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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.



Supervision

Your children's safety and security is of utmost importance to us. Compass ELC follows the [staff/child ratios](#) outlined in the Child Care and Early Years Act and supervision guidelines have been designed to provide appropriate supervision of your children while they are in our care. They are posted in each program.

Children will only be supervised by Compass ELC employees. 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 staff/child ratios. Every child is in the presence of a qualified staff at all times. Special provisions may be made for school age children with your written consent.

Students' and volunteers' participation in Compass ELC programs is governed by The Supervision of Students and Volunteers Policy and Guidelines for Supply Staff/Provider Backups, Volunteers & Students, found on our website.

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 Program Lead 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 primary caregiver. If you require further assistance, speak to the Program Lead. The Director of Operations is available if further support is needed.

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 the Program

Upon arrival you will be greeted by your child's educator. Please take the time to give updates about events or special instructions that you think educators should know. 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 educator will reassure your child with reminders of when you will return.

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 the program immediately and designate a person that is listed on the Registration Information form who will be responsible for the pick-up of your child.

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

It is extremely important that you give both the before and after school program and the school clear, written instructions about any changes to your child's regular schedule. When communicating with the school please identify the message as "PRIORITY". This will reduce the chances of your children going home instead of attending the before and after school program. When a child is not at the designated meeting place, they are deemed to be "missing". All programming is delayed until we can determine where the child is and ensure they are safe.

In the mornings the children will be released to the supervised school playground 15 minutes before the bell rings. In the afternoons staff will pick up the JK/SK children from their classroom and all other children will meet at the designated location unless other arrangements are made. Please notify your child's teacher of these arrangements and of the meeting spot for the program.

Pick Up

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 bring photo ID with them when they pick up your child so educators can ensure it is the right person.

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 program at a time that is contrary to the court document, we 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.

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

Clothing and Possessions

Please provide a change of clothing for your child if necessary. Your child should be dressed in clothing that is appropriate for physical activity, the weather and the season. All clothing and toys should be labelled with your child's name and kept in your child's back pack.

Soiled clothing will be rinsed and placed in a plastic bag for laundering at home.

Toys and Equipment

Compass ELC provides all toys and equipment needed. The Program Lead will monitor recalls, toys and equipment to ensure they meet safety standards and will ensure their development and age appropriateness.



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

We 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, we may plan field trips. We will speak to you prior to the trip and require your written permission for your child to attend. If you do not wish your child to go on a field trip, an alternate program will be provided.

In the event that a swimming excursion is planned, your child's educator will gather your written permission and have the appropriate life jacket for your child, if necessary.



3. HEALTH & WELLBEING



Smoking

Our child care programs are designated as smoke-free environments and abide by the Smoke Free Ontario Act. “No Smoking” signs are posted and smoking is not allowed on the property, inside or outside, at any time. Smoking or lit tobacco is not allowed on any Compass Early Learning and Care premises.

Nutrition

A nutritious morning and afternoon snack 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. Please ensure your child’s name is clearly labelled on any food brought to the centre.

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 the before or after school program spends time outdoors for at least 30 minutes, weather permitting, unless the program 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 the health of our children and staff. Educators 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

We 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.

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 Program Lead or designate 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 medication or drugs being administered.

1. The "Medication Authorization" form, signed by the parent and the Program Lead, 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 a staff person. Never leave any health care products (e.g. creams or lotions) in your child's bag.

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

The educators supervise the children at all times. Quarterly health and safety checks are completed by the Program Lead and the program health and safety representative to ensure that the program is free of possible 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 the educator will review the incident with you, ask you to sign the form and will 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.

We will apply sun screen each time the children go outside from May to September, and other times as needed. We provide PABA-free and nut-free sunscreen at a cost of \$15/child or \$25/family annually. If you wish to provide your own sunscreen, it must be PABA-free, nut-free and waterproof. Please let your centre's Program Lead know.

Water Safety

We take every precaution to ensure the safety of children when participating in water activities. 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 will be supervised by an adult when they are in or around water and will never be left alone in a pool.

All participants 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.

Prior to participating in any water activity, such as wading in creeks, staff will assess the risk of submersion based on the depth of the water, environmental conditions, and available staff.

