



HAPPY FACE

NURSERY SCHOOL

Parent Handbook
2023-2024

Revised: February 2024

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Mission Statement

Happy Face Nursery School is a non-profit early learning and child care organization providing high-quality licensed child care since 1974 for children aged 12 months to 12 years. Our Board of Directors, executive team, and educators work collaboratively to ensure that the needs of every child are met. Children, families, and staff form strong relationships that are the foundation for quality care.

Vision Statement

Our Vision for Children...

All children deserve to be cherished and respected; caring relationships with responsive educators give children a sense of security. Children are capable and competent and deserve the chance to learn through play in an engaging environment that has been carefully planned by reflective educators.

Our Vision for Families...

Families deserve to feel confident that their children are well cared for by qualified educators in a safe, stable, and nurturing environment. All families are unique but share a desire for the best possible outcomes for their children. Families know their children best and are the first and most powerful influence on their children's learning. Relationships between families and Happy Face personnel are built on mutual trust and respect.

Our Vision for Educators...

Educators deserve to be treated with respect and valued for the critical role they play in the lives of children and families. They develop trusting relationships and provide learning environments that support development, health, and well-being. They plan experiences that inspire children to explore and make sense of the world. They are reflective practitioners who are intentional in their everyday practice and deserve opportunities for professional growth and learning.

Program Statement

Happy Face Nursery School is a leader in research-based practice. We believe that children learn best through play and that children are competent, capable, curious, and rich in potential. We are guided by the research and theories stated in *How Does Learning Happen? Ontario's Pedagogy for the Early Years* (HDLH). We are further inspired by the early learning philosophies of Reggio Emilia, Italy. We strive to ensure that every decision we make reflects our mission and our vision.

Educators, staff, students, volunteers, Board Members, and the leadership team work together to:

- (a) Promote the health, safety, nutrition and well-being of the children
 - i. The safety and well-being of children is our first priority.
 - ii. Educators carefully plan environments that are safe for children to explore but provide challenges to nurture children's curiosity and sense of self.
 - iii. Educators actively supervise children at all times. Each Happy Face location has developed a Supervision of Children Plan that identifies and addresses site specific challenges. Educators remain engaged with and responsive to the needs of the children.

- iv. The physical well-being of children is promoted in many ways through our daily practices including promoting active play, healthy eating, and following sanitary practices and current policies regarding illness.
- v. Happy Face has written policies regarding health and nutrition that meet or exceed the requirements and recommendations of the Eastern Ontario Health Unit (EOHU). We work closely with public health nurses and food inspectors to ensure that staff and volunteers follow best practices.
- vi. Weekly menus are carefully planned and meet all health unit recommendations. Menus are reviewed by the public health nurse and/or dietician.
- vii. We believe family style meals allow children autonomy in their food choices and help them develop healthy eating habits and positive relationships with food. It also promotes self-care skills and relationship building as they care for themselves and others.
- viii. The emotional and mental well-being of children is supported through building meaningful responsive relationships which promote a sense of belonging. By building relationships, educators support children as they learn to self-regulate in times of stress, and as they develop social and self-help skills.

(b) Support positive and responsive interactions among the children, parents, and staff

- i. Positive and respectful relationships are the foundation of our vision for children, families, and educators. We believe that caring relationships with responsive educators give children a sense of belonging, and that relationships within the Happy Face community are built on mutual trust and respect. When children, families, and educators treat each other with respect, interactions will be positive and meaningful.
- ii. Happy Face recognizes the importance of building a community that cares for and supports the well-being of children, adults, community members, and the world we live in now and in the future.

(c) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate

- i. Research shows that children respond best to a positive approach to guiding behaviour; showing children appropriate ways to interact with others and with the environment is much more effective than negative or punitive approaches. Educators implement strategies such as noticing and responding to children's cues, responding in a calm manner to a distressed child, assisting children in self-soothing behaviours, helping children to recognize and label their emotions and find appropriate ways to demonstrate those emotions, assisting children in increasing their language skills to express their needs, reducing stressors, and many more.
- ii. Educators model positive interactions and support children as they learn complex social skills such as empathy, negotiation, and the expression of emotions.
- iii. Educators understand that supporting children's self regulation begins with their own sense of calm and well being and happens most effectively through co-regulation.
- iv. Educators support self-regulation skills when they help each child to develop strategies to deal with and recover from stress. Educators recognize that self-regulation is different from self-control and is not about compliance.
- v. Happy Face studies the work of Self Reg by Stuart Shanker and the 5 Step Method for Enhancing Self Regulation

(d) Foster the children's exploration, play and inquiry

- i. At Happy Face, we believe that children learn best when they are fully engaged in their play.
- ii. Our play based curriculum is not a "free-for-all". Educators are intentional and reflective practitioners; they carefully consider the interests of the children when planning the curriculum. The experiences and equipment offered are carefully planned in collaboration with colleagues during paid programming time.
- iii. Daily schedules incorporate large blocks of time when children are able to fully engage in uninterrupted play.
- iv. Materials are open-ended, rich, diverse, and plentiful.
- v. Interesting invitations and experiences that provoke curiosity in children and adults are offered.
- vi. Happy Face educators are inspired by Reggio Emilia approaches and philosophies.

(e) Provide child-initiated and adult-supported experiences

- i. Educators are co-learners with the children, learning with children, about children, and from children. Children's ideas, theories, and plans are supported by educators who offer the tools children need to further their exploration and understanding of the world.
- ii. Educators are active participants in children's explorations and play.
- iii. A rich and diverse learning environment promotes children's curiosities; responsive educators provide opportunities for children to test their theories.
- iv. Educators understand the importance of children following their own learning processes and recognize that in providing the answers they rob the children of the opportunity for deeper understanding.

(f) Plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans.

- i. Considering the four foundations of HDLH, educators create a learning environment that is carefully planned to inspire children to learn through exploration and play.
- ii. After careful observation, documentation, and reflection, educators offer a variety of experiences that are designed to support and further each child's learning.
- iii. Educators will be aware of the needs of all the children in the group and will offer experiences that enable and encourage the full participation of children with individualized plans.
- iv. We believe that one of our most important goals in our programs is to support children as they learn how to live well with others through kindness, compassion, and empathy.
- v. Educators collaborate with parents and community partners to ensure environments and experiences meet the needs of all children.

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

- i. Daily schedules and routines are flexible and based upon the needs of the children; educators recognize that children need active outdoor play every day, as well as opportunities for quiet activities. Large blocks of uninterrupted time will allow children to fully immerse themselves in their learning.
- ii. Routines such as bathrooming and mealtimes will be designed to meet each child's individual needs and will support children's growing self-care skills.

- iii. Rest time is offered every afternoon; individual nap time routines will be developed in collaboration with families to ensure that the needs of each child are met and the needs of the family are respected.
- iv. We value time spent fully engaged with the children; caring for and nurturing children while supporting their learning is our priority. Administrative and other tasks are performed outside of program time.

(h) Foster the engagement of and ongoing communication with parents about the program and their children

- i. Families are always welcome at our programs; we encourage families to participate as much as they are able to in their child's classroom activities. Families are invited to contribute to the program in a variety of ways such as sharing family traditions. Happy Face welcomes families to participate in various special events throughout the year.
- ii. Educators make every effort to communicate with each family at drop off and pick up time.
- iii. Information is posted on our Parent Information Board; newsletters and reminders are available to all parents through our electronic Parent Portal and are available in a printed format upon request. Families are invited to join our Facebook page where upcoming events and other information is regularly posted.
- iv. Child portfolios are maintained as a way for children to revisit their learning and to share their learning with their families; portfolios are always available to children and their families. Families are invited to participate in their child's portfolio by providing insights into their child's history and experiences outside of Happy Face.
- v. Documentation, such as learning stories, are displayed in each classroom.

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

- i. Happy Face fosters relationships with community organizations such as school boards, local community groups, libraries, and other child care organizations. We believe that these connections allow children and families to feel a strong sense of belonging to their community.
- ii. Happy Face works closely with Linking Hands and the House of Lazarus organizations who support individuals in need in our communities. Happy Face locations promote Green Food Bag program and are pick up locations for this valuable program. Happy Face participates in the planning committee for Linking Hands in order to provide a voice for young families.
- iii. Happy Face has a very strong partnership with early years' professional groups such as the City of Cornwall Child Care Services, CHEO, Children's Mental Health, and others. We believe that children benefit from a seamless delivery of services, and we, in collaboration with families, support the delivery of services within our centres whenever appropriate.

(j) Support staff or others who interact with the children in relation to continuous professional learning

- i. We believe that educators are reflective practitioners who deserve opportunities for professional growth and learning. Happy Face provides many opportunities for educators and other staff to engage in ongoing professional learning such as conferences, webinars, staff meetings, mentoring, and training sessions. Whenever possible, wages, travel expenses, and registration fees are paid for approved professional development activities.

