbers at our licensed capacity, we will assess who needs after school care and if our numbers are over our licensed capacity, we will inform families with as much notice as possible that school age care will not be available.

Please indicate on your child's application form what school you child will be attending. Currently, Cook's is only escorting children back after school from CR Gummow to the centre. Full days are available for PA Days, March Break, Christmas Break and Summer holidays.

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. Children will flourish and grow when given daily opportunities to experience 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 Early Childhood 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 educator 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.

Play & Learning in Action

With family permission, the educators

- Post photos of the children in action on the television monitor in our main entrance.
- Post children's photos in or outside each room with a short story added. These are called learning stories. The photos and descriptions capture play and learning in progress.
- The educators also maintain a separate logbook for each child that contains learning stories. These books are not shared with other families to safeguard each child's material.

The educators are observing and documenting the children's development and enjoyment. What a wonderful way for you, the parent, to see how and what your child is doing and accomplishing. Keep an eye out for your child!!

The County of Northumberland provided funding to allow the early learning and child care programs in the County to purchase iPads for every age group to support the documentation process. Very much appreciated!

Your generous donations have enabled us to buy a second iPad for each room to help us capture even more learning in action.

Money Matters & Schedules

Fees and the Canada Wide Early Learning and Child Care System (CWELCC)

Cook's School Day Care has applied and was approved to be part of the CWELCC System. What this means for families of children aged 12 months up to when the child turns 6 years of age is reduced fees. Fees were first reduced by 25% then an additional 37% by December 31st, 2022, and should continue until the \$10 per day is reached. Families will be notified when each reduction is applied.

Cook's operates on a fee-for-service basis. Parent fees and administration fees that were in place as of March 27th, 2022, will be the fees that we will use to reduce the per day amounts for the CWELCC calculations. These fees are called **Base Fees** and were approved by the family and community members who volunteer on the Cook's Board of Directors and the County of Northumberland in 2021. **Non-Base fees** such as: late fees, NSF, closed account, funds not cleared fees relating to Pre-Authorized Payments will not be included in the reductions.

Parent fees help to cover the expenses for children in the centre including snacks and lunch, mortgage, utilities, taxes, and salaries. Fundraising and donations help to offset the costs for program enhancements such as craft supplies, special events and excursions. Parents must sign the PARENT / GUARDIAN AGREEMENT found on the application form, accepting responsibility for the financial arrangements BEFORE we will accept your child/ren's enrollment.

See the Child Care Fee Guide on page 30 for the amounts of our Base Fees and the reduced rates for 2025.

Enrollment – Administration Fee – Base Fee

All families are required to pay a **non-refundable ADMINISTRATION FEE (see fee guide for amount)** upon enrollment and **every January**, thereafter while enrolled in the program. The Administration Fee (for children 12 months up to 6yrs) will be divided and added to your pre-authorized debit each day, per child, until the appropriate fee is reached. If you must temporarily withdraw from the program for a period of time, you are required to pay the **ADMINISTRATION FEE** upon return to the program unless the minimum fee or holding fee is paid to hold and guarantee your child's placement. **An Activity Fee is due for every child enrolled in the school-age summer program to help cover the costs for excursions and program enhancements.**

Fee Payment: Pre-Authorized Debit (PAD)

All the families enrolled with Cook's are required to register with Pre-Authorized Debit to have childcare fees automatically withdrawn from your personal savings or chequing account. Upon enrollment, you must complete the Pre-Authorized Debit Agreement. Pre-Authorized Debit amounts are calculated, in advance, directly from the information you provide on your schedule request form. You are responsible for FULL PAYMENT of the schedule you submit and any approved extra days you may require. You may contact the office to confirm the amount of the transaction. **The office must be informed of any changes to your banking information immediately. The completion of a new PRE-AUTHORIZED DEBIT (PAD) AGREEMENT will be required.** Although childcare fees may no longer be paid using cheque or cash, fundraising items may still be paid for using cheque or cash.

ONE Payment Method: Paying twice per month on the 1st and the 15th

- The transaction amount for the 1st of the month will pay in advance for care scheduled from the 1st of that month to the 15th of that month and
- The transaction amount for the 15th of the month will pay in advance for care scheduled from the 16th of that month to the last day of the month.

Adjustments

Adjustments for a particular period (overpayments or underpayments due to changes in schedules, subsidy approvals, group rate changes, CWELCC adjustments, miss calculations and how extreme situations & weather could affect our service, see Page 29) will be made on the next transaction date. Refunds for larger credits can be paid out or used towards future pre-authorized payments. Payments for larger amounts owing may be paid by instalments that are acceptable to Cook's.

Holding Fee - Base Fee – Two Days per Week per Child

At the discretion of the administration, a holding fee during an extended absence from the program may be accepted to secure your child's space in the program.

The ability and length of time Cook's can provide this placement guarantee is limited. If granted, the space will be reserved for a maximum of two months. Regular fees (see attached fee guide) apply after that time.

Particulars:

If your child will not be attending our program for a full month (Example: off during the month of July), you will be required to:

- provide **FOUR** weeks' advance written notice of the off-time to the office on the form provided by Cook's
- **pay in advance for the two days/week per child for each month off using the payment schedule already in place.**

The minimum monthly fee is not applied to the annual registration fee. This interruption to your regular schedule is considered a temporary withdrawal.

This policy was developed to assist with ensuring continuity for the children as well as the stability and viability of the organization.

