

Jacob Hespeler Child Care Centre

Parent Handbook



Revised March 2021

Welcome

The Jacob Hespeler Child Care Centre Organization (JHCCC), would like to take this opportunity to welcome your family to our child care centre.

Our organization has been providing high quality licensed child care since 1986. Over the years, we have continued to expand and grow as we respond to the community's needs by developing numerous centres throughout the Region of Waterloo. We currently operate all our licensed child care centres in or near public elementary schools.

We are a charitable, non-profit organization, governed by a Board of Directors selected from the community. We are committed to our goal to operate high quality, inclusive child care programs for all children.

Commitment to Quality

In order to ensure we deliver the highest quality child care programs, our organization actively participates in an ongoing assessment cycle. As part of our commitment to quality, our staff are encouraged and supported in ongoing professional growth and development. The Ministry of Education licenses the child care centres annually, based on the regulations set out in current legislation.

This handbook is intended to provide information about our child care centre and programs. If you have any further questions, please speak to the supervisor or other staff members. We pride ourselves on our commitment to join you in supporting your child. The closer our ties with your family the better we will be equipped to assist your child in their growth and development. Please let us know how we can keep you informed on any information regarding your child, or the work here at the centre. We hope you enjoy your experience with the Jacob Hespeler Child Care Centres, for many years to come



Our Philosophy on Education

Stand aside for a while and leave room for learning, observe carefully what children do, and then, if you have understood well, perhaps teaching will be different from before.

~ Loris Malaguzzi

Jacob Hespeler Child Care Centres follow a play-based curriculum. We believe Piaget's theory that young children learn the most, not by being told, but by constructing knowledge for themselves through interaction with the physical world, and with other children. The way they accomplish this is through play.

Play is about making choices. Even young children are capable of concentrated effort over long periods of time, if what they are doing is their own idea and we have been successful in providing open ended and thought provoking materials. From the age of three to five, children become more experienced at play. Dramatic play of children ages four and five, is increasingly sophisticated, and represents both real and imagined experiences. Children at this age and stage are becoming masters of play, oral language and the imaginary. Through play, children learn to plan. They learn empathy for others, language for problem solving, and divergent thinking that is essential for negotiating with peers.

As educators, we observe and document play, taking curriculum cues from the children's interests. We use this information as a guide for daily experiences. Representation in play and art helps children gain mastery over their world. This thoughtful approach fosters an appreciation of the child's work, and that of others.

Children thrive in the caring, respectful environments created in our centres, where even the most reluctant risk-taker is challenged to try something unfamiliar. They understand that educators, and peers, will value their attempt.

Observe and listen to children because when they ask "why?" they are not simply asking for the answer from you. They are requesting the courage to find a collection of possible answers.

~ Carlina Rinaldi



Philosophy & Program Statement

Our program at Jacob Hespeler Child Care Centre is a reflection of our philosophy and belief that children best learn and grow by being actively involved in their environment both indoors and out. It is important to us to provide the best possible environment to assist the child to develop to their fullest potential, in their own way. Our intent is to use a proactive approach to provide enhanced services to all the children in our programs. High quality developmentally appropriate child care is also inclusive care. When children's needs are being met according to their developmental levels, children do not stand out as having "special needs" they all have needs, and Jacob Hespeler Child Care staff play an important role in meeting those individual needs.

We hold an image of children as competent, rich in potential and capable of constructing knowledge. We draw on this powerful image as a cornerstone supporting and nurturing the innate wonder, curiosity and creativity of children. We believe that this respectful approach allows opportunities for healthy innovative risk taking that stimulates independence and autonomy of both mind and body.

We believe that through our interpretation of the Reggio Emilia approach to Early Childhood Education, the child uses play to develop: independence, resourcefulness, curiosity, creativity, responsibility, self-regulation and most importantly, a sense of self-worth.

Authentic Relationships as our Foundation ~ In our Jacob Hespeler Child Care Centres we believe that every interaction and exchange we have with a child and their family must be anchored in authenticity and respect. We believe that every interaction has the power to forge a strong positive relationship.

In our reflective practice we ask ourselves:

"Am I present?" "Am I bringing myself fully to this interaction with this child who stands before me?" And "Is this interaction with this child or this family going to promote their sense of belonging?" "Will they feel heard, respected and valued?"

Our image of the child as competent, capable, curious, rich in potential and capable of complex thinking, must not be mere words, but rather the actions that we live out daily with children.