- ii. At least twice each year, Happy Face gathers together to engage in professional learning; typically, on Easter Monday and during the Christmas break. We value this time to engage in professional discussions and build our relationships with colleagues; centres are closed to permit full participation of all educators. These learning opportunities deepen our understanding of early learning philosophies and support educators to uphold our vision and values in their daily practice.
- iii. Happy Face allocates one hour of paid time every week for each permanent educator to use for reflection, documentation, and research.
- iv. Happy Face allocates one hour of paid time each week for educators to collaborate as a classroom team and create program plans.
- v. Happy Face has formed a network of pedagogical mentors. The Pedagogical Mentor Team will advance our work in implementing Reggio inspired programs and will guide and support educators in their daily practice. We are building a community of reflective educators who uphold the vision and values of Happy Face, where everyone is supported, works from a place of strengths, and feels valued.
- vi. As a condition of employment, and in keeping with the Continuous Professional Learning program of the College of Early Childhood Educators, each Happy Face employee must complete at least two professional development opportunities each year. Continuous Professional Learning will be considered in employee evaluations and in opportunities for promotion.
- vii. Happy Face has a professional development plan which is considered in all budget decisions. Opportunities must align with the study of Reggio Emilia philosophies and Ontario's pedagogy.

(k) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.

- i. The impact of the practices outlined in our Program Statement will be discussed and documented at meetings of the Board of Directors, Site Supervisor meetings, Mentor meetings, and annual employee meetings.
- ii. Families will be asked for their feedback formally, through parent surveys, and informally, in conversations with Happy Face staff and board members.

Program Statement Implementation Policy

Happy Face Nursery School is dedicated to ensuring the safety and well-being of the children in our care. Staff, students, volunteers and board members will be supported and monitored to ensure they understand and abide by the policies and procedures of Happy Face Nursery School, including the Program Statement.

Staff, students, volunteers, and board members will be supported in the following ways:

- Upon hire, and before interacting with children, the executive office, Site Supervisor, or designate will discuss and explain the Policies and Procedures as stated in the employee manual, classroom Policies and Procedures binder, Parent handbook, and Program Statement.
- At least annually, and any time there are substantial changes, the Executive Director will hold a mandatory meeting of all employees to discuss and explain the Policies and Procedures of Happy Face Nursery School.
- The Executive Director and/or Pedagogical Mentors will facilitate reflective discussions with educators, students, and volunteers.
- Educators will be offered many different professional development opportunities that will align with HDLH and the vision of Happy Face Nursery School. Several of these

opportunities will be offered within our organization; some sessions will be mandatory.

- Site Supervisor meetings and staff meetings will include reflective discussions as part of every agenda.
- The Executive Director will facilitate reflective discussions with the Board of Directors.
- Educators are allocated paid programming time to be used to reflect upon their practice, plan curriculum, and document the children's learning.

Staff, students, volunteers, and board members will be monitored in the following ways to ensure compliance with the policies and procedures of Happy Face Nursery School, including the Program Statement:

- All staff, students, and volunteers must read and sign understanding of the program statement before interacting with the children.
- The Executive Director and/or Site Supervisor or designate will document formal and informal observations of classroom procedures and implementation of the Program Statement of each employee at least three times each year.
- Any instance of contravention of the Policies and Procedures or Program Statement by an employee will result in progressive discipline as detailed in the Employee Manual.
- Any instance of contravention of the Policies and Procedures or Program Statement by a parent, volunteer, or Board Member will result in immediate removal from the premises and further actions as determined by the Executive Director and Board of Directors.
- Any instance of contravention of the Policies and Procedures or Program Statement by a student will result in the student's immediate removal from the premises and further actions as determined by the Executive Director, up to and including notification of the student's teacher and permanent removal from the centre.
- Formal and informal observations will be considered in all employee evaluations.

Prohibited Practices:

Children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour. In order to protect the physical and mental health of children, the following practices are not permitted in any Happy Face premises during or outside of regular hours of operation:

(a) corporal punishment of the child.

(b) 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.

(c) 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.

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) inflicting any bodily harm on children including making children eat or drink against their will. Any employee, parent, volunteer, Board Member, community member, or student who demonstrates any of the prohibited practices will be immediately removed from the premises

and will not be permitted to return to any Happy Face property until a thorough investigation has been completed. The Children's Aid society will be contacted if there is any risk of harm to a child.

Definitions:

“Base fee” means any fee or part of a fee that is charged in respect of a child for child care, including anything a licensee is required to provide under the *Child Care and Early Years Act, 2014* (CCEYA), or anything a licensee requires the parent to purchase from the licensee, but does not include a non-base fee.

“Non-base fee” means any fees charged for optional items or optional services, such as transportation or field trips, or any fees charged pursuant to an agreement between the parent and the licensee in respect of circumstances where the parent fails to meet the terms of the agreement (e.g. fees for picking up a child late, fees to obtain items that the parent agreed to provide for their child but failed to provide), as defined in the CCEYA.

Facilities and Programs

Happy Face operates five locations to accommodate families in SD&G. For more information regarding any of our programs, please contact our head office at 613-774-4707. Please note that all programs operate based on enrolment – the Board of Directors reserves the right to reduce or cease operations of any program.

Please remember that all Happy Face Nursery School locations are smoke free environments and follow the Smoke Free Ontario Act.

Happy Face Chesterville:

Located at 38 College Street, Chesterville Public School

Toddler Program: 15 children aged 18-30 months; 3 spaces may be used by children 12-18 months old.

Preschool Program: 16 children 2.5-6 years of age

Kindergarten Program: 26 children 3.8-5.8 years of age

School Age Program: 30 children 5.8-13 years of age

Open Monday – Friday, 6am-6pm

Open year round, including all school holidays and snow days, with the exception of statutory holidays.

Contact number: 613-448-2771 or chesterville@happyfacechildcare.ca

Happy Face Morrisburg:

Located at 16 Second Street, Morrisburg Public School

Toddler Program: 15 children aged 18-30 months; 3 spaces may be used by children 12-18 months old.

Preschool Program: 16 children 2.5-6 years of age

Kindergarten Program: 26 children 3.8-5.8 years of age

School Age Program: 30 children 5.8-13 years of age

Open Monday – Friday, 6am-6pm

Open year round, including all school holidays and snow days, with the exception of statutory holidays.

Contact: 613-543-3156 morrisburg@happyfacechildcare.ca

Happy Face Nationview:

Located at 3045 County Road 1, Nationview Public School, South Mountain

Infant Program: 10 children younger than 18 months

Toddler Program: 15 children aged 18-30 months

Preschool Program: 24 Children aged 2.5– 6 years of age

Kindergarten Program: 26 children 3.8-5.8 years of age

School Age Program: 30 children 5.8-13 years of age

Open Monday – Friday, 6am-6pm

Open year round, including all school holidays and snow days, with the exception of statutory holidays.

Contact number: 613-989-3248 or nationview@happyfacechildcare.ca

Happy Face Roxmore:

Located at 16279 Fairview Drive, Roxmore Public School, Avonmore
Before and After School programs for 26 kindergarten and 30 primary/junior school age children.

Family Age Group – 15 children, mixed age group, 0- 6 years old

Open 6:00am – 6:00pm year-round.

Roxmore may operate during snow days and school holidays if there is parent need and adequate enrolment.

Contact: 613-346-0696, Roxmore@happyfacechildcare.ca

Happy Face Winchester:

Located at Winchester Public School., 547 Louise Street South,
(entrance on York Street)

Infant Program: 10 children younger than 18 months

Toddler Program: 15 children aged 18-30 months

Preschool Program: 24 Children aged 2.5– 6 years of age

Open Monday – Friday, 6am-6pm

Open year round, including all school holidays and snow days, with the exception of statutory holidays.

Contact: 613-774-1554, winchester@happyfacechildcare.ca

Specialized Services

Happy Face is committed to the inclusion of children with special needs. Our aim is to provide each child with appropriate support to ensure his/her development progress. The City of Cornwall Special Needs Resource personnel may also provide various levels of support depending on the needs of your child. Please contact the Site Supervisor for more information about this service.

Individual Support Plans are developed for each child with special needs in coordination with the child's parents and other professionals as warranted.

Statutory Holidays

Happy Face programs are closed on the following holidays:
New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day
Child Care fees will not be charged for statutory holidays.

Happy Face is dedicated to the professional development of our staff; every year we will close for one day, usually Easter Monday, for a Professional Development Day. Parents will be given at least one month's notice of the closure, and no fees will be charged.

