



# Bright Path

The best start in life



PARENT HANDBOOK

Revised MAY 2023

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

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## **WELCOME TO BRIGHTPATH**

Dear Parents/Guardians,

Welcome to BrightPath!

For many children, this will be their first time leaving the comfort and familiarity of their home to venture into a new and exciting world of discovery. Our goal at BrightPath is to ensure that each child feels comfortable and secure while they embark on this journey.

Our educators will work hand in hand with each of you to ensure the transition from home to Centre goes smoothly. We feel it is important to keep you updated daily on your child's activities and routines, as well as provide observations related to their development. Our educators, Centre Director and the rest of our BrightPath team are available as resources at any time.

Each year, BrightPath reviews and revises the guidelines and policies outlined in this handbook to ensure our childcare standards continue to meet or exceed the requirements set up by our licensing bodies. Should our policies change, we will provide you with reasonable notice of modifications that will impact you and your child.

Our team at BrightPath endeavours to achieve the highest quality care for your child. Please feel free to contact your Centre Director on any matter regarding your child or the Centre. If you would like further information about your Centre or BrightPath, please do not hesitate to contact our head office at 888.808.2252 or [info@brightpathkids.com](mailto:info@brightpathkids.com).

We look forward to sharing your child's early years with you and your family.

Sincerely,

Mary Ann Curran  
Chief Executive Officer  
BrightPath Early Learning Inc.

## BrightPath Early Learning and Child Care Program Statement

“Our model of care will provide the best intellectual, social and physical child development, delivered by capable and nurturing personnel within the best environments”



BrightPath Early Learning and Childcare Centres provide 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 offers a wide range of developmentally appropriate programs for children including Montessori, play based, emergent and fusion 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 recognizes that children are **Competent, Capable, Curious and Rich in Potential**. All children are unique individuals and The BrightPath learning environment supports our children to discover new concepts, uncover hidden mysteries and imagine new possibilities. BrightPath offers a wide variety of developmentally appropriate programs for children including both child 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, 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 others 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.

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 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.

Our nutritious menu plans are certified by a registered Nutritionist and Dietician to ensure they meet Canada's Healthy Eating Guidelines by providing our children with the proper nourishment for their growing bodies. All of our meals are made on site, fresh on a daily basis and made from scratch. 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. We 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. 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 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 Bright Path, 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.



BrightPath's proprietary program, WeeMove™, was developed to incorporate intentional physical fitness into the learning curriculum. WeeMove™ is designed to engage the child on multiple levels, to make learning fun and instill a love of movement. Generally, set to music and taught outdoors, all pre-school children will participate in this program daily.

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 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 child in our toddler and Casa 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 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 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, we celebrate differences and emphasize inclusion, while maintaining a strong sense of connection within the communities we serve. BrightPath 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 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 Kids Corp. they will address the situation with the staff member according to the procedures outlined in the Behaviour Guidance Policy and Disciplinary Policy.

**Queens Montessori Academy Program Overview.**

Queens Montessori classrooms provide a prepared environment where children are free to respond to their natural drives to work and learn. The children’s inherent love of learning is encouraged by giving them opportunities to engage in spontaneous and meaningful activities under the guidance of two or three trained directresses.



The philosophy which guides everything we do in Montessori is to follow the child. It is applied to every child’s education. Children learn at different paces and have different interests which is why an important part of the Montessori approach is the one-on-one relationship between the child and their Educator. By observing and engaging, the Educators know how each child is progressing and uses this knowledge to create and

build upon their individual learning plan.

The other key factor in Montessori education is the meticulously designed, extensive series of exercises in a prepared environment. Each exercise is part of a carefully planned progression, mastering one skill that is an essential ingredient of a more complicated skill. The philosophy is the result of ongoing research into the best ways of helping children learn. In line with the Montessori philosophy a child’s play or action is seen as purposeful and referred to as “work.” Through the children’s work, they develop concentration, motivation, discipline and persistence. Within this framework of order,

the children progress at their own rate and rhythm according to their individual capabilities during the crucial years of development.

A Montessori classroom is arranged to enable a child to independently choose activities which gives them the opportunity to develop their self-confidence and their ability to self-regulate; these skills foster a love of learning which they carry with them throughout their life.

Montessori classrooms are designed for a 3 year age mix to allow for both individual and social development. The more experienced students share what they have learned with those new to the group. Each child's unique personality is encouraged; each child is respected as an important part of the Manotick community.

At Queens Montessori, we offer a beautifully balanced program. This program incorporates the Montessori philosophy; along with, creative arts and music.

*“Never help a child with a task at which he feels he can succeed” – Maria Montessori.*

### Montessori Materials Information:

A cornerstone of Montessori learning are the purposefully designed Montessori materials that guide children to discover key learning outcomes, develop independence and prepare children for real life.

Why are Montessori Materials so unique? They are:

- A variety of hands-on learning tools that teach one skill at a time
- Designed to build knowledge and skills through repetition and practice
- Auto- instructional and designed to be didactic or self-correcting

And in the Casa Program, Montessori Materials are also:

- Made of natural materials such as glass, wood and metal
- Real-life, everyday objects such as kitchen utensils, sandpaper, nuts and bolts, etc.

In a Montessori classroom, Montessori Materials are arranged at the child's level within the respective curriculum area and displayed from left to right in progression order, from easiest to hardest. Educators first introduce children to a given material by presenting a lesson and then inviting the child to work with the material independently.

At Montessori, children enter the world of real things and make genuine discoveries by manipulating tools and handling glassware in the Casa Program, experiencing real instruments, working with soil and caring for real plants. While consequences such as glassware breaking are natural, allowing children the independence to explore real objects promotes lasting concentration, patience, respect for materials, self-control and precision.

### The Toddler Program (ages 18 months to 2.5 years)

According to Montessori philosophy, learning is the most fun during the first three years of children's lives as they absorb their environment unconsciously. Our Educators lead classes using age-appropriate Montessori materials and activities that are designed to provoke interest and involvement.

Our goal as educators is to use the Montessori philosophy in the classroom in order to build on positive inclinations, introduce early the fine motor skills needed for later academic subjects, make every effort to attract the interest of children at each plane of development with the skills and opportunities they need to grow, develop and learn, use cosmic education to build into all parts of the program concrete ways children can show respect, adopt peaceful practices, and develop an awareness of personal responsibility for contributing in a positive way to the world.

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Our Toddler rooms are carefully planned to meet all these goals and organized for their convenience using a variety of Montessori based materials.