As a community of learners at Jacob Hespeler Child Care Centre we have made a commitment to put *Respect* at the heart of everything we do. Respect for the child, respect for the family, and respect for the educator, builds strong positive authentic relationships.

We consider:

Am I speaking respectfully to this child? Am I honouring and supporting his or her competencies by my actions?

We ask the same thing of our colleagues:

Am I speaking respectfully to this educator?

Am I honouring and supporting his or her competencies by my actions?

We consider the same things of our families:

Am I speaking respectfully to this parent?

Are my actions honouring and supporting their competencies?

None are empty vessels. Each protagonist comes with full rich life experiences, each is competent, each is capable and each is worthy of the respect we afford them. There is no other way.

Provocations and the Pedagogical Documentation Cycle ~ In all our programs we strive to use our daily observations and pedagogical documentation to drive our curriculum. We set up rich complex learning environments; we observe children closely and document their thinking. Together with colleagues and families we then collaborate to determine what invitations or provocations we can provide to help scaffold the children’s thinking. Provocations can be new materials in the environment, a challenge that is posed to the children or a well thought out question. This is challenging work that is exciting and full of surprises. We try to approach our work from a researcher’s stance. We develop our theories about what a child may be thinking and about what theories the child is working with. The provocations we choose help us to dig deeper and gain better understandings about children and where to go next in our planning. They help us test our theories and in turn help the children to advance their theories or identify inconsistencies in their thinking. We ask ourselves: “What do the children know?” “What do they want to know?” and “How can we support and provoke that learning with authentic experiences?” We are co-learners with the children.

Our respectful approach and authentic relationship based programs are designed to nurture children’s healthy development and support their growing sense of self. In partnership with parents we encourage children to become keenly aware of their bodies needs for nutritious foods, physical activities and rest in addition to their social and emotional needs. We support children to best articulate their needs to others and to encourage them to understand the needs of those around them. In this process the children grow in their ability to self-regulate. By partnering with parents, through ongoing, two-way communication (both written and verbal) we ensure cohesive positive support for every child.

In order to ensure we deliver the highest quality child care programs and to assess the impact of the strategies set out in this program statement, as well as ensure the approaches laid out in the program statement are being implemented, our organization actively participates in an ongoing assessment cycle which includes but is not limited to: Annual environmental reviews, Annual staff surveys, Annual parent surveys, Parent Teacher conferences, Staff performance reviews with goal setting, staff meetings and team meetings that focus on many aspects of professional development and support. Action Goals are developed from the data that is generated through the assessment cycle.

Community Partnerships ~ From time to time throughout the year, we are involved in training students through high school, university and community college programs, as well as candidates from other government-sponsored programs. We cultivate a positive and supportive working relationship with community support agencies that provide us with resource information and classroom support to better meet the needs of children, families and educators. We also welcome volunteers from the community. As a foundation to our high quality programs we are dedicated to upholding the College of Early Childhood Educator’s Code of Ethics and Standards of Practice. As professionals we are committed to life-long learning that builds on our solid education of child development and care. We believe in continuously gaining new understanding of best practices as research emerges and advances are made in related fields of study. As part of our commitment to quality, our staff are encouraged and supported in ongoing professional growth and development. All our toddler, preschool, kindergarten and school age programs rest on this strong foundation, providing children the opportunity to be supported in a safe social environment that respects their unique stage of growth and development.

To guide our practice we use two guiding documents which are reviewed on a continual basis:

- ~ “How Does Learning Happen? Ontario’s Pedagogy for the Early Years (2014) along with;
- ~ “Intentional Joyfulness ~ Working in Reflective Ways in JHCCC Classrooms ~ Our Living Document”

Registration Information

Please visit One List Waterloo Region; A wait list portal for licensed child care centres in the region: <https://regionofwaterloo.onehsn.com>. For maps of our current full site locations please visit our website at www.jhchildcare.com

Family Orientation Policy

In order to provide an inclusive and supportive child care program, JHCCC strives to establish open communication with families, beginning with initial contact, invitation for play visits and orientation.

Registration Forms

We are licensed by the Ministry of Education and abide by all the regulations of our local Public Health. Forms must be complete and returned to the Child Care Supervisor prior to your child's first day. It is imperative that forms are completed fully, including:

- Full address with postal code and contact numbers
- Health & immunization information
- Emergency contact information including names, numbers & addresses

In an emergency we want to ensure no time is lost getting your child the support they need.