At times, Happy Face may close due to low enrolment or for other reasons (ie. custodial fees at Christmas). Parents will be notified of planned closures in writing in advance with as much notice as possible. Fees will not be charged.

Registration

In order to enroll a child for a position at Happy Face, the parent must provide detailed information about their child through our online registration system. A link to the registration system will be sent to the parent's email address by the Site Supervisor or administrative office. Parents should contact the administrative office at 613-774-4707 to request assistance with the online system or if they do not have access to internet or a computer. Registration information must be reviewed with the Site Supervisor before the child may attend the program. Before the child's first day of attendance, the parent must also provide up to date immunization records.

Registration information may be updated in the Parent Portal of our child care software or by providing written notice to an educator in person or in an email.

Payment of Fees

Invoices are always available to parents on Digibot Parent Portal. Fees must be paid in advance of care. Monthly payments can be made at the beginning of the month for the upcoming month. Bi-weekly payments can be made at the beginning and middle of the month by splitting the monthly amount into two payments. Weekly payments can be made for the upcoming week.

Parents are encouraged to pay by e-transfer to payments.happyface@gmail.com. Please put your child's name and the site they attend in the comment section and use Organization/happyface for your security question/answer combination.
Fees can be paid by cheque or cash. If a parent pays in cash, it is the parent's responsibility to

obtain a receipt from the centre. Receipts should be retained for at least one year.

Canada Wide Early Learning and Child Care system

The Federal and Provincial governments recently signed the Canada Wide Early Learning and Childcare agreement (CWELCC) with the goal of making child care more affordable for families. Happy Face was accepted into the CWELCC system. Tuition fees for eligible children less than 6 years of age will be gradually reduced to \$12 per day following the directions of the Ministry of Education. Base Fees were reduced by 25% beginning April 1, 2022 and 52.75% beginning December 31, 2022. More information will be shared as it becomes available.

Non-payment of Fees

Should circumstances arise involving non-payment of fees, the following policy will be enforced: Fees must be paid in advance; therefore, any outstanding balance is considered to be in arrears and will be subject to interest charges (non-base fees). Parents will be notified requesting immediate payment of outstanding fees. If fees remain unpaid, the Board of Directors reserves the right to terminate services. Continued or consistent delinquency of payments will also lead to services being suspended, with no guarantee that space will be available should accounts subsequently be brought into good standing.

Parents will be required to pay fees (base and non-base fees) by e-transfer, cash or money order if two cheques are returned.

Absences

HFNS understands that child care can place a financial strain on families, and we are committed to maintaining tuition fee policies that are as reasonable and flexible as possible. In certain circumstances, we may be able to offer a limited number of part time spaces. Flexible part time schedules are almost impossible to manage and may not be available. Part time spaces are always subject to availability. Part time families should have no expectation that their child care spaces are guaranteed; should another family require a full-time space, part time families may lose their space(s). Two weeks notice will be given if part time spaces are eliminated.

- I. Infant, toddler, and preschool children may take up to 15 vacation days per calendar year with no fees charged for those days if at least two weeks **written** notice of vacation is given. If notice is given after the first day of the month, the vacation days may be credited to the following month's invoice. Vacation days will be prorated for families who begin attending after the first of the year.
- II. Parents will be billed based on their scheduled days regardless of attendance.
- III. If the centre or any classroom group closes for any reason, tuition fees will not be charged.

Kindergarten and School Age programs offer flexibility with enrollment during non-instructional days. PD days, Christmas Holidays, March Break, and summer programs are operated separately from before and after school programs; parents will be asked to opt in to non-instructional day (full day) programs. March break and summer programs will be offered by the week. Fees will not be charged for non-instructional days when parents opt out of care within specified timelines. Due to the flexibility of scheduling non-instructional days, non-fee vacation

days are not offered to Kindergarten and School Age programs. (See “inclement weather” for information about snow days).

HFNS schedules staff based on enrollment; therefore, absences (other than pre-approved vacation days) will be subject to regular tuition fees.

Parent/Guardian Involvement

Daily contact with parents/guardians and staff can be supplemented with individual interviews if requested. Parents are welcome to visit our programs at any time during the day. Also, we encourage you to become aware of our curriculum and your child’s daily schedules as much as possible through the Digibot Parent Portal, Newsletters, and the Parent information board. Information is also posted regularly on our Facebook page “Happy Face Nursery School Child Care Centres” and our website www.happyfacechildcare.ca.

We welcome your participation on our Board of Directors or on any of the various committees; committees often require only a short-term commitment. Please speak to the Executive Director regarding opportunities for service with the Board of Directors and its committees. We appreciate all volunteers – in and out of the classroom. Please speak with your Site Supervisor regarding a variety of volunteer opportunities.

Parents/guardians are always welcome to join us for special events, making the day extra special for your child.

Safe Arrival and Departure

The safety of the children in our care is our first priority. Our childcare software system, Digibot, is part of our safe arrivals and departures policy.

1. Accepting a child into care

When accepting a child into care, program staff will:

- greet the parent/guardian and the child;
- if shared by (or discussed with) the parent/guardian, document any one-time change to pick-up procedure during the child's check-in process on DigibotGO;
- check-in the child on DigibotGO.

2. When a child has not arrived in care as expected

When a child does not arrive at the centre, and the parent/guardian has not reported the absence in advance via the parent portal, program staff will receive a notification on the DigibotGO staff app requesting confirmation that the child has not arrived. This notification will be triggered as follows:

- **For kinder/school-age programs in the morning:** at the time of transition to school (bell time)

- **For kinder/school-age programs in the afternoon:** 15 minutes after the arrival time of the latest bus.

*Please note: If any child does not arrive for care after school as expected, Happy Face staff will immediately contact the school to confirm the child's presence during the school day. If the child was at school, Happy Face and school personnel will work together to locate the child. If the child is not immediately located, the parents will be contacted.

- **For infant, toddler, and preschool programs:** 180 minutes (3 hours) after the centre opens

If program staff does not confirm the child's absence within 15 minutes and/or if their DigibotGO device is offline, the site supervisor will be required to confirm the child's absence.

- If the child's absence has been confirmed by program staff within this time, authorized parents/guardians will receive a notification asking them to confirm the child's presence or absence. If parents/guardians do not confirm the child's absence within 20 minutes of the notification being sent, the incident will be escalated to the site supervisor (or designate), who will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file.

- If the child's absence is not confirmed by program staff within this time, the incident will be escalated to the site supervisor (or designate), who will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file.

Once the incident reaches the site supervisor (or designate), they will determine the next steps based on situational factors. The site supervisor (or designate) will document all interactions in the Digibot-generated incident report – including phone calls, voicemails, emails, conversations with the school and any contact with third party agencies – as these occur.

The incident will be considered resolved if, at any point, the child's check-in or absence is properly recorded.

3. Releasing a child from care

When picking up your child, notify a staff member that you have arrived and proceed to your child's group. As soon as they enter the child care room or outdoor play space, parents assume responsibility for their child. An educator will release your child directly into your care to ensure supervision of the child is always maintained.

****DO NOT** remove your child from the group without notifying the educators that you have assumed care of your child.

You may wish to have a responsible person other than yourself pick up your child either on a regular basis or on occasion. If the pick-up, at any time, is to be done by someone other than yourself, please supply that person's name and telephone number on the child's registration form. If you arrange for a person who is not designated on the registration form to pick up your child, please provide their name in writing to the centre and/or update the emergency contact list through the Digibot Parent Portal. Under no circumstances will any child be released to any person not designated by the parent.

Staff supervising the child at the time of pick-up must only release the child to a parent or authorized contact listed on the child's Digibot contact listing available in the DigibotGO staff app or on the child's printed emergency card. During the first three (3) interactions between a staff member and a parent/emergency contact, the DigibotGO staff app will require the staff to confirm the person's identity:

- by checking with another staff member, or;
- by checking the person's photo identification.

If the person is not listed as an authorized contact for pick-up, program staff must obtain authorization in person or verbally (by telephone, walkie-talkie, intercom, etc.) from the site supervisor or designate to release the child to this person. In this case, an automated email will be sent to parents/guardians to document the interaction and remind them to add the emergency contact via the portal.

Children must be picked up by a responsible and sober adult. If there is any suspicion of impairment of any kind, you will be asked to contact someone else to pick up your child. If an allegedly impaired adult attempts to leave with a child, the police will be called immediately.

4. When a child has not been picked up upon centre closing

If a child's pick-up has not been recorded by the centre's closing time, an incident will be generated and will be escalated to the site supervisor (or designate), who will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file.

If no parent/guardian or emergency contact can be reached within 15 minutes, the site supervisor (or designate) will determine next steps based on situational factors. In some cases, these next steps can include contacting one or more external agencies for guidance. If all emergency contacts are unreachable or unavailable to pick up your child, police or children's services (CAS) may be contacted. Please ensure that your list is up to date with contacts who are available on short notice and are near the centre for quick pick up.

