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# *Welcome*

## *To*

### *Compass Early Learning and Care*



#### **Our Vision**

Compass Early Learning and Care envisions a place where children are valued as citizens of today; where the principles of democracy guide our relationships with children, families, colleagues and our community.

#### **Our Mission**

Compass Early Learning and Care is a progressive non-profit organization where we work collaboratively to provide excellence in early learning and care. The richness and uniqueness of our learning environments are an invitation for adults and children to discover together the joy of learning.



# 1. WHO WE ARE

## Our Program Statement

Compass Early Learning and Care's Program Statement provides a framework that guides programming and pedagogy within Compass ELC's programs. Compass ELC's deep regard of children as competent, capable, curious and rich in potential, and the foundations of *How Does Learning Happen? Ontario's Pedagogy for the Early Years*, guides the design of children's environments, experiences and interactions.

Please see *Appendix 1* to read our entire Program Statement, which reflects Compass ELC's Pedagogical Themes and supports the goals as outlined in the CCEYA and its regulations.

## Our Providers

Our Home Child Care Providers are warm, nurturing and flexible individuals who have a love of children.

Our Home Child Care Providers offer safe and healthy learning environments designed to support children's physical, social, intellectual and emotional development. Through supervised play experiences, they support the development of children's:

- Positive self-esteem and confidence
- Natural curiosity and creative expression
- Respect for their families, peers, environment and themselves
- Effective communication skills, encouraging positive interactions with adults and children
- Physical competence through activities that are fun and challenging

Compass Early Learning and Care carefully screens and provides ongoing support to our HCC providers. Professional development and training, monthly support visits, quarterly health and safety checks and access to a toy and equipment lending library are made available to each provider to ensure that their daily programs meet Ministry of Education and Compass Early Learning and Care standards. All providers have an annual review and are required to participate in ongoing professional development to stay current on early childhood education best practices and first aid. Before commencement of their contract, providers complete a health assessment and provide a satisfactory Police Vulnerable Sector Check.



## Home Child Care Team

The Home Child Care team supports families by assisting with any questions that you may have regarding the care of your child or by making changes in the days or hours of care that you require.

Providers are supported with:

- Monthly visits to discuss any issues, review the program, bring resources and provide guidance.
- Quarterly visits to ensure that health and safety requirements are being met in the home.
- Assistance with planning activities for children at different stages of development.
- A toy and equipment lending library.
- Ideas about nutritious snacks and meals.
- Assistance with documentation and record keeping.
- Connections to community resources and supports.



## Supervision

Your children's safety and security is of utmost importance to us. Supervision guidelines have been designed to provide appropriate supervision of your children while they are in our care.

Compass ELC follows the provider/child ratios outlined in the Child Care and Early Years Act.

Children will only be supervised by HCC Providers contracted with Compass ELC. Students and volunteers are an integral part of our early learning environment and they, and persons under 18 years old, may assist in our playrooms but will never supervise children alone and are not included in provider/child ratios.

Every child is in the presence of a qualified provider at all times. Special provisions may be made for school age children with your written consent.

## Prohibitive Practices

Physical punishment and other harmful disciplinary practices in the classroom are prohibited to protect the emotional and physical well-being of children. The Ministry of Education provides explicit details regarding prohibitive practices that are reviewed with all staff, students and volunteers during orientation and annually.

Please see *Appendix 2* for a complete list of prohibitive practices.

## Parental Participation and Membership

We encourage parental participation in our programs. This may include sharing a special skill or volunteering time.

As a non-profit, charitable organization we have a membership which consists of families who use our services, interested community members and our volunteers, providers and staff.

Compass Early Learning and Care is committed to building a strong membership dedicated to quality Early Childhood Education and your contribution is important! We believe that parents, staff, providers and community input and participation is a vital component of a healthy organization. A substantial membership is an important sign of support for our mission and services. When you register your child and agree to become a member of Compass Early Learning and Care, you will receive periodic information about the organization and are entitled to stand for election to our Board of Directors and vote in annual or special meetings.