Receipts

A receipt for payments made for child care fees made for the year will be issued on or before February 28th to attach to your income tax return. A separate receipt is issued for the value of any charitable donations made to the organization during the year.

Many thanks to those who can make donations of goods, services and/or cash to Cook's School Day Care Inc!

Income Tax receipts WILL NOT BE MAILED but will be available for pick-up in the child care centre office. Special circumstances, such as early preparation of the receipt, may be considered if the family is moving from the area. A service fee of \$5.00(**non base fee**) is charged to reprint your Income Tax Receipt.

Each calendar year ALL families are encouraged to participate in fundraising activities and donate an amount suitable for your family to help cover the costs noted previously. For your convenience, a pledge commitment section is provided on the application form. You can choose to:

- Not contribute for the year.
- Make a single lump sum contribution for the year to be paid on a pre-authorized debit transaction date that best suits your family. You will indicate the date on the application form.
- Choose a manageable contribution amount to be added to each pre-authorized debit transaction during the year.

Charitable Donations & Pledges

Cook's School Day Care Inc is a **not-for-profit, charitable** organization. Any person or group who donates goods and/or services will receive a tax receipt for the value of the donation which can be used for income tax deduction purposes. To be eligible for a receipt the value of the item or service must be able to be verified.

Fundraising activities assist us with purchasing program enhancements for our programs (toys & equipment, program supplies, field trip costs, some food costs, etc.).

Charitable donation and pledge tax receipts are issued by the end of February for the previous calendar year.

Subsidy - Fee Assistance

If you feel you may require financial assistance to pay your child care costs, please visit Northumberland.ca/ChildCareSubsidy where you can apply online.

Schedules

Child Care Schedule Request forms are provided for families to specify, in advance, the days and hours of care required. Each form covers a two-month period with the deadline it is due to be completed, signed, and submitted to the office clearly stated on the bottom. A hard copy is available in the child care centre office or the schedule can be completed and submitted directly to the office from our website (<http://cooksdaycare.ca/forms-schedules-resources/>).

Minimum Attendance per Week

ALL children are required to be scheduled for a minimum of two (2) days per week.

If your child attends less than the required two (2) days in the week, you will be billed for two (2) days. **Exceptions:**

See **Free Off-Time** to follow.

Schedule Changes for all Groups

You are responsible for the schedule you submit.

Change Notice

- Two weeks' advance written notice is required for a temporary or permanent change to your child's schedule.
- Two weeks' notice is required before the change occurs for the period September to June.
- Four weeks' notice is required for changes in July and August.

Requests

- Requests for changes to schedules (adding days or cancelling days) must be submitted to the office on the **Change to Schedule** form provided by Cook's.
- Added days must be approved to ensure space is available. Because we adhere to strict educator to child ratios and space requirements, **NEVER arrive unannounced without prior approval - we may not be able to accommodate an extra child.** Cook's will make every attempt to accommodate requests for changes to schedules.

Free Off-Time

For Toddler & Preschool Children

Each child will be allowed up to three weeks of "free" off time each calendar year based on the average number of days your child attends the program.

If your child normally attends:

- 5 days / week, the child may be absent 15 days for which no charges apply.
- 4 days / week, the child may be absent 12 days for which no charges apply.
- 3 days / week, the child may be absent 9 days for which no charges apply.
- 2 days / week, the child may be absent 6 days for which no charges apply.

For Children Enrolled in Junior/Senior Kindergarten and Older (at January 1st) **During the school year**

- With appropriate notice, no fees are billed for any child not scheduled to attend PA days, during Christmas and March breaks. If appropriate notice is not given, you will be required to pay the two (2) day minimum fee each week.
- We do appreciate and need notice for odd days off for appointments, school trips, etc. however other time off during the school year will require payment of the full regular fee.

During summer break

- Each child is entitled to one "free" off week in July and August provided appropriate notice is given. If appropriate notice is not given, you will be required to pay the two (2) day minimum fee each week.

Service Charges & Consequences – Non-Base Fees

Funds Not Available

Each time a transaction cannot be completed on the first attempt (insufficient funds), you will be charged a **\$15 administration fee**. This \$15 charge will be added to the childcare fees calculated for the next pre-authorized payment date. We have contracted with the bank to make another attempt to secure the funds within two business days after the first transaction fails. Please keep this in mind and ensure funds are available for the second attempt.

If the second attempt fails, you will be notified immediately to cover all fees plus an **additional \$30 administration fee**. You may be asked to pay for services in advance using cash or certified cheque. You risk losing your childcare space if payment for your child's care cannot be secured. Our final measure in securing payment is to involve the local collection agency.

Stop Payments

If you stop payment on a scheduled transaction, you will be charged an **automatic \$30 service fee**. You will risk having your child care service discontinued if you stop a regularly scheduled payment that covers the costs of your child's care.

Late Fee & Over-Time Charges

The child care centre is open 6:00 am to 6:00 pm, Monday to Friday. All parents/guardians arriving prior to 6:00 am or after 6:00 pm (according to the child care centre clock) will be charged the fee of **\$5.00 per minute per family**. Should a parent/guardian arrive prior to 6:00 pm, but remain past 6:00 pm, the fee will be charged. The premises, including the playground must be vacated by 6:00 pm. The fee will be billed to your child care account. You will be required to consent to the additional amount being added to the next scheduled pre-authorized debit transaction. The amount may be paid by instalments that are acceptable to Cook's. The full amount of the late fee/over-time charge is paid to the educators who stay with your child.

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 www.cooksdaycare.ca. 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 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 consider 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.

Policies & Practices

Cook's has developed several policies to ensure the safety and well-being of the children registered. The policies of Cook's School Day Care Inc can be accessed on our website www.cooksdaycare.ca. Paper copies are available upon request. Many of the policies in place are directed by the Ministry of Education, Ministry of Labour, Ministry of Health, Ministry of Environment and County of Northumberland.

Safe Arrival & Dismissal

If your child will not be attending, you **must** notify the educators at the centre by **10 a.m.** If your child was scheduled to attend and no message has been received from you by 10 a.m. regarding their absence, an educator will be in contact with you.

For **school age** children, if your child will not need to be picked up that day, you **must** notify the centre by 2 p.m. If we have not heard from you and your child is not there at pick up time, we will contact you from the school to confirm that your child is with you. Reminder that while we are trying to contact you, the other children have to wait outside the school in all weather conditions.

If an alternate person is going to pick up your child, please inform the centre even if that person is on the emergency/release section of your application form. **No child will be released to a person without your consent. No child will be released without photo identification** if they are unknown to the educators, no exceptions. Please inform your alternates to bring photo ID.

Important: If you have not arrived by 6:00 pm and we cannot reach you, the people on the emergency/release section of your application form will be contacted to pick up your child and the \$5.00 per minute late fee will be applied. If we cannot reach you or any of your emergency/release people by 6:30 pm, we will contact the local authorities.

See website for full policy. www.cooksdaycare.ca

Often, the educators relay important information to families arriving to drop off and/or pick up their children. **We insist that all children be escorted INTO and FROM the centre.** Please do not pick your child up over the fence. If your child's educator is busy and doesn't see you arrive to drop off or pick up, please get their attention to let them know.

Appropriate Clothing

Provide simple play clothing that is free of complicated fasteners that is washable to eliminate feelings of fear of getting dirty. Children must be ready to participate in the daily activities upon arrival. Please do not request or expect the educators and caregivers to change a child from pajamas into daytime clothing.

Always provide at least one full extra set of clothing for your child - regardless of age. All the children are involved in a variety of activities that can become quite messy. Toileting mishaps can happen at any age. Remember to change the size of the extra clothing as your child grows.

PLEASE LABEL EVERYTHING. See online, <https://www.mabelslabels.ca>. Click Support a Fundraiser then type in Cook's School Day Care Inc. to assist with all your labelling needs.

If your child borrows clothing from our limited "extra" supply because his/her extra clothing has already been used, please launder, and return the items immediately. Children must have appropriate outdoor wear. Provide sweaters, jackets, splash pants, boots, snow pants, mittens, caps/hats, etc. depending on the temperature and weather conditions. We enjoy at least one hour in the morning and one hour in the afternoon of outdoor activities (Ministry Regulation). We do not keep children inside – you may be called to provide your child's necessary items to participate in our activities **(including walking to and from school)**.

Safe Footwear

Indoor shoes are required. A fire drill is conducted at least once per month and we do not have time to put on shoes nor do we have enough educators to carry the children. Children can remove their shoes when playing in the dramatic area to use other footwear; however, they must be put back on once they leave the area. Children wearing slip-on shoes, without a heel strap, are not permitted to use the climbing structures outdoors. Outdoor footwear must securely remain on the child's feet for all climber activities.

Bullying, Harassment & Violence

Cook's School Day Care Inc is committed to providing a work environment in which all individuals are treated with respect and dignity, free from any form of bullying, harassment, or violence. Bullying, harassment and violence will not be tolerated by any person in the workplace, online or over the phone. Cook's School Day Care Inc will take all reasonable measures to prevent incidents and protect workers.

Zero Tolerance

Children - children towards other children or their educators.

Physical and or verbal aggression directed by children towards children or educators could result in the child being sent home for the day. Continued physical and or verbal aggression could result in the child's enrolment being terminated.

Parents of children refusing to walk back from school to our after school program or during a trip off premise will be called to pick up their child at the school or enroute. This is for the safety of all the children and educators. Continued refusals could result in your child losing their walking spot and you being responsible for transportation to the centre.

Five Counties Children's Centre is available to all parents and educators if a need is identified or if the parent or educator feels that support from a Resource Consultant could be beneficial. If a parent refuses the support of Five Counties when Cook's feels involving Five Counties could help the child's placement, the child's enrollment could be terminated.

Adults – toward educators & staff

Although clients and members of the public are not governed by this policy, **the organization does not tolerate any behaviour constituting bullying, harassment and/or violence** to be exhibited by clients/public toward the workers of the organization.

Verbal or physical aggression directed by a parent, guardian or adult toward a staff 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.

Child & Family Services Act

The Child and Family Services Act states that every person who has reason to believe that a child is at risk has a legal obligation to report his or her suspicions immediately to the Children's Aid Society. Cook's is committed to meeting the legal requirements of the Child and Family Services Act and to ensuring the safety and protection of each child enrolled.

Cook's educators are trained to spot signs of child abuse and neglect. If there are reasonable grounds to suspect abuse or neglect, educators are required to file a report. It will be the responsibility of the Children's Aid Society to investigate suspicions and evaluate the situation.

Educators can be fined \$5,000 for failing to report a situation.

Custody Agreements

PLEASE BE ADVISED, in situations where custodial concerns are occurring, the day care may not refuse the release of a child to a parent at the request of the other parent. We **must** have an **up-to-date** legal custodial document on the premise in the child's file, specifically outlining the custodial arrangements, which we must follow as written.

With the safety and well-being of the child in mind, please be prompt with providing all necessary documentation that will alleviate such problems.

Emergency Contacts and Release of Your Child

Emergency Contacts

Parents are required to provide emergency contacts who can be reached during an emergency. Contacts' information must be current, and they must understand their responsibility.

Release of Your Child

No child will be released to a person without your consent. We **MUST** receive written or verbal notice for changes. **Try to introduce all guardians and your back-up people to the educators.** If the individual picking up your child is under 16 years of age, you must supply written consent to allow the release to happen.

Identification

Any person you choose to pick-up your child must show photo identification (Driver's Licence, Health Card, Student Card, photo supplied and signed by you). Although the person may be the child's parent or have dropped off or picked up your child on a previous occasion, it is possible that not all educators have met the person before. **A child will not be released until**

identification is confirmed. This may take some time. There is no exception to this rule, and we know you understand our position.

If you must send someone who is not on your approved list, phone or email us immediately. We must have your consent to release your child – no exceptions.

Emergency Safety Measure

In the opinion of the educators, if any parent/guardian appears unable to assume care and control of the child when arriving to pick-up the child (walking, riding, or driving) due to **any type of impairment**, the following steps will be taken:

1. At your wish, we will arrange alternate transportation, (i.e., call a family member, a friend, or taxi).
2. If you choose not to accept the arrangements of alternative transportation and choose to leave with your child, we will contact the local police detachment to inform them of our concern.
3. If the pick-up person is an alternate authorized by the parent/guardian, every attempt will be made to contact the parent/guardian to confirm the new pick-up arrangements. If the parent/guardian cannot be reached the steps above will be followed.

Emergency Management

Cook's has emergency management policies and procedures, including but not limited to:

- **Fire & Emergency**
- **Health & Safety**
- **Medical Needs, including Anaphylaxis**
- **Safety & Security**
- **Serious Occurrences**

In the event of an emergency, parents are notified at the earliest convenience using the following methods:

- In person, by phone, email/telegram app
- Posted notices in the building or as close to the building as possible if the emergency involves the structure.
- Posted notices on the website and Facebook pages.
- Local media if a significant emergency affecting operations.

The complete policy is available on our website or in hard copy upon request.

Evacuation

In the event of a full evacuation from the child care centre:

- Parents will be contacted from the emergency shelter as soon as possible. Attending to the children's safety is our priority. The phone message will be brief to allow for all calls to be made promptly. Information regarding the situation may be obtained at a later time.

- We will attempt to have a person stationed at a safe location near the child care centre to give direction to anyone we were unable to contact.

Extreme Situations & Weather Can Affect Our Service

The safety of the children and educators in our programs is top priority for us! Safety concerns may result in the administration making an emergency decision that affects the service we provide (example: closure of the centre for a part or full day). Decisions of this magnitude are given careful consideration because we fully understand the impact the decision will have on families. The deciding factor comes down to one simple statement, "Is there real or potential risk to the children and/or educators if we continue with the "expected" service." If the answer is an obvious, "yes", a choice to modify the service, at that time, for that circumstance, must be made. Every measure will be taken to inform those affected by the decision at the earliest convenience, with as much notice as possible.

Please refer to the **Extreme Situations and Weather Can Affect Our Service** chart found inside the back cover. Examples and details are provided regarding the situations that could potentially affect the service. For the situations described, families are not charged the regular fee because we have made the choice to modify our service and, in most cases, families have needed to make alternate arrangements for the day. We maintain a direct link to Environment Canada and receive regular emergency updates from the County of Northumberland during all seasons. Situations involving intense heat, extreme wind chill factors, electrical storms, smoke, ice storms, heavy rainfall, etc. do keep us from participating in outdoor activities on occasion.

At times, our outdoor periods are simply reduced to allow for some outdoor active play. Again, decisions to modify our service and our programs are directly affected by any "real or potential threat to our children's and educators' safety".

When are Schools Closed

If your child's school is closed due to weather, strikes etc., you can call the centre to see if space is available providing, we have staffing to accommodate the extra children.

Feedback, Grievances, Issues & Concerns

All feedback, grievances, issues, and concerns pertaining to the operation of the organization, made by staff, families are addressed in a prudent and efficient manner and in good faith in what is believed to be the best interest of the organization.

Families and staff are encouraged to offer ongoing feedback in a timely manner that best suits their personal style (in person, in writing, via email, by phone, etc.).

Feedback forms are readily available on the website www.cooksdaycare.ca on the *Contact Us & Feedback* tab and at the entrance to the centre for those who choose that method of feedback.

The person who raised the issue will:

- Be provided a level of detail that respects and maintains the confidentiality of all parties involved.
- Receive an initial response to an issue or concern within one business day.
- Be kept informed throughout the resolution process.

The complete policy is available on our website or in hard copy upon request.

First Aid and Emergency Response

Minor accidents and illnesses are common occurrences with children.

All Cook's educators have valid Standard First Aid Certification to respond to minor cuts and/or bruises.

When a minor occurrence happens, parents are notified of and asked to sign an incident report form at pick-up time. The parent is given a copy of the report.

Serious accidents or illnesses will be reported to parents immediately. Parents will be requested to pick-up their child at the earliest convenience and seek medical attention if needed. If during program time, there is an emergency requiring immediate medical attention, Cook's educators will call 911 and accompany the child to the hospital. Parents will be notified and requested to meet the child and Cook's educators at the hospital.

Illness

Reducing the Spread of Ill-Health

Children who show any sign of illness are **not** to attend child care. Even in pre-pandemic times, children showing signs of ill-health were asked to stay home. When a child shows any sign of ill-health (see below), the child will not be admitted for the day, or the parent/guardian will be advised to pick up the child if any signs are observed during the day.

Having sick children in attendance is not an option, for everyone's safety.

Signs of ill-health may include one or more of the following, but are not limited to:

- an elevated temperature
- an acute cold
- nasal discharge
- vomiting
- diarrhea
- red or discharging eyes or ears
- undiagnosed rash
- severe or croupy coughs.

In some cases, a medical certificate may be required for re-admittance (example: skin rash confirmed not a risk to others).

If your child is too ill to attend elementary school, they are also too ill to attend our programs.

When Your Child Can Return to the Program

- When a child is at home or sent home due to illness and/or medication is required (examples: antibiotic, eye drops, etc.), the child must be free or show significant improvement of symptoms and/or using the medication for not less than **24-hours** before returning to the program.
- For any enteric symptoms (relating to the intestines), a child must remain home for **48-hours** after symptom-free. Examples: diarrhea, vomiting.
- If your child is ill with the flu or flu-like symptoms during the night, the child must be kept home the following day.

Immunization

Your child's health, safety and well-being are very important to all of us. Upon enrollment, you must present us with your child's record of immunization so we may copy it for our files and our local Health Unit for their records.

A child may not start in our program until such time as proof of immunization or a written affidavit (on a Ministry form available from the program) that excludes the child being immunized is provided for our files. Families are required to provide proof of any further boosters once enrolled in the program. Families will be contacted if immunization records are not current.

Medical Needs, including Anaphylaxis

Cook's School Day Care supports the medical needs of any child and employee, student, volunteer, contract worker by reducing the risk of exposure to any causative agents or situations that may exacerbate the medical condition or cause a reaction (e.g. anaphylactic reaction). **The complete policy is available on our website www.cooksdaycare.ca or in hard copy upon request.**

Medical Needs

Medical needs include any physical, developmental, mental, sensory, behavioral, cognitive, or emotional impairment or limiting condition that requires medical management, health care intervention, and/or use of specialized services or programs. The condition may be congenital, developmental, or acquired through disease, trauma, or environmental cause and may impose limitations in performing daily activities or substantial limitations to life activity.

Care for individuals with special needs requires specialized knowledge acquired by additional training, as well as increased awareness and attention, adaptation, and accommodative measures beyond what are considered routine. Examples: anaphylaxis, asthma, diabetes, heart condition, seizures, etc..

Anaphylactic Reactions

Some allergic reactions cause tissues in the mouth and throat to swell, and this will impair breathing. This is a severe allergic reaction and is a life-threatening emergency because body tissues are deprived of oxygen, causing body systems to fail. Anaphylaxis can happen within seconds, minutes or hours of a substance entering the body. As a rule, the sooner the child's body reacts, the worse the reaction will be.

Individual Emergency Response Plan (IERP)

An IERP that details how to support a person's medical needs/risk of anaphylaxis is completed by the person or parent/guardian of a child with identified needs/risks and the supervisor. IERP's are reviewed by the parent every 6 months.

Reducing the Risk of Exposure - Public Notification

If applicable, copies of the IERP, including photo for each person at risk of anaphylaxis or having a serious medical condition will be displayed prominently in each activity/eating area and the office. Copies will also be kept with the children's emergency information available for trips or emergencies off the premises. **If there is a person at risk of anaphylaxis, prominently placed notices informing all to not bring the causative agent (food, substance, etc.) into the centre will be posted at in the main entrance for the duration of the person's involvement in the program.**

Medication Administration

We do not accept non-prescription medications for any child (i.e. cough syrup, vitamins, etc.) Only physician-authorized and prescription medications will be administered by our child care centre educators. The only exception to this policy involves:

- Children who are prone to spiking high fevers quickly. A limited supply of fever-reducing medication (i.e., Tylenol, Tempra, etc.) may be kept on the premises. The child care centre educators will administer only one dose of the medication (with authorization from a Doctor) to a child whose temperature has risen quickly to allow time for the child to be picked up by his/her Parent or Guardian and kept home until the fever is controlled.
- Children who require diaper cream.

NEVER leave medication in your child's bag, pack, or basket. Always hand-deliver medication to and educator.

Parents MUST complete the medication form BEFORE any medication will be given.

As recommended by the Ministry, medication will not be given unless:

- A Medication Form, which is supplied by Cook's School Day Care Inc, is fully completed prior to any medication being administered.
- Medication is in the original container.
- Prescription Medication states the correct child's name, medication name, dosage, time(s) to be given, length of time to administer and expiry date noted on the pharmacist's label.
- The Parent or Guardian must label non-prescription diaper cream.
- All labels are intact and easy to read.
- If the medication is to be administered "as necessary" (i.e., asthma medication), the parent must state, on the child care centre's medication form, the types of symptoms/reactions that could be observed during the period when the medication is required and being taken.

IMPORTANT!

- Parents must hand-deliver all medication to the educators to be locked in the appropriate refrigerated/non-refrigerated container.
- For the safety of all children, ALL medication must be stored in a locked container while on the child care centre premises. Exception: medication for life-threatening illnesses or reactions will be kept safely and readily available by an educator or the child if physician's consent is on file indicating the child is mature enough to be in control of the medication (example: Epi-pen). If the child has possession of this medication, the educators will monitor that it is always safely stored.
- Please ask for assistance to store/retrieve your child's medication.
- Medication will not be released to a child. It must be picked up by a parent/guardian.
- It is the parent's/guardian's responsibility to ask for the child's medication at the end of the day - it is not the educator's responsibility to remind you to take medications home.

Menu

Healthy and nutritious snacks and lunch are prepared daily and served on the premises. Our menus are available on our website www.cooksdaycare.ca and Facebook page. You may request a paper copy. Our nutritious and delicious snacks and lunches are prepared on-site at our centre.

Our dietary educator holds a valid Food Handlers Certificate. The menus follow and meet the recommendations of the **Canada Food Guide standards** and are reviewed regularly by the local Health Unit's Dietician and during the Ministry's annual licensing inspection.

Our menu rotates on a **four**-week basis to allow for a variety of different snacks (morning and afternoon) and lunchtime meals to be served.

Homo milk is served to all children in the toddler group and 2% milk is provided for all other children and educators.

If your child has limitations regarding this or any other food, be sure to inform the educators and **provide written instructions on your child's application form and on a Dietary and Feeding Arrangement form**. Any requests for variations or substitutions to the current menu must be directed to the administration. **Substitutions must be labelled, be similar to what is being served at the centre and must also follow the recommendations of the Canada Food Guide.**

Children are never forced to eat, and privileges are never taken away. Children are encouraged to try what is provided; therefore, do not send snacks or lunches for your child simply because he or she is a picky eater.

Breakfast

Because breakfast is one of the most important meals of the day, the educators will support and assist the families of our early arriving children with providing this nourishment. In order for our educators to set up and offer the activities for the day, we ask that the following guidelines be followed:

- **All breakfast items (food & containers) MUST be clearly labelled with the child's name.**
- Breakfast food items are supplied by the parent/guardian for each child.
- We will offer milk for cereal if a child wants milk. **We are nut-free and peanut-free in our centre because of allergies. Please do not bring in any items containing nuts or peanuts.**
- For sanitary reasons, dishes and cutlery must be obtained through the educators.

Baby Bottles

We discourage bottles in the centre because we prefer to encourage the use of toddler cups.

Nut-Free, Peanut-Free & Other

Due to allergies, **NUTS AND PEANUTS** are not served in our program.

Please do not send your child with food or products that contains or may contain nuts (including, but not limited to peanut butter, honey nut cheerios, almond milk or creams that contain or may contain nuts).

Any other items identified to cause anaphylactic reactions to a child or staff present in the program will be eliminated from the program as required. A notice will be posted at the main entrance.

Prohibited Practices Policy

Respecting Ontario Regulation 137/15

Young children benefit from a supportive approach that encourages positive interactions with other children and adults, rather than from a negative or punitive approach to managing

unwanted behaviour. To protect the emotional and physical well-being of the children in our programs, Cook's School Day Care Inc does not permit:

- a. Corporal punishment (causing deliberate pain or discomfort in response to undesired behaviour).
- b. Physical restraint of the child, such as confining the child to a high chair, car seat, etc. for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- c. Locking the exits of the premises for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management plan.
- d. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- e. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- f. Inflicting bodily harm on children including making children eat or drink against their will.

Additional Information

Rather than setting out practices to be used to manage children's behaviour, the administration and educators examine and set out in the program statement how to support positive interactions between children, families, staff and the community.

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

How Does Learning Happen provides information on ways adults can engage in positive, responsive interactions and why this is critical for children's overall learning, development, health, and well-being.

Reserving a Child Care Space for a Break in Service

Cook's School Day Care Inc's financial stability relies on operating at or as near to licensed capacity as possible. Families requiring a break in service from our program will be given the choice to:

- **Withdraw** from the program and re-register when care is required, and space is available.
- If it is feasible to the organization, Cook's may accept payment to hold a space in our program for a limited time. **Pay the equivalent of two days per week per child.**

The maximum length of time a space will be held due to a break in service is two months. Full fees apply after the break in service period.

Scent-Free Facility

Scented products can aggravate health problems for some children and adults, especially those with asthma, allergies, and other medical conditions.

Thank-you for your cooperation.



Please avoid the use of perfume, aftershave, scented hairspray, cologne, and other scented products.

Serious Occurrences

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 occurrence, during the organization's hours of operation, the appropriate Ministry-directed reporting and public notification procedures will be followed.

Serious Occurrence Definition

1. Death of a Child
2. Allegation of Abuse and/or Neglect
3. Life-threatening Injury or Illness
4. Missing or Unsupervised Child(ren)
5. Unplanned Disruption of Normal Operations: Fire, Flood, Gas Leak, Detection of Carbon Monoxide, Outbreak, Lockdown, Other (Emergency Relocation or Temporary Closure)

Reporting and Posting a Serious Occurrence

A verified serious occurrence is reported immediately to the organization's administration, board executive members, and all pertinent others (i.e., Police, Fire, Children's Aid). A written report is forwarded to the County and Ministry children's services departments within 24 hours of the occurrence.

A serious occurrence notification form is completed and posted for a minimum of 10 days in a conspicuous place - adjacent to the centre's licence to operate to communicate information to the parents about the serious occurrence that has occurred. Personal and private information is protected when a serious occurrence notification form is posted.

Sleep & Rest-Time

In the afternoon, our program makes every effort to organize time, space, and materials to support the children's varied needs for sleep, rest, and quiet time. Cots and bedding are provided. Special bedding, blankets and stuffed animals from home are welcomed and properly stored.

Rest-time allows the educators time to complete tasks that cannot be accomplished when the children are actively involved in activities (i.e., recording visual checks of resting children under 24 months of age, cleaning and disinfecting toys, washing floors, cleaning bathrooms, updating written records, etc.) and offset each other for their mid-day break.

While not all children need a mid-day nap, young children benefit from periods of quiet relaxation to balance their active play. Children's needs may change from day to day or week to week. The need for rest and sleep varies greatly at different ages, and even among children of the same age. Rest is an important part of the day for all children and time is provided for quiet activities or a nap if required.

Special Instructions

Sleep and rest time should be of such duration that normal sleep patterns at home are not disrupted. Programs should take into consideration instructions given from parents regarding their children's sleep and rest period. **These instructions should be followed as closely as possible while taking into consideration the need of the individual child.** The complete policy is available on our website www.cooksdaycare.ca or in hard copy upon request.

Ministry Direction:

If a parent has provided instructions for the child to not sleep during the day but the child is falling asleep at the table, the licensee should provide a rest period for this child.

The licensee can explain to the parents that the child required a nap that day because the child was unable to stay awake.

Smoking and Vaping

Please respect the fact that our child care centre property is a NON-SMOKING setting. By order of the Local Medical Officer of Health, you must extinguish all types of cigarettes, cigars, pipes, etc. **BEFORE** you enter our parking lot. This policy assists with ensuring the health and safety of those persons (children and adults) who suffer from smoke-related allergies, asthma, etc. Any educators or volunteer of this organization is not permitted to smoke and/or vape while involved in a function of this organization or while in the presence of any child/ren of this organization during a child care event.

Volunteers & Placement Students

Volunteers and placement students complement our high-quality early learning and child care teaching team and administration.

Some work directly alongside educators:

- Youth completing high school cooperative placement hours.
- Students on placement from a variety of post-secondary programs, such as college and university early childhood education programs.
- Parents, family, and community members assisting with trips.

Some work indirectly to support the administration of the organization:

- Parents, family, and community members assisting with fundraising activities.
- Individuals holding a position on our board of directors to contribute to the enhancement and development of high-quality early learning and child care.

Volunteers and placement students must:

- Provide proof of a clear criminal record check, including vulnerable sector screening (completed within 6-months).
- Successfully pass the Children's Aid Society background check search.
- Complete applicable training and agree to adhere to the regulations of the policies of the organization

Volunteers and students never have unsupervised access to children in our programs, are not responsible for the children, and are not counted in the adult-to-child ratio.

Waitlist

Cook's School Day Care Inc is committed to developing and maintaining waitlist policy and practices that are transparent, fair, and consistent.

Administration

- To gain access to the waitlist, families must complete the online **Waiting List Request Form** available on the Cook's School Day Care Inc website or contact the programs directly to be placed on the **Wait List Registry**.
- No fee is charged to have a child added to the waitlist.
- When a space becomes available, the family at the top of the waitlist that best fits with the movement of children from group to group meeting our licensed capacity will be contacted, regardless of whether the space is full-time or part-time.
- Once a placement is offered, a family will be charged the registration fee.
- Depending on the length of the waitlist, a reservation fee to hold a space is charged if the family is not able to accept the position at that time and wishes to secure the space for the near future (no longer than two months). Refer to the **Reserving a Child Care Space** policy.

Special Considerations

Priority will be granted to:

- Siblings of children currently enrolled. To be included on the waitlist the family must provide the administration with a **Waiting List Request Form**.
- Children of current Cook's School Day Care Inc employees or board members. To be included on the waitlist, the employee/board member must provide the administration with a **Waiting List Request Form**.

Confidentiality

The personal information of families is always safeguarded. All information not applicable to the person or family wishing to ascertain the position of their child on the waitlist will be blocked before the requested information is provided. Waitlist request forms are kept in the Waitlist Binder divided by group. Each group starts with the oldest submission date up to the newest date. Where your form is within the group indicates where you are on the waitlist.

Parent Handbook Annual Review & Update

Please note that the Board of Directors and Administration review this document annually. We encourage Parents / Guardians to offer suggestions regarding additions to our handbook. All submissions will be considered.

Withdrawal Policy

You are required to provide **two weeks' written notice** if you plan to temporarily or permanently withdrawn your child from our program. If you choose to temporarily withdraw, **there is no guarantee that your child's space will be available unless the holding fee is paid for the space during your absence**. Please see Reserving a Child Care Space for details and limitations.

Regular fees (**base fees**) are billed until written notice is received and during the two-week notice period. You are welcome to use the service during the notice period. Holiday time may not be used in lieu of a withdrawal notice from the program.



Cook's School Day Care Inc. acknowledges and appreciates the many years of support and commitment it has received from the County of Northumberland. Cook's has been fortunate to receive Special Purpose funding, Wage Enhancement Grants, Fee Assistance for families, General Operating Grant, Health & Safety funding, just to name a few, resulting in Cook's ability to grow and continue to provide quality early learning and child care for families in Northumberland County for almost 40 years!



HOW?	WHY?	WHEN WILL YOU KNOW?	COMMENTS
Closure for a full day * No fee charged for the day	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, heavy rainfall, etc) overnight into daytime	At the earliest convenience after 6:00am	Road and property maintenance workers unable to clear the roads and a safe entrance to our property
	Power outage upon opening and for an extended period – unable to maintain a 20 °C indoor temperature	At the earliest convenience after 6:00am	Utility company unable to confirm when power will be restored
Delayed opening * We understand most will already make alternate arrangements * No fee charged for delay time or the day if care not used	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, heavy rainfall, etc) overnight	At the earliest convenience after 6:00am	Road and property maintenance workers are delayed clearing the roads and a safe entrance to our property
	Power outage upon opening	At the earliest convenience after 6:00am	Utility company can confirm that power will be restored at a specific time and the temperature can be maintained at 20 °C
Early closure * No fee charged for the period of closure	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, heavy rainfall, etc) during hours of operation and onward	At the earliest convenience	Road and property maintenance workers unable to clear the roads and property; concern about children getting picked up and staff getting home safely: Environment Canada posts and extended warning
	Power outage for an extended period – unable to maintain a 20 °C indoor temperature during hours of operation and onward	At the earliest convenience	Utility company unable to confirm when power will be restored
Reduced outdoor time	<u>Cold weather:</u> temperature with wind-chill is -12°C and -17°C <u>Hot weather:</u> UV index is between 8 and 10 and/or the humidex is between 30 °C and 39 °C	When you pick-up your child	The age of the children and the conditions of the playground will be given consideration
No outdoor time	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, high UV index, high humidex, heavy rainfall, electrical storm, etc) during hours of operation <u>Cold weather:</u> temperature with wind-chill is lower than -17°C <u>Hot weather:</u> UV index is 11 or over and/or the humidex is 40 °C or over	When you pick-up your child	Conditions are deemed unsafe for outdoor activities or worsen during the day and a warning is issued by Environment Canada
No escort to school * No fee charged for this part of the day	Extreme weather during hours of operation Example: high winds, electrical storm	6:00am (that day)	Conditions are deemed unsafe for outdoor activities or worsen during the day and a warning is issued by Environment Canada
No pick-up from school * No fee charged for this part of the day	Extreme weather (heavy snowfall, ice, wind-chill, high wind speed, high UV index, high humidex, heavy rainfall, electrical storm, etc) during hours of operation	Noon (that day)	Children will be escorted only if the children have layers of warm clothing, with an outer layer that is wind-resistant; a warm hat, mittens or insulated gloves, waterproof winter footwear, and a scarf/balaclava/neck warmer to cover neck and face (exposed skin) – no exceptions.

- Check the Environment Canada website regularly to be up-to-date on weather watches & warnings for Cobourg at http://weather.gc.ca/city/pages/on-75_metric_e.html.
- Please ensure your back-up contact people indicated on your child's application form are current and can be reached in the event that you are not available.

2026 CHILD CARE FEE GUIDE

Reduced rates for children 12 months to the day the child reaches 6 years

ANNUAL ADMINISTRATION FEE: \$20/Child or \$30/Family

Reduced rate - \$12.00/child or \$14.17/Family.

(Due at enrollment and every Jan 1st after)

SCHOOL-AGE SUMMER PROGRAM ACTIVITY FEE: \$30 or \$14.17 under 6years

JR TODDLER (12-18 MONTHS) – NO HALF DAY RATE

	Base fee	Reduced
Regular Full Day – up to 10 hours	\$47.00	\$22.00
Extended Full Day – more than 10 hours	\$52.00	\$22.00

TODDLER (18-30 MONTHS)

Regular Full Day – up to 10 hours	\$44.00	\$20.79
Extended Full Day – more than 10 hours	\$49.00	\$22.00
Half Day – up to 5 hours	\$34.00	\$16.06

PRESCHOOL (30 MONTHS UNTIL START SCHOOL)

Regular Full Day – up to 10 hours	\$42.00	\$19.84
Extended Full Day – more than 10 hours	\$47.00	\$22.00
Half Day – up to 5 hours	\$32.00	\$15.12

JK/SK/SCHOOL-AGE –

		UNDER 6YRS	6YRS & OVER
Regular Full Day – up to 10 hours	\$41.00	\$19.37	\$44.00
Extended Day – more than 10 hours	\$46.00	\$21.73	\$47.00
Full Day with Bus Trip Excursion	\$51.00	\$22.00	\$51.00
Before <u>and</u> After School- not available	\$30.00	\$14.17	\$35.00
Before School Only- not available	\$20.00	\$12.00	\$22.00
After School Only	\$22.00	\$12.00	\$25.00

NURSERY SCHOOL

Daily (2 hours, mornings only, NO lunch)	\$22.00	\$12.00
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REGULAR FULL DAY: 5-10 Hours • EXTENDED DAY: More than 10 Hours
• HALF DAY: Less than 5 Hours

Minimum Attendance/Payment Per Week: TWO DAYS at above rates



**EARLY LEARNING &
CHILD CARE PROGRAMS**

COOK'S SCHOOL DAY CARE INC

EXECUTIVE DIRECTOR

Sharon Welsh RECE
sharon@cooksdaycare.ca

ACCOUNTING BOOKKEEPER / FINANCE ADMINISTRATOR

Kimberly McGlashon BBM
admin@cooksdaycare.ca

VICTORIA PARK CHILD

CARE CENTRE

RECE LEAD

Penny Marriott, RECE
vic.park@cooksdaycare.ca

www.cooksdaycare.ca
www.facebook.com/CooksSchoolDayCareInc/