The incident will be considered resolved if, at any point, the child's dismissal (check-out) is properly recorded.

5. SADP Incident Reports

Every time SADP steps are engaged, regardless of level, an SADP incident report will be generated. Incident reports will require an electronic signature from the site supervisor as well as a parent/guardian. At the centre's discretion, several high-level incidents may result in further warnings and/or termination of childcare services.

6. Dismissing a child from care without supervision

Staff will only release the child to a parent or authorized contact listed on the child's Digibot contact listing available in the DigibotGO staff app or on the child's printed emergency card. Children will not be released from care without supervision.

7. Parent/Guardian Responsibilities

Parents/guardians agree to:

- report their child's absence in advance via the parent portal;
- maintain their child's updated emergency contact listing via the parent portal;
- notify program staff of any punctual changes to their child's daily drop-off or pick-up procedures.

8. Program Staff Responsibilities

Program staff agrees to:

- adequately and accurately complete the child's check-in and check-out process;
- complete SADP attendance validation when prompted;
- complete identity verification when prompted.

9. Disclaimer

The purpose of this policy is to implement procedures to ensure the safe arrival and departure of children. It relies on the participation and collaboration of parents/guardians, program staff and management staff to function optimally. In addition, the organization uses several Digibot technological tools and features to support the implementation of this policy. Some factors may affect the implementation of these procedures, the accuracy of the information dispatched and/or the triggering of these automated processes - including power outages and/or network failures, equipment malfunction and manual oversights or errors. The childcare centre and Digibot will not be held responsible in the event of such a situation. Furthermore, as this policy stems from brand new requirements of the Child Care and Early Years Act, 2014 (Regulation 325/23 section 5, Regulation 137/15 section 50), the childcare centre and Digibot reserve the right to modify the policy at any time with reasonable notice.

Late Pick-Up Fee (non-base fee)

Centre closing times are included in the Parent Handbook and are listed on our website. Children must be picked up *and have left the premises* by the centre's closing time or a late pick-up fee will be charged.

Late Fee is \$10 for every 10 minutes (non-base fee).

Extenuating circumstances will be considered. We are not asking families to drive carelessly in inclement weather to pick up their children on time. Please contact the centre as soon as you become aware that you may be late. In the case of repeated late pick-ups, families may be given notice that services will no longer be provided.

Child Custody Matters

In the event there is a Court Order in effect denying access to your child, a copy of the order must be on file at the Centre; otherwise, we cannot comply with the order. When a court order is in place and an attempt is made to pick up a child by the non-custody parent, we will do our best to comply with the court order. We will contact the custody parent and/or the police. The safety of your child is our utmost concern as well as the safety of the entire group and the staff. Any actions taken will be in the best interest of the safety of all concerned.

Visitation rights of a parent engaged in joint custody must be exercised outside of child care operations.

Centre Closure

The centre will close in circumstances where the health and safety of the children and the staff is at jeopardy; for example, an extended power outage or building flooding. If the school board closes the building and does not allow us access to our premises, the centre will close.

The Centre will also be closed during statutory holidays. Parents will be notified of any other closures through Digibot Parent Portal.

Inclement Weather

Happy Face infant, toddler, and preschool programs remain open in inclement weather including school snow days. In the case of extreme or dangerous inclement weather where the Site Supervisor and the Executive Director decide to close the site, a notice will be posted on the Digibot Parent Portal, and each family will be contacted by telephone as soon as possible.

Non-instructional Day Policy for Before and After School Programs

Happy Face sites remain open during non- instructional school days, for example, snow days and PA Days.

PA DAYS: As our kindergarten and school age programs share space with the schools, Happy Face will only operate full day PA day programs on UCDSB PA days; if your child attends a school in a different school board, it is your responsibility to ensure PA days align with UCDSB. Full day programs will not be offered on UCDSB instructional days. Families will be given the option to opt in to UCDSB PD Day programs in Digibot Parent Portal; spaces are limited, and strict timelines will be in place. No fees will be charged for families who opt out of PD Day programs.

SNOW DAYS: Before and after school programs will operate as usual as long as schools remain open. In the case that severe inclement weather or other related issues such as loss of power cause a school building to close, Happy Face will also close. In the case of extreme inclement weather where the Site Supervisor and the Executive Director decide to close the site, families will be contacted as soon as possible.

Bused Children and Snow Days

Children who attend Happy Face but are bused to a different school must indicate in

September whether or not they require care on snow days. Full day programs will be offered only if there is enough parent need and space is available in the school. Families will be advised in October whether or not full day snow day programs can be offered to bused children at their site. Families who opt in to full day snow day programs will be charged full day fees regardless of attendance.

To confirm the specific procedures of your child's site regarding snow days, please speak with your Site Supervisor.

Daily Schedule

Children learn best through play. Please see our Program Statement for more information about how Happy Face provides environments to support each child's learning and development.

Rest Time

Toddler and Preschool Age Children:

A rest period of no longer than two hours is offered to all toddler and preschool children following the mid-day meal. Each child is assigned his/her own crib or cot and bedding. Bedding is washed at the centre weekly or more often if necessary. As children settle on their beds, non-sleepers will rest quietly. Children who do not sleep will be offered the opportunity to join in a quiet group activity after all the sleepers are resting.

Infants:

Infant nap times and routines are unique to each infant and will be discussed with the parents prior to enrollment and any time the child's sleep schedules change. Children younger than 12 months will be placed in a crib to sleep in a manner consistent with the recommendations set out in the *Joint Statement on Safe Sleep*.

- Infants will be placed on their back to sleep; once they are able to roll from their back to their stomach or side, it is not necessary to reposition them onto their back.
- Other than a firm mattress and a fitted sheet, there should not be any extra items such as pillows, duvets, blankets and bumper pads in the crib, cradle or bassinet to reduce the risk of suffocation.
- Infants are safest when placed to sleep in fitted one-piece sleepwear that is comfortable at room temperature to reduce the risk of overheating and minimize the use of blankets. If a blanket is used, only a thin blanket of breathable fabric should be used.
- Strollers, swings, bouncers and car seats are not intended for infant sleep. An infant's head, when sleeping in a seated position, can fall forward and cause their airway to become constricted. Once an infant falls asleep, the child should be moved as soon as possible or as soon as the destination is reached to the sleep equipment required under the regulation.

All Infant, Toddler, and Preschool Groups:

The need for a crib, cradle, or cot is based on the child's age rather than which group they are placed in at the centre. A child who is 12 months or older but younger than 18 months is required to have either a crib OR a cot, in accordance with written instructions from the parent. Children younger than 12 months will sleep in a crib. Children older than 18 months will sleep on a cot.

Parents will be consulted regarding their child's sleeping or resting habits at registration, when the child changes rooms, and at any other time when the parent or educator feel the child's needs have changed. We understand that parents know their children best and that evening bed times can be affected by afternoon naps. Educators will do their utmost to follow parents' directions for their child's sleep routines, but the daily needs of the child will also be considered. Educators will not **prevent** a child from sleeping; for example, educators will not force a sleeping child to remain

in an upright position in order to prevent sleep. Alternate quiet activities will be offered to discourage sleep if a parent has indicated that their child should not nap.

Sleep rooms will always have adequate lighting to ensure staff can supervise the children. Direct Visual Checks will be performed on sleeping infant and toddler aged children under 24 months of age at least every 30 minutes. A Direct Visual Check involves the following:

- Physically going to the child's side
- Gently placing a hand on the child's back or face
- Observing the child for any signs of distress or unusual behaviours such as, but not limited to, change in skin colour, signs of overheating, change in breathing, sounds of distress such as moaning or whimpering, any other unusual behaviour
- If any changes in behaviour or signs of distress are observed, educators will perform Direct Visual Checks more frequently, for example, every 10 minutes if a child shows signs of overheating. In cases of extreme distress, the child may be woken immediately to better ascertain the child's state of health.

Direct Visual Checks will be recorded and posted or kept in the attendance clipboard. Any changes in sleep patterns or behaviour will be documented in the staff communication log and will be discussed with the parent at pick up or earlier if warranted.

Outdoor Play

Children must go outside for a minimum of 2 hours per day, weather permitting. Children need to be appropriately dressed for outdoor play; it is best to dress your child in layers of clothing appropriate to the season. We play outdoors in all weather including rain and snow – please ensure your children have appropriate outdoor wear.

Winter Protection

Children will enjoy time outdoors every day unless extreme cold or inclement weather poses a risk to the children's safety.

There are some safety factors relating to your child playing outdoors in the fall and winter. Certain areas will be closed within the playground as the ground becomes frozen when the temperature drops. However, enhancements such as wagons, sleds and other toys and materials will be offered.