For more information on our Emergency Policies and Procedures please speak to the Supervisor at your child(ren)'s child care centre.

Before and After School Kindergarten and School Age Registration

Our programs for children entering Junior and Senior Kindergarten as well as children in grade school can be registered on-line through the [Waterloo Region One List portal](#); select [Waterloo Region Licensed Child Care](#) and then by finding the Jacob Hespeler Child Care Centre location of your choice. www.jhchildcare.com

JHCCC operates these programs on behalf of the [Waterloo Region District School Board](#).

Hours of Operation

Centre hours are 7:00 am to 6:00 pm. All centres are closed for statutory holidays, as well as Easter Monday, August Civic holiday, and a maintenance shut down. In addition, all centres are closed for a period of time between Christmas and New Year's Day. For further details regarding days and hours of operation, please speak with your individual child care centre or you can also visit our website at <http://jhchildcare.com/locations.php> and click on the "JHCC Important Dates List" button.

Fee Payment & Financial Obligations, Including Notice to Withdraw

Fees are paid in advance on the 1st business day of each month through our Pre-Authorized Payment Option. The first month fee is non-refundable. Additional fees will be charged for any kindergarten and school age child registered for PD days, and school closure days that we operate, and any applicable late fees. There will be a service charge for all NSF fees. Please speak to your centre's Supervisor or refer to your child's specific fee contract for full information of your financial obligations including the 30-day written notice required to withdraw or make changes to your contract.

Subsidy

The Region of Waterloo, Child Care Division, provides a fee subsidy program for eligible families. For more information please contact the Region of Waterloo, or click the following link:
<http://www.regionofwaterloo.ca/en/servicesforyou/childcaresubsidy.asp>

Income Tax Receipts

Tax receipts will be issued at the beginning of each year, for the prior year, and should be kept for income tax purposes, as no other receipts will be issued.

Late Fees

Late fees will be charged if families fail to pick up their child on time. Our current late fee is \$1 per minute after closing at 6:00pm. Please speak to your centre's Supervisor for further details.

Vacation / Absenteeism Due to Illness

As we incur expenses, whether or not your child is present, we are unable to provide refunds for absenteeism due to illness, family holidays, inclement weather, or school closures beyond our control.

Centre / School Closures

If the Centre / School is to be closed because of severe weather or other circumstances beyond our control, the local radio station will make the announcement that the Waterloo Region District School Board (WRDSB) schools are closed. If severe weather conditions develop while your child is attending the Centre, our staff will contact you by telephone to arrange for your child to be picked up. If the WRDSB closes their properties, our child care centres must close. Please check the website www.wrdsb.ca for updated information.

Financial Policies

The Board of Directors sets financial policies; please speak with your centre's Supervisor or refer to the current fee contract for full details on these policies.

Serious Occurrences

Licenseses, designates, or supervisors are required to report any serious occurrence to the Ministry of Education within 24 business hours of becoming aware of the incident.

Your Child's Day

Arrival / Departure / Release of Children from the Program

The necessary staff / child ratio set out by **The Province of Ontario** must be maintained at all times. Upon arrival each day, parents and children will be greeted by the staff and their attendance documented. Children must be escorted into the classroom by a parent or guardian. All WRDSB schools have put in place a Safe Welcome procedure, you will be informed which entrance to use for arrival and departures. Please drop off and pick up your child at the scheduled times.

If you are going to be delayed we ask that you please call the centre so your child and the educator may be informed and prepared. Please arrange for an alternate person over the age of 13 years to pick up your child if you are not able to do so by closing. Late fees will be charged after 6:00pm.

If anyone other than parents or those persons listed on the Registration Form are to pick up a child, the supervisor must be notified in advance, and photo identification will be requested.

Child's Absence from the Program

Parent(s)/Guardian(s) of all children, including school age and kindergarten children, must phone or email the Child Care Centre if their child will be absent.

Availability of Parents in an Emergency

It is very important to keep current contact and health information on file at all times, so we can reach the appropriate person, in case of an emergency.

In the event of an Emergency

Emergency Policies and Procedures are outlined at each individual centre/location. In the event of an emergency families will be notified by phone and additionally by email when possible.