As with all excursions, an "Excursion Information" form is signed by parents prior to any water activity taking place away from their child's program.



Head Lice

If you find that your child has head lice, we ask that you let us 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 the educators for information on treatment methods. You do not have to use pesticides to treat head lice.

If an educator 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 at the program, 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.

Emergency Preparedness

Compass ELC has a comprehensive Emergency Preparedness Policy, and each Compass ELC location has developed an Emergency Plan that lives in each classroom.

In the event of an emergency that requires the evacuation of a centre, parents will be notified, as soon as it is safe to do so, of the pick-up location of their child(ren). The method of communication will depend on the emergency situation, and parents may be notified by phone, email or local radio stations.

If an emergency happens before the after-school program has started, parents will be notified that the after-school program has been cancelled.



4. FINANCIAL



Contracted Hours of Care

Full-time school-age care is five days per week before and after school and more than six hours per day during March Break, school PA days and summer and Christmas holidays.

If you do not wish to contract for full-time care, a *Part-time Agreement* will be signed. You will then contract which days your child will be attending.

Please note we can only guarantee space for full-time care. Part-time or sporadic care is offered as available.

Your contracted hours of care are those you requested on your registration form. These are the hours that you will be invoiced for.

Any permanent changes to these hours requires two weeks written notice. Please inform the Program Lead 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. You will be invoiced for any additional time that is agreed upon.

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 programs will 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 1st-15th billing period are due on the 22nd of the month; payments for the 16th-31st billing period are due on the 7th 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 Program Lead for alternative options.

Interest will accumulate on overdue accounts at the rate of 2% per month. This interest amount will be added to the principal amount owing. When accounts are overdue by 30 days, if no alternate arrangement for payment is made, care will be discontinued and the account will be sent to collections.

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.

Late Fees

You will be charged \$1.00 per minute per child for each minute you are late picking up your child. The educator will inform you when you arrive and the amount will be included on your next invoice.

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.

CHILDREN'S DINING EXPERIENCE



Policy Statement

Compass Early Learning and Care provides a calm dining environment where delicious and nutritious food in accordance with Compass ELC Nutritional Guidelines is served.

Policy Guidelines

1. Program Leads and those with primary responsibility for preparation of food hold a current Food Handler's Certificate.
2. Menus and food are prepared with consideration to children's food allergies and sensitivities.
3. One nutritious meal and two snacks are provided for children in full time care.
4. Drinking water is available at all times.
5. All food is served family style with at least one adult seated at each table.

Procedure

1. Nutrition Specialists draft menus seasonally.
 - a) Draft menus are reviewed and approved by Program Leads.
 - b) Nutrition Specialists post menus in a place visible to parents.
 - c) Nutrition Specialists make notes of changes on the posted menu, and document the changes in the kitchen Communication Book.
 - d) Menus are kept for thirty days after the last applicable day.
2.
 - a) During registration parents note special dietary requirements on the registration form.
 - b) Parents notify a staff for each change to a child's diet; the change and the rationale are noted on the *Communication/Change of Information* form which the parent dates and signs.

3. Food and liquids for bottles are supplied by parents of infants and children who are not yet able to eat regular table food. Written instructions for feeding and scheduling for children 12 months of age and under are provided during registration.
4. Children over the age of 44 months may bring meals or snacks from home that are consistent with Compass ELC Nutritional guidelines.
5. When kitchen facilities are unavailable or where dietary needs cannot be accommodated, parents may be requested to bring outside food.
6. Families are asked to follow these guidelines when providing outside food:
 - a) Food is nutritionally balanced with high nutrition value and low sugar and follows Canada's Food Guide
 - b) Any outside food supplied by the parent must not contain any anaphylactic allergens as communicated by the program.
 - c) All lunch and snack containers and water bottles are labelled with the child's name.
 - d) Lunches are refrigerated in the program, where possible. It is recommended that you include an ice pack with the lunch to ensure the food is kept at a safe temperature.
 - e) When parents provide a bag lunch, snacks will be provided throughout the day by Compass ELC which meet the Public Health directions.
 - f) Extra food will be available if a lunch is forgotten, contains allergens or extra food is required.

Please note: If you require assistance meeting any of the above requirements, please ask your Program Lead. We can get you the necessary supplies.