



# HANDBOOK

FOR PARENTS

The first step to finding  
quality care for  
your child.



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## Our Philosophy

At New Steps Childcare Centre, we consider it a privilege to provide children with a safe, secure and happy learning environment.

We believe that the physical, mental, spiritual and social welfare of children are of equal importance.

New Steps provides a program that both encourages and challenges growth in these areas through active learning.

New Steps Childcare Centre is a Christian based centre, where Bible stories and songs are a part of our daily program. Christian principles and values are supported and taught within the Centre.

New Steps plans and promotes experiences to enhance each child's total development through age appropriate activities. Children are encouraged to learn through play and experimentation in an active environment. Children are challenged and motivated to grow socially, emotionally, cognitively and physically.

New Steps recognizes the importance of parents having the opportunity to take an active role in their child's well being, and education through involvement in the program, and in meaningful discussion about their daily experiences.

Each of our Teachers are qualified, caring individuals dedicated to guiding each child to develop to their maximum potential.

Together we strive to create a safe, secure and fun environment within a stimulating atmosphere for children to learn optimally.



# Program Statement

New Steps Childcare Centre provides educationally and developmentally age appropriate programs for children age 3 months to 4 years.

New Steps Childcare Centre is a licensed Not-For-Profit Christian based, childcare centre that has been providing quality childcare **since 1978**.

We are a multicultural diverse and inclusive centre where engaging daily learning opportunities for children to grow and expand their capabilities, curiosity and potential are provided through the four foundations of early learning: **Belonging, Wellbeing, Engagement and Expression**.



**Belonging** refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, and the natural world.



**Well-being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self and self-regulation skills.



**Engagement** suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.



**Expression or communication** may take many different forms. Through their bodies, words, and the use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

These four foundations are interrelational, applicable and naturally sought out regardless of the child's age, ability, culture, language, geography, or setting.

New steps childcare centre embodies these directives and implements them directly into our daily routine.



# Implementation of Our Goals

## PROGRAM ACTIVITIES

**Program planning** is created based on the interests of the children where all learning experiences are carried out to encourage and stimulate children to engage in active, creative and meaningful exploration, through play and inquiry. We facilitate communication and expression in all forms, including musical activities, artistic expression and circle time with many topics and bible stories used as an engaging daily part of our routine.

Active play times are balanced by quiet activities and rest time. Each child enjoys up to two hours, outdoor play every day, weather permitting.

Each learning opportunity has goals related to the Early Learning for Every Child Today document (ELECT).

New Steps Childcare Centre nurtures meaningful caring relationships that enhance and create connections between children, adults and their world around them. Our educators are cognizant of the physical and emotional needs of the children in their care and respond in a warm and sensitive manner.

Numerous tools are provided to consider and evaluate the impact New Steps Childcares' developmental program has had on the children and their families while in attendance, including developmental evaluations/assessments of children. Parent and staff surveys, staff and team meetings, classroom checklists, and numerous on-site visits from Early Years Specialists, as well as a transparent licensing format with the Ministry of Education.

## NEW STEPS TEACHERS AND TEACHER ASSISTANTS

All Program staff at New Steps Childcare Centre are trained Registered Early Childhood Educators and Early Childhood Assistants. It is New Steps' directive that our program staff are engaged in ongoing learning within the childcare field. We encourage and assist all staff to further their education and professional development within the childcare field. We provide many opportunities to attend seminars, workshops and enrol in continuing education courses.

All staff will build a climate of trust, honesty and respect in the workplace, working collaboratively in order to provide a safe, secure, healthy and inviting environment for all children, their families and colleagues.

We are a member of "Raising the Bar" program, a commitment to Best Practices in Early Learning and Child Care in Peel Region. We are proud to provide library programs with the Brampton Public Library and St. Augustine Catholic Secondary School's Library

# Inclusion Policy

At New Steps Childcare Centre, we believe that all children have the right to access quality care and services that enhance their well-being in their community. We are committed to treating children with respect, dignity and helping them grow and develop to their potential in a safe, nurturing, learning environment

Inclusion means that all children in their uniqueness are welcomed, supported and valued. We recognize and acknowledge each child's talents. Central to our work is diversity and social inclusion where all children and families have an inclusive and respectful experience while participating in our program.

## DEFINITION:

The Ontario Municipal Social Services Association defines children with special needs as “children who, due to, emotional, familial, physical, behavioural, developmental, cognitive, communicative or emotional factors, are at risk of not maximizing their potential. Special needs encompass children who require support and assistance with daily living, whether formally diagnosed or not and whether a diagnosis is a short or long term in nature”

## **Inclusion at New Steps will be supported in the following ways:**

- Each family interested in admission to the child care program are dealt with in a fair and equitable manner.
- New Steps staff will strive to ensure the environment and program is adapted to meet the needs of children.
- Parents and families are involved, consulted and informed partners with New Steps Childcare Staff.
- Open and continuous communication between staff and parents/guardian is critical to the success in the development of a positive, long-term outcome in the development of our children.
- New Steps staff respect and value input from parents regarding their child's care.
- Staff will seek out community partners to enhance our ability to support children with special needs through training and consultation.
- The Centre will, with the consent of parents, enlist services from Special Needs Resourcing, for children for whom we recognize, or the parents recognize may need additional support.