### The Casa Program (ages 2.5 to 6 years)

The core principles of the Montessori philosophy are found primarily in our Casa Program. Beginning with practical and social skills, children learn to take responsibility for themselves and their environment. Academics are introduced through concrete, manipulative materials which utilize all five senses and lay the groundwork for abstract thinking. The mixed age grouping in the Casa Program develops each child's initiative and leadership abilities. Children staying with us through their Kindergarten years will benefit from a continued Montessori Education with low child to teacher ratios and an increasingly challenging curriculum to meet their individual learning needs.

Our Casa Program is based on the Montessori philosophy which strives to provide each child with an environment in which they develop essential learning habits to be successful students. This prepares them for the challenges of the future school years. The children explore various areas of study, absorb independent learning, and develop self-esteem and leadership with age appropriate activities.

**PRACTICAL LIFE EXERCISES:** The exercises of "Practical Life" are the foundation of a Montessori environment, which allows the child to develop control and coordination of movement, awareness of their environment, orderly thought patterns, independent work habits and responsibility. The direct aim of these exercises is to master self-help skills and to build confidence and independence. The indirect aim is to improve and refine the fine motor skills of the hand and arm muscles in preparation for writing skills.

**SENSORIAL EXERCISES:** These exercises aid the development and refinement of the senses by providing organized opportunities for contact with the environment. Through the isolation of the senses, a refinement of the senses can be developed. Sensorial discrimination leads from the concrete to the abstract and is a preparation for the intellectual and the logical mind.

**LANGUAGES:** Language is taught phonetically using materials which increase vocabulary, development of visual perception and correction of pronunciation. Once a child has mastered all of the alphabet, we can begin to compose and build words in steps, finally achieving reading and writing skills. In addition to English, the children will have French one hour per week, which will enhance the child's receptive and expressive communication skills.

**MATH:** Children are introduced to basic math functions through concrete materials. Gradually as the child absorbs the concepts, simple computations are introduced in addition, subtraction, multiplication and division. Math is introduced using games like - "snake game, bank game" so that the child learns math concepts without realizing it. The child's learning is truly effortless!

**CULTURAL ACTIVITIES:** Cultural subjects encompass Art, Geography and Social Sciences through indoor and outdoor activities, individually and in groups. This builds self-awareness with an introduction to the community and environment around them. A music specialist teaches the children appreciation of music and rhythm with simple percussion instruments once a week.

### Academics

Report cards for all students are sent out three times a year: November (Interim Report), January and June (Formal Reports)

Parent interviews are scheduled for November and February. You are welcome to contact your child's teacher should you wish to schedule a personal or phone interview throughout the school year.

### Before and After School Program.

Our Before and After School Program allows each child to prepare for their day and unwind after school in a friendly and familiar environment, providing them with opportunities to interact and grow in a relaxing setting. The children and the educators collaborate to create experiences and projects throughout the week.

### 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.

**BrightPath 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 BrightPath Connect, along with Documentation Panels, to record the children's learning, and share with the children and their families.

### Inter Curricular Program

Casa students receive French instruction twice a week and graduating students (3rd year) three times a week. Toddlers receive French once a week.

All programs receive music instruction once a week.

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

BrightPath 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.

### Relationships with families

BrightPath encourages regular and open communication with families. BrightPath Connect, our parent engagement tool, allows our staff to provide detailed reports about the children's day regarding 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.

Parent Teacher Interviews are conducted twice a year.

BrightPath 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 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, for example, Raising the Bar and Quality First, 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 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.

BrightPath has a Tuition Assistance Program to assist our educators in being able to further their knowledge and skills in areas related to both current and future job opportunities within the organization.

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 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 regards 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.

## **ENROLLMENT POLICIES**

**Enrollment Forms:** Documents for enrollment must be filled out and returned to the Centre on or before your child's first day. The information you provide to us is extremely important and will remain confidential at all times.

**Attendance Days:** The Centre will do its best to accommodate all enrollment applications, however if placements are unavailable at the Centre you have chosen we will try to offer you a place at another BrightPath Centre.

**Custody Arrangements:** If you have a legal agreement outlining custody or restraining arrangements, please provide the Centre with a copy for our records. Our Centres will only abide by what is outlined in the custody arrangement. Parents/guardians are kindly requested to notify the Centre Director immediately if these legal circumstances change.

**Transferring to another BrightPath Centre:** Should you wish to transfer to another BrightPath Centre, please talk with your Centre Director and they can help facilitate a smooth transition. All fees outstanding at the Centre must be paid in full before a transfer is allowed.

**Withdrawal from Program:** A minimum of 1 full calendar months' written notice, to the end of the following month, is required to withdraw your child from the program. Written notice must be given on or before the first of the month in which you wish to withdraw. For example, to withdraw your child on May 31, written notice must be provided by April 30. In the event of insufficient notice, you will be charged the full fees for the required notice period.

**Termination of Care:** BrightPath has the right to terminate the service of child care without notice, should you, or your child threaten the safety or welfare of others at the Centre which may include another child or personnel. All families must abide by the Operational policies of the Centre and all policies set forth; failure to do so may result in termination of child care services.



## **TUITION, ASSOCIATED FEES & PAYMENT TERMS**

### **Hours of Operation:**

Queens Montessori Academy is open from 7:30am to 6:00pm during the academic school year, September to June. Parents can choose between the following programs to suit their own schedules:

- **School Day Program:** 8:30am to 4:30pm.
- **Full Day** 7:30am – 6:00pm

### **QMA Registration Fees and Policies**

- Upon enrolment a non-refundable \$150.00 registration fee is required for EACH STUDENT
- Thereafter, an annual \$65.00 non-refundable Registration Fee is required for EACH STUDENT with the Registration Form.
- A \$750.00 non-refundable deposit for EACH STUDENT is required and must accompany your registration form in order to secure your child's space. This will be applied towards your last month's fees.
- Registration Fees and Deposits will be reduced by 52.75% as per Appendix A.

**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.

**Increase in Fees:** The Centre reserves the right to adjust childcare fees. Families will be provided with at least 1 month written notice to change in childcare fees.

**Payment of Fees:** Full payment of childcare fees are due on or before the first day of your child attending. Each month after, fees are due on the 28<sup>th</sup> day of the month for the following month. A Pre-Authorized Debit "PAD" form will be provided at your time of enrollment and is to be completed and provided to the Centre with a void cheque. If you wish to make your regular monthly payments by credit card a 3% fee will be applied. Should your payment be returned for whatever reason, a \$50.00 NSF Fee (non-base fee) will be added to your account and the full balance must be paid within the same month returned by interact, certified cheque or PAD to avoid childcare suspension or termination. When your child ages up to the next age group, fees will change on the 1<sup>st</sup> of the following month after the age up occurs.