In winter, your child should be dressed in warm, comfortable clothing that will allow them the freedom to enjoy the snow. Children require a snowsuit, hat, mittens and boots. The drawstrings or cords on hoods, hats, jackets, or mittens should be taken off if possible, or tied- up or tucked-in. Your child's jacket should be zipped securely, and scarves should be tucked inside their coats. Neck warmers are recommended rather than scarves. Winter boots should fit securely. Please send several pairs of extra mittens and socks to ensure your child's comfort should they become wet.

Summer Protection

Children will enjoy outdoor play as much as possible every day unless extreme inclement weather poses a safety risk. From time to time, areas of the playground may be closed, i.e. in excessive heat, and we will seek other outdoor areas that offer shade from the sun.

We strongly recommend your child be protected from the sun by wearing a sun hat and loose cotton clothing. Running shoes have more flexibility and provide a better grip during active play. If sandals are worn, they should be buckled securely in place. We discourage you from sending your child in dress shoes or flip-flops. In wet weather, splash pants and rain coat or rain suit along with rubber boots should be provided.

Sun Safety

Happy Face Nursery School promotes and supports a safe and healthy environment for children when outdoors and when participating in special outdoor events or outings.

In order to enjoy the sun safely, the following procedures will be followed:

- Parents must provide sunscreen with a minimum SPF of 30 and approved by the Canadian Dermatology Association or Health Canada for each of their children. Sunscreen will be applied to children more than 6 months of age. Written permission will be provided by parents at registration. Parents should apply sunscreen to their children before arrival at the centre.
- Sunscreen will be applied before outdoor play and will be reapplied often, especially after swimming, water play, sweating, or toweling. Manufacturer's instructions will be followed.
- When children require help to apply sunscreen, staff will wash their hands before and after sunscreen is applied to each child. Gloves may be worn but must be changed between each child.
- Parents will provide hats for their child(ren) and may consider sunglasses and/or protective clothing.
- Staff will ensure that children are wearing their hats and proper clothing.
- Shady areas will be available and will be encouraged during hotter times of the day.
- Drinking water will be available and water breaks will be encouraged.

Extra Clothing & Shoes

Please send an extra set of clothing for emergencies and messy play. We encourage messy indoor and outdoor play – please send your child in play-appropriate clothing that is easily washed. Also, provide indoor shoes to be kept at the site. All children's items should be clearly labelled with the child's first and last name.

The Health of Your Child

Happy Face is dedicated to protecting the health and safety of your child by promoting healthy practices and enforcing safety measures.

Hand washing and Personal Hygiene

It is important to teach children at any early age proper hand washing and good habits of personal hygiene. Children in a group setting will be exposed to germs and communicable illnesses, much of which can be avoided with proper hand washing.

Immunizations

Immunization is the most effective way of preventing infections such as tetanus, diphtheria, polio, whooping cough, measles, mumps, rubella, and meningitis. All staff and children who do not attend publicly-funded schools must provide up to date immunization records before attending the centre.

- Immunization schedules should meet the recommendations of the Medical Officer of Health/Ontario Ministry of Health.
- Immunization records should be reported and recorded with the Eastern Ontario Health Unit Immunization Program.
- Immunization records will be kept on file at the child care center and provided to the local health unit as required.
- Exemptions apply when the parent of the child objects to the immunization on the ground that the immunization conflicts with the sincerely held convictions of the parent's religion or conscience or a legally qualified medical practitioner gives medical reasons to the licensee as to why the child should not be immunized.

Immunization Exemption Procedure

- Parents of children who object to immunization due to religious/conscience or medical reasons must complete a standardized ministry approved form. These forms will be retained in children's records.
- Medical exemptions forms must be completed by a doctor or nurse practitioner.

Exclusion from Child Care Facility

Children with incomplete immunization records may be excluded from a child care facility at the direction of the Eastern Ontario Health Unit.

Illness

Guidelines for the exclusion of children, students, volunteers, and staff with infectious disease are available in the policy and procedure manual and from the health unit. These guidelines are for educational purposes only; medical doctors should provide specific medical advice, diagnosis, and treatment.

Children, students, and volunteers must **not** attend the daycare in the following circumstances:

- the child has had a fever within the last 24 hours
- the child has had vomiting or diarrhea within the last 48 hours
- the child has an undiagnosed rash
- a contagious condition is suspected but undiagnosed (i.e. pink eye, chicken pox)

- the child is not feeling well enough to participate in all child care activities (including outdoor play)

Normal body temperature is 36°C to 37.5°C (96.8 to 99°F). A body temperature of 38°C (100.4°F) or higher indicates a fever.

The Site Supervisor will maintain records of any illnesses in the children attending the daycare and will advise the Medical Officer of Health of the presence of any of the reportable diseases as specified by the Eastern Ontario Health Unit. The Site Supervisor will also report to the Eastern Ontario Health Unit any illnesses affecting two or more of the children or staff attending the daycare.

Communication Regarding Communicable Diseases

Parents will be informed of communicable illnesses following the direction of the EOHU. Notification will be made first through Digibot Parent Portal and will include the illness, signs and symptoms of the illness, information regarding exclusion from care, and the measures being taken at the centre to reduce the risk of transmission of illness at the centre

Health Check

Each day as children arrive, staff will do a brief health check. Children will not be accepted for care should they have signs and symptoms that they are not able to participate in the program. Children will be dismissed immediately when they develop conditions such as:

- fever (flushed skin, glassy eyes, pale complexion, hot to touch),
- diarrhea (continuous or frequent bowel movement which cannot be contained),
- vomiting
- un-diagnosed rash (which might indicate ringworm, impetigo, chicken pox, etc)
- signs and symptoms of other common childhood diseases.

Young children are very susceptible to Chicken Pox, Pink Eye, Strep Throat, Fifth Disease, and Hand Foot and Mouth Disease, as well as the common cold. Every attempt is made to cope with minor illness; we appreciate that you cannot leave work easily. However, there will be times where your child's symptoms could be threatening to others. Therefore, you must arrange for alternate care for instances when your child is ill and cannot participate in our program and you are not in a position to leave work.

In cases where a child has developed minor illness during the course of the day, the Site Supervisor or delegate will record symptoms and provide notice to the parent upon pick up.

Administration of Medication

It is the parent/guardian's responsibility to ensure that Happy Face staff have current and complete information regarding their child's health.

Medication, variation in diet, or any special medical procedures will only be administered upon the written order of a physician, parent, or legal guardian of the child. Prescribed medication will be administered for the duration as per instructions of a physician. The drug or medication to be

administered must be in the original container as supplied by the pharmacy including the pharmacy label showing the child's name. Administration of Medication forms are available from centre staff and must be completed by parents/guardians. Centre staff will administer medications upon completion of these forms; in certain cases, a doctor's written instructions may be requested. Happy Face reserves the right to refuse to administer any medication for any reason; parents/guardians will be notified of this decision before the time the medication was scheduled to be administered.

Individualized plans for children with medical needs will be written in cooperation with the child's parent/guardian and medical experts (when appropriate). Written plans will be posted in the child's classroom and a copy will be placed in the attendance clipboard. Individual medical plans will be reviewed and revised with the parent/guardian at least annually and any time there is a change in the child's medical condition. All staff members will review the plan any time it is revised and at least annually.

Diapering and Toileting

Happy Face helps children with diapering and toileting by following the guidelines and standards of the Eastern Ontario Health Unit. Parents/guardians are asked to notify the staff of your child's bathroom routines at home. Parents/guardians must provide extra clothes, pull-ups, diapers, wipes, and any creams. Following health unit guidelines, wet and/or soiled cloth diapers will be stored in a sealed plastic bag/container (provided by the parent) to be laundered at home. The contents of soiled cloth diapers will be dumped into the toilet, but diapers will not be rinsed.

Toilet learning is an important milestone for children and their families. Happy Face educators will support this process as much as possible. Families are asked to discuss the routines and strategies followed at home in order to create a consistent approach. Health Unit guidelines will be followed in order to ensure healthy practices for staff and children. In order to abide by sanitary practice guidelines, soiled clothing will not be rinsed but will be enclosed in a sealed plastic bag and placed in the child's cubby to be laundered at home. Parents are encouraged to discuss any questions or concerns about toilet learning with their child's educator.

Cleaning and Sanitizing

In order to reduce the risk of spreading communicable illnesses, all toys and equipment are cleaned and sanitized regularly as required by the Eastern Ontario Health Unit. Cleaning is done with soap and water, and sanitizing is done with an approved sanitizing solution.

Head Lice Policy

Head lice checks may be completed at any time on all children in the Centre.