Please ask your provider how you can be involved.

## Communication

At Compass Early Learning and Care, we value open, honest communication. We welcome your feedback and suggestions as we are always open to new and better ways to care for your child. If you have good news, questions, issues or concerns about your child's care, please feel free to discuss them with your child's provider. If needed, an HCC Consultant will be happy to offer additional support. The Director of Operations is available if further support is needed. Communication may be verbal or in writing.

Please see *Appendix 3* for our complete Parent Communication Policy.

## Individual Needs

We strive to meet the individual needs of all children and families within our programs. We will work in conjunction with your family and support services to ensure that your child's special needs are accommodated.





## 2. WHAT TO EXPECT



### Waiting Lists

A waiting list for families requesting child care is maintained when child care spaces are not currently available.

Please see *Appendix 4* for our complete Child Care Waiting List Protocol.

### Hours of Operation

Compass ELC programs service a variety of age groups and have a range of opening and closing hours. Please see our [website](#) for details.

### Arrival at Your Provider's Home

Upon arrival you will be greeted by your child's provider. Please update your provider about events or special instructions that may impact your child's day. Also, let them know of any unusual symptoms or behaviours you would like them to monitor.

Saying "goodbye" to your child before leaving and letting them know when you will return is a practice that will help your child cope with the separation. Your child's provider will remind them throughout the day about your conversation, and this will be reassuring.

### Pick Up

Once your child's contracted hours of care have been established, we ask that you stay within that time frame. If you are unavoidably delayed or have an emergency, please contact your provider immediately and designate a person who will be responsible for the pick-up of your child.

Only persons listed on the registration form, or with your written consent, will be allowed to pick up your child. Please have your alternate person show photo ID to the provider when they pick up your child.

According to the law both parents have equal access to their child and to information about their child. If there is a separation agreement or legal court orders involving access to your child, we require a copy of the document. If a non-custodial parent arrives at the provider's home at a time that is contrary to the court document, the provider will deter access and contact the custodial parents and/or the police. The safety and security of your child and other children who are in care will be considered paramount in this situation.

The provider will deter access to anyone who is suspected of being under the influence of drugs or alcohol. If this situation occurs the provider will contact an alternative pick up person listed on the registration form and/or contact the police.

## Contracted Hours of Care

Your contracted hours of care are those you requested on your registration form. These are the hours that you will be invoiced for. Any changes to these hours requires two weeks' written notice. Please inform an HCC Representative who will ensure that the changes are within the Child Care and Early Years Act and Compass Early Learning and Care's policies and procedures.

If your child is unable to attend on a regularly scheduled day, please notify your provider as soon as possible. This will ensure that plans for food preparation, program planning, etc. can be made early in the day.



## Back up Care

Compass Early Learning and Care is committed to helping you access care that is right for you. When possible, back-up care will be provided when your provider is not available.

If back up care is required and it can be arranged during business hours, please call our administration office at 1-855-749-3488 Ext 216 or Ext 226.

When after hours back-up care needs to be arranged, contact your provider for the after hours phone numbers. An HCC representative will offer you the contact information of providers who are able to provide care for your child that day.

The back-up provider will contact the HCC representative to obtain your child's registration information

We will do everything we can to support you to arrange back-up care for your child, but we cannot guarantee availability.

## Clothing and Possessions

Please provide a change of clothing and, if necessary, diapers, wipes, a diaper pad and comfort item. Clothing should be loose fitting, comfortable and durable for outside physical activity. Please keep in mind that children are required to have a minimum of two hours of outdoor play per day, weather permitting. Layering clothing is a good way to ensure that your child will have appropriate dress as the day warms or cools. Soiled clothing will be rinsed and placed in a plastic bag for laundering at home.

## Toys and Equipment

During quarterly safety monitoring visits an HCC representative will monitor toys and equipment to verify that they are age appropriate for the children in care, remove toys/equipment where recalls have been made and inspect to verify they are clean and in good condition. The Compass ELC toy and equipment library offers a variety of toys and equipment to providers to support a quality child care program for your child.