**Fee Subsidy Assistance:** Some of our Centres are approved for families to participate in provincially based fee subsidy programs. Please note that subsidy approval is a parent/guardian responsibility and is to be applied for prior to commencing at the Centre. Parents are responsible for paying the full child care fee until subsidy approval is received by the centre. Parents are required to pay any fees not covered by the Governments Subsidy Program, Social Assistance or other support agencies on the 1<sup>st</sup> of the month in advance. Parents/guardians are responsible for renewing their subsidy contract and providing this information to the Centre. Failure to do so will result in responsibility of paying all childcare fees not covered while subsidy is expired.

**Vacations/Illness:** Full monthly fees are required irrespective of days missed for vacations, illness or statutory holidays. The monthly fee covers both actual care and the guaranteed space. Credit will not be given for any missed days.

**Late Pick Up Fee:** (non-base fee) When parents are late to pick up their children it causes hardships for Educators because they are unable to leave at the end of their scheduled shift. Our Educators have classes, families and regular personal commitments for which they are responsible. It can also be distressing for children to be left at the center after hours. Late pick-up is not a normal program option and should be considered an exceptional occurrence. *Please allow enough time at the end of the day to arrive at the Center, pick up your child(ren) and leave by closing time.*

- School day children must be picked up by 4:30 p.m.
- Extended Care program students must be picked up by 6pm.

Families are required to sign the late fee acknowledgment when the child is picked up after closing time.

Families will be charged for pick-up after stated closing time, or scheduled hours, as follows: \$10 per child for the first 5 minutes or less, and \$25 per child for every additional 10 minutes or less thereafter, will be charged to any family who has not collected their child/ren from the Centre by closing time, or within their scheduled hours (as by the centre tablet clock).

Pick up Time	Late Fee Charged per Child
6:00pm – 6:05pm	\$10
6:06pm – 6:15pm	\$35
6:16pm – 6:25pm	\$60
6:26pm – 6:35pm	\$85
Late fees will continue to accumulate at an additional \$25 for each subsequent 10-minute period or part of.	

If you know you are going to be late, please contact the centre to advise them (Late fees will still apply) Weather, traffic etc. DOES NOT serve as an exemption for late fees.

The late fee is payable to the Centre directly, by cheque or debit (where available). Any outstanding late fees will be added to the following month’s PAD.

**Lateness and Absenteeism** Our Montessori academic program starts at 8:30 a.m. and ends at 3:30 p.m. We request that all the children be at school by 9:00 a.m. so that they are present for the beginning of the lessons. Parents must notify the school no later than 9am when a child will be late or will be absent due to illness or vacation.

**Extra Curricular Recreation Programs (Where Available) (non-base fee)**

BrightPath Studios offers a variety of active programs in Centre’s that have a dedicated gym. These options range from dance and gymnastics/acro to karate and multi-sports classes. We also offer Early Learning Programs to assist with reading and math skills, which provide a unique opportunity to reinforce essential learning skills in a small group setting. Programs vary by location and are taught by qualified instructors.

These programs are offered to engage your child’s mind and body during their day, providing an opportunity for them to meet children with similar interests, while freeing up valuable time in the evening and on weekends to spend with

family. These programs are offered at an additional fee and run in three terms through the year. Information on classes, locations and fees can be found at [www.BrightPathStudios.ca](http://www.BrightPathStudios.ca).

## **BEGINNING YOUR JOURNEY AT QUEENS MONTESSORI**

### **Orientation and Transition**

Transition visits can be arranged to help ensure a smooth transition for your child. This experience is an essential part of ensuring that your child is comfortable during their first days of care. Orientation sessions are usually held from 9:00am to 11:00am and are based on availability, with parents pre-booking upon enrollment. Parent is required to stay on site as the child is not yet registered to the program.

We recommended that parents also arrange to adjust their own schedule, to allow them some flexibility, during their child's first days at the centre.

### **First Day: What to Bring**

- Indoor shoes (these are required to stay at the Centre)
- Rest time bedding: A blanket– that will be taken home every Friday for washing. Sheets are provided by the school and are also sent home every Friday for washing. Any lost or damaged sheets must be replaced at a cost of \$10.00 by the parent.
- Diapers, wipes and diaper cream if applicable (ensure they are clearly labeled)
- Spare clothing
- Weather appropriate clothing
- Milk (if special type required) – please ensure this is labeled correctly with child's full name
- Hat and sunscreen in the spring, summer and fall
- Family picture
- Medication form (if required)

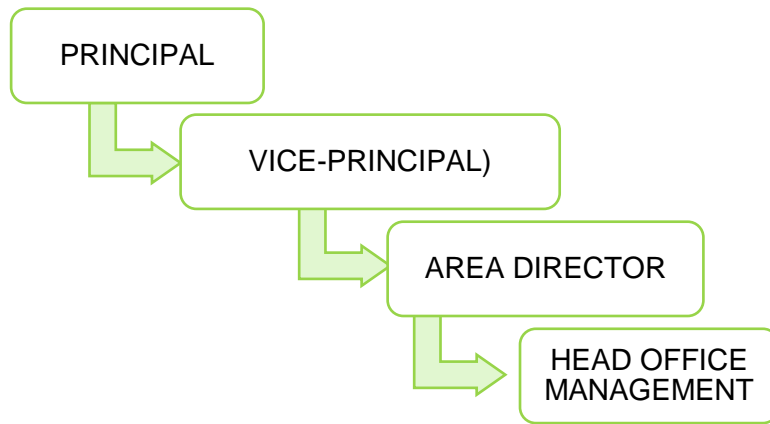
### **Do NOT Bring**

- Toys from home
- Cell Phones and Electronic Devices
- Outside food

**Key Contacts** For any questions/concerns regarding the daily operations of the Centre, please use this hierarchy whenever possible:

Toll Free Phone Number: 1.888.808.2252

General Email: [operations@BrightPathKids.com](mailto:operations@BrightPathKids.com)



### **Communication During the First Week**

Our child care educators understand that it is difficult for parents/guardians to leave their child for the first time and encourage parents/guardians to call throughout those early days to check on their child's progress. The centre will provide parents/guardians daily updates in the form of reports through BrightPath Connect (communication app) for babies, toddlers and preschoolers detailing their daily activities including toileting, fluids intake, nap times, activities and other notes as applicable.

### **Open Door Philosophy**

The 'Open Door' philosophy encourages the participation of parents/guardians, extended families and members of the community to enrich the programs and care provided to children. Families are encouraged to visit the Centre during operating hours to experience first-hand the educational programs offered to children. These visits allow parents/guardians to gain a more thorough understanding of their child's development progress.