If head lice are discovered on an infant, toddler, or preschool child, the child's parents/guardians will be contacted to pick up their child immediately. Infested children will be cared for away from others until their parents arrive. Parents must treat their child with a head lice shampoo, and nits must be removed before the child may return to the Centre.

If lice have been found on any child in the Centre, staff will take precautions to properly clean the daycare including thorough vacuuming, laundering all washable items, and temporary

removal of any dramatic play “costumes”.

Nutrition

Happy Face is dedicated to promoting healthy eating habits. Menus are carefully planned to ensure that all nutrition guidelines of the Child Care and Early Years Act and Eastern Ontario Health Unit are met or surpassed. Menus are posted on the parent information board.

Infants: Parents will provide all food and drink for their infant children until they are able to eat the table foods prepared by the centre’s cook as noted on the menus. Homogenized milk will be provided; parents must provide any other milk or formula products their child requires. Parents of infant children will be consulted regarding their child’s feeding schedules and nutrition needs at registration. All food items and bottles/cups brought from home must be labelled with the child’s full name.

Parents are responsible to inform the Site Supervisor in writing of any foods their child must avoid due to allergy, sensitivity, or cultural beliefs. In order to keep all children safe, menus may be adjusted, and foods may be excluded to protect children who suffer from anaphylactic allergies. If families bring a special snack to share, it must be prepared in a commercial kitchen and a list of all ingredients must be provided to Happy Face staff.

Food From Home: there may be times when parents provide foods from home for their children; for example, when a child has special dietary or medical needs. If a parent chooses to provide foods from home, detailed written instructions must be provided. This must be discussed with the Site Supervisor in advance to ensure that all documents are complete, and a plan is in place. All food and drink brought from home must be labelled with the child’s full name and the date the food was provided to the centre.

All Happy Face centres are nut-free. Happy Face reserves the right to restrict other food items as well if it is in the best interests of the health and safety of a child or children in the group – a list of prohibited food ingredients will be provided to parents. Parents who serve foods containing identified allergens at home are encouraged to ensure their child has been rid of the allergens before entering the centre (e.g. by thoroughly washing hands and face, brushing teeth, etc). When food is provided from home, appropriate supervision will be maintained to ensure that food is not shared or exchanged.

Additional measures may be put in place to reduce the possibility of cross-contamination of allergens.

Meals and Snacks: Kindergarten and School Age programs

Happy Face provides a snack program after school. We believe that it is important for children to develop healthy eating habits and self-regulation skills. In order to promote these healthy life skills, we have developed a snack basket program that allows children to self-serve and choose their own snack foods. Healthy foods are sorted by food group into different baskets. Children are encouraged to choose two items, but the foods must come from two different baskets.

Some examples of what choices may be offered are the following: apples, bananas, grapes, oranges, unsweetened apple sauce, peaches, whole wheat crackers, carrot sticks and other raw vegetables, whole wheat baked goods, whole grain cereal, melba toast, yogurt, cheese, hummus, and many other options.

Kindergarten and school age children must bring their lunches to full day programs. Healthy foods and food safety guidelines must be followed – information is available on the EOHU website and is also available from the centre Site Supervisor. A frozen juice box or ice pack should be included in all lunch bags as we do not have space to store lunch kits in our refrigerators.

Lunches and snacks must be nut free. Happy Face reserves the right to restrict other food items as well if it is in the best interests of the health and safety of a child or children in the group. Children may not “trade” or share food items.

If a child forgets their lunch, food will be provided by the centre; a fee may be charged to the parent.

Emergency Management

Happy Face has a comprehensive emergency management plan. A copy of the detailed plan is kept in the centre's policy binder. In the case of an emergency, parents will be notified as soon as possible by at least one of the following methods: Parent Portal messaging system, mass email through our Digibot software system, social media post on the Happy Face Facebook page, or telephone call. In a case of serious injury or when children need to be relocated and/or picked up immediately, all parents affected will be notified by telephone.

Emergency Information

General emergency information is collected during the enrolment process. Please ensure that you provide **at least two** alternate persons to contact in case of an emergency. Emergency information will be updated annually.

Please inform the staff immediately if:

- your telephone or emergency number changes
- you move to a different address
- you change your job or leave your place of employment
- you wish to change the persons authorized to pick up your child

Should your child require emergency medical treatment, arrangements will be made for the child's transportation. Staff will not transport children in their vehicles to the hospital or the Doctor's office. Should your child require medical treatment that is not of an urgent nature, you will be called to transport the child for medical assistance. If you are not available, your alternate contact person will be called.

Serious Occurrences

Serious Occurrences are events that are deemed by the Ministry of Education to be serious in nature including, but not limited to, life-threatening injury or illness, a missing child, allegations of abuse, natural disasters, or any other event that disrupts the normal operation of the program. In the event of a Serious Occurrence, a Serious Occurrence Notification Form will be posted on the parent information board for at least ten days.

Fire Safety and Emergency Evacuation Procedure

Fire drills and emergency evacuation procedures have been written in conjunction with the local fire department and are approved by the Fire Chief. A fire drill is performed each month to practice our evacuation techniques.

Child Abuse and Neglect

Under existing legislation, Happy Face employees are required by law to report suspected child abuse or neglect to the Children's Aid Society (CAS). Happy Face employees are not permitted to contact the family before calling CAS. It is the responsibility of CAS to verify whether such abuse or neglect has occurred.

Confidentiality

All employees and members of the Board of Directors have taken an oath of confidentiality. Information about your family is held in strictest confidence. As well, staff members are not at liberty to discuss with you issues regarding other families at the site. Please adhere to proper channels of communication for all inquiries.

In certain cases, the safety of the children and staff require Happy Face to contact authorities. The Child and Family Services Act requires us to report any suspicion of child abuse or neglect to the Children's Aid Society. We are also bound to protect the safety of all children and staff in a centre; if a situation arises where that safety is jeopardized, the police will be contacted. The duty to report overrides any requirement of confidentiality and may result in the release of private information to those agencies as required by law.

Parent Issues and Concerns

Happy Face Nursery School is committed to building strong relationships with families.

We believe that families know their children best and that parents deserve to feel confident that their children are safe and well cared for while in our programs. We believe that relationships between families and staff are built on mutual trust and respect and that clear and positive communication is essential to these relationships. This policy is intended to provide a transparent process for families, staff, and centre management to follow when issues or concerns are brought forward by parents or guardians.

Definitions

Centre management: The management team is responsible for the operation of all Happy Face programs and includes the Executive Director, Site Supervisors, and the Board of Directors.

Board of Directors: as a non-profit organization, Happy Face is governed by a volunteer Board of Directors.

Staff or employee: individuals employed by Happy Face Nursery School

Policy

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As stated in our program statement, we support positive and responsive interactions among the children,

parents/guardians, management team, 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 supportive and respectful conversation regarding their child.

All issues and concerns raised by parents/guardians are taken seriously 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/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally or in writing. Information disclosed to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within two business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/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/guardian or employee feels uncomfortable, threatened, abused or belittled, they should immediately end the conversation and report the situation to the Site Supervisor and/or the Executive Director.

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 Children's Aid Society of SD&G (CAS) directly at 1-866-939-9915. 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*.

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Management in responding to issue/concern:
Program Related E.g.: schedule, sleep arrangements, toilet training, program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly OR - the Site Supervisor 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised OR - contact the parent/guardian within two business days OR - Contact the parent/guardian as soon as possible in the case of a serious concern regarding the health and/or safety of children
General, Centre or Operations Related E.g.: policies, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - Centre Management 	<p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern;
Finance Related E.g.: fees, payment arrangements, invoice questions, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the Executive Director 	<ul style="list-style-type: none"> - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
Staff, Site Supervisor, and/or Centre Management Related	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly OR - the Executive Director <p>All issues or concerns about the conduct of staff or management that puts a child's health, safety and well-being at risk should be reported to the Executive Director as soon as parents/guardians become aware of the situation.</p>	<p>Forward documentation to the appropriate person within 24 hours from the time the concern/issue was received.</p> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Management in responding to issue/concern:
Student or Volunteer Related	<p>Raise the issue or concern to the Site Supervisor</p> <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 Site Supervisor as soon as parents/guardians become aware of the situation.</p>	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Escalation of Issues or Concerns

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

Issues/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/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.

Contacts

Happy Face Nursery School Management Office: 613-774-4707

Cheryl Firlotte RECE, Executive Director 613-809-8550 or c.firlotte@happyfacechildcare.ca

Joe Brennan, President of the Board of Directors: joebrennan.happyface@gmail.com

Ministry of Education, Licensed Child Care: 1-877-510-5333 or childcare_ontario@ontario.ca

Fee Subsidy (Base Fee)

Fee subsidies are available from the municipality to working families based on their previous year's income tax return. For more information, or to apply, call the Children's Services Division of the City of Cornwall at 613-933-6282 extension 3310.