## Collection of Personal Information & Confidentiality

Information about your child and family is gathered for the sole use of Compass Early Learning and Care and follows the guidelines as set out by Canada's Personal Information Protection and Electronic Documents Act (PIPEDA). Information is kept in confidence and released only with written parental consent. As a parent or guardian, you have access to your child's file in the presence of a Compass Early Learning and Care authorized representative. This file is the property of Compass Early Learning and Care.

## Photographs

Documentation of children's play and development happens on a regular basis. From time to time the organization will use children's photographs for advertising or in our newsletter, reports, web site, etc. At registration you will be given an opportunity to indicate your preferences regarding the use of your child's photos.

## Daily Excursions and Field Trips

Your provider may want to go on regular excursions with your child. This may include neighbourhood walks to a nearby park, school, grocery store, etc.

In addition to the daily excursions, your provider may want to drive to another location with your child. Your written permission will be required for this. The appropriate car seat/booster seat for your child's height, weight and age will be used.

In the event that a swimming excursion is planned, your written permission will be required. The appropriate life jacket for your child will be used when necessary.



### 3. HEALTH & WELLBEING



#### Smoking

Your provider's home is designated as a smoke-free environment and abides by the Smoke Free Ontario Act. "No Smoking" signs are posted and smoking is not allowed on the property, inside or outside, regardless of whether or not the children are in care.

#### Nutrition

A nutritious mid-day meal as well as scheduled morning and afternoon snacks will be offered each day. Weekly menu plans are developed using Health Canada's *Eating Well with Food Guide*, *Nutrition for Healthy Term Infants* and Compass Early Learning and Care *Nutritional Guidelines*. Menus and the Compass ELC Nutritional Guidelines are posted at each program. Children with special dietary needs and allergies will be taken into consideration when planning the menu. Parents may be asked to provide food if their child's dietary needs cannot be accommodated. Parents are also asked to provide food and liquids for infants who are not on table food. Please ensure your child's name is clearly labelled on all food.

#### Sleep, Rest and Quiet Time

Compass Early Learning and Care supports each child's physiological and biological rhythms and needs for sleep, rest and quiet time. Space and time for sleep, rest and quiet play based on a child's individual needs is provided in each home. Parent's instructions regarding their child's sleep and rest period are taken into consideration, as well as the needs of the child. Talk to your child's provider about your child's needs regarding rest.

Consistent with the Child Care and Early Years Act and its regulations and the recommendations of *Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada*, any child younger than 12 months old is placed for sleep on his or her back, unless otherwise instructed in writing by the child's physician, and is transferred to a crib from a stroller or car seat after a destination has been reached.

Please see our *Sleep, Rest & Quiet Time Policy* on our website for a full set of guidelines.

## Outdoor Play

A growing body of research suggests that connecting to the natural world contributes to children's mental, physical, emotional and spiritual health. Compass ELC provides a variety of opportunities to engage with the natural world. Each child who attends for six hours or more in a day spends time outdoors for at least two hours, weather permitting, unless the provider is advised otherwise by a parent in writing.



## Sanitary Practices

At Compass Early Learning and Care we believe that consistent and diligent hand washing is an important way to maintain everyone's health. Providers will model and support children with proper procedures for routine hand washing before and after meals, diapering/toileting and food preparation and handling.

We also believe that learning and care environments for children need to be respectful, clean and well organized. We sanitize the toys and equipment on a regular basis and encourage children to participate in tidying and organizing their environments.

## When Your Child Is Ill

During the first few months that your child is in care, there may be an increase in the number of illnesses experienced. Your child's provider will follow a variety of methods to minimize the illnesses that your child contracts, including sanitizing toys and equipment regularly, washing hands frequently and ensuring that the daily schedule is balanced with sufficient time for rest and play. To minimize the spread of contagious illnesses, we ask that parents keep their children home when they are not feeling well.