With your approval, we also welcome other relatives or friends to visit your child at the Centre. For the safety of all children, visitors must provide current photo identification and sign in with the Centre Director upon arrival at the Centre.

### **Canadian Anti-Spam Legislation and Opting Out of Electronic Messages**

Canada implemented the anti-spam law in 2014, which requires express, versus implied, consent to send commercial electronic messages, including messages to email addresses and social networking accounts, and text messages sent to a cell phone. Please be advised that should you opt out of electronic messages, in cases of mass communication for an emergency or other timely information, you will not receive these. Where there is a need to communicate in such a case, Centres may not have time or ability to contact all affected parents by telephone. BrightPath head office may resort to use of social media (such as posting to Facebook pages managed by the company) to further ensure as many outlets to communicate are available to parents/guardians.

### **Updating Your Contact Information**

It is the responsibility of the parent/guardian to ensure the Centre has correct contact information on file. Please keep us updated us with changes to your contact information, emergency contacts, mailing addresses (even if you leave BrightPath, specifically for your tax receipts), anything regarding custody or access to the child(ren), etc.

## **HEALTH & WELLNESS**

### **Immunizations**

The Centre is required to maintain up-to-date immunization records for all children attending the Centre. Parents/guardians are required to supply proof of up to date immunization. Please advise the Centre of any updated immunizations. For parents who choose not to immunize, exemptions are to be documented as follows on a Ministry approved form:

- For medical exemptions, a legally qualified medical practitioner must complete the “**Statement of Medical Exemption Form**”.
- For religious or philosophical exemptions, a “**Statement of Conscience or Religious Belief’s Form**” must be completed by a “Commissioner for taking avadavat” (i.e. It must be notarised)

**Illness and Communicable Diseases:** The goal of our centres is to keep children healthy. Despite our best efforts, illnesses can occur in the child care centre or at home. The first line of defence in managing illnesses involves working with parents and Public Health. If an illness is serious or there’s an outbreak, proper management will involve following policies and procedures for exclusion, reporting and communicating illnesses and outbreaks, enhanced handwashing and thorough cleaning and disinfecting.

**Daily Health Checks:** Each BrightPath Centre must complete a daily health check of all children upon arrival to the centre to identify any possible contagious symptoms.

Staff members will not admit any children showing signs of illness or communicable disease upon arrival at the centre. We require the child to be symptom free for a minimum of 24 hours (48 hours for nausea, vomiting and/or diarrhea) or a doctor’s clearance stating that they are no longer infectious before they can be re-admitted to the Centre. Please notify the Centre if your child has been exposed to or has a communicable disease.

We will advise parents/guardians of a communicable disease in the Centre by placing a notice in each room and emailing. The Centre Director reserves the right to send home or refuse attendance to any child that is considered not well enough to attend. If your child is unwell or showing signs of an infectious or contagious disease, we will contact you immediately and you will be required to pick them up from the Centre. If illness occurs while a school-aged child is at school, the school must contact the parent/guardian directly. You must then advise the Centre of the situation. If your child has been prescribed antibiotics, they must be on the medication for a minimum of 24 hours before returning to care.

**Reporting Absences:** If your child is going to be absent, **you must notify the Centre no later than 9am**. If your child is ill, please notify us as to the nature of the illness, particularly if it is contagious. If your child is enrolled in our school-age program, please let the Centre Director know about any changes to your child’s schedule. Additionally, if your School age child is transported from school and is absent from school for the day, **please notify us at least 2 hours in advance**. This will give us adequate time to change the bus rosters and notify the appropriate bus driver.

**Outbreak of Illness/Communicable Disease:** An outbreak is defined as a sudden rise or incidence of a disease. In the case of an outbreak at the Centre we will inform all families and provide information relating to the disease. Thorough sanitization practices will take place daily during the time of the outbreak. Children will be excluded from the program until symptom free for a minimum of 48 hours or as instructed by Health, or advised by the family physician.

### **Common Illnesses**

**Fever:** If your child develops a fever above 100 degrees Fahrenheit (37.8 Celsius) you will be required to pick them up from care.

Your child must be fever free for 24 hours before returning to care.

**Common Cold:** Symptoms include mild cough, runny nose, sneezing and possibly fever. Your child can attend the Centre if they are well enough to take part in all activities including outdoor play. If they are running a fever, are lethargic or generally unwell they should remain at home as this is in the best interest of your child and the other children in the Centre.

**Pink Eye:** Symptoms include swollen eye lid(s), itchy sore eye(s) and yellowish puss-like discharge. As it is contagious, children must be excluded from the Centre for at least 24 hours after their first dose of antibiotic treatment.

**Strep Throat & Scarlet Fever:** Symptoms include a fever, sore throat, pus on tonsils, tender nodes in the neck and sometimes a fine rash develops known as Scarlet Fever. A child may return to the Centre after 24 hours of antibiotic treatment, if they are well enough to participate in all Centre activities including outdoor play and they are fever free.

**Head Lice:** Head Lice and their eggs (nits) can be seen at the nape of the neck, and behind the ears. They can vary in colour from white to brown to dark grey. The eggs are tiny round or oval shapes that are tightly attached to the hair near the scalp and do not slide up and down on the hair. Frequent scratching may cause broken skin or sores to form on the scalp. The damaged skin may weep clear fluid or crust over, and it may become infected. In response to infection, the lymph nodes behind the ears and in the neck, may become tender and swollen. Children with head lice can return to the Centre after their first treatment of head lice medication.

**Hand Foot and Mouth Disease:** Hand foot and mouth disease is an illness that causes sores in or on the mouth and on the hands, feet and sometimes the buttocks and legs. The sores may be painful and the illness usually doesn't last more than a week or so. It is common in children but can also occur in adults. It can occur at any time of the year but is most common in the summer and fall. Children are most likely to spread the disease during the first week of the illness. To help prevent the disease from spreading please keep your child at home, wash your hands frequently, don't let children share toys and speak to the Director about when your child can return to the Centre.

**Diarrhea/Vomiting/Fever:** A child has diarrhea if there are more bowel movements than usual, or if stool is unformed, loose and more watery than usual. Other symptoms that may accompany diarrhea may include fever, loss of appetite, nausea, vomiting, and stomach pains. Your child must be excluded from the Centre until the bowel movements have been normal for at least 48 hours, vomiting has ceased for 48 hours or until a physician declares they are well enough to return. If your child has a fever at the Centre, you will be required to pick them up immediately; your child will not be able to return to the Centre until fever free for 24 hours. In the event on an outbreak Public Health may require extended exclusion periods.