Meals / Snacks / Nutrition

The child care centres will provide all hot meals and snacks following a posted six week menu rotation which have been developed in conjunction with our on-site chefs, the Canada Food Guide and supported through Public Health consultation. If food for a child needs to be brought from home for consumption at the centres it must be vetted and cleared through the centre supervisor. Food must be in a sealed container, labelled with the child's name and free from all anaphylactic or prohibited foods. To reduce the risk of exposure to anaphylactic causative agents families who are needing to provide supplemental food for their own child will be given a list of food items that must be avoided.

Children's Belongings

Please dress your child in comfortable and washable play clothes appropriate for physical activity, the weather and the season. Children will be exploring a variety of mediums, including paint, sand, water and mud. A second set of clothing should be kept in your child's school bag in case of spills or accidents. In centres that offer a sleep program, children may wish to bring a comforting sleep toy or blanket. **Please label all of your child's belongings.**

Birthdays

Birthdays are a wonderful time to celebrate and children enjoy sharing their special day with their peers. If you wish to bring a special snack to share with the class, please speak to your child's teacher who will share information around allergies and health regulations.

Health & Illness

Prior to admission to the Centre, parents are required to fill in a health certificate with a record of all immunizations. Children suffering from a contagious disease may not attend the Centre, in accordance with Public Health Guidelines. At the discretion of the supervisor, any child may be sent home if he/she appears to be ill, or is risking the health of others. We suggest that if a child is not well enough to play outdoors, he/she should remain at home.

If your child is ill during their day at school, you will be contacted to come and pick them up. In case of an emergency, a parent or designate will be contacted immediately.

Administration of Medication

In situations where a physician or other healthcare practitioner deems it necessary that medication be administered to a child during their time at the Centre, the parents must fill out an Administration of Medication form, which includes the following:

- Written authorization including dosage and times any drug is to be given.
- Medication in the original container, clearly labeled with the child's name, name of the drug, dosage, date of purchase, instructions for storage and administration of the drug.

It is understood that the child care staff will endeavour to do their best to adhere to the medication administration schedule, as outlined by the parent's written direction on the Administration of Medication form.

Note: Please check with program supervisor or designate regarding storage of medication.

Field Trips & Special Visitors

From time to time, we like to go on walks out in the community or invite special visitors from the community to come into our centres to help enrich our curriculum and expand on ideas and concepts. At times, a charge may be passed on to parents to fund admission costs or visitor fees. For school age and kindergarten children field trips, special permission slips will be provided outlining mode of transportation and destination details.

Guiding Children's Behaviour

Discipline is an important part of the child's learning process and will be handled as such. Children are not allowed to hurt themselves, another child, the environment, or the belongings / property of others. Rules and expectations are clearly stated, reasonable and at a developmental level that each child can understand, internalize and respond to.

Kindergarten and school-age children in our programs fall under the rules laid out in the safe school's act and incidents of a serious nature are reported to the school principal.

Prohibited Practices

These are the practices we will protect your child from with respect to a child receiving child care at one of our child care centres or youth development programs:

- (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 purpose 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 of the exits of the child care centre 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 JHCC's emergency management policies and procedures;
- (d) the 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.

Child Care Staff

We feel an important part of any child care program is the responsive child care staff who are dedicated to life long learning. Our teaching staff is selected for their warmth and enjoyment of children, as well as their knowledge of child development. Our staff are suitably qualified professionals, for the jobs they are performing. We follow the child / staff ratios outlined in the current legislation. If your child's teacher is off for the day, Jacob Hespeler Child Care Centres provide trained supply staff.

Supervision of Volunteers and Students

Volunteers and Students will be supervised and monitored by employees of Jacob Hespeler Child Care Centre at all times. Direct unsupervised access is not permitted for persons who are not employees, nor will they be counted in staffing ratios. Persons under 18 years of age will not directly supervise children. Students, volunteers and staff from outside agencies are not included in our staff / child ratios.

Art Studio

Children have an innate sense of wonder, and from the earliest ages have questions, theories and assumptions as they make sense of their world. Through exploration of a wide variety of art medium, children are encouraged and supported as they represent their theories and ideas in a concrete way. Talking with your child about the process involved in the creation of their artwork builds vocabulary and strengthens self-esteem. Please remember to pick up your child's work.



Community Involvement

From time to time throughout the year we are involved in training students through high school, university and community college programs, as well as candidates from other government sponsored programs. We have a working relationship with community support agencies that provide us with resource information and classroom support such as:

<http://www.kwhab.ca/services/earlylearning/> and <http://www.kidsability.ca/>

Parent Involvement

Board of Directors

The Jacob Hespeler Child Care Volunteer Board of Directors meets throughout the year and develops the direction of this non-profit charitable child care organization. Parents interested in sitting on our Board of Directors are invited to submit a letter of intent to the child care supervisor. The JHCCC Board of Directors will review all letters submitted for consideration.