In cases where fee subsidies are provided from other sources, for example, Ontario Works, Developmental Services, etc., the method of payment must be communicated to the Happy Face Head Office, and a contract signed at the time of enrolment.

Income Tax Receipts

Child care tax receipts will be issued for each child following the requirements of Canada Revenue Agency. Tax receipts will be generated on an annual basis and will be distributed on or before February 28th.

It is the responsibility of the parents to provide, in writing, any information regarding how child care fees should be billed; for example, split between two parents. Tax receipts will be issued based upon the information provided to us. Parents must ensure an up-to-date email address and mailing address is provided.

Admission

An orientation meeting with the Site Supervisor at the Child Care Center will familiarize you and your child with the centre's program, staff, and policies. Any questions you may have will be answered, and you will be asked to complete the necessary admission forms prior to your child's enrolment.

Wait List Policy

Happy Face Nursery School maintains a waiting list for families who:

- Would like to register their child(ren) in a program that currently does not have any available space
- Have an infant who is too young to attend
- Are looking for care to start at a later date

There is no fee for families to be added to the wait list. At any time, families may contact the centre to find out where they are on the list; the privacy and confidentiality of the children and families on the list will be maintained at all times. Families are expected to notify the centre of any changes in contact information and/or any changes in their child care needs.

As spaces become available, parents will be contacted in consideration of the following factors:

- Children who attend part time and are awaiting a full-time space
- Children with siblings who currently attend the centre
- Children of active staff members
- Children who are requesting a transfer from a different location
- Date of application

Other factors, such as dire need, may alter the order in which spaces are offered – Happy Face Nursery School reserves the right to offer child care spaces to families at their discretion. If a space is offered, and the family refuses it, they must reapply to the waiting list and will be given a new date of application.

Placement on the waiting list and completion of registration information is NOT a guarantee of placement at a centre.

Withdrawal

A written notice of permanent withdrawal must be given two weeks in advance. If you withdraw your child without giving adequate notice, you will be billed for two weeks fees per your existing contract. If you temporarily withdraw your child from a program, your permanent space cannot be guaranteed. Your child will be placed on a waiting list and every attempt will be made to meet your child care needs.

Dismissal Policy

Some extreme situations may result in a family being asked to leave the centre. Such circumstances include but are not limited to:

- families not in good standing; fees not paid
- the program no longer meets a child's needs, and their behaviour is disruptive to the point where the centre's program is in jeopardy
- in situations where the health and/or safety of the child, the other children, and/or the staff is compromised
- when bylaws and policies of the corporation have not been followed.

Staff

Our Supervisors and Registered Early Childhood Educators are trained in the field of Early Childhood Education. All educators are trained in First aid and C.P.R. Employees receive ongoing professional development to keep them informed of the latest theories and research in child development.

Volunteers and Placement Personnel

Children will be supervised by a qualified adult at all times. A qualified adult must be over 18 years of age and meet the criteria of the Ministry of Education. Only qualified adults who are employees of Happy Face Nursery School will have direct unsupervised access to the children in the Centre's care.

Students and volunteers must be supervised by an educator at all times while in the presence of children. Before participating in any program, students and volunteers must provide a current criminal reference check including vulnerable sector and must read, understand, and sign off on all policies and procedures of Happy Face Nursery School.

The following responsibilities must be met:

Board of Directors

- Ensure that child care centre has sufficient insurance that includes volunteers.

Site Supervisor

- Review and ensure that all staff, students and volunteers sign policies and procedures prior to start date and annually thereafter.
- Ensure that all staff, students, and volunteers have provided current clear Criminal Reference Check including vulnerable sector.
- Provide and explain the centre's childcare philosophy.
- Conduct a tour of the school and explain fire procedures.
- Provide a copy of the parent handbook to students and or volunteers.
- Ensure appropriate supervision of students and volunteers at all times.
- Review student information package.
- Explain expectations of the child care centre.

Cooperating Teacher

- Should have at least two years of experience in a licensed childcare centre
- Ensure that students and volunteers are supervised at all times while in the presence of children
- Review student information package.
- Report any concerns regarding the conduct of students and volunteers to the Site Supervisor
- Complete any reporting documents and evaluations as required for students.
- Communicate frequently with students about progress.
- Model and mentor appropriate behaviours, conduct, and program philosophy.

Student

- Read, understand, and sign-off on all policies and procedures.
- Abide by the policies and procedures of the centre.
- Provide the following documents: WSIB form, Clear Criminal Reference Check including vulnerable sector (CPIC), Emergency information, CPR and First Aid (if applicable), student information package.
- Maintain confidentiality at all times.

Volunteer

- Read, understand, sign-off on, and abide by all policies and procedures.
- Provide the following documents: Clear Criminal Reference Check including vulnerable sector (CPIC), Emergency information.
- Maintain confidentiality at all times.

Students and volunteers will be monitored on an ongoing basis by the Supervisor and Cooperating Teacher. Any violation of this policy will result in disciplinary action and/or dismissal. This policy will be reviewed annually.

Criminal Reference Check

Obtaining a vulnerable sector check is a precautionary measure that is used to help determine whether individuals who are involved in the provision of child care are fit and suitable to hold these positions of trust. Considering a person's relevant criminal history helps to ensure the safety and well-being of children in care. (CCEYA manual). Criminal Reference Checks (CRC), including Vulnerable Sector Check (VSC) are required of all employees, volunteers, and Directors of Happy Face Nursery School. It is the responsibility of the employee/volunteer to obtain a CRC/VSC from the Ontario Provincial Police. Criminal Reference Checks will be kept in the staff/volunteer file. Copies of the CRC/VSC may be made, but the employee must present the original for review by a member of the management staff. Copies must be marked as a true copy and be signed and dated by the management staff member performing the review. Upon termination of employment or membership in Happy Face, CRC/VSC will be returned to the employee/volunteer.

Employees:

- All employees must have a current (within six months) and clear Criminal Reference Check conducted by a police force upon hiring and before interacting with children.
- A new CRC/VSC must be obtained every five years for all staff and submitted to the Executive Director for verification.
- A signed Offense Declaration must be submitted every year that a CRC/VSC is not required. It must be provided within 15 calendar days of the anniversary date of the CRC/VSC.

Volunteers:

- All Volunteers must submit a current and clean Criminal Reference Check to the Executive Director before being allowed to volunteer within the site.
- A new CRC/VSC must be provided every 5 years and submitted to the Executive Director for review.
- A signed Offense Declaration must be submitted every year that a CRC/VSC is not required. It must be provided within 15 calendar days of the anniversary date of the CRC/VSC.

Board of Directors:

- All members of the Board of Directors must submit an up-to-date, clean Criminal Reference Check to the Executive Director.

In the event that a CRC/VSC cannot be obtained before the employee or volunteer will begin interacting with children, the following precautions will be taken:

- The employee/volunteer will not be left alone with children
- The employee/volunteer will not perform diapering or toileting routines
- An offense declaration will be completed and signed by the prospective employee/volunteer
- The employee/volunteer will provide proof from the police force that a CRC/VSC request was submitted within one week of the first day of work

In the event of a positive reference check (a criminal background is revealed), the Board of Directors will meet to discuss the advisability of allowing an employee or volunteer to continue in their requested role. There must be a unanimous vote in favour of allowing the employee/volunteer to remain in their role. Certain restrictions will apply.

A licensee may terminate a person's employment or volunteer position after receiving the vulnerable sector check if the vulnerable sector check identifies past convictions that cause the licensee to believe the individual is unfit to work with children, including convictions for any offence set out in Section 9 of the CCEYA. (CCEYA manual)

Special Events

Throughout the year, special events are planned to extend the children's learning. These events may involve special guests or off site excursions. If an excursion or field trip is planned, signed permission must be received from each child's parent. If a parent does not give consent, the child will not be permitted to participate; the parent may need to make alternate care arrangements. Some special events may require the collection of fees; for example, admission fees. Parents are always welcome to join us.

Birthdays

Birthdays are a special time for children. You may wish to bring in something special to help celebrate i.e. cupcakes, cakes, cookies etc. Please check with an educator for ideas. The Ministry of Health insists that gifts of food are prepared in a commercial kitchen. Please ensure that items are labelled with ingredients for the sake of the children who have food allergies. All food items must be nut free.

Fundraising

Happy Face is a non-profit organization. Our expenses are met from fees paid by families for child care services rendered and government funding. The fundraising committee organizes fundraising events to supplement tuition income in order to meet operational costs and purchase new equipment. This committee calls on total membership for help.