**Accidents and Injuries:** Even in the safest environments accidents and injuries do occur. Any accidents that may occur at the Centre are recorded on an Incident/Accident Report. If your child has been injured during the day you will be required to sign the Incident/Accident Report, indicating that you have been made aware of the incident. Parents will be notified immediately if there is an injury to the head. If necessary, you will be contacted to pick up your child. If you cannot be contacted and your child requires medical attention, we will take the necessary required steps. If an accident occurs while a school-aged child is at school, the school is responsible for all accident reports. A copy of the incident or accident report will be scanned to you for your records.

**Hygiene**

We ask that all children and parents/guardians wash or sanitize their hands when arriving at the Centre. Strict hand washing procedures are implemented. Children are required to wash and dry their hands before and after meals, after using the toilet, wiping their nose, coming in from outside and after messy activities. All our Centres provide children with an alternative option of sanitizing gel for when they are in an environment without access to running water (e.g. the playground).

**Medication**

The administration of medication is considered a high-risk practice and carries an obligation for both personnel and parents/guardians. Administration of medication requires attention to detail, excellent record keeping, teamwork and common sense. Incorrect administration has health risks and personnel must be trained to reduce health risks. Parents are expected to complete medication forms accurately in order to protect against any instructions that could be misunderstood. Personnel must ensure that documents are accurate before any medication can be administered. It is the parent's responsibility to inform personnel of any medication that has been administered while child(ren) is not attending the Centre such as prior to arrival.

All staff are trained in Standard First Aid and Infant Child CPR, and Centre Directors, Assistant Directors or designates are responsible for administering medications, with the exception of emergency medications, which can be administered by all staff.

If your child requires medication you must complete a "Medication Permission and Administration Record" detailing the following important information:

- Name of medication
- Dosage
- Time medication is to be administered
- Time of last dose
- Parent/guardian signature
- Doctor prescribed label on the bottle

No over the counter medications will be administered unless prescribed by a doctor. The Medication Form must be completed for all medications including over the counter medications such as Tylenol, Advil, etc. Medication must remain in its original named container and clearly labeled with the child's name, dosage and specific instructions to administer the medication. If the form is not completed, we are unable, by legislation, to administer the medication to your child. Any medication must be handed directly to the Centre Director or Assistant Director in charge of your child's group or a senior educator, so that it can be stored in an area inaccessible to children, in a locked box.

Parents/guardians are requested to collect medication from this area on departure. Please ensure that no medication, creams, etc. of any kind are left in your child's bag. Management, or designates will administer all medicine. If any further health needs are to be provided, please contact your Centre Director.

Any emergency medication, such as EpiPens and puffers are not locked, and are stored in the child's room in an emergency backpack and out of the reach of all children.

School age children may wear their own EpiPen in a pouch.

**Diaper Cream:** If required, parents are responsible for supplying their child's diaper cream as follows:

- The diaper cream must come in new and un-opened
- The cream must be clearly labelled with the child's name.
- An expiry date (if applicable) must be clearly listed.

- Prescribed diaper rash creams will require an additional medication form to be completed.
- Permission form must be completed in full.

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

All BrightPath 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 cannot guarantee that all products in the Centre are free of all traces of peanuts or other allergens. When available our Centres choose “peanut free” items to purchase. 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.

Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child’s parent, and any regulated health professional who is involved in the child’s care that the parent believes should be included in the consultation. Plans will be reviewed and remain readily accessible to the Educators.

For children with a special medical condition, for example seizures, diabetes, etc. you will be required to complete a “Special Medical Condition Individual Action Plan” form before a child attends the child care centre or upon discovering that a child has a medical condition. The individualized plan and emergency procedures will be developed for each child in consultation and collaboration with the child’s parent, and any regulated health professional who is involved in the child’s care that the parent believes should be included in the consultation. Plans will be reviewed and remain readily accessible to the Educators.

Anaphylaxis and Medical Condition Action Plans must be reviewed and updated on an annual basis or when changes occur. Parents are responsible for training the staff on the procedures within their child’s action plan, and this must be completed prior to the child being left at the centre.

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students, parents and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.
- Do not serve items with ‘may contain’ warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child’s needs, ask the child’s parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the child care centre with the child’s full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)



- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all Educator, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update Educator, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.
- Parents will be reminded not to bring foods that contain ingredients to which children may be allergic.
- Parents and families will be informed about anaphylactic allergies and all known allergens at the child care centre through an Allergy Aware Poster that is posted at the main entrances to the centre advising all parents, Educator, students, volunteers and visitors of the potentially life threatening allergies in the centre.
- A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.
- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.
- Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving child care.
- The caterer, cook, individuals who collect groceries on behalf of the child care centre and/or other food handling Educator, where applicable, will be informed of all the allergies at the child care centre, including those of children, Educator, students and volunteers. An updated list of allergies will be provided to the caterer or cook as soon as new allergies are identified. The Centre Director or designate will communicate with the caterer/cook about which foods are not to be used in food prepared for the child care centre and will work together on food substitutions to be provided.
- All substitute meals provided by the centre will be recorded on the Food Substitution Form.
- All substitute meals will be clearly labelled with the child's name and details of substitution prior to leaving the kitchen.
- Classroom Educator will ensure they review the Allergy and Food Restriction List prior to each meal being served to ensure that an appropriate substitution has been provided.
- The child care centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.
- This communication plan will be continually reviewed to ensure it is meeting the needs of the child care centre and that it is effectively achieving its intended result.

### **Nutrition**

BrightPath has partnered with a Registered Dietitian to ensure that all meals and snacks meet the highest nutritional value. The majority of our Centres prepare meals in-house and have a four-week rotating menu consisting of morning and afternoon snacks and lunch.

If you would like more information about our Registered Dietitian, please contact your Centre Director.

### **Dietary Restrictions and Food From Home**

If your child requires a special diet for cultural or medical reasons, we will do our best to accommodate you. However, please be advised that we may not be able to supplement everything. Please speak to your Centre Director and they will work with you to accommodate as they can.

Except for children with severe allergies or food restrictions, outside food is not permitted at the Centres that have kitchens. This includes all homemade goods, as well as store bought food.