Family Involvement

We welcome all parents and grandparents to participate in every part of our program. Parents are encouraged to spend time weekly with their child, reviewing the documentation that is present throughout the centre. These tangible artifacts are an excellent way educators and children make their learning visible. Families are also encouraged to participate in special events held throughout the school year.

Committee / Task Groups

Parent input is vital to the successful delivery of services. Annual surveys are an excellent way to give feedback and promote positive change and growth. From time to time as tasks and projects arise, parents will have the opportunity to join committees and task groups to move projects towards completion.

Parent / Educator Interviews

Our staff are always willing to discuss your child's day. Open communication goes hand in hand with emergent curriculum, and we welcome parent's participation. Parent-Educator interviews are offered annually or as requested.

Family Celebrations

Holidays and special days mark the passage of time and events of significance for individuals and groups. At JHCCC we are very interested in finding out what holidays and special celebrations are important to you and your family.

By learning more about different cultures we are able to show children how holidays and special days are related to social, cultural and religious customs as well as seasonal changes and anniversaries.

Library / Parent Resources

A library of resources is available for your information on common parenting topics.



Process for Expressing Concerns

Jacob Hespeler Child Care Centre will endeavour to provide a transparent process for parents/guardians, the child care centre and staff to follow when parents/guardians have an issue or concern. All attempts will be made to respond to conflicts, concerns and issues within 24 hours of being notified.

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing within our program. As supported by our program statement, we believe in Authentic Relationships. In our Jacob Hespeler Child Care Centres we believe that every interaction and exchange we have with a child and their family must be anchored in authenticity and respect. We believe that every interaction has the power to forge a strong positive relationship. As a community of learners at Jacob Hespeler Child Care Centre we have made a commitment to put *Respect* at the heart of everything we do. Respect for the child, respect for the family, and respect for the educator, builds strong positive authentic relationships.

All issues and concerns raised by parents/guardians are taken seriously by Jacob Hespeler Child Care Centre 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 upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

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

Below are the steps for parents to follow when bringing a concern forward to the child care centre and the steps that the child care centre staff will follow when responding to an issue or concern brought forward by a parent.

Parent:

1. Please bring any issue/concern to the attention of your child's educator as soon as it arises, allowing your child's educator to take the appropriate steps to resolving your issue/concern. Families may be asked to submit their issue/concern in writing, to be given to the centre supervisor, Executive Director or the JHCCC Board of Directors.
2. Depending on the issue/concern brought forward one or more of the following options may be deployed:
 - (i) Immediate preliminary response (within 24 business hours) from an educator or center supervisor addressing the issue/concern.

If the preliminary response does not sufficiently resolve the parent's issue/concern, next steps may include:

- I. Meeting arranged with program educators and parents to discuss issue/concern.
- II. Meeting arranged with program educators, centre supervisor and parents to discuss issue/concern.
- III. Meeting arranged with program educators, centre supervisor, Executive Director and parents to discuss issue/concern.
- IV. Issue/concern taken to the JHCCC Board of Directors for resolution.
- V. Serious Occurrence generated with the Ministry of Education.

JHCCC Employee:

1. Upon learning of an issue/concern a JHCCC employee will:

- (i) Respond in a respectful manner to an issue/concern brought forward by a parent immediately if possible or within 24 business hours.
- (ii) Notify the supervisor/designate of the issue/concern and whether it was resolved or needs to be addressed further.
- (iii) If required written documentation outlining the issue/concern along with the resolution may be requested and kept in the in child's file.

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 staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or 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 local Children's Aid Society (CAS) directly.

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

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

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 Ministry of Education's Child Care Quality Assurance and Licensing Branch. This ministry deals with 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

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.

Procedures for Issues/Concerns:

Nature of concern:

Program Room Related (ex. schedule, sleep arrangements, toilet training, feeding, programming)

Steps for the Parent/Guardian to Report Issue/Concern:

Report the concern verbally or in writing to the classroom staff directly, or the supervisor or the executive director.

Nature of concern:

General, Centre or Operations Related (ex. child care fees, hours of operation, waiting lists, menus)

Steps for the Parent/Guardian to Report Issue/Concern:

Raise the issue or concern verbally or in writing to the centre supervisor or the executive director.