## **WHO WE ARE AND WHAT WE DO!**

At New Steps Childcare Centre, we are committed to the principles of lifelong learning. We routinely monitor and evaluate the effectiveness of our inclusion practices. Our role is to be active, aware, observant, responsive and supportive of the child's activities while incorporating teaching and

intervention strategies that support the child's development of skills.

New Steps Day Care Staff continuously take professional development in current areas of child development research, theory and inclusion practices.

We routinely monitor and evaluate the effectiveness of our inclusion practices. We appreciate opportunities to develop new skills and grow in our understanding of best practice in inclusive early learning and care environments. We welcome the mentoring and skill development offered to us by our partners in the inclusion process.

In addition the Inclusion Policy is reviewed annually by all New Steps staff to ensure it remains relevant, effective and appropriate.

## Hours of Operation

Monday-Friday 7:00 am to 6:00 pm, 12 Months a year.

### CLOSED DATES

New Steps Childcare Centre will be closed on all Statutory Holidays,

New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday(August), Labour Day, Thanksgiving, Christmas Day, Boxing Day.

In the event a holiday falls on a Saturday or Sunday, an alternate day will be selected and posted.

Statutory holidays are fully payable days by parents.

Depending on when Christmas, Boxing Day and New Years Day falls, New Steps may close for the week between Christmas and New Years.

Parents will be advised well in advance when New Steps will be closed during the Christmas season.



# Arrival & Departure

Your child's safety is very important to us. When bringing your child to the centre, the parent/guardian is expected to bring your child(ren) into the centre, remove outer clothing as required and place them in your child's cubby. The parent/guardian must ensure that their child(ren) is/are under the supervision of the staff before leaving the premises.

In order to allow children to settle into the program, and maintain the continuity and smooth operation of the early learning setting, it is our recommendation to arrive by 10:00 am. Should a child be sick or be arriving late parents are asked to notify the centre before 10:00 am.

Children will be allowed to leave the centre only with their parent/guardian, unless other arrangements have been made in advance and stated in writing to the Program Director/Supervisor or staff. Only persons stated on the forms provided by the parent/guardian at the time of registration will be permitted to pick up the child. Any person other than a parent picking up a child must be over 18 years of age.

## LATE PICK UP

New Steps is licensed to be open until 6pm. If you arrive after 6pm to pick up your child a late fee of \$10.00 for every 15 minutes thereafter is to be paid directly to the staff member upon your arrival. If your child has not been picked up by 6:30 pm and no contact has been received to inform the centre, police will be notified re: possible emergency.

# Registration & Fees

A non-refundable registration fee of \$30.00 is required upon signing the contract. Upon enrolment the parent is required to deposit a holding fee, equalling two weeks in attendance.

New Steps Childcare Centre fees are set according to the ongoing cost of operation. Fees are reviewed annually or on an "as-needed" basis, and are due on a regular bi-weekly schedule.

Your fees are due and must be paid in advance on Monday at the start of each bi-weekly fee period. Fees received later than the specified dates will have a penalty.





Fees owing will not be carried into the following fee period and we reserve the right to withdraw services until such fees are paid in full. Fees are due for all days that a child is enrolled at the Centre, including, statutory holidays, and vacation, regardless of the child's attendance. It is very important to pay your fees on time so that we are able to provide a high quality program for your child.

If New Steps Childcare Centre receives an NSF cheque, a replacement payment the following day by cash, money order or certified cheque is required. A \$20.00 service charge must be added to the replacement cheque. After two NSF cheques, cash only will be accepted for payment. The situation will be reviewed and may result in withdrawal.

Childcare fees are tax deductible. Each February, you will receive a receipt for fees paid in the previous calendar year to file with your income tax return.

## **FEE ASSISTANCE**

Families may qualify for government subsidy through the Region of Peel. New Steps will help you connect with a Children Service Worker.

## **Confidentiality**

New Steps Staff is committed to keeping all personal information concerning children and their families strictly confidential. Before sharing confidential or sensitive information regarding children with outside agencies or schools, staff will obtain parental consent. All documentation of consent to share information will be kept on site in the children's file.

## **Health & Safety**

The Safety and well-being of the children in the program is our highest priority at all times. Only employees have direct unsupervised access to children in our care, students and volunteers do not have unsupervised access to children. We are happy to promote healthy development of self-regulation, and support the development of a positive self-image through providing an atmosphere that places equal importance on the physical, intellectual, social and spiritual welfare of each unique and individual child.

New Steps Childcare Centre meets, and strives to exceed all health and safety requirements of the Ministry of Education and local government bylaws.

The parent will keep New Steps Childcare Centre informed of any changes in the health of your child(ren) .

Children having any communicable disease must remain at home for the specified quarantine time required by Public Health Regulations, and/or New Steps Policies . New Steps Childcare Centre must be informed if your child is diagnosed with a communicable disease.

Please refrain from bringing your child to the centre with fever, pink eye, diarrhea, or purulent nasal discharge . Children who are ill may not remain at the centre . If we feel your child is not well enough to participate in the program, we will call you for immediate pickup .

All Children in attendance at New Steps Childcare Centre will benefit from