When providing food from home please note the following:

- **Please note, any food you supply must be nutritious and follow Canada’s Food Guide.**
- **Appendix B Special Dietary and Feeding Arrangements must be completed.**
- Packaged food substitutions should be brought into the centre in their original un-opened packaging that lists all ingredients and possible allergens and each item or container must be labelled with your child’s name.
- Any food that is homemade will require a food substitution label to be completed.
- All homemade food substitutions must be fully cooked and prepared ready to eat (i.e. cut to size etc.). We will then warm and serve it to your child.
- **Peanuts, tree nuts, and nut products/oils are not permitted in the centre under any circumstances. This includes items that say, “may contain peanuts or other nut products”.**
- In the event that the food substitution you have provided cannot be served, for example not properly labelled, not nutritionally suitable, contains an item listed above, is expired or spoiled etc. you will be contacted immediately.
- Any changes to your child’s dietary needs require an update in writing, this form completing and a new review of the menus.
- Any changes to our menu will require a new review of the menus.

Requests for any other accommodations in regard to dietary needs must be discussed with the centre director.

A vegetarian option is offered for lunch daily. For children with allergies, restrictions or other dietary considerations, **Appendix B Allergy and Food Restrictions** must be completed in full prior to your child commencing enrollment.

**Birthdays and Celebrations:** Celebrations are an important part of a child’s social development. They are a fun way to mark special occasions, honour customs and culture, and children look forward to the change in routine. However, celebrations often include food and drinks that may not fit into Canada’s Food Guide. With a few easy changes most food and drinks can support healthy eating and still be fun.

We plan ahead to combine birthdays into monthly events, and our cooks prepare healthy cupcakes once per month to celebrate all birthdays that occur during that month. This healthy treat is offered at snack time to the children and not as an additional meal.

We plan celebrations around activities, not food. If you wish to have us share special celebrations with your child at the Centre, please remember that outside food is not permitted, and talk to our Centre Director about ways the special occasion can be recognized with your child.

### **CHILD BEHAVIOURAL GUIDANCE**

BrightPath is committed to providing a safe, nurturing and bias free environment for the children in our care, while encouraging them to show respect for themselves, others and their environment. Our Educators make every effort to

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ensure that no child feels unsafe and use proactive strategies to promote socially acceptable and age-appropriate behaviours in children by setting reasonable limits and boundaries.

Throughout the day, there may be times when children have difficulty coping with a situation. In these circumstances guidance will be:

- a. Related to the nature of the troublesome behaviour;
- b. Appropriate to the developmental level of the child;
- c. Used in a positive and consistent manner and;
- d. Designed to assist the child to learn an appropriate behaviour

A child experiencing an ongoing pattern of inappropriate behaviour may result in one or more of the following:

- A meeting with the parents and caregivers to develop an action plan, including with parental permission, referrals to outside agencies as necessary.
- A condition of care letter may be implemented with terms regarding the action plan and the child's ability to remain at the Centre.

In some situations, group care may not meet the needs of every child. When a child's behaviour threatens the safety of other children, staff or volunteers and/or poses an ongoing disruption to the program, the child may be suspended and/or removed from the program. Removal from the program is only considered in more extreme situations, and after all other options have been considered.

## **KEY POLICIES**

**Arriving at the Centre/Signing In:** Please keep your child with you at all times, especially when exiting your vehicle in our parking lot. Do not leave children, regardless of their age, unattended in your car when dropping off or picking up. Lock your car, as we cannot be responsible for any personal belongings taken from your vehicle while it is on our property. You are required to sign in your child on arrival on the iPad and staff then sign your child in on the classroom attendance record. This ensures that we have a record of all children in attendance each day. Before leaving the Centre, **ensure that communication has been made with the Educator in the classroom.** In order to maximize your child's experience, we recommend that children are in attendance by 10 am daily. If you cannot drop your child off by 10 am, we ask that you contact the Centre.

**Picking up your Child:** When you arrive to pick up your child, allow time for your child to complete whatever activity he or she is participating in. Please remember to let the child care educator know your child is leaving so that they can sign your child out, and to sign out on the iPad as you exit the building. Once transfer of care has taken place and the possession of the child has changed over, all responsibilities lie with the parent. We must ask you to make every effort to pick up your child before closing time. Late fees will be charged to any family who has not collected their child(ren) from the Centre by closing time. This late fee must be paid to the Centre directly and not the educator. If you are going to be late, please call the Centre immediately. If we do not receive a call from you and cannot reach your emergency release contacts, we may be required to call local authorities to assist with the situation. Members of our team are not permitted to take your child home with them.

Please note that drop off or pick up of your child(ren) may be in different room and with Educators other than their assigned class. This is usual only for the first hour and half and the last hour and half of the day, as staff arrive or finish for the day.

**Releasing your Child:** We will only release your child to his or her parents/guardians and the authorized persons listed on your child's Enrollment Form. Transfer of care is once the child has been signed out of classroom and into parent(s) possession. We require any release authorizations to be given to us in writing prior to releasing your child to any persons who are not listed on your emergency contact. Government issued photo identification must be shown for any person not positively known to us before we can release your child. We will not release a child to anyone (other than a parent/guardian) under the age of sixteen (16) including siblings. If a parent/guardian wishes BrightPath to release their child to anyone under the age of eighteen (18), written permission will be required. If there is an emergency situation and you are unable to submit a written request authorizing someone to pick up your child who is not listed on your emergency contact, we will use your personal information to verify their identity.

### **Indoor and Outdoor Activities**

All children enrolled at our centres are required to have a minimum of 2 hours of outdoor play every day weather permitting. School age children are required to have a minimum of 30 minutes outdoor play. Although the following guidelines are in place, the final decision regarding outdoor play will always be at the discretion of the Centre Director or Designate.

<b>Winter Weather (including wind chill)</b>		
<b>Age Group</b>	<b>Temperature</b>	<b>Duration of each Outdoor Playtime</b>
Infants	-5 degrees Celsius or warmer	Full hour
	-6 to -20 degrees Celsius	Reduced outdoor time
	Below -20 degrees Celsius	No outside time
Toddlers, Preschool, Casa, Kindergarten, Kinder Casa	-15 degrees Celsius or warmer	Full Hour
	-16 to -20 degrees Celsius	Reduced outdoor time
	Below -20 degrees Celsius	No outside time
School-Age	Up to -20 degrees Celsius	Up to 30 minutes

<b>Summer Weather (including humidex)</b>		
<b>Age Group</b>	<b>Temperature</b>	<b>Duration of each Outdoor Playtime</b>
All Ages	30 ° Celsius or below	1 hour
	30 to 40 ° Celsius	Reduced time
	40 ° Celsius or above	No outdoor time

Our educators will ensure that children take their water bottles outside and water breaks will be scheduled on a regular basis during hot weather.