Steps for Staff and/or Licensee in responding to the Program Related or General Centre or Operations Related issues/concerns:

Address the issue/concern at the time it is raised, or arrange for a meeting with the guardian within 24 business hours. If required, document the issues/concerns in detail (including; date and time concern received, name of the person who received the concern, name of the person reporting the concern, details of the concern and any steps taken to resolve the concern and/or information given to the guardian regarding next steps or referral.

Nature of concern:

Staff-Duty Parent-Supervisor and/or Licensee Related

Steps for the Parent/Guardian to Report Issue/Concern:

Raise the issue/concern verbally or in writing to the individual directly or the supervisor or the executive director. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.

Nature of concern:

Student-Volunteer Related

Steps for the Parent/Guardian to Report Issue/Concern:

Raise the issue/concern verbally or in writing to: the staff responsible for supervising the volunteer or student or the supervisor and/or licensee or the executive director

All issues or concerns about the conduct of student and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.

Steps for Staff and/or Licensees in responding to the Staff-Duty Parent-Supervisor-Licensee-Student or Volunteer issues/concerns related:

Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigations of the issue/concern is initiated by the appropriate party within 24 business hours or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.


Infant Program

Full Day Infant \$72.00 per day

Toddler Program

Full Day Toddler \$56.00 per day

Preschool Program

Full Day Preschool \$47.00 per day

Kindergarten Program

Before School \$11.00 per day

After School \$15.00 per day

School Age Program (Grade 1-6)

Before School \$11.00 per day

After School \$15.00 per day

Rates for PD Days and School Holidays

Kindergarten Full Day \$42.00 per day

School Age Full Day \$42.00 per day

Notes:

These Fees are subjected to receipt of Provincial Grants.

For information on **Subsidy** please call the Region of Waterloo 519 575 4401 or online at One List Waterloo Region.

Payment will be accepted through **Preauthorized Debit**.

Parents/guardians will be notified thirty days in advance if fees are subject to change.

Licensed Locations for Children Infant through 12 years of age.

Woodland Park Child Care Centre (Located in Woodland Park Public School)

555 Ellis Road, Cambridge, ON N3C 2V4

Supervisor: Lou Duggan Phone/Fax: 519-651-1090 Email: woodlandcc@rogers.com

Westvale Child Care Centre (Located in Westvale Public School)

265 Westvale Drive, Waterloo, ON N2T 2B2

Supervisor: Shay Dipraseuth Phone: 519-746-8104 Email: westvale@rogers.com

Saginaw Child Care Centre (Located at Saginaw Public School)

740 Saginaw Parkway, Cambridge, ON N1T 1V6

Supervisor: Debbie Ainlay Phone: 519-740-8066 Email: saginawchildcare@rogers.com

Lackner Woods Child Care (Located at Lackner Woods Public School)

151 Zeller Drive, Kitchener, ON N2A 4H4

Supervisor: Meaghan Barber Phone: 519-895-8718 Email: lacknerwoodschildcare@rogers.com

Millen Woods Child Care (Located in Millen Woods Public School)

640 New Hampshire Street, Waterloo, ON N2K 0A5

Supervisor: Roslyn Hilgartner Phone: 519-888-9000 Email: millenwoodsc@bellnet.ca

Janet Metcalfe Child Care (Located in Janet Metcalfe Public School)

335 Seabrook Drive, Kitchener, ON N2R 0G3

Supervisor: Michelle Dutra Phone: 519-741-5930 Email: janetmetcalfechildcare@gmail.com

JACOB HESPELER CHILD CARE CENTRE:

Head Office Location: 100 Weaver Street, Cambridge, ON N3C 1W4

(Located in Centennial Public School)

Executive Director: Colleen Lehnen

Phone: 519-658-2620

Email: jhcc@bellnet.ca

Reflective Moment

Play is every child's right

Play is spontaneous, and instinctive

**Play allows the child to develop at a pace
which is comfortable for him or her**

**Play involves the child's total being, social,
emotional, physical and intellectual**

**Play allows the child to interpret
his world and his place in it**

Play reinforces his or her formal learning

**Play allows for the integration of
the child's skills and learning**

**Play can be its own reward
or a means to an end**

**Play is enhanced more by the adult's
assistance in creating
opportunities, than by direct intervention**

Author Unknown