Charitable Status

Happy Face has charitable status meaning that we can accept donations and return a charitable receipt for income tax purposes. If you or someone you know may be interested in supporting Happy Face through monetary donations or the donation of goods, please speak to the Executive Director.

Student Code of Conduct for Kindergarten and School Age Children

Happy Face Nursery School works co-operatively with school personnel to ensure a positive partnership and quality programs for the children in our joint care. Students who attend Happy Face kindergarten and school age programs are expected to adhere to the code of conduct of the school in which the Happy Face program is located.

Copies of the student code of conduct are available on the school board website, from the school Principal, and from the Happy Face Site Supervisor.

Should your child be suspended from school, they will not be permitted to attend child care programs during the suspension, even if the suspension occurs at a different school.

Nationview (South Mountain) Location

Parking

Please park in the small parking lot to the South of the school. Enter the centre through the door at the South end of the school. For safety reasons, doors will remain locked at all times. To gain entrance, you must ring the bell and wait for the doors to be unlocked. Do not park in the bus lanes, and do not interfere with bus arrivals/departures. Do not leave your vehicle running, and do not allow children to exit the building without you.

Fees (Base fees)

As of December 31, 2022, tuition fees were reduced by 52.75% as part of the CWELCC system. Fees shown below are rates before the CWELCC reduction.

Fees are expected to be paid in advance; for example, weekly for the upcoming week.

Daily tuition fees (base fees) are as follows:

- Infant Program
 - Full day \$47 – 52.75% CWELCC = **\$22.21**
- Toddler Program
 - Full day \$36– 52.75% CWELCC = **\$17.01**
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25 – CWELCC = \$12; space permitting
- Preschool Program
 - Full Day \$32 – 52.75% CWELCC = **\$15.12**
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25 – CWELCC = \$12; space permitting
- Kindergarten & School Age
 - Weekly Before and After school \$80 per child
 - Before School \$12/day
 - After School \$10/day
 - Before and After school \$20/day
 - Full day programs \$30/day
 - Children less than 6 years of age may be eligible for CWELCC discount and will be charged **\$14.18** for full day care.

Emergency Evacuation Location

In case of an emergency Happy Face Nationview's emergency evacuation location is:

The Pioneer Gas Bar
10514 Main Street, South Mountain, Ontario K0E 1S0
613-989-2351

*In the event of an emergency, our Executive Director can always be reached at 613-809-8550.

North Stormont Location

Opening in 2024

Morrisburg Location

Parking

Please park in the parking lot to the West of the school. Enter the centre through the doors at the North end of the school – these doors are dedicated to Happy Face. For safety reasons, doors will remain locked at all times. To gain entrance, you must ring the bell and wait for the doors to be unlocked. Please respect “No Parking” signs. Do not leave your vehicle running. Do not allow children to exit the building without you.

Fees (Base Fees)

As of December 31, 2022, tuition fees were reduced by 52.75% as part of the CWELCC system. Fees shown below are base rates before the CWELCC reduction.

Fees are expected to be paid in advance; for example, weekly for the upcoming week.

Daily tuition fees are as follows:

- Toddler Program
 - Full day \$36– 52.75% CWELCC = **\$17.01**
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25 – CWELCC = \$12; space permitting
- Preschool Program
 - Full Day \$32 – 52.75% CWELCC = **\$15.12**
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25 – CWELCC = \$12; space permitting
- Kindergarten & School Age
 - Weekly Before and After school \$80 per child
 - Before School \$12/day
 - After School \$10/day
 - Before and After school \$20/day
 - Full day programs \$30/day
 - Children less than 6 years of age may be eligible for CWELCC discount and will be charged **\$14.18** for full day care.

Emergency Evacuation Location

In case of an emergency, Happy Face Morrisburg’s emergency evacuation location is:
Chartwell Hartford Retirement Centre
3 Fifth Street West, Morrisburg, Ontario K0C 1X0
613-937- 7274

*In the event of an emergency, our Executive Director can always be reached at 613-809-8550.

Chesterville Location

Parking

Please park in the parking lot to the South of the school. Families with toddler children may enter the centre through the doors to the West (left) of the school's main entrance; these are dedicated to Happy Face. Preschool, kindergarten, and school age children will enter through the main school doors between the hours of 6:00-9:00 am and 4:00-6:00 pm. Between the hours of 9:00 am and 4:00 pm., parents should ring the doorbell at the Happy Face entrance and will be greeted there by a staff member. For safety reasons, doors will remain locked at all times; to gain entrance, you must ring the bell and wait for the doors to be unlocked. Do not park in the bus lanes, and do not interfere with bus arrivals/departures. In order to ensure the safety of the children, vehicles are not permitted to enter and/or leave the parking lot during time of bus arrivals and departures. Do not leave your vehicle running. Do not allow children to exit the building without you.

Fees (Base Fees)

As of December 31, 2022, tuition fees were reduced by 52.75% as part of the CWELCC system. Fees shown below are base rates before the CWELCC reduction.

Fees are expected to be paid in advance; for example, weekly for the upcoming week.

Daily tuition fees are as follows:

- Toddler Program
 - Full day \$36– 52.75% CWELCC = **\$17.01**
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25 – CWELCC = \$12; space permitting
- Preschool Program
 - Full Day \$35 – 52.75% CWELCC = **\$16.54**
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25 – CWELCC = \$12; space permitting
- Kindergarten & School Age
 - Weekly Before and After school \$80 per child
 - Before School \$12/day
 - After School \$10/day
 - Before and After school \$20/day
 - Full day programs \$30/day
 - Children less than 6 years of age may be eligible for CWELCC discount and will be charged **\$14.18** for full day care.

Emergency Evacuation Location

In case of an emergency, Happy Face Chesterville's emergency evacuation location is:

Garden Villa
66 Chest Street County Road 7, Chesterville, Ontario K0C 1H0
613-448-1116

*In the event of an emergency, our Executive Director can always be reached at 613-809-8550.

Roxmore (Avonmore) Location

Parking

Please park at the North Stormont Place community centre in the parking lot East of the school. Enter the centre through the child care entrance. For safety reasons, doors will remain locked at all times. To gain entrance, you must ring the bell and wait for the doors to be unlocked. Do not park in the bus lanes, and do not interfere with bus arrivals/departures. Please do not leave your vehicle running, and do not allow children to exit the building without you.

Fees (Base Fees)

As of December 31, 2022, tuition fees were reduced by 52.75% as part of the CWELCC system. Fees shown below are base rates before the CWELCC reduction.

Fees are expected to be paid in advance; for example, weekly for the upcoming week.

Daily Tuition fees are as follows:

- Family Age Group
 - 0-18 months \$47/day – 52.75% CWELCC = **\$22.21**
 - 18-30 months \$36/day – 52.75% CWELCC = **\$17.01**
 - 2.5-6 years \$35/day – 52.75% CWELCC = **\$16.54**
- Kindergarten & School Age
 - Weekly Before and After school \$80 per child
 - Before School \$12/day
 - After School \$10/day
 - Before and After school \$20/day
 - Full day programs \$30/day
 - Children less than 6 years of age may be eligible for CWELCC discount and will be charged **\$14.18** for full day care.

Emergency Evacuation Location

In case of an emergency, Happy Face Roxmore's emergency evacuation location is:

Avonmore Community Centre
16299 Fairview Drive
Avonmore, Ontario K0C 1C0
613-346-0174

*In the event of an emergency, our Executive Director can always be reached at 613-809-8550.

Winchester Location

Parking

Please park in one of the spaces along the road in front of the child care entrance. These spaces are for quick drop off and pick up procedures. Enter the centre through the entrance which is dedicated to Happy Face. For safety reasons, doors will remain locked at all times. To gain entrance, you must ring the bell and wait for the doors to be unlocked. Do not park in the bus lanes, and do not interfere with bus arrivals/departures. Do not leave your vehicle running. Do not allow children to exit the building without you.

Fees (Base Fees)

As of December 31, 2022, tuition fees were reduced by 52.75% as part of the CWELCC system. Fees shown below are base rates before the CWELCC reduction.

Fees are expected to be paid in advance; for example, weekly for the upcoming week.

Daily tuition fees are as follows:

- Infant Program
 - Full day \$47 – 52.75% CWELCC = **\$22.21**
- Toddler Program
 - Full day \$36– 52.75% CWELCC = **\$17.01**
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25 – CWELCC = \$12; space permitting
- Preschool Program
 - Full Day \$35 – 52.75% CWELCC = **\$16.54**
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25 – CWELCC = \$12; space permitting

Emergency Evacuation Location

In case of an emergency Happy Face Winchester's emergency evacuation location is:
Happy Face Head Office – 504 St. Lawrence Street, Winchester
613-774-4707

*In the event of an emergency, our Executive Director can always be reached at 613-809-8550.