**Sun Smart:** We aim to promote a positive attitude towards skin protection and take effective measures to ensure the children's safety from the sun. Sunscreen must be applied to your child prior to drop off in the morning. The educators will re-apply sunscreen when needed prior to afternoon outdoor play. Sunscreen and insect repellent must be supplied

by the parents/guardians in the original bottle, labelled with each child's full name. Please provide a hat for your child each time they attend, and our educators will ensure that your child is wearing it prior to going outdoors.

**Appropriate Clothing:** During the day, your child will participate in many different activities and it is important that they are dressed in appropriate clothing. Remember, children are hard at "work" while they are with us and often the most beneficial learning experiences come from messy play. We encourage children to wear aprons when painting or participating in other messy activities. Children are encouraged to wear proper footwear and comfortable casual clothes, which are suitable for climbing, running, or painting. Overalls and suspenders are not recommended as children find them difficult to handle and will not be able to get in and out of them easily when they need to go to the washroom. Please remember to send along a change of clothes every day.

It is the parent/guardian's responsibility to ensure the child wears appropriate clothing for all weather conditions. If your child normally walks to school, please do not expect that we will be able to drive him/her in rainy or extremely cold weather. As well, we will not be able to make an extra trip if your child forgets anything or needs a change of clothing while at school.

**Indoor Shoes:** All children enrolled in our Centre are required to have a pair of indoor shoes or slippers to be worn in the classroom only. A separate pair of shoes or boots should be available for outdoor play. All shoes, both indoor and outdoor must be fitted securely to the child's foot. Flip flops/open backed shoes will not be allowed as indoor or outdoor shoes. Please keep in mind that during outdoor play your child is running around and climbing on the outdoor equipment so outdoor shoes should be conducive to this type of play.

## **ACTIVITIES OFF THE PREMISES**

**Field Trips:** On occasion, our Centres may plan trips to special places for children aged 4 and up. Parents/guardians will be informed in advance of any planned excursions. A release form for each field trip or excursion will be provided to the parent/guardian to authorize their child to engage in the event. All consent forms regarding field trips must be received prior to date of trips. If your child does not bring in a consent form he/she is not permitted to participate. If you decide not to send your child on a field trip, you will need to find alternative child care for your child as our educators cannot be left at the Centre to accommodate a 1:1 ratio.

Educators will review all the safety policies with the children and parent/guardian volunteers. They will prepare the children for the trip by explaining where they are going, why, and who they need to listen to.

**Outings to Local Parks & Neighbourhood Walks:** Babies in strollers and children ages 18 months and older may have outings and walks in the neighborhood. Whenever an outing occurs the Centre will post a notification as to the location of the outing and the estimated time of return.

## **EMERGENCY POLICIES**

BrightPath has policies and procedures in place to manage emergencies such as fire, flood, etc.

### **Communicating with Parents and Guardians During and Emergency**

Our primary concern at the Centre during an emergency is the safety and well-being of the children and personnel. Our personnel are trained in case of an emergency and are keeping your children calm and following our policies based on

the emergency. Notifications will be sent through BP Connect in the event of bad weather, emergencies, power outages or any other situation where the Centre will be closing or unable to open. Parents/guardians may receive an email from head office in the event of an emergency. We will advise what we know of the situation, where the children have relocated (where applicable), and what procedures are being taken. If parents/guardians are required to pick up the children, we will advise this as well. We ask that you refrain from calling the Centre as they may need to keep their phone lines open. You may reach head office or the Centre Area Director if you need more information.

You are required to provide us with your email address; this allows us to inform all parents of emergency situations in a fast and effective manner vs. spending time making phone calls. Please note that if you have Opted Out of receiving electronic messages, you will not receive such notifications. BrightPath head office may resort to use of social media (such as posting to Facebook pages managed by the company) to further ensure as many outlets to communicate are available to parents/guardians.

### **Severe Weather and Centre Closures**

BrightPath will follow the direction of the local district school boards (public and/or separate school boards) in regard to closing the Centre due to severe winter weather. If the local school board closes their schools, then any BrightPath Centre or School within the same school board district will also be closed. Please check with your Centre as to the School Board for your child's centre or school. Announcements are made on the local news and TV channels.

Centre Directors will post a message on the Centre voicemail and will also send an email via BP Connect to parents advising them of this decision, therefore it is imperative that we have an up to date email on file, and one that you have ready access to.

Full program fees are charged on days of closure due to severe weather

### **Evacuation**

In the event of a fire/emergency situation, the Centre Director will inform the classroom educator that the Centre will be evacuated. If it becomes necessary to remove the children from the property, each Centre has an emergency evacuation (muster point) site. An emergency evacuation plan is displayed in each classroom and foyer. Once a month, the Centre conducts a fire drill. The aim of these drills is to ensure that in the event of an emergency, the children can be evacuated quickly and easily. If you are present at the Centre during the fire drill, you are encouraged to participate in this procedure. The evacuation (muster point) site is posted in all rooms and foyers.

### **Security Threats and Lockdowns**

In the event there is a security threat in our Centre or in close proximity to our Centre, BrightPath's policy is to go into Hold and Secure or lockdown the location, following the advice of the local authorities. This includes, but is not limited to, locking all external entry points such as doors and windows and no one will be permitted to enter or exit the building under any circumstance. This policy is very similar to most schools and should there be a lockdown at a school BrightPath services, the personnel member whom normally receives the children will await the school's lockdown to be lifted and children will be picked up and returned to the BrightPath location.

Please note that our first concern is the children's safety. Cell phone usage by personnel is not allowed during a lock down, and we ask that you refrain from calling the Centre as they may need to keep their main phone lines open.

## **GENERAL POLICIES**

**Appropriate Language:** Parents/guardians and their guests must use appropriate language while on our property. Foul language of any kind is not permitted on Centre grounds, which includes our parking lots and playgrounds.

**Cell Phones and Electronic Devices:** School Age children are encouraged to keep cell phones or any electronic devices at home including iPads, iPods, hand held game systems, etc. If these items are brought to the Centre, we ask that they are stored in your child's backpack. Please note the Centre will take no responsibility for the loss or damage of any of these devices.

**Children with Special Needs:** At BrightPath we welcome all children to our programs, regardless of their ability. We will work with our families to meet the individual needs of the child within the structure of our program, while maintaining a healthy and safe environment for all the children and educators. We will make reasonable accommodations to offer children with disabilities full and equal enjoyment of our programs and services in the most integrated setting appropriate to their needs. In those cases where a child needs extra support, we will work with our community partners in order to find additional resources.