Home is the best place for your child when they are visibly ill and have any of the following unexplained symptoms:

- Morning temperature over 38.5°C or 101°F
- Rashes that you cannot identify
- Diarrhea
- Discharge from the ears
- Discharge from or redness in the eyes
- Swollen neck glands
- Vomiting
- A severe cold which could include fever, sneezing, coughing and nasal discharge
- Unusual paleness, irritability, tiredness or listlessness

"[Guidelines for Infectious Diseases Reporting and Exclusion](#)" on Durham Region Health Department's website is used as a guideline for determining if diseases are communicable and when it is safe for your child to return to care.

If any of these symptoms occur during the day, your child's provider will call you and let you know. Together, you will decide if your child should go home.

Please keep in mind that planned activities often include extended periods of outdoor play. While your provider will make every effort to accommodate your child's individual needs; if you feel your child is too ill to participate in programmed activities, including outdoor play, we recommend you keep them home.

Communicable diseases or outbreaks, as defined by the local health unit, will be reported and the protocol from the Medical Officer of Health followed.

## Administration of Medication

Your provider will administer drugs or medications in accordance with the Ministry of Education and Compass Early Learning and Care's policies. The following requirements must be met prior to any medication or drugs, prescription or non-prescription, being administered.

1. The "Medication Authorization" form, signed by the parent and the provider, detailing the name of the medication, dosage and times to be given.
2. The medication is in the original pharmacy container, labelled with the name of the child, the name of the drug or medication, the purchase date and the instructions for administration. In the case of prescribed medication, the physician's name must be on the label. All drugs and medications, prescription and non-prescription, must be accompanied by a medical practitioner's instructions.
3. Medication must be handed directly to your child's provider. Never leave any health care products (e.g. creams or lotions) in your child's bag.

## Immunization

Compass ELC is required to follow the guidelines of the Child Care Early Years Act and the recommendations of the local Health Unit with respect to immunization practices. Before your child begins care, please provide either immunization records or a notarized, Ministry approved [Statement of Conscience or Religious Beliefs](#) or [Statement of Medical Exemption](#). We are also required to report any additional immunizations that your child receives. Please remember to send us a record of immunizations that take place after registration.

## Minimizing the Risk of Mosquito Bites

We recommend that you dress your child in light coloured, loose fitting clothing that covers as much of the skin as comfort permits when there is a risk of being exposed to mosquitoes. Avoiding perfumes and lotions with strong smells will also help. Products with DEET will not be used in Compass Early Learning and Care programs.

## Injuries and Incident Reporting

Your provider will supervise the children at all times. Quarterly health and safety checks are completed by an HCC consultant to minimize the risk of hazards.

When minor incidents do occur, children are cared for and an incident form is filled out. This form explains the incident in detail. At pick-up time the provider will review the incident with you, ask you to sign the form and provide you with a copy.

If an injury and/or illness is considered life-threatening it will be reported as a serious occurrence to the Ministry of Education by Compass Early Learning and Care.

A serious occurrence notification form is posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by Compass ELC, the form remains posted for 10 days from the date of the update.

## Sun Safety

We at Compass ELC want to do everything we can to protect your child from the harmful effects of the sun. To minimize the risk of sun exposure we ask that your child wear a wide-brimmed sun hat and light clothing that covers much of the skin. We limit the amount of sun exposure during peak hours and provide as much shade as possible.

The provider will apply sun screen each time the children go outside from May to September, and other times as needed. Choice of sunscreen and consent for application is decided during a child's registration. We provide PABA-free and nut-free sunscreen at a cost of \$15/child or \$25/family annually. We will not apply sunscreen to children under one year old unless a doctor's note is provided.





## Water Safety

Your provider is not allowed to use or access any standing bodies of water on her premises during the time your child is in her care. This includes ponds and recreational in-ground/above ground swimming, portable/"kiddie"/inflatable wading-type, and hydro-massage pools, hot tubs, and spas located on the premises of your provider's house, townhouse complex or apartment building.

