

# PARENT HANDBOOK



<b>CENTRE ADDRESS:</b>	
<b>CENTRE PHONE:</b>	
<b>CENTRE HOURS:</b>	
<b>AGE GROUPS :</b>	
<b>CENTRE DIRECTOR:</b>	
<b>ASSISTANT CENTRE DIRECTOR :</b>	
<b>CENTRE EMAIL:</b>	
<b>CENTRE EVACUATION SITE:</b>	
<b>AREA DIRECTOR:</b> <b>NAME, EMAIL and PHONE:</b>	



## Welcome to BrightPath Academy!

Thank you for choosing BrightPath Academy.

We know it can be very difficult figuring out childcare. You want the best for your child and want to make sure they get lots of love, learn, and get that edge before Kindergarten and still enjoy the magic of being a kid. Thanks for choosing BrightPath Academy. Your child will be in great hands.

Now that you are accepting a space for your child at BrightPath Academy, we ask you to complete some forms to finalize the registration process. This handbook will give you a basic run-down and if you have any questions or want clarification on anything you've read or heard, please don't hesitate to call us. We look forward to your child enjoying their time at BrightPath Academy, making friends, learning new things and most importantly, having fun. I know they're going to love it here.

Thanks, and welcome to BrightPath Academy!



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## Program Statement

BrightPath Academy provides a program and curriculum that is consistent with the Ministry of Education's policy and guidelines. Our programs are consistent in our approaches with "How Does Learning Happen?" Ontario's pedagogy and vision for the early years.

Our core principles mirror the Early Learning for Every Child Today (ELECT) guiding principles taken from "How Does Learning Happen?" Ontario's Pedagogy for the Early Years. Our pedagogical approach requires educators to be partners, designers of the play environment, planners, recorders and communicators.

BrightPath Academy offers a wide range of developmentally appropriate programs for children including play based and emergent programs. With partnerships in curriculum, nutrition, technology and recreational fitness programming, we are committed to providing families with the very best care, programs and child development Canada has to offer.

## Mission Statement

BrightPath Academy recognizes that children are **Competent, Capable, Curious and Rich in Potential**. All children are unique individuals and The BrightPath Academy learning environment supports our children to discover new concepts, uncover hidden mysteries and imagine new possibilities. BrightPath Academy offers a wide variety of developmentally appropriate programs for children including both children initiated and adult supported. Our team aims to provide a well-balanced learning environment where children are free to observe, question, experiment and explore.

Consistent with Ontario's vision for early learning and *How Does Learning Happen?* Our programs are built around the following core principles that are important for children to grow and flourish to their fullest potential:

- **Develop the Mind**
- **Nourish the Body**
- **Inspire the Soul**

### 1. Develop the Mind

At BrightPath Academy, we offer age appropriate, professional and well thought out curriculums, designed to establish a strong skill base and love of learning. Our learning environment is play-based, which supports our children to discover new concepts, uncover hidden mysteries and imagine new possibilities, all while allowing them to learn at their own pace. This allows children to experiment with and understand social roles and acquire problem solving skills by interacting with each other. The wide range of play opportunities through the day relieve stress and pressure for children and allow them to cope with their feelings. They control the experience through their imaginations, and they exercise their powers of choice and decision-making as the play progresses which promotes self-regulation.

Early learning enables children to develop the confidence to tackle problems, overcome obstacles and succeed. We understand the impact quality education can have on young children and are committed to fulfilling a high level of excellence within our centres. The core of that excellence begins with our educators who are trained and qualified to provide a superior level of instruction and teaching.



Our environment and educators ensure that:

- Each child shall have a sense of **Belonging**. They should feel connected to others, valued, and encouraged to form relationships with other within their community and the natural world.
- Each child shall have a sense of **Well-being**: They will develop a sense of self care, self-regulation and wellbeing.
- **Each child shall have the opportunity for Engagement**. By being encouraged to be involved and inquire they will have the opportunity to explore their world and develop skills such as problem solving, creative thinking, and innovating.
- Each child shall have the opportunity for **Expression**. Communication is encouraged through their words, their bodies, or the use of materials and supports their creativity and problem solving.

Through the BrightPath Academy badge program, children's individual successes are celebrated as they reach developmental milestones. These experiences support the development of self-confidence and growth and teach the group to celebrate the accomplishments of others.

In order to ensure the above, we recognize pedagogical documentation as more than recording events or observations. Our educators are committed to learning about how children think and learn.

## 2. Nourish the Body

Above all else, we believe that nothing should take precedence over the well-being and safety of our children. BrightPath Academy is dedicated to providing the very best foundation for children to play, grow and develop. We recognize nutrition as a key element for this foundation.

BrightPath Academy strongly believes that eating healthy food early in life instills lifelong healthy eating habits. In partnership with Real Food for Real Kids®, BrightPath Academy serves food from local farmers and producers that is made fresh from scratch daily. The children are served a nutritious morning and afternoon snack and a lunch time meal. Our menus are posted in the centres and a copy is provided for your reference at home. BrightPath Academy and Real Food For Real Kids will work with parents to accommodate the dietary needs of our children.

Our meals are served family style allowing the children to serve themselves, further developing their self-regulation skills. Open snack during the morning and afternoon allows the children to make choices, self regulate and develop their self help skills. Infants under 12 months of age are fed in accordance with written instructions from a parent of the child. We will work with parents to assist in transitioning children onto table foods and our centre menu in readiness for their move to the toddler program.

All BrightPath Academy Centres are Nut Free and Allergy Aware environments.

Our programs also develop and encourage a strong link between good physical health and outdoor play. Activity, fitness and play are all key elements to our program. With regular outdoor time and planned indoor activities, our children experience a world of movement, dance and recreation. At BrightPath Academy, we have incorporated nutrition and physical fitness into our programs. Active children are healthy children and



our outdoor learning environments, which are an extension of the classroom, allow the children plenty of opportunity for exploration, inquiry and creativity. They will learn to interact with and understand the natural world around them and have opportunity for social interaction with their peers, while boosting their confidence as they learn new things.

All of our children spend a minimum of two hours outside on a daily basis, weather permitting.

While we recognize that not all young children will need a mid-day nap, and that some children will need a longer time to relax and sleep than others, we believe that all young children benefit from an opportunity for rest to help balance their active play. Parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request.

Our Sleep Supervision Policy ensures that all children are monitored on a regular basis during rest times and that those sleep checks are documented for Infants and Toddlers. Parents are required to provide details in respect to their child's sleeping arrangements upon enrollment and will also be consulted at other times, such as when transitioning to a new room, or upon a parent's request, to ensure the child's needs are being met. Staff will ensure that they communicate with parents as to any significant changes in a child's sleeping pattern or behaviour so that adjustments can be made if necessary.

Each of our infant programs has a separate sleep room with individual cribs adjacent to the playroom. We are obligated to ensure that children younger than 12 months are placed for sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep (i.e. placed on their backs), unless otherwise recommended in writing by the child's physician.

To ensure consistency between home and childcare, infants follow their own individual nap schedules provided by their parents. When ready, our Educators will work with parents to transition the infants to one nap time per day in readiness for their move to the Toddler Program.

Each child in our toddler and preschool programs is provided with an individual cot for their rest period of up to two hours in length and they are permitted to sleep, rest or engage in quiet activities based on their individual needs, while ensuring that sleep patterns at home are not disrupted.

Safety is of the highest priority and BrightPath Academy has a wide array of policies and procedures to ensure compliance with licensing legislation, including anaphylaxis, medication, fire and health & safety, and more. Our Educators review all policies on a minimum of an annual basis. Our centres are licensed by the Ministry of Education and we also receive regular inspections from the local Health and Fire departments. There is some form of security at the entrances and exits. Parents will have a key fob or pass code to enter the centres, and visitors are required to ring the doorbell.

Monthly Fire Drills ensure the children and Educators are familiar with emergency procedures.

Our Educators are all trained in Standard First Aid and infant Child CPR.

As a company, we meet and exceed the requirements of all regulatory agencies.



### **3. Inspire the Soul**

The BrightPath Academy environment encourages a child's individuality, creativity and exploration. We help develop children's social, emotional and physical needs as they grow, develop and mature throughout their journey. We promote freedom and independence while emphasizing the importance of team work and social skills.

At BrightPath Academy, we celebrate differences and emphasize inclusion, while maintaining a strong sense of connection within the communities we serve. It is our goal to ensure that all children can participate in our programs in a meaningful way. We collaborate with families and community partners to develop individual plans to support a child's individual needs. BrightPath Academy demonstrates and practices respect in our centres and classrooms, for each other and our families, while always representing a commitment to our values.

Our educators recognize self-regulation as the ability to effectively deal with a stressor and then recover. True to our goal of Inspiring the Soul, we develop the children's social and emotional needs throughout their journey. We follow a positive child guidance model that includes recognizing why a child behaves in a certain way, encouraging children to regulate their own behaviour by giving them choices. When necessary, children are given time away from the situation to reflect on their behaviour with the support of our educators and consider more appropriate responses.

Our educators will ensure that they:

- Give a friendly greeting and departure to the children, families and co-workers.
- Model a calm and relaxed manner.
- Speak in a clear, pleasant and natural voice
- Use developmentally appropriate language and directions
- Initiate and build on conversations with children.
- Listen to children and use questions to clarify.
- Respond positively to children's emotions and help them identify their emotions.
- Use positive reinforcement to develop the children's self-confidence, self-esteem and decision-making skills
- Deal calmly with conflicts and ensure that children are encouraged to solve problems when possible.
- Model positive and respectful relationships and interactions with co-workers.

**Prohibited Practices** at BrightPath Academy include:

- Corporal punishment of the child;
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device 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;



- Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

In the event that the Management team observes or is made aware of staff using a practice that is not supported by BrightPath Academy, they will address the situation with the staff member according to the procedures outlined in the Behaviour Guidance Policy and Disciplinary Policy.

### **BrightPath Academy Program Overview**

The BrightPath Academy Curriculum was designed using the latest research into early childhood learning and development. It not only exceeds the provincial Early Learning Framework standards and the provincial Kindergarten Curriculum expectations, it incorporates an academic approach while recognizing the significance of play and sets children on a quest for meaningful learning experiences full of joy, enthusiasm and empathy.

The program will highlight literacy and numeracy skills required for future academic success by exposing the children to an environment dedicated to supporting their learning and exploration of the world around them. The focus will be on developing each child's independence and self-confidence under the careful guidance and leadership of a well-qualified team of educators.

Every learning space will incorporate distinctive learning materials, with each item specifically selected to support the child's interest and learning. Music, movement and creative arts will also be an integral part of the daily learning experience.

### **Infant Curriculum**

The Infant Curriculum draws on the latest scientific research into early childhood brain development to create a supportive, nurturing learning environment for the infants in our care. The infant Academy curriculum starts at birth and continues until 18 months of age.

This unique program provides support in five key developmental domains: language, cognitive, social, emotional and physical development. Educators work with infants in fostering trust, independence, motor development, and early sounds etc. In this unique program children feel safe, loved and confident as they build a strong foundation for future learning.

## Toddler Curriculum

Our Toddler program is for ages 18 to 30 months. It focuses on the continued refinement of social emotional skills, specifically, self-regulation. This is an important element and the children are supported as they learn to identify and manage their feelings. Strong daily routines, enhanced curriculum and rich environments offer concrete experiences that provide a foundation for future learning as the children move on to exploring more abstract concepts. Small group and individual lessons are offered throughout the day providing opportunities to assimilate knowledge and refine skills.

## Pre-School Curriculum

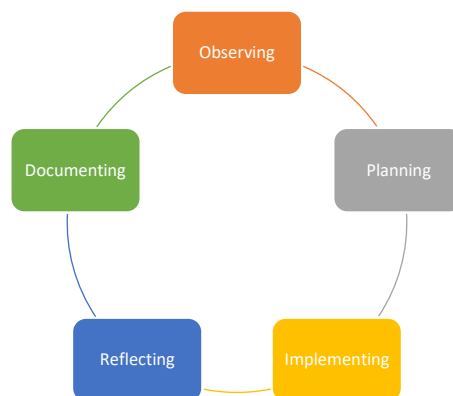
Our Preschool program is for ages 2.5 years to 4 years old. The daily routine in our pre-school rooms will be structured to ensure that each child benefits from a robust academic program. The program combines learning with an inquiry embedded play approach. The focus in our preschool rooms will be on developing, refining and supporting key literacy and numeracy skills with an emphasis on discovery, imaginative play and exploration, creative arts, cosmic and continent studies and small worlds. BrightPath Academy The Beach, provides a Nursery School Program that is condensed preschool curriculum delivered half days from 9:15am-12:30pm.

## BrightPath Club- School Age Program (BrightPath Academy The Beach)

The BrightPath Club program is for children in Junior Kindergarten to Grade 6. The curriculum focuses on the individual needs of the children with a focus on fostering strong decision making, independence skills and fostering a diversity of interests. The goal is to have children push themselves, while also experiencing that wonderful feeling of success. Each term we will offer some optional clubs for children to join, clubs will consist of both gross and fine motor activities.

## The Emergent Approach:

Our emergent curriculum approach allows the educators to plan the environment, giving the children choices, based on their interests, skills and needs. It is child initiated and allows for student-led expeditions, inquiries and investigations. It further allows our educators to support children's learning and encourages consistent self-reflection and professional growth, so they may always improve the quality of the classroom experience





The emergent approach is successful because the learning process is more important than the end product and it allows the educator opportunities to reflect on what learning has taken place. The journey may occur over a series of days, weeks or months.

Another element of our emergent approach is “Project Work” which allows children to study a topic in more depth over a period of days or weeks and can involve a small group or the whole class. The projects focus on the children’s questions and what they are curious about.

### **Documentation**

Documentation is a means to study children and give visibility to their competencies. It is a means to understand what children think, what they know, what they know how to do and what they are curious about.

In order to record and document the children’s learning experiences our educators engage with and observe the children on a daily basis and as they Reflect upon their observations, they are able to prepare and plan activities that support the children’s interests and developmental needs.

**Plan and Engage:** What did I introduce/provoke?

**Observe:** What did I see? What did I hear?

**Reflect:** What can happen next?

Documentation brings visibility to the children’s learning and allows our Educators to record the children’s learning experiences in order to analyze and reflect on these observations.

### **Connect**

Makes the documentation and reporting of children’s learning and development in alignment with “Early Learning for Every Child Today” (ELECT) quick and easy so that our educators can spend less time on documentation and paperwork and more time with children.

We use CONNECT, along with Documentation Panels, to record the children’s learning, and share with the children and their families.

### **Inter Curricular Program**

Our Inter Curricular programs are offered as an inclusive part of our program. The children experience monthly music classes and weekly French, Yoga and Dance classes.

### **Building Positive Relationships among Children, Families, Staff and Community.**

BrightPath Academy believes that children thrive in all areas of development when they are in an environment rich with positive relationships and strong connections to important adults around them. Social and Emotional learning is intertwined with all other areas of development and paves the way for success. The ability to form relationships, solve problems, self-regulate and work co-operatively with others are all active ingredients to learning.

## **Our Educators will build relationships with children by:**

- Positioning themselves at the child's level for face to face interactions
- Showing interest in children's activities through questions and positive observations
- Asking for children's input and listening to their ideas to expand learning
- Genuinely acknowledging the child's efforts
- Following the children's lead and interest during play and becoming an active play partner
- Providing a safe environment with materials that reflect the children's interests and supports their learning

## **How we support relationship building**

- Educators will actively participate in children's play and use spontaneous interactions to build children's social emotional skills. Educators will facilitate developmentally appropriate play moving from independent to parallel to cooperative play.
- Children are supported in their efforts to form friendships through turn taking games and sharing of materials as well as working together on common projects and goals. Educators set the stage for positive and responsive interactions among children by providing adequate materials and facilitating interactions among children
- Educators offer an abundance of opportunities for social play through small group activities where pro social behaviours such as turn taking, sharing and problem solving are practiced. Educators role model appropriate language in play situations and children have opportunities to practice skills in self-regulation.
- Educators involve children in problem solving to foster empathy, caring and cooperating with peers.

BrightPath Academy strongly believes in the importance of not just academic learning but on developing a strong moral character. Monthly character traits teach children about desired qualities such as kindness and bravery. Generosity is taught through BrightPath's involvement in philanthropic activities. BrightPath's philanthropic endeavours include: Monthly Toonies for Jammies supporting Sick Kids Hospital, seasonal toy and food drives, annual Terry Fox Walk, Valentines for Veteran's and Thank a Solider Program.

## **Relationships with families**

BrightPath Academy encourages regular and open communication with families. CONNECT, our parent engagement tool, allows our staff to provide detailed reports about the children's day in regards to meals, rest, bathroom and activities. Along with an open door policy, our annual parent survey provides the opportunity for parents to provide feedback and suggestions to us, allowing us to develop and improve our programs and services.

Monthly calendars and newsletters are provided to families to keep them updated with up-coming events and other information pertaining to the centres operations.

Regular special events, for example, Mother's and Father's Day Socials and Holiday Celebrations provide our parents the opportunity to spend time with their children at the centres, while connecting with our Educators and other families.



BrightPath Academy works closely with all local community agencies and partners to support children, families and staff and provide the very best care that we can. We are proud to work with local colleges to provide practical work experience to students on placement.

### **Professional Development**

We recognize professional development as a key component of a high quality early years program. BrightPath Academy will provide opportunities for all staff to learn and develop in their role. Professional development is ongoing for staff and where available we engage in local program development initiatives to ensure a commitment to best practices and to continually develop and ensure high quality environments and interactions for children in our programs. Our RECE staff are required to take part in Continuous Professional Learning in order to maintain their membership with the College of ECE. BrightPath Academy is committed to building the knowledge, skills and effectiveness of its staff through ongoing professional development that supports the achievement of our strategic directions and the aspirations of individual staff.

We believe that our Educators and children should be emotionally and intellectually engaged with each other in learning. Our Educators reflect and assess their program and environment daily to ensure that the program is meeting the individual needs of the children and the group and that their environment is set up according to the interests of the group.

Our Education Coach provides ongoing training and support for our educators to help implement our curriculum and ensure that the children are receiving the best education possible.

### **Document and Review**

In addition to the evidence of learning (pedagogical documentation) that is displayed in our centres, BrightPath Academy will review the impact that our approaches have in regards to meeting our goals and the needs of the children and families. This will be achieved in part through an annual parent survey, where parents will be invited to evaluate our school in regard to the program offered, learning activities, the skills their child learns, communication, nutrition and more. The survey results, give us an indication of the impact our strategies are having on the families and children.

The Program Statement is a living document and will be reviewed on a minimum of an annual basis to ensure it is meeting the needs of the children in our centres.



## BrightPath Academy Basics

### Provincial Licensing Requirements

All licensed daycares and before and aftercare programs are required to go through regular, rigorous inspections to ensure the safety and well-being of the children in their care. BrightPath Academy is no exception. The Ministry of Education has standards that must be met regarding our facility, staff, nutrition, health, sanitation, fire procedures, and record keeping. We are proud to consistently exceed these expectations.

### Ages Served

**Infant program:** birth to 18 months\*

**Toddler program:** 18 months to 30 months\*

**Preschool program:** 30 months to 48 months\*

**Nursery program** 30 months to 48 months **\*BrightPath Academy Beach only**

**School Age Club K:** Children eligible for Junior and Senior Kindergartens, 3¾ to 6 years **\*BrightPath Academy Beach only**

**School Age Club G:** Children in Grades 1 through 6, aged 5¾ to 12½ years **\*BrightPath Academy Beach only**

**\*It is important to note** that when the centre is filled to capacity your child may not be able to move up to the next classroom even if he/she is at the appropriate age. When this happens, programming in the current classroom will be modified to ensure it is always age-appropriate. You are required to pay infant rates for as long as your child remains in the infant classroom, even if he/she is over 18-months of age. We will move children to the toddler classroom as soon as space permits and current children will be given priority for internal movement before going to the waiting list. Between the months of March and July we find that many children are required to stay in their current classrooms regardless of age, while between July and August a great deal of transition occurs and children are typically able to move up during this time.

### Enrolling at BrightPath Academy

We've called and offered you a space for your child, you've said yes (thank you) and now you need to complete some forms and read some documents. Below you'll find a checklist that will help you ensure everything is completed.

To submit to BrightPath Academy:

- Completed registration form
- Copy of your child's Certificate of Health Immunization Record (\*Note: all children must be immunized on schedule as mandated by the Ministry of Health, no exceptions)
- Deposits (Base Fee)
  - BrightPath Academy (\$1000 for full time \$500 for part time)
  - BrightPath Academy Beach nursery \$250 for part time \$500 full time
  - BrightPath Academy Beach Kindergarten Before and After \$500
  - BrightPath Academy Beach School Age Before and After \$250
- Non-refundable administration fee of \$150 (Base Fee)
- Sign-off on BrightPath Academy's Policies and Procedures
- Signed Parental Code of Conduct



- CONNECT- Parent Engagement Program form
- Signed BrightPath Academy Child Care Contract
- Transportation agreement (BrightPath Academy Beach only)
- Enrollment Confirmation

## Fees

Fees are due on the 28th of each month and are to be paid through pre-authorized debit (PAD). In your enrolment package you will find the PAD agreement which we need you to read, sign and attach your banking information to it. For a fee of 2.5% credit card payments will be accepted. We require a deposit upon acceptance of your child's space which is applied to your final month's fees provided two full months' notice is given.

BrightPath Academy \$1000.00 for full time- \$500 for part time

BrightPath Academy Beach nursery \$250 for part time \$500 full time

BrightPath Academy Beach Kindergarten Before and After \$500

BrightPath Academy Beach School Age Before and After \$250

For any NSF, a \$50 fee (non-base fee) will be charged. In the unfortunate occurrence of an unpaid balance for more than one month, BrightPath Academy reserves the right to terminate the childcare contract effective immediately.

Please see Appendix A for centre specific tuition charts. Annually, there will be a modest fee increase.

**Canada Wide Early Learning Child Care System (CWELCC):** BrightPath has enrolled in the CWELCC.

**Tuition Rates:** Please see Appendix A for centre specific tuition charts.

**Base fees include Registration Fees, Deposits and Monthly Tuition.**

**Non-base fees include Late Pick up Fees, NSF Fees and Field Trip Fees** as outlined within the parent handbook.

## Hours

BrightPath Academy's hours of operation are from 7:30 am to 6:00 pm. To minimize disruption to the class, we ask you to try to drop off your child before 9:00 am and to pick them up after 4:00 pm. However, we understand that this isn't always possible and ask you to try to let us know if you'll be dropping your child off late or picking him/her up early. Of course, we will be flexible and work with your schedule. Please note that on the day of the annual preschool graduation (date changes yearly, but it will be in late June and you will get lots of notice) the entire centre closes early at 5:00pm to allow for a 5:30pm start for graduation.

## BrightPath Academy Club- Beach only

Regular School Days: Monday through Friday 7:30am to school start, end of school to 6:00pm

PD Days, March Break, Winter Camp, Summer: 7:30am to 6:00pm



**BrightPath Academy Nursery- Beach only** BrightPath Academy Nursery runs from 9:15am to 12:30pm, Monday through Friday. Children participate in breakout groups (protected learning times) every morning between 9:40am-9:50am and 10:55am- 11:05am.

### **Parents of preschoolers**

Our preschoolers participate in breakout groups (protected learning times) every morning between 9:00 am and 9:20 am and every afternoon between 3:20 pm and 3:40 pm. We ask that all preschool students arrive at their classroom before 9:00 am or after 9:20 am so as not to disrupt the breakout groups. If you arrive during the breakout group time, please take your child to the Director's/Assistant Director's office where he/she will play until breakout groups are finished. Similarly, please pick up your child after 3:40 pm or, if you're going to arrive between 3:20 pm and 3:40 pm, please make special arrangements with your child's teachers.

### **Centre Closures**

BrightPath Academy is open year-round however is closed for the following holidays each year (fees are the same each month regardless). Please refer to the monthly calendars for specific dates:

- January: New Year's Day
- February: Family Day
- March/April: Good Friday
- Easter Monday (Professional Development Day)
- May: Victoria Day
- July: Canada Day
- August: Simcoe Day
- August/September: Friday before Labour Day (Professional Development Day)
- September: Labour Day
- October: Thanksgiving
- December: December 24 close at 12:30pm, closed the week between Christmas and New Year's
- BrightPath Academy Nursery program (Beach only) is closed on TDSB/TCDSB PD days including winter break, march break and summer.

While we hope to never have to close for an emergency/weather, we have procedures in place just in case. Centre Directors will post a message on the Centre voicemail and will also send an email and message on CONNECT to parents advising them of this decision, therefore it is imperative that we have an up-to-date email and cell phone number on file, and one that you have ready access to. We do not offer reimbursement for closure days.

### **BrightPath Club- Beach Only Club Camp: March Break and Winter Camp**

BrightPath Club remains open during March break and the first week after New Year's (second week of the school's winter break) with operating hours from 7:30am to 6:00pm. Like summer camp, programming is





changed so that it is run as a fun camp with outings and special events and activities. The cost for these two weeks of camp is included in the regular monthly fees.

### **Club Camp: Summer Camp**

BrightPath Club remains open all summer operating on summer hours between 7:30am and 6:00pm. Programming changes so that it is run as a fun summer camp full of outings, field trips, special guests, lots of fun and adventures. A brochure outlining themes and outings will be sent home in February.

**Requirements:** In order to guarantee your child's Club space for the following school year, you are required to send your child to BrightPath Club Summer Camp for a minimum number of 4 weeks. Summer camp registration begins in February each year. Of course, children are welcome to attend all summer if they wish.

We need to know which weeks your child will attend Club Summer Camp by the end of February. If they are not signed up by this time then, they lose their space in Club for September. BrightPath Club families will have a window to sign up for camp spaces and will be guaranteed to get the summer camp weeks they wish. After this period camp will open up to the rest of BrightPath Academy families and the public at which time we are can longer guarantee availability for out Club families.

Camp costs \$395 per week for a 5 day session and \$340 for the 4 day sessions. There will be no refunds once you have registered. If your summer plans change and if space permits, you can contact the Centre Director and request switching which weeks your child will attend.

### **Academy Absences**

If your child is going to be absent, please let us know by phone or email by no later than 9:00 am.

**Illness:** When you are calling to report absence due to illness, we ask you to please let us know what symptoms he/she has and if a diagnosis is given. This is particularly important when it pertains to contagious illnesses so that we know what, if any, precautions need to be taken with other children in the group.

If your child is absent for any reason (illness, vacation etc.) there are no missed day credits. The agreed upon monthly fee is to be paid regardless of attendance.

### **Absences BrightPath Club- Beach Only**

If your child is going to be absent, please let us know by phone or email by no later than 8:00 am and by 2:30 pm if your child has gone home from school mid-day for any reason. If we have not heard from you, we will try to contact you. If we can't reach you, we will attempt to reach your emergency contacts listed on your registration form. Please let us know if you are taking your child on vacation so that we can keep track of his/her whereabouts for safety reasons.

**Late in the AM:** We will let you know at what time we will be leaving the centre to drop off the children at school. This may vary slightly from year-to-year depending on the make-up of the group and any changes



the school may make. If we have not heard from you and your child has not arrived, we will need to leave as scheduled. If the group has already left for school, you will need to drop your child off at school personally and notify BrightPath Club that your child is at school and will need to be picked up with the group in the afternoon.

### **Late Pickup (non-base fee)**

It is really important that you pick up your child before 6:00 pm, when the centre closes. Our staff have to get home to their own families and so we ask that you respect them, and be on time. If you arrive to pick up your child after 6:00pm, you will be charged a late fee of \$5.00 per minute. If you are continually late, then we'll check in with you to make sure that this is the right place for you, as we may not be working well with your schedule. We will **not** waive this fee for inclement weather, so please plan accordingly.

Once you are 15 minutes late, we will try contacting you. If we are not able to reach you, then we will try contacting your child's emergency contacts. If you are more than 60 minutes late, without any contact (and we were unable to reach your emergency contacts), then we are required to call the Children's Aid Society. We certainly hope to never have to do this. Please make sure we have a few different numbers to reach you and that your emergency contacts are also reachable.

BrightPath closes at 6pm sharp, thus it is imperative that all families be out of the centre by this time. That means if you have things to speak with your child's teachers about or if it's going to take you some time to get your child ready and out the door, please plan accordingly and arrive with enough time to do so before 6pm.

### **Part-time Spaces**

We offer some part-time spaces (Monday-Wednesday-Friday or Tuesday-Thursday only). If you want to change your child's enrollment from part-time to full-time, from full-time to part-time, or from two days a week to three days a week, we require notice in writing on or before the first of the month prior to the requested change. For example, to change your child's schedule on May 1, a written request must be provided no later than March 30. We'll do our best to accommodate your request, this is based completely on availability.

There is a charge of \$15 to change a scheduled part time day within the same week. The request must be made in advance, for the current week, and does not apply to statutory holidays. Days cannot be carried over. Changes are subject to availability. Payment must be made at time of request by credit card.

When enrolled on a part time basis if our enrollment requires the space to be utilized by a full-time family, you will be provided first right-of-acceptance to move to alternate days or full-time enrollment depending on availability. Should this not meet the needs of your family, we will provide you one month's notice that will allow you to either transfer to another BrightPath location, with part time availability, or accept your withdrawal from our program.



### **Withdrawal**

If you decide that your child will no longer attend BrightPath Academy, we ask you to give us as much notice as possible. At a minimum, we require **two full months' written notice**. Withdrawal notice must be received before business close on the last business day of the month. E.g. If you are looking to have care end on June 30- written notice must be given by April 30<sup>th</sup>. Child care cannot end mid month you will be required to pay for the full month.

We are always sad to see a child leave BrightPath Academy, and we appreciate it when parents are able to provide us with the reason for their child's withdrawal. This helps us to make improvements at BrightPath Academy. We may request a brief exit interview to help us better understand your experience at BrightPath Academy and any positive changes we should make.

### **Graduates**

For graduating preschoolers leaving to go to JK, we require you to let us know by the last business day of February which month your child will be leaving the centre: end of June, July, or August. We would love for your child to stay to the end of August, but we understand that some families go on vacation or children go to camp in the summer months. We need this information so we can plan for internal movement in the centre.

### **Parking**

We encourage parents to walk to the centre for pick-up and drop-off if possible. Our locations all have stroller parking where you are welcome to lock up your stroller for the day. We are lucky that all of our locations are in great areas, surrounded by great neighbours. As such, we ask that you please be considerate of our neighbours when you visit any of our locations, and park only in legal parking spaces.

Please always drive carefully around BrightPath Academy and be mindful of children walking with their parents. If you are using street parking, please be cognizant not to block driveways or laneways.

If you pick-up or drop-off your child during their outdoor play time, we ask that you please enter through the building. When exiting the yard, please do not leave the gate open at any time and be aware of other children so as not to let them out of the yard when you're leaving. Be sure to speak directly with your child's teacher to let them know you're dropping-off or picking-up your child.

### **Smoking and Vaping**

Smoking or vaping is not permitted within 50-metres of BrightPath Academy. For the safety of all the parents, staff, and the children we ask that parents refrain from smoking or vaping near the centre. Posted on all doors are non-smoking/vaping signs to enforce the "Smoke Free Ontario Act". Teachers are not permitted to smoke/vape in their BrightPath Academy uniforms to ensure that children are not exposed to the smell of smoke at any time.



## **Lost and Found**

If something is missing, please talk to your child's teachers as soon as you notice it's missing. Of course, it's much easier to return lost items if they are labeled with a name. Unclaimed lost and found items will be given to charity after a reasonable period of time.

## **Clothing**

We ask that you leave two complete outfit changes with us in case of accidents or spills. For children in the process of being toilet trained, we may ask for a few additional changes of clothing—just in case. We also ask you to leave a pair of indoor shoes with us for your child to change into upon arrival so that we can keep the floors clean and free from outside debris and germs.

So, what should your child wear to BrightPath Academy? We suggest that all children come dressed for action. Washable, comfortable play clothes that are easy for your child to manage are best. This includes sneakers or soft-soled shoes. We do work on independence while eating, which can get messy, so please keep that in mind before sending your child to school in an outfit you don't want to get dirty.

## **Personal Belongings**

Everything your child wears or brings to school should be clearly labeled. There are several suppliers of children's labels including Mabel's Labels ([www.mabelslabels.com](http://www.mabelslabels.com)) and Oliver's Labels ([www.oliverslabels.com](http://www.oliverslabels.com)), Sharpie permanent marker will also do the trick. Items that require labels include:

- All clothing including shoes, sweaters, jackets, boots, hats, mittens
- Diaper packages
- Wipes
- Diaper creams
- Water bottles (which will go home daily to be cleaned)

We ask that you refrain from bringing toys from home. We are not held responsible for the loss or damage to any personal possessions brought to BrightPath Academy.

## **BrightPath Academy's Program**

All children at BrightPath Academy are assigned to a classroom based on their age (this is legislated by the Ministry of Education, so we have a little wiggle room, but not much). We have designed a curriculum that will challenge each child, while also focusing on what's expected for their age group. The goal is to have children push themselves, while also experiencing that wonderful feeling of success. To help give you a sense of the activities and programs your child will be participating in and what the structure of each day will look like, we will post weekly programming schedules (outside of each classroom) and send monthly calendars via email. We know that routine and structure is really important when you're little, but that being said, our schedules allow for flexibility knowing that some days the children won't want to work on exactly what the teachers have planned.



## **Outdoor Time**

At BrightPath Academy we strongly value being outside, getting fresh air, and having the opportunity for fun gross motor play. Not only is this great for the kids to run off some energy and learn some new gross motor skills, but when they are ready, it is also a learning opportunity to work on dressing themselves so that they'll be pros when in Kindergarten and won't have the same opportunity for teacher assistance.

We know that winter temperatures can get very cold and summer temperatures get very hot, but we do our best to have the children spend time outdoors each day. There are some days when we will opt to go out for a shorter time, just to ensure the children get the fresh air they need but not to put them in harm's way. As such, it's important that you always send your child to BrightPath Academy with the appropriate clothing for outside play (hats, mittens, and snow pants in the winter, and sun hats, water bottles, and cool clothing in the summer.) We'll send more information to you about this seasonally.

On days that we don't go outdoors because of inclement weather (rain, wind-chill, extreme heat, etc.) we give the little ones a chance to enjoy fun, gross-motor activities in the classroom or gym to help burn off excess energy.

## **Toddlers & Preschoolers**

For toddlers and preschoolers, outdoor time takes place daily in the backyard. Outdoor sessions include some programmed play (where the teachers will lead the group in activities and games) and some free play (where the children will have a chance to play with their friends in a well-supervised environment). Our backyards are made with rubberized surfacing, natural elements, and turf grass, which makes it easy and safe for little ones to run around and play during all four seasons. Please be sure to send your child with a good pair of shoes/boots to ensure they're able to participate in all outdoor activities. If you have any questions about our outdoor policy, please speak with your child's teachers or the centre's Director. BrightPath Academy Beach location only is equipped with a rooftop playground that will be enjoyed by the toddler and preschool classrooms.

## **Infants**

Your little one will engage in daily outdoor playground time in our backyard space, from time to time they will also take part in neighbourhood walks. Teachers are equipped with cell phones so they can be reached while out walking. Please make sure you send weather-appropriate clothes and outerwear—every day.

## **BrightPath Club- School Age- Beach only**

Children will be given 30 minutes per day to run off some energy in the school's yard supervised by BrightPath Academy's staff. We know that winter temperatures can get very cold and summer temperatures get very hot, but we do our best to have all children spend time outdoors each day while still ensuring the children are safe and healthy. As such, it is important that you always send your child to BrightPath Academy Club with appropriate clothing for outside play (hat, mittens, and snow pants in the winter, and sun hat, water bottle, sunscreen, and cool clothing in the summer). We will send more information to you about this seasonally.



## Sunscreen

Your child's teachers are happy to apply sunscreen during the summer months. Simply send a bottle of sunscreen with your child, with his/her name clearly labeled on it and the teachers will apply it every morning and afternoon before outside time. Please ensure you don't send in any products that contain shea or other nut butters/oils. We ask that you send your child with a labelled water bottle that will be sent home daily to be cleaned. Water is made available to children throughout their day. Children also must come to the school with sun hats and other weather-appropriate attire.

## Transitions

Prior to moving up to the next program (infant to toddler and toddler to preschool) you will receive a letter outlining what to expect and how the transition will be handled. Your child's transition date will be based on available space. We are unable to accommodate teacher requests or friend requests as all movement is based on age and availability. While we know that transitions and change can be stressful, we do our best to work with you and your child to ensure the transition is smooth and stress-free. We also do our best to provide children with time to adjust to their new surroundings and to get to know their teachers and new classmates before making the move officially, visiting time is based on available spaces. We'll give you as much advance warning as possible to help you prepare for any new routines or schedules your child will need to adopt when moving classes.

## BrightPath Club- Beach only...the Clubs!

At BrightPath Academy Club we recognize that kids want to have fun, and that kids are tired after a long day at school. Children have the chance to come and unwind in a fun and relaxing environment. Teachers organize activities and games for those who choose to take part. BrightPath Academy Club implements a play-based curriculum with programs and activities that are geared toward your children's interests and developmental requirements. All of our programming is done to meet the developmental level of the children in the group, ensuring all children are stimulated, challenged, and nurtured. Many activities are organized around different clubs.

**Homework Club:** This is the one club that we incorporate into each child's day. We aim for each child to get their homework done before they go home so they can just relax and enjoy their time with their families, or free up time for other activities they may have. Teachers are there to help children with any issues they may have. We encourage independent problem solving and guided peer work groups when appropriate.

## Activity Clubs

Each term we will offer some optional clubs for children to join. The fees for these clubs will vary depending on the service providers. The clubs are run at cost. Clubs provided by our BrightPath Academy staff are at no charge. We aim to have a gross motor option and a fine motor option available to each age group each term. Children can be signed up for as many or as few clubs as they would like. Children who choose not to be in a particular club will have other activities programmed with the BrightPath Academy Club staff. Some examples of clubs that will be available on a rotating schedule include:

- Lego robotics
- Chess
- Science and Magic
- Yoga
- Pottery
- Sewing
- Dance
- Karate
- Photography



### **Technology-BrightPath Academy Club-Beach only**

Children are not permitted to bring any outside technology to use at club/camp except on designated days – no tablets, cell phones or computers. They will have free access to a phone that they can use to call you. The teachers follow the same rules! (...but they do take a mobile with them when on field trips for safety reasons, but only to be used for emergencies).

All children will be able to spend time on Club's computers with internet access provided that they follow a set of guidelines for safe surfing and to allow equal time on the computer. To the best of our abilities, all inappropriate websites have been blocked. Computers are in a central area easily viewable by all children and staff. Staff will monitor children's online activities. The rules children must agree to follow are:

1. Club G children will have computer access once a week for 20 minutes each unless special circumstances arise.
2. Club K will have computer access once a week for 15 minutes each unless special circumstances arise.
3. Children must agree to follow BrightPath Academy Club's posted online safe surfing and online etiquette rules.
4. Children must ask permission before viewing any videos on YouTube.
5. If rules are not followed, computer privileges will be removed until staff deem that the child is ready to follow the rules of the computers.

### **Birthdays & Celebrations**

Your child's birthday is a very special day, and we want to help them celebrate! On your child's actual birthday (or the school day closest to the actual birthday) they will get to celebrate with your classmates with special planned activities.

Children's birthdays (and teachers' birthdays too!) will be celebrated on a designated day noted on the monthly calendar. You can expect it to be a fun day, complete with BrightPath Academy -made treats and lots of singing! We understand that some parents may want to do even more, such as loot bags or treats for the other children in the classroom, but we ask that you refrain from such generosity. We know that your child will be just as happy celebrating birthdays the BrightPath Academy way.

Please remember that while we do celebrate many holidays in the classroom with small parties, crafts, songs, etc., we ask that parents refrain from bringing treats or loot bags for the children in the class during these holidays as well. The exception is Valentine's Day cards, which the children are welcome to exchange on February 14.

### **Safety and Security at BrightPath Academy**

#### **Doors**

BrightPath Academy's doors remain locked at all times. When your child starts at BrightPath Academy you will be given a keypad code which will allow you to gain entry during BrightPath Academy's business hours. If you forget your keypad number, you can use the call button at the front door. You will be asked to identify



yourself and where you are going upon entry into the building, and you will be buzzed in. If parents are coming for a tour of the centre, a staff member will come out to meet them at the front door after they buzz, so please don't let anyone into the centre that you don't know. If a relative is dropping off or picking up, they can buzz at the front door to gain entry; key code numbers must not be shared.

### **Staff**

All BrightPath Academy staff wear shirts and lanyards with the BrightPath Academy A logo to make them easily identifiable. If we have a new or substitute staff member, they wear an BrightPath Academy lanyard with their identification attached. In case of a temporary change in staffing due to staff absences, a notice will be on the classroom door to alert you to anyone who is new or different in the class including a volunteer, student teacher supply teacher.

### **Coming and Going at BrightPath Academy**

If someone other than a parent/legal guardian or authorized pick up person is picking up your child, you must provide authorization in advance in order for them to do so. You can let us know via email, phone call, or in person. Please let that person know that they will be asked to show photo ID. If you have someone who will regularly be picking up your child (e.g. a grandparent or nanny), you can designate this person as an authorized pick-up person and we will allow them to do so without question. If this ever changes, please inform us immediately.

Parents are welcome to visit whenever they wish. All that we ask is that you remember that for some children this can be disruptive and make a transition difficult. If there are any issues arising with your child (or others) as a result of parent visits, we will talk to you about them and deal with this on a case-by-case basis to ensure everyone's needs are met as best as possible.

As part of the registration process, we ask you to disclose any custody or visitation arrangements. We require formal written documentation of these arrangements, for your child's protection. It is your responsibility to disclose to BrightPath Academy any custody arrangements and any changes in custody arrangements. If there are restrictions on a parent from picking them up, BrightPath Academy requires the enrolling parent to provide a copy of court orders or other legal documentation supporting this restriction. This will be kept in your child's file and we will, of course, abide by all legally authorized restrictions.

### **Communication**

Your child's teachers will communicate regularly and openly about how your child is doing. We hope that you will do the same. Please call the Director at any time if you have any questions or concerns. There are many other ways you can be involved in your child's day, aside from talking with their teachers. You'll probably find that your child is eager to share their new experiences with you—showing you what's been learned and demonstrating new tricks and milestones. Talk with your child about the fun things he/she is doing at BrightPath Academy, and find ways to bring these activities into your home. Your child's teachers are always happy to provide suggestions on how you might do this. Some other ways that you can stay informed about your child's experiences at BrightPath Academy are:

- Daily two-way communication between parents/guardians and Centre personnel which is open and honest is an effective technique to share children's experiences, goals and expectations;





- Family Boards, Newsletters, Parent Meetings, and Discussions provide opportunities to inform families of Centre news and other matters which may affect their child;
- Newsletters will be produced on a monthly basis and will include information such as: Centre information, reminders and programming events for each class group;
- Through CONNECT centre personnel will provide families with information about the child's day in care including the following: activities that the child participated in, dietary intake, toileting information for infants and toddlers, sleeping patterns, and general disposition;
- If requested, we will arrange a mutually convenient time to conduct a Parent-Educator meeting to discuss the individual child;
- All Centre methods of communication will be reviewed with the parent upon their Centre orientation. We want to ensure parents/guardians are aware of all methods of communication available in the Centre;
- Parents/guardians are encouraged to volunteer in the program by attending special events at the Centre such as fundraisers, holiday celebrations, etc.;
- Parents/guardians are encouraged to evaluate the Centre and provide feedback accordingly. Constructive criticism is an effective tool to improve the service delivery provided by the Centre to children and families. Parents are also welcome to email [operations@BrightPathKids.com](mailto:operations@BrightPathKids.com);
- Once a year, parents/guardians will be invited to participate in a survey to provide feedback regarding the program, personnel interaction, activities and suggestions for the future.
- We encourage all families to provide current email addresses to ensure all correspondence can be communicated in a timely manner. Failure to provide email addresses or opting out can result in missed information that is important such as closures, cancellation of bussing, emergency evacuations etc. The Centre cannot be responsible for lack of communication if email information has not been provided.

### **Your Child's First Weeks at BrightPath Academy**

Some children will have no trouble adjusting child care, while others will find this transition difficult. The same, it seems, goes for parents. We expect that most of you will have some difficulty dropping off your kids for the first time. It's not easy—we know! As such, the first few weeks at BrightPath Academy are always emotional. Some children do really well during their first week with us, and then start to feel anxious or sad once the novelty wears off. We are sensitive to the fact that every child adjusts differently to starting school and we work hard to ensure everyone is well supported during this transition period.

Once your child realizes what a great place they're getting to spend their days and you begin to see how much they're thriving, you'll all start to relax into a routine. That's when the fun really begins. Our teachers are more than happy to work with you to determine a transition plan that's best for your child. This may involve coming into the classroom with your child for a few short visits before their first day. What we're working toward is allowing your child to have the opportunity to stay in the classroom without you in order to really experience what BrightPath Academy is all about.

As mentioned previously, drop-offs can be difficult in the beginning and around times of transitions (after vacations and breaks). We strongly encourage you to aim for a quick and positive goodbye. For example,



you bring your child to their classroom, take off outside clothes, change into indoor shoes, check in with the teachers about how your child's night went and then give your child a big hug and say: "Goodbye, I will pick you up later, I know you will have a wonderful day!" At this point you turn and walk out the door. While this may seem abrupt to us grownups, it really is easier on your child. Those long, lingering goodbyes can be really hard on a child. As soon as you leave, your child's attention will shift to all of the exciting things going on in the classroom. And, truthfully, you will probably have a harder time than they will.

### **What we do to help...**

We work with our staff to help make your child's transition as seamless as possible through the following tried-and-tested ways:

- Getting to know each child one-on-one during visits prior to your start date
- Finding out what your child's special interests are and ensuring they get to do these things upon arrival at BrightPath Academy
- Getting children to bring family photos to BrightPath Academy so that they can look at familiar faces throughout the day to feel more comfortable
- Giving children lots of hugs and doing whatever it takes to distract them and soothe them if they get upset

### **What you can do to help...**

We understand that your child is the most important person in the world to you—and that you know them better than anyone else. As such, it's perfectly natural for you to feel some apprehension about leaving them in the care of anyone other than you. There are a few things you can do to make this transition easier and less stressful. Some are obvious, others less so. Here are a few that we find work really well:

- Take some time to get to know the educators who will be caring for your child. Children are amazingly perceptive so they can sense when you're feeling uneasy or nervous about a situation. In order for them to feel secure and safe, it's really important that you feel confident in the staff's abilities to care for your child.
- Try to be as positive as you can when you talk with your child about BrightPath Academy. Spend some time telling them about all the amazing things they're going to get to do while they're with us. They'll sense your excitement and start to feel the same way.
- Know that you are welcome to call or email us any time during the day to find out how your child is doing. Our Director and your child's teachers are eager to keep you informed and want you to feel as relaxed and confident as possible.
- Know that it gets better. Talk to other parents to get the support you need during what can be a tough time.
- Give yourself permission to let go a little bit. You are still the number one advocate for your child and will always be number one in their eyes. Starting school is the beginning of a new, more independent path for them which is exciting, but daunting. It takes a village to raise a child...you are choosing to welcome us into that village. Remember that we're on the same team.

If you anticipate that your child will struggle with the transition to BrightPath Academy, we ask that you please discuss this in advance with your child's teachers and the centre's Director. Together you will be able to agree upon a process that will help things go more smoothly.



## Health and Wellness

### Cleanliness

We keep BrightPath Academy super clean so that your child can enjoy messing it up every day! Our teachers and an outside cleaning service clean the classrooms, bathrooms, and kitchen every day. The classroom teachers will clean and disinfect all toys and equipment are cleaned and disinfected on a regular schedule. All of this is overseen by Toronto Public Health Infection Control. In keeping our environment clean, we like to think we are setting a good example for the children. We encourage all of the children to learn cleanliness and good hygiene practices from the beginning.

### Immunizations

All children at BrightPath Academy must have all of their immunizations on schedule and up to date. No exceptions are made to this policy for the protection of all of our children and staff. Parents must provide BrightPath Academy with a photocopy of their child's immunization record prior to their first day. The Ministry requires that we keep up-to-date immunization records on file for all children. Upon registration, we'll ask you for a photocopy of your child's immunization record.

### Illness

Unfortunately, when children start school, they typically get sick. While this is an unfortunate reality, it's a sign that your child's immune system is developing and learning to fight-off unwanted germs. If your child has a contagious disease, infection, or fever, he/she is not allowed to come to BrightPath Academy. This rule is put in place to protect other children in the centre and benefits your child by protecting them from classmates' illnesses.

If your child has any of these symptoms/illnesses, they cannot attend BrightPath Academy:

- Fever of 37.8°C (100.°F) or higher
- Contagious skin or eye infection
- Diarrhea (increased amount of bowel movements, is stool is unformed, loose or more watery than usual)
- Vomiting
- Profuse discharge of any kind
- Undiagnosed rash
- Head lice
- Any communicable disease

If your child gets sick while at BrightPath Academy, we'll call you and let you know. We will ask you to please make arrangements to come and pick up your child if they are showing any of the symptoms listed above. If your child is sent home sick, we ask that he/she be free of symptoms for at least a full 24 hours (48 hours for nausea, vomiting and/or diarrhea) before coming back to BrightPath Academy. This means that if your child is



sent home from BrightPath Academy on Tuesday with these symptoms, the earliest they can return to school is Thursday (assuming he/she is feeling better and symptom free).

### **Contagious diseases**

If your child contracts a contagious disease, please notify us immediately as Toronto Public Health requires that we let all families know if children have been exposed to a contagious disease. You will be notified of these illnesses via the parent boards outside your classroom and a sign on your child's classroom door (for privacy reasons, no names will be given—only the name of the disease/illness).

### **Medication**

We have strict procedures in place to ensure everything goes smoothly when administering medication. All meds must be given to your child's teacher in their original prescription container with a prescription label including the doctor's information on it. Parents are required to provide all medical devices to administer medication and will be required to clean and disinfect as per manufactured schedule i.e. syringe (after each use), aero-chamber (weekly). We'll need you to complete a medication form with all the information pertaining to dose, timing, storage, etc. The Centre Director and/or Assistant Director will administer all medications. We will talk you through all of this in the occurrence that your child needs medication while in our care. Children are not permitted to bring any form of non prescription medication into BrightPath Academy unless accompanied with a doctor's note.

### **Non-Medical Therapies**

Parents must complete and sign a medicine administration form for any non-medical therapies (naturopath/homeopath/non-traditional medicine remedies, etc.) including the dose, timing, and duration. Any treatment that parents request staff to administer will require an accompanying note from a medical practitioner.

### **Medication for Allergies or Chronic Illness**

If a child requires medication for potentially life-threatening conditions such as allergies, we will keep this prescription at BrightPath Academy for as long as the child is enrolled. Parents must sign an authorization form allowing us to administer the medication. This form will include instructions on how and when to do so. We'll give all expired medication back to parents. If your child has a life-threatening allergy, we'll request a one-on-one meeting with you before your child begins at BrightPath Academy to make sure we have all the information we need to keep your child safe, and to help you feel confident that your child will be well cared for.

### **Medication in Emergency Situations**

All staff at BrightPath Academy are trained in Standard First Aid and CPR Level C. In an emergency we will follow the directions given to us by either Poison Control, the paramedics, or a physician providing first aid.

### **Teething**

We recognize that teething can sometimes cause mild fevers (a mild fever is 99°F or 37.2°C), but the same rules apply unless we have written confirmation from your child's pediatrician that it is just teething causing



the fever. We cannot administer any non-prescription medication (including acetaminophen) without a signed note.

### **Toilet Training**

We are more than happy to help with toilet training when your child is ready. Your child's teachers will work closely with you to ensure the same techniques and routines are practiced at BrightPath Academy and at home. We will help you watch for the signs indicating your child is ready to start using the toilet. At that time, we'll send a letter home with all of the information you'll need to get this process started both at home and at school. While it can be stressful, toilet training is an exciting milestone for your child and the more positivity surrounding this process, the better.

### **Nutrition**

#### **Meals**

Lunch and snacks at BrightPath Academy is prepared by Real Food for Real Kids™ (RFRK), a catering company that makes delicious and healthy food for little ones. The food is made from 100% natural ingredients, is hormone free, and contains no nuts, no seeds, no trans fats, no artificial ingredients, no preservatives, no white refined sugar, no excess salt, and no pork. All food is made following the Canadian Food guide. RFRK prepares menus monthly that are posted on parent boards inside your child's classroom. Your child's teachers will sit together at meal time in order to set a good example of how things are done, you will hear this referred to as family style dining. During meals and snacks they will work with children on table manners in a fun way.

The food is delivered every morning and our kitchen staff ensures that everything is prepared and presented perfectly. Each day, our kitchen staff will serve a hot lunch. No outside food is permitted in BrightPath Academy to control for allergens.

#### **Milk/Water**

At lunch we serve milk and water out of small open cups. We work with the children to teach them how to drink from these cups. Cow's milk (2%) is served (with an option of switching your child to rice or soy milk). If you want to provide your child with organic milk or another type of milk (that's not nut based) you may bring it into the centre. It must be in the original, sealed container, labeled with your child's name and date. Each child will be asked to bring a reusable bottle for water, it will be sent home on a daily basis to be cleaned.

#### **Bottles**

For infants who still get a bottle, parents are asked to bring the bottle to BrightPath Academy with the child's name written on it and the date. If your child takes milk in his/her bottle, we'll provide the milk (unless you want to provide something other than what we offer). If your child takes formula or breast milk, we ask that you bring a supply to BrightPath Academy (daily if it's breast milk) and it will be stored in the fridge in your child's classroom. All breast milk must be labelled with the date of expression and the mother and child's name. For formula drinkers, you can bring a large tin of powder and we will prepare it, or several cans or bottles of pre-mixed liquid. If your child is going to be transitioning to bottles upon starting at BrightPath



Academy, we ask you to begin working on this at home prior to their first day to set them up for as positive an experience as possible when they join us.

### **Purées**

For infants not eating solids, parents are welcome to bring puréed foods to BrightPath Academy, labeled with serving instructions and ingredients. These foods must not contain nuts of any type.

### **Bagged Lunches- BrightPath Club Beach only**

During PA Days, Club Camp-March/Winter Break, and Club Camp-Summer, parents are to provide a lunch for their child daily, morning and afternoon snack will be provided by Real Food for Real Kids. We ask that all lunches and snacks are **NUT FREE** as we are a nut aware centre. It is parent's responsibilities to ensure that bagged lunches adhere to the Canadian Food Guide and that they are labelled with their child's full name. Lunches will be stored in the classroom fridge. We are required to let you know that bagged lunches that meet the standards associated with the Canadian Food Guide include a variety of grain products, fruits and vegetables, dairy products and meat or alternatives. If bagged lunches are forgotten or contain allergen foods, BrightPath Academy Club will supplement with BrightPath Academy's Real Food for Real Kids scheduled lunch. If there are severe allergies that restrict a child from consuming this lunch, parents will be notified and are expected to drop off a supplemented lunch.

### **Anaphylaxis, Allergies and Medical Conditions**

All BrightPath Academy Centres do their very best to maintain a nut free and allergy aware environment. All parents are reminded on enrollment that our Centres have eliminated nuts/peanuts and nut/peanut products from our Centres and a notice is posted at the main entrance advising all visitors of any allergies in the centre. BrightPath Academy cannot guarantee that all products in the Centre are free of all traces of peanuts or other allergens. We can neither be responsible for children or families who may bring peanuts to our Centre or for any residue that may remain on surfaces.

RFRK's catering program is able to track the child's allergies and/or dietary restrictions and provide available substitutions for that child. All lunch items that contain an ingredient the child cannot eat will be replaced with an item that the child is able to eat. RFRK does not offer substitutes for condiments and garnishes. The centre will be provided with appropriate documents to ensure caregivers, and parents, are aware of the food items on our menu the child is precluded from eating.

RFRK charges a fee for all deviations from their omnivore or herbivore menus. You will be charged an extra \$10/month if your child has any food restrictions. (non-base fee)

### **Field Trips**

Preschool children will occasionally have field trips to fun places that provide learning opportunities beyond the classroom. Our field trips differ from year to year. Prior to a field trip, you'll be asked to provide written permission for your child to participate. All field trips will be in our neighbourhoods and we will walk to them. We typically do not bring parent volunteers with us on our field trips, unless teachers specifically request their involvement. While this may be disappointing, we find that the children behave very differently



when their parents are present. If you don't want your child to participate in the field trip, that's totally up to you, and you're welcome to keep them home that day. That being said, although you may be nervous about your child's first field trip, we strongly encourage you to let them join their classmates, as it's an invaluable experience for them...and a great opportunity for you to see how far they've come.

When offsite, BrightPath Academy staff keep the group's attendance records and each child's Emergency Card with them at all times. Teachers take attendance upon arrival at a destination, before and after any transition (i.e. bathroom trip) and again upon return to BrightPath Academy. Extra staff accompany the children on and always carry cell phones and a first-aid kit in case of emergency. Children all wear BrightPath Academy shirts with our phone number on them so they are easy to spot.

### **Emergency Procedures**

It's our job to try our best to make sure that emergency situations don't arise. However, because your child's safety is of utmost importance to us, we are always prepared with written policies and procedures for dealing with many different kinds of emergencies. Every BrightPath Academy staff member, student on placement, and volunteer must review these policies and procedures regularly to ensure that they can respond quickly, and appropriately, should an emergency arise.

Here's what we have in place to help deal with emergencies:

- Staff trained in Standard First Aid and CPR Level C
- Monthly fire drills: performed and documented
- Evacuation and Lock down drills: performed and documented
- Fire safety plans approved by Toronto Fire Services
- Emergency evacuation plan posted in every classroom
- Approved emergency evacuation sites
- Emergency cards for every child at the centre

### **Evacuation**

In the unlikely event that our centre is severely damaged or is for any reason deemed unsafe to occupy, we will evacuate the children to the designated emergency evacuation site. Parents will be contacted via CONNECT as soon as possible with information pertaining to what's happened and where we will be. We'll keep all children safe in the evacuation site until parents are able to pick them up. A notice will be posted on the centre door just in case we're unable to reach you.

### **Accidents**

We always do our best to keep children safe and out of harm's way. If a child is hurt while at BrightPath Academy, our staff are trained in first aid and will administer it as needed. If a child requires medical attention, we will contact their parents immediately. If a child is hurt badly and requires emergency medical care, we will take them to the hospital. You are required to sign an authorization for emergency treatment form upon enrollment at BrightPath Academy which gives us the information and waivers we need to get your child the help they may need. Regardless of the severity, if there is an accident or injury, your child's teachers will let you know and will ask you to sign a copy of an accident/injury report at pick-up and a copy will be emailed to you by the Director.



### **Serious Occurrences**

The safety and well-being of our children is the highest priority and BrightPath Academy ensures that they comply with the Ministry of Education legislation in regard to the reporting of Serious Occurrences. To provide greater transparency, all BrightPath Academy locations post a Serious Occurrence Notification Form to keep parents informed of Serious Occurrences in their child's Centre.

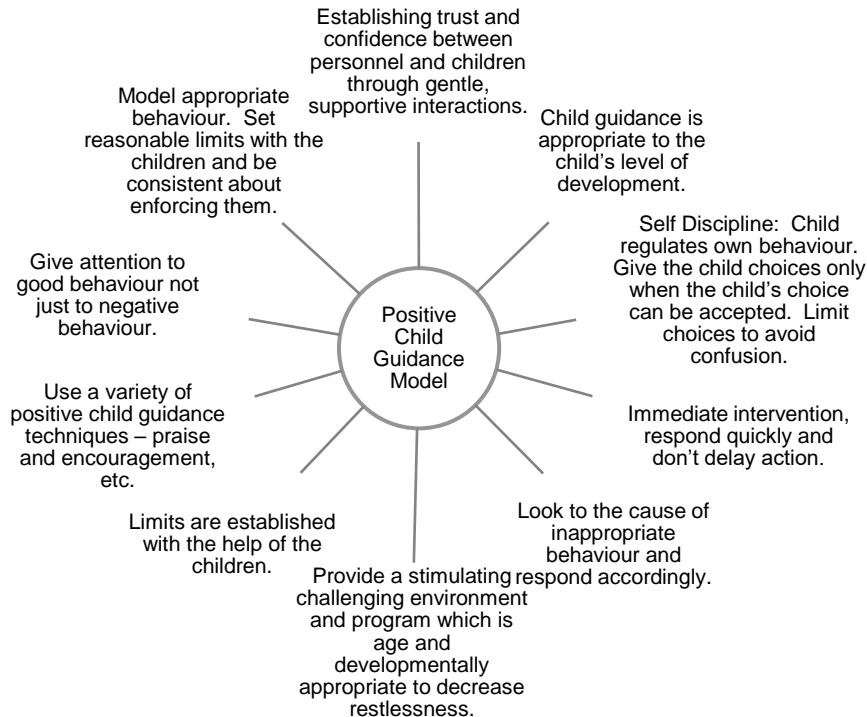
### **Behaviour**

#### **Child Guidance**

It is our policy to focus on encouragement and positive guidance, rather than discipline. Child care educators try to recognize why a child behaves in a certain way and encourage more acceptable forms of behaviour. They also work hard to discover guidance strategies that work well and promote positive behaviour for each individual child. When necessary, children are given time away from the situation to reflect on their behaviour and consider more appropriate responses. Thinking time is a quiet, relaxed, neutral break – it is not punishment. At no time will a child be physically disciplined.

We have developed a philosophy of guidance that is age appropriate with self-control as the goal. The child, as well as the parents/guardians, will have input into the consequences for behaviour. For more details about our Child Behavioural Guidance policies and procedures, please contact your Centre Director.





If these techniques don't work well and the child continues demonstrating undesirable behaviour, then the teacher will use the following progressive procedures:

- Observe and record the child's behaviour and note what they have done to try to change it.
- Ask parents to participate in a parent-teacher meeting in which a specific action plan will be developed to address the child's behaviour, including steps both the teachers and parents can take.
- Bring in outside resources for further guidance, with written parental consent.
- If the inappropriate behaviour continues, we may ask parents to keep their child home for a day or two.
- In the rare case where no improvement in the behaviour is seen by the BrightPath Academy teachers, then BrightPath Academy can terminate care immediately.

Parents' and staff's behaviour is expected to always be respectful and productive. All parents and staff must sign BrightPath Academy's Code of Conduct.

## **Biting & Aggression**

When your child starts at BrightPath Academy he/she may not yet be very verbal. A child's inability to communicate and self regulate can sometimes lead to biting. We understand that biting often stems from frustration and, as such, we work closely with all children to understand what they are trying to tell us at all times. However, we need you to know that there is a chance your child may decide to chomp on one of his/her friends or vice versa. Here is how we will deal with all biting incidents:

- Whoever did the biting will be redirected to more appropriate activities. The biter's teacher will assess the classroom and minimize potential frustration triggers and the biter will be even more closely supervised. We will inform both sets of parents (those of the child who did the biting and of the child who was bitten) about what has happened and discuss ways to redirect the child's behaviour who did the biting. An incident report will be placed in the child's file so we can keep track of incidents like this.
- In biting incidents we are obligated by law to keep the identity of the biter confidential. Clearly, once the children are older and more verbal they will be able to tell you what happened, and at that time things will be addressed a little bit differently. Even though we can discuss the biter only anonymously, we want you to know that we take incidents like this seriously and do everything we can to prevent them from occurring.

Most children stop biting once the above actions have been taken. If a child continues to bite, it may become necessary to remove them from BrightPath Academy, either for a short period of time, or permanently. This is something that we would discuss with you at length before any action is taken.

Aggressive behaviour is taken as seriously as biting, and the same precautions are put into place in order to ensure no one is hurting anyone else. Aggressive behaviour will be reported to parents and dealt with in an appropriate manner. If you have any concerns regarding this, don't hesitate to speak with your child's teachers.

### **Mandated reporting of suspected child abuse or neglect**

As caring and concerned child care educators, we take our responsibilities seriously. Abuse and neglect, whether physical or emotional, can happen in all types of families, from all walks of life, and in varying degrees. When abuse occurs, both children and parents/guardians are victims and need support, understanding and help. Our educators have been trained to recognize the signs and symptoms of abuse and neglect.

Under section 72 of the Child and Family Services Act every employee of BrightPath Academy who has reasonable grounds to suspect that a child is or may be in need of protection must promptly report the suspicion and the information upon which it is based to a Children's Aid Society. Parents/guardians may ask the Centre Director for a confidential referral for outside intervention and suggested resources for prevention and assistance in dealing with this sensitive matter.

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act.



### **Students and Volunteers**

BrightPath Academy accept students/volunteers from local colleges and/or high schools. The students are placed with one of our full-time personnel to learn about and experience what working in a child care facility is like. The following policies are in place for students and volunteers:

- Only paid personnel over 18 years of age will have direct, unsupervised access to the children.
- Students and volunteers are not counted in staffing ratios at any time during their placement at the Centre.
- All students and volunteers will be supervised by an employee at all times.
- All students/volunteers must have a current criminal reference check, including Vulnerable Sector screening, completed within the last 6 months.
- All students/volunteers must provide proof of up to date immunization prior to being placed at the Centre.
- Students and volunteers are never left alone with the children
- Students and Volunteers must review the Program Statement and all policies as required under the CCEYA prior to commencing their placement.

### **Parent Code of Conduct**

BrightPath Academy recognizes the important role parents play in helping us maintain a safe, nurturing, and community-focused environment in which all children can learn, play, and thrive. All parents, caregivers, and visitors of BrightPath Academy collectively agree to act in a manner that emphasizes mutual respect, fairness, and equality. Individual needs and differences are recognized as being part of this collective process and all individuals are required to work out all concerns and differences in a clear and reasonable manner. BrightPath Academy will not tolerate incidents of expressed bias, discrimination, prejudice, or harassment. All parents, caregivers, and visitors must agree to abide by the following Code of Conduct.

### **Communication and Addressing Concerns**

Open and clear lines of communication between Directors, Supervisors, staff, and parents/caregivers is essential to creating the type of environment we value at BrightPath. As such, we require parents to communicate with staff in an open, non-confrontational manner when expressing concerns about their child or the program. We expect that parents will voice their concerns in a professional and polite manner, as soon as they arise. We also expect that parents will not get involved in other parents' concerns unless they directly involve them or their child.

Our **Parent Issues and Concerns Policy** clearly outlines the steps to be taken in bringing concerns forward.

### **Terms:**

Parents, guardians, and visitors agree to:

- Support a friendly and nurturing environment
- Maintain positive communication during interactions
- Follow the recommended procedures of addressing concerns



- Refrain from gossip and public criticism of BrightPath’s employees, the children in BrightPath Academy and BrightPath Academy Discussion of concerns and issues will be with management and staff and not with other parents in the centre or via social media channels such as Facebook, twitter or personal blogs.

If any parent, guardian, or visitor fails to abide by the Code of Conduct the following procedure will be followed:

1. The concern and any inappropriate behaviour will be documented and communicated to the Director.
2. The Director will set up a meeting with all parties involved to gather more information and determine if the Code of Conduct was violated.
3. The information will be used to reach a decision, and should it be determined that there was a violation of the Code of Conduct the Director will consult with the Area Director.
4. If a breach of the Code of Conduct is verified, the Director and/or Area Director have the right to terminate care immediately.

### **Threats and Threatening Behaviour**

We have a responsibility to provide a safe environment for our personnel, the children we serve, and other adults. Therefore, we have a zero-tolerance policy regarding threats or threatening behaviour in our Centres, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. Violation of this policy may result in immediate withdrawal from the Centre.

### **Physical and Verbal Punishment of Children on Centre Property**

We do not allow parents/guardians to use any type of corporal punishment on any child, whether enrolled in our program or not, while on Centre property. This includes parking lots, playground, and within the Centre. Further, while verbal reprimands may be appropriate, it is not appropriate for a parent/guardian to verbally abuse their child while on our premises. Doing so can cause undue embarrassment and emotional distress to a child. Violations of this policy may result in immediate withdrawal from our program. Parents/guardians are also prohibited from addressing or disciplining a child that is not their own. If you have a concern about the behaviour of another child at our Centre, please bring your concern to the Centre Director who will address your concern and resolve it.

### **Professional Relationships**

We ask our employees to maintain professional relationships at all times with families, even in their personal lives. Due to the professional conflict of interest created BrightPath Academy are:

- not permitted to communicate or socialize with parents/guardians through social media outlets, such as Facebook, Instagram and Twitter
- not permitted to solicit or accept offers of personal child care services (baby sitting, nanny services etc.) with parents of the centre.



- not permitted to accept employment by BrightPath Academy centre families (either current or not current) for a period of twelve months following the end date of the employee's employment. This provision may be waived only with prior written consent of BrightPath Academy. **Parent concerns**

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

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

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

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

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

### **Confidentiality**

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

### **Conduct**

Our Centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent or guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

### **Concerns About the suspected Abuse or Neglect of a Child**

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the Child and Family Services Act. For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

## Procedure for Raising Concerns

Parents and guardians should raise concerns with their appropriate parties as per the chart below. These concerns will be documented on The Parent Issue and Concern Form as well as the Centre daily log. These will be kept in a designated binder to be reviewed by Area Directors and tracked for ongoing issues or patterns of concerns.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor or outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>- the Centre Director, Assistant Director or Designate.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue or concern at the time it is raised</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent or guardian within five business days.</li> </ul> <p>Document the issues or concerns in detail. Documentation should include:</p>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the Centre Director, Assistant Director or Designate.</li> </ul>	<ul style="list-style-type: none"> <li>- the date and time the issue or concern was received;</li> <li>- the name of the person who received the issue or concern;</li> <li>- the name of the person reporting the issue or concern;</li> </ul>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>- to the Centre Director, Assistant Director or Designate</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the Centre Director, Assistant Director or Designate as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> <li>- the details of the issue or concern; and</li> <li>- any steps taken to resolve the issue or concern and/or information given to the parent or guardian regarding next steps or referral.</li> </ul> <p>Provide contact information for the appropriate person if the</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<b>Student-/Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <i>or</i> <ul style="list-style-type: none"> <li>- the Centre Director, Assistant Director or Designate.</li> </ul> All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Centre Director, Assistant Director or Designate as soon as parents/guardians become aware of the situation.	person being notified is unable to address the matter.  Ensure the investigation of the issue or concern is initiated by the appropriate party within one business day or as soon as reasonably possible thereafter. Document reasons for delays in writing.  Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue or concern.

### Escalation of Issues or Concerns

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

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

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



#### WAITLIST POLICY & PROCEDURES

The waitlist is maintained in chronological order and managed by our Client Services team. There is no fee to be placed on the waiting list.

Priority for spaces is given as follows before families on the waiting list are contacted:

1. To BrightPath staff children
2. To children that need to move to the next age group within the centre.
3. To siblings of children already enrolled at the centre.
4. To children that wish to transfer from another BrightPath location.

Enrollment is ongoing and can occur in any month and at any time during the month.

When a space becomes available, a family is contacted from the waiting list by email and is provided a specified time frame, typically 24 hours, to accept the space and start date.

Once your child is officially offered a space, in order to secure that space, you will be required to pay a non-refundable administration fee and a non-refundable deposit. The deposit will be applied to your child's last month's fees. Details regarding the administration fee and deposit are in the Parent Information Handbook.

If you are contacted for a space and do not wish to take it at the time, you must respond to indicate that you want to remain on the waitlist. Your place/seniority on the waiting list remains the same.

You will remain on the center's waiting list until you request to be removed, or until such a time that you have not responded to a call or email offering a spot or asking if you wish to remain on the waiting list.

Upon request, Client Services will provide you with their best approximation of your child's status on a wait list, maintaining the privacy and confidentiality of the children listed on it.





## **CLOSED CIRCUIT TELEVISION SYSTEM POLICY**

### **Purpose**

Select Busy Bees North America (BBNA) centres operate a Closed Circuit Television System (CCTV) which makes video and potential audio recordings. BBNA values the confidentiality and privacy of its staff and the families that we serve, and therefore provides this CCTV policy (this Policy) to outline the purposes and uses of these CCTV devices and recordings.

As a provider of early learning and child care services, from infant to pre-kindergarten and older children on a before and after school basis, BBNA is responsible for the most vulnerable population and, therefore, maintains the highest standards in care and safety to provide exceptional early years services.

The CCTV System is operated to ensure these highest standards in care and safety of the children. After careful consideration of the positive impact of CCTVs in other environments, both in relation to prevention and investigation of incidents, the CCTV has been adopted in the interest of the children, their families and of BBNA employees. The CCTV System will play an important role in the delivery of our services considering we have young children in our care.

The CCTV system will be used for the purposes of reviewing room activity, staff and child interactions and behaviour where there is suspicion or allegation of a significant incident, when there has been a complaint or concern voiced by parent, guardian or staff member, or as otherwise provided in this policy.

The use of CCTV is not intended to replace appropriate management practices and procedures in supervising and coaching staff.

### **Scope and Responsibilities**

BBNA will respect local privacy laws. Please refer to our Data Protection Policy which sets out in detail how we process this information.

### **Security and Protection of Privacy**

The video/audio recorder will be kept secure in either its own locked cabinet or a locked room which has restricted access. BBNA implements security safeguards to protect the CCTV equipment and recordings at the level appropriate to the sensitivity of the information. . Access to the system's controls and reception equipment, and to the recordings it captures, will be limited to authorized persons.

Recordings will be securely held, and access within the organization limited to the purposes described in this Policy. Cameras should be positioned as best they reasonably can to reduce the likelihood of capturing individuals not intended to be filmed, while achieving the objectives of this policy.

Authorized persons will only access the recordings in the case of suspicion or allegation of a significant incident or complaint, for supporting training regarding program delivery, or for reasonable maintenance, installation, or configuration of the CCTV systems.

Authorized persons include the following who will be provided access strictly on the basis of need-to-know:

- Centre Director (CD);



- Area Director (AD);
- Operations Director;
- VP Education and Quality Assurance;
- Chief Operating Officer (COO);
- President;
- Chief Human Resources Officer;
- Director of Safety and Compliance (DSC);
- Chief Executive Officer (CEO); and
- others as allowed by the COO, President, or CEO.

### **Location**

The following areas may be covered by CCTV:

- Classrooms;
- Sleep Rooms;
- Gymnasiums;
- Multi-purpose rooms;
- Hallways;
- Reception area;
- Front door;
- Outside play areas;
- Parking lots;
- Director's office;
- Kitchen; and
- Any other area where coverage is appropriate, except for those locations listed below as not covered.

The following areas will not be covered by CCTV:

- Children's toilet area;
- Staff room; and
- Adult bathrooms.

The CD shall be responsible for reviewing camera locations from time to time and for considering requests from staff, parents, guardians or other persons regarding concerns relating to privacy or confidentiality due to the location of a particular CCTV camera. Cameras should be positioned as best they can to reduce the likelihood of capturing individuals not intended to be filmed.

BBNA will endeavor to post reasonably conspicuous notices of the CCTV recording as appropriate and near CCTV equipment, but may not feasibly post notices in every location where video or audio recording is in progress.

### **Access**

Access to the system is restricted to the authorized persons and to the existence of suspicion or allegation of a significant incident or complaint, for supporting training regarding program delivery, or maintenance, installation or configuration of such systems. Audit trails monitor this access to ensure compliance. In



accordance with this Policy, recordings may be shared with a third-party service provider for the sole purpose of obscuring or pixelating personal information about individuals prior to use or disclosure of a recording.

### **Individual Right of Access**

Individuals may request access to their personal information, or the personal information of their child, which has been recorded through the CCTV System. An access request must be made in writing to the Centre Director. The CD will provide access within thirty days to any retained and redacted recordings, provided such access would not reveal personal information about another person or otherwise be prohibited by law. However, if the information about the other person is severable from the record, by being obscured or pixelated through commercially reasonable means, or if the other person consents, access will be provided to the requester. This is to protect other children/staff that may be present on the recording. If the recording requested does not relate to the individual making the request, or their child, access will not be provided. If we cannot give access to a recording of the requestor or their child, we will provide reasons, as allowed by law.

### **Access Requests in the Case of Serious Incidents or Complaints**

If a serious incident or complaint has been received and an access request is made by a parent or guardian of an affected child, or an affected staff member, access will be granted in accordance with applicable law. Where required by law, staff concerned will be informed, with reasonable notification, of the footage being viewed in this way and of the purposes of the viewing, and will be given an opportunity to view the same footage in the same or similar manner.

BBNA will only release a copy of any recording as required by law or in response to a valid government or law enforcement subpoena, warrant, or request. Copies of recordings will only be released to third parties on the express authority of the BBNA CEO or President and upon demonstration, by the government or law enforcement agency, of its lawful authority to access it. BBNA will make reasonable efforts to maintain the confidentiality of the recordings, including but not limited to such requirements under data protection legislation or other law or statute.

When the recording is reviewed due to suspicion or allegation of a significant incident, or when there has been a complaint or concern voiced by parent, guardian or staff member, the CD or other authorized person will document the following as applicable:

- the date and time at which the recording was reviewed;
- the date on which disclosure was made;
- the identification of any third party who was allowed access or to whom disclosure was made;
- the reason for allowing access or disclosure and the extent of the information to which access was allowed or which was disclosed; and
- the identity of the person authorizing such access.

As indicated above, where the recordings contain images of individuals other than the subject(s), the recording may need to be altered to disguise or blur those images of other individuals so that they are not readily identifiable. If the CCTV recording system does not have the facilities to carry out that editing, an appropriate competent third party may be hired to carry it out, at the sole discretion of the COO, President, or CEO. In the event that such an editing company is hired, BBNA will ensure that there is an agreement in



place with the editing company to protect confidentiality and to ensure compliance with this Policy and data protection legislation in relation to the recordings.

### **Role of the CD**

The CD's role in maintaining an effective and secure CCTV environment is critical. They are responsible to:

- ensure the system is always operational and to immediately advise IT support of any system failure/outages;
- ensure that all servicing and repair needs are communicated to IT support and followed through on;
- forward any individual's written request for access to, or a copy of, a recording that exists to the DSC;
- maintain a record of the release of any recordings or any material recorded or stored in the system;
- ensure secure retention and destruction of recordings as appropriate;
- ensure signage is in place that will make individuals aware that they are entering a CCTV area; and
- ensure confidentiality is maintained at all times. Any relevant recordings downloaded shall be stored in a locked secure cabinet or a locked, secure room and will only be available to those directly connected with achieving the objectives of the system. Any copies must be stored in a locked secure cabinet or a locked, secure room until delivered to an appropriate authority, and when returned by them if applicable.

### **Fairness**

BBNA respects and supports every individual's entitlement to go about his/her normal duties. Use of CCTV as outlined in this Policy will be conducted in a professional, ethical, and legal manner and any diversion of the use or processing of CCTV for other purposes is prohibited under this Policy. CCTV will be limited to uses that do not violate a person's reasonable expectation of privacy. The CD will be responsible for ensuring that parents and guardians are informed, when they enroll their child, of the purpose of the CCTV and how it can and cannot be used. A copy of this Policy will be provided and will be available at the centre at all times.

Footage recorded on the CCTV system and viewed under the terms of this Policy may be used to assist in establishing the facts regarding a serious incident, or an allegation thereof, or a complaint. Doing so may give rise to an investigative meeting with any relevant member or members of staff and may result in disciplinary proceedings. Any violations of this Policy by BBNA staff may lead to disciplinary action, including without limitation termination of employment.

### **CCTV Data Retention and Destruction**

CCTV data will remain on the hard drive of the system for up to seven calendar days. At the end of seven calendar days, if no incident is suspected or no complaint has arisen, data will be recorded over. No copies are made in the normal course of operations. Recordings will be retained longer than seven days in the event that the investigation of a serious incident or complaint is in process, or if BBNA is under a legal obligation to retain the recordings. The ability to export video recording is limited to the Area Director, Operations Director, Safety and Compliance. Once the investigation concludes and/or the data retention is no longer required under law, the recording will be securely destroyed or recorded over.

Any relevant recordings downloaded or copied shall be stored in a locked secure cabinet or a locked secure room, and will only be available to those directly connected with achieving the objectives of the system. Data is retained for seven calendar days in consideration of the time that could pass between an incident occurring, the knowledge that an incident occurred, and the complaint or request being received by BBNA.



### **Biometric Information**

CCTV video and audio recordings will by operation capture and store certain personal and biometric data for individuals who are recorded. Additionally, artificial intelligence tools may be used by BBNA to identify certain individuals, including without limitation the use of facial recognition technology. This technology is used to enable tracking and viewing of one individual across multiple cameras, in order to accomplish the purposes outlined in this Policy.

CCTV recordings, including any biometric or personal data collected through the recordings, will not be shared with any third parties except as elsewhere provided in this Policy.

### **Location of Data Storage**

Recordings through the CCTV systems are stored in the country where the BBNA Centre operates.

By reviewing, agreeing to and signing the Video and Audio Recording Camera Acknowledgement or through the CCTV Acknowledgement – for Existing Staff, you expressly consent to the collection, processing, and storage of personal and biometric information as outlined in this Policy.

You can withdraw consent by contacting the Centre Director. Contact information (including name, email, phone number, and mailing address) for the Center Director of your BBNA facility is under the “Centre Information” tab of the webpage for that facility. If and when you withdraw consent, BBNA will not be in a position to provide you access to its premises in view of the importance of the CCTV for the purpose of the safety of the children. If you have any questions or requests related to this Policy, please contact the Director of Safety and Compliance at [safety@busybeesna.com](mailto:safety@busybeesna.com).