Where a child's individual needs are not being met, or the safety and needs of the group as a whole are affected, the Centre Director will work in partnership with you to find solutions, and if necessary, support you in finding alternate options that are more suitable for your child.

**Lost Property:** Please check the lost property box regularly. Labelling all your children's clothing including socks, shoes and underwear assists child care educators in locating the owner.

**Non-Discrimination Program:** The Centre has a non-discriminatory and non-biased policy. We welcome all children and families and appreciate the opportunity to learn about various heritages and backgrounds. It is our policy to provide an environment that is free of unlawful discrimination of any type including discrimination based on race, color, religion, gender, national origin, age, disability or any other characteristic protected by law. This policy governs all aspects of our Centre's operations.

**Personal Toys:** Children should not bring toys or valuables from home unless they are required for a special event. No toy weapons or action figures of any kind that promote violence are to be brought to the Centre. Toys from home can become lost or broken and it saves a lot of heartache if these items are left at home. We encourage the children to bring nature items and other items of general educational interest. Comfort toys – soft toys or a blanket are more than welcome.

**Photograph & Video:** From time to time, children may be included in photographs taken by team members at BrightPath and used for display within the Centres. BrightPath may share pictures from our Centres on Facebook & Twitter, however we ensure that photographs shared online do not include the children's faces, unless we have consent from their parents/guardians.

BrightPath conducts regular reviews and evaluations of our child care educators and their work with the curriculum. At times our classrooms may be videotaped during their regular activities. These will become internal teaching tools for BrightPath Centres. The videotapes will remain the property of BrightPath Kids.

**Smoking and Vaping:** Smoking and vaping is prohibited on all Centre property, including parking lots and playgrounds. No one is permitted to smoke anytime with or in the presence of a child or in view of the Centre.

**Statutory Holidays – Centre Closures:** Our Centres will be closed during the following statutory holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour day, Thanksgiving Day, Christmas Day, Boxing Day.

Queens Montessori closes during the Winter break, in line with the York District School Board. Dates will be communicated on the school calendar.

During March Break and the summer months QMA offers programs for families that need care during these times. These programs are run as long as there is sufficient demand.

We may also need to close due to extreme weather conditions, power/heat/AC failure, and/or security threats as per Emergency Management Policies. Fees remain payable in full on ALL days of school closure

**Professional Development and Parent Teacher Interviews - Centre Closed** In addition to fostering children's learning, BrightPath also supports our Educators' continuous professional learning. Professional development days are scheduled for staff meetings and professional development during the school year.

All school closures, including PD Days, and parent teach interview days are clearly listed on the School Calendar.

**Students & Volunteers:** BrightPath 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. (BC & Ontario only)
- 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 Kids Corp 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 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 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's care and BrightPath families. 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 employees 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 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.

## **BRIGHTPATH'S CORPORATE STANDARD**

It is BrightPath's corporate standard that every Centre be licensed. Provincial licensing sets out the minimum standards that must be met in a licensed child care program to ensure that the health, safety and developmental needs of children are met.

In Ontario where available, our centres take part in the locally-recognized quality initiative programs: For example, Raising the Bar and Quality First.

Provincial licensing requirements and strict enforcement of standards are in the best interest of all children. All of our Centres meet or exceed applicable licensing regulations and standards. These standards relate to our facility, educators, health and safety procedures, nutrition, educator/child ratios, and record keeping. Our Centres are subject to inspection by provincial, health, fire and licensing officials.

It is the right of the provincial licensing agency, as well as Child Protective Services, Social Services or Children and Family Services to perform their duties as follows:

- Privately interview children and/or educator without prior notice or parental/guardian consent.
- Inspect, audit, and copy child and educator records, without prior notice or parental/guardian consent
- Observe the physical condition of the child, including conditions that could indicate abuse, neglect, or inappropriate placement and if determined necessary, provide protective custody and /or have a licensed medical professional physically examine the child.

The Centre has carefully developed systems to ensure the comfort and protection of your child. As a parent/guardian, you can always expect our Centre to adhere to all the provincial regulations governing safety, fire, nutrition, and child/educator ratios. Our goal is to provide a safe and nurturing environment for all children with programs to suit each developmental level. We welcome your comments and suggestions that may help us achieve these goals.

### **Licensing Ratios and Maximum Group Sizes**

General Description	Age of Children	Primary Staff Member to Child Ratio	Maximum Number of Children in a Group
Toddlers	18 months to 30 months	1:5	15
Casa	30 months to 6 years	1:8	24

**Reduced Ratios:** Reduced ratios apply during the first hour and a half the centre is open, and the last hour before closure. Ratios can also be reduced during rest time, where the children are not engaged in active play (e.g., sleeping, resting or engaged in quiet, inactive play).

Name of age category	Number of Children in Room	Number of Staff Required
Toddler	1-8	1
	9-15	2
Casa	1-12	1
	13-24	2

**Alleged Intoxification, Drugs or Alcohol, Suspected Medical**

BrightPath has a legal responsibility to the extent possible to not release a child to an authorized person who seems to be unable to adequately care for a child. If a permanent personnel member believes that a pick-up person is impaired or appears to be having a medical episode, the Centre Director or personnel member will offer to call a relative/friend to pick up the adult and the child.

If the pickup person is driving a vehicle, the personnel member will explain that driving under the influence of drugs or alcohol is not only against the law but BrightPath is obligated to ensure the safety of the child(ren) and adult. If the alleged person chooses to get into the vehicle with or without the child the personnel member is obligated to notify the police immediately.

**Confidentiality of Information**

Information pertaining to a child and his or her family is kept confidential at all times. Occasionally, records may be reviewed by regulatory agencies for information that may be pertinent to a child's well-being or requested by a legal subpoena. The children's files are otherwise confidential and monitored only by the Centre Director, Area Director and Manger of Licencing. If your child is involved in an incident involving another child, our educators will not reveal the other child's identity.

**Mandated Reporting of susedted 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 Early Learning and Childcare 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.

**Serious Occurrence Reporting**

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

## **PARENT AND COMMUNITY ISSUES AND CONCERNS POLICY AND PROCEDURES**

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> 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>or</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>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent or guardian within five business days.</li> </ul>
<p><b>General, Centre- or Operations-Related</b> 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>	<p>Document the issues or concerns in detail. Documentation should include:</p> <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> <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><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>or</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 name of the person reporting the issue or concern;</li> <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 person being notified is unable to address the matter.</p>
<p><b>Student-/Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the Centre Director, Assistant Director or Designate.</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the Centre Director, Assistant Director or Designate as soon as parents/guardians become aware of the situation.</p>	<p>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.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue or concern.</p>

**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).