Swimming pools and other standing bodies of water on your provider's premises are fenced on four sides with a secure, climbing-resistant, minimum 1.2 m (4 ft.) high fence. Any gate to a pool/standing body of water area is self-closing and self-latching, and locked at all times. Prior to children arriving, gates to water are checked to ensure they are locked securely.

Swimming activities occur only at swimming pools and beaches where water quality is monitored and tested consistent with Department of Health regulations, and lifeguards are present.

All children under the age of six must wear a properly fitted personal floatation device at all times when participating in any water activity. Water wings, bathing suits with floatation devices in them, inflatable wings and other swim toys are not safety devices and are not used in place of a personal floatation device. There are no swimming activities allowed for children under two years of age or who weigh under 20 lbs.



## Head Lice

If you find that your child has head lice, we ask that you let your provider know. We can then help prevent further spread by checking other children. The most effective treatment of head lice is removal with a nit comb. Please ask your provider for information on treatment methods. You do not have to use pesticides to treat head lice.

If your provider discovers either nits or lice while your child is in care, you will be notified.

Your child will not be removed or separated from the group. The trauma of being separated could be more harmful than the physical problems related to having head lice. Each time there is an incident of head lice in your provider's home, you will be notified and asked to check your child. The name and identifying information regarding the child with head lice will be kept confidential.

## Child Abuse

Compass Early Learning and Care staff and providers are required by law to report any indications of suspected child abuse to the Children's Aid Society.



## 4. FINANCIAL



### Invoiced Hours of Care

The hours of care you need are recorded on the registration form. Once signed, these are your contracted hours of care. Any permanent changes to these hours requires two weeks written notice. You will be invoiced twice a month for your contracted hours of care, as well as any additional time that is agreed upon. If you are unavoidably late picking up your child, and that day becomes a Full or Extended Day, you will be invoiced accordingly. Please note that if you are subsidized, only your contracted hours of care will be covered by subsidy unless you contact the subsidy office. You will be billed for the hours that subsidy does not cover. A daily premium is added for all care provided before 7:00am or after 6:00pm.

Current child care rates are posted on our website at [www.compasselc.com](http://www.compasselc.com).

If back-up care is required and we are unable to make suitable arrangements for your child, you will not be charged for that time. If you have requested back-up care arrangements and you cancel, you will be billed for the arranged care.

### Vacation, Holidays and Sick Days

Fees are invoiced for regular contracted hours of care during your vacation, recognized holidays and sick days. The following are the holidays recognized by Compass ELC:

<i>New Year's Day</i>	<i>Victoria Day</i>	<i>Thanksgiving Day</i>
<i>Family Day</i>	<i>Canada Day</i>	<i>Christmas Day</i>
<i>Good Friday</i>	<i>Civic Day</i>	<i>Boxing Day</i>
<i>Easter Monday</i>	<i>Labour Day</i>	

On Christmas Eve day and New Year's Eve day your provider may close early.



## Invoicing and Fee Collection

Compass Early Learning and Care fees are approved each year by the Board of Directors. As in other child care centres in Ontario, we rely heavily on parent fees and government subsidies for revenue. We try to keep our fees as low as possible so parents can afford them. We are also committed to providing fair compensation to our providers and staff. The current fee structure is a balance between these commitments.

Prior to your child's first day of care you will be required to pay a deposit equal to two weeks' care plus a non-refundable administration fee. If your family leaves Compass ELC, and returns at a later date, the deposit and fee are required again at that time. At the end of the first two weeks we will invoice you for that period and then twice a month after that. The deposit will be applied to your child's last two weeks of care. Payments for the 1<sup>st</sup>-15<sup>th</sup> billing period are due on the 22<sup>nd</sup> of the month; payments for the 16<sup>th</sup>-31<sup>st</sup> billing period are due on the 7<sup>th</sup> of the following month.

Payments can be made on-line through the Parent Portal System, for which you will receive instructions when you register your child. It can be used to view and pay invoices, access tax receipts, set up automatic payments and change your child's information. If this method of payment does not work for your family, please speak with your HCC Provider for alternative options.

Accounts are considered overdue if they are not paid within 7 days of the end of the billing period. At this point, if no alternate arrangement for payment is made, care will be discontinued, the deposit applied and any outstanding amount will be sent to collections. Interest will accumulate on overdue accounts at the rate of 2% per month and will be added to the principal amount owing.

Fee subsidy is available from the City of Peterborough (705-748-8830) and from the City of Kawartha Lakes (705-324-9870). If you have been assessed and approved for subsidy, please let us know when you register. You will be required to pay full child care fees prior to subsidy approval, and after subsidy has expired.

## Non-Sufficient Funds

We will apply a charge of \$20.00 for any non-sufficient funds cheque received. This charge is payable immediately along with the replacement amount of the NSF cheque. Cash payment may be required after two non-sufficient funds cheques have been received.

## Emergency Closing

In the event that the program has to close due to an emergency, you will be contacted as soon as possible.

Fees will be charged for up to one day due to emergency closure. If the emergency requires the program to be closed for longer than one day, fees will not be charged after the first day.

## Withdrawal

We require two weeks' advance written notice of withdrawal. In lieu of notice you will be invoiced one week's fees following your child's withdrawal.

## Fee Schedule

The attached fee schedule is printed each January.



## 5. **APPENDICES**



Appendix 1 .....	Program Statement
Appendix 2 .....	Prohibitive Practices
Appendix 3 .....	Parent Communication Policy
Appendix 4 .....	Child Care Waiting List Protocol

## APPENDIX 1 – Program Statement

### **Compass Early Learning & Care Program Statement**

At Compass Early Learning and Care our programs offer a place for exploration, wonder and rich learning opportunities discovered through children's play. In partnership with families and children we provide a child centered, emergent curriculum that fosters and promotes the development of the whole child. Our days are guided by the interests of the children and carefully framed and negotiated by our educators and staff. Our strong view of children as capable, competent and curious about the world around them guides the way in which we design our environments, experiences and interactions. The inspiration for our work comes not only from the children, but also from the educators of Reggio Emilia. We see curriculum as everything that happens in our days and consider each moment as an opportunity to build relationships and create an atmosphere that nurtures children and adults. We hold children and childhood in deep regard.

#### **Parents as Partners**

We know that parents are the child's first and best teachers. We believe that partnerships with families and their contributions are essential to each child's learning and development. We celebrate and honour the uniqueness of families and invite them to be a part of the life of the classroom. Positive relationships with families lead to secure relationships with children.

Children's sense of trust and security is strengthened when there are connections between home and our programs. We invite families to be active contributors to the life of the school and learn about their children's experiences during our family nights, daily communication, blogs, journals, portfolios and documentation panels. Families are invited to share their hopes and dreams for their children and contribute to all aspects of the program in ways with which they are most comfortable.

#### **Environments**

Our environments, both indoors and outside, play an essential role in our curriculum and are designed to inspire children's desires to explore and engage with others and build meaningful relationships. Our educators provide intentional, beautiful spaces that invite children into play. Our classrooms are designed with open-ended experiences such as blocks, art materials, recycled loose parts, books, dramatic play props, sensory experiences and more. These materials engage children in the natural exploration of literacy, numeracy, scientific discovery, and imaginative play. Educators take great care and responsibility for creating spaces and supporting, extending and deepening children's learning. Educators see themselves as co-learners alongside children, carefully listening and observing so that their environments and experiences are responsive and reflective of children's interest and ideas. The flow of our days is in response to children's desires to have long stretches of time for exploration both indoors



and out. Our environments and schedules honour children's natural rhythms and need for time for active play, rest and quiet time.

## **Expression**

Children are born learning and are powerful communicators right from birth. Through careful observations of children's verbal and non-verbal cues and gestures we create a responsive curriculum that engages and challenges children's thinking and deepens their understandings of the world around them. Communication also happens through creative expression. We encourage children to express their feelings, ideas and interests through the exploration of art, music and movement, and imaginative play. Educators collect visual traces of children's experiences and document their understandings and theories through photos, journals, documentation panels and learning stories. This documentation serves as a way to reflect, ask questions and make decisions about future explorations. We value documentation as a way to learn about how children think and learn. Our observations also serve as a way to develop questions for research in our classrooms. How do children show empathy to others? What approaches do children use for problem solving? Where are children exploring math in their play? Our questions help us to see the competencies of children and grow a curriculum rooted in building on strengths. Documentation also plays an important role in our relationships with families; by engaging together we learn more about each child.

## **Community**

We promote and value a sense of personal integrity, social responsibility and respect for ourselves and our communities. Within our programs we promote the principles of democracy and social justice. We actively participate in and support local initiatives, early learning networks and school communities in each of our municipalities. We engage with local partners to provide support and resources for our children and families. Our children are active members of their communities and can often be found exploring their local neighbourhoods. We value opportunities to bring visibility to the competencies of young children and share stories and experiences from our classrooms through our blogs, newsletters, and the connections we make with people in and around our communities.

## **Wellbeing**

We understand that the foundation for life long health and wellbeing is established in the early years. Nurturing children's physical and emotional wellbeing plays a pivotal role in shaping the architecture of the brain in the first few years of life. Children thrive in environments where they actively engage their minds and bodies. Active play provides physical benefits and is also proven to enhance children's focus and attention, build problem solving skills, encourage creative complex thinking and foster independence. Our environments both indoors and out are created to offer this important vigorous play. Learning happens best when children feel a sense of belonging, feel safe and have trust in their environment and when they are provided with opportunities to fully engage their lively minds.

We nurture that feeling of trust and emotional wellbeing and honour each child's unique ways of exploring their ideas and building relationships. The children's safety is our first priority; we also know the importance of children building risk competence and invite children to take safe reasonable risks.

Children in our care are treated with respect and dignity. Each child's unique personality is nurtured in our programs. Building and learning about relationships is an important part of growing up. We strive to provide spaces that reduce children's stress, and support children's abilities to self-regulate so that they can fully engage in learning and growing together. We respect each child's learning journey and provide consistency and developmentally appropriate limits and practices to support each child's learning and development.

We provide nutritious and delicious foods that meet the needs of every child and family and surpass the requirements of the "Eating Well with Canada's Food Guide", "Eating Well with Canada's Food Guide – First Nations" and "Nutrition for Healthy Term Infants". Dining with children is a time to nurture physical wellbeing and relationships and to build a sense of community. Children and staff dine together family style, serving themselves and contributing to the dining experience. The building of independence is an important part of the daily life of the classroom.

## **Life Long Learning & Leadership**

We believe that growing children deserve growing educators. We hold a deep commitment for learning for both children and adults. Our staff and providers participate in ongoing professional learning opportunities that engage them in reflective thinking and build on our solid understanding of child development. As professionals we believe in continually seeking out the latest research and best practices as they emerge in our field. Our ongoing reflection of our work allows us to be more intentional and in turn, provide a curriculum that is responsive to the children and families. We offer a pedagogical orientation series for all employees that sets the foundation for their understanding of all aspects of a child centred emergent curriculum. Staff and providers regularly participate in book studies, program focused learning opportunities, action research, organizational communities of practice, conferences and institutes internally and externally. Compass ELC is seen as a leader in our province for quality early learning. We open our doors to many study tours and institutes for visitors from across North America, providing opportunities to reflect with other early learning professionals.

Our program statement is a living document that is implemented through parent and staff surveys, daily and annual staff reflections, and regular program and team meetings. Our dedication to our values and those of "How Does Learning Happen? Ontario's Pedagogy for the Early Years?" fosters a culture of intentional practice that strengthens our commitment to the highest quality of care for our children, families and educators.

## APPENDIX 2 – Prohibited Practices

### Prohibited Practices

The Ministry of Education's prohibitive practices include:

- Corporal punishment (including but not limited to hitting, spanking, slapping, pinching)
- Physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision, unless to prevent self-harm or harm to others, and only until risk of harm or injury is no longer imminent
- Locking the exits of the child care centre for the purpose of confining a child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- Depriving a child of basic needs, including food, drink, shelter, sleep, toilet use, clothing or bedding
- Inflicting any bodily harm on children including making children eat or drink against their will.

## APPENDIX 3 – Parent Communication Policy

### Parent Communication Policy

#### Policy Statement

Compass Early Learning and Care supports open, honest and respectful communication with children and their families.

#### Policy Guidelines

1. Compass Early Learning and Care believes that:
  - a) regular interactions between parents and caregivers lead to opportunities for collaboration and provide invaluable insights about their children.
2. Compass Early Learning and Care is committed to:
  - a) focusing on children's strengths while respecting the individual needs of all families.
  - b) working together with families to understand diverse perspectives, coming to a shared understanding about decisions made on behalf of all children.
  - c) conversations that are open and respectful at all times, even in complex situations.
3. Issues or concerns are considered an opportunity for greater understanding and learning.
  - a) Issues or concerns are addressed fairly, impartially and respectfully with the parties involved, and in a timely manner.
  - b) Every issue and concern is treated confidentially and every effort is made to protect the privacy of parents, children, staff, providers, students and volunteers.

#### Procedure

1. Engagement happens on a regular basis through formal and informal documentation, surveys, conversations and special events.
2. Parents are encouraged to address any issues or concerns with their child's educators or provider, as they have a strong understanding of the day to day activities within the classroom.
  - a) Issues/concerns may be brought forward verbally or in writing.
  - b) Issues or concerns of a minor nature (those that can be addressed immediately) are noted in the classroom or Provider's Communications Book.
  - c) The *Issues/Concerns* form is completed for issues/concerns that require follow-up.
  - d) Conversations regarding issues or concerns will take place away from the children.
  - e) Educators may contact the Program Lead for support, to help facilitate conversations or replace them in the classroom. Providers may contact their HCC Consultant for support.
  - f) An initial response will be provided to parents within two business days.
  - g) Outcomes or next steps are documented on the *Issues/Concerns* form.
  - h) Program Leads, HCC Consultants or families seeking further assistance in finding a resolution or understanding may contact the Director of Operations or CEO.
3. Strategies that will help everyone move forward and that will support children and families are developed together with families.

## APPENDIX 4 – Child Care Waiting List Protocol

### Child Care Waiting List Protocol

A waiting list for families requesting child care is maintained when child care spaces are not currently available.

- When a child care space has been offered and accepted a deposit and a non-refundable registration fee are required to hold the space.
- When a family requests care that is not immediately available, their child's name is added to the waiting list along with the following information:
  - Date of birth of the child.
  - Contact information of family: name, address, phone and e-mail.
  - Start date requested.
  - Type of care: full-time or part-time.
  - Previous relationship/sibling in care.
  - Date of contact & name of staff contacted.
- The privacy of all families on the waiting list is maintained at all times.
- The position on the waiting list of a child awaiting child care is available to any family who requests it.
- The following criteria is considered and may affect a family's position on the waiting list:
  - The age category/room of the available space.
  - The date child care is needed.
  - The date the child's name was placed on the waiting list.
  - A family needing part-time care will be matched with another part-time family as soon as possible. If a matching family has not been found when a full-time space becomes available, the full-time space is offered.
  - Priority is given to Compass ELC staff, and children with siblings already in the program (space is held for a maximum of one week).
- When a space becomes available:
  - The first family on the list who meets the criteria is contacted by email and telephone.
  - If the first family on the list does not require the space at that time, they are given the choice to hold their current position on the waiting list or be removed.
  - If the first family on the list does not answer, a message is left letting them know a space is available and to call as soon as possible. If they do not call within 48 hours, a second call is made letting them know if they do not respond within 24 hours the next family on the list will be contacted. If there is no response, their name is removed from the waiting list and the next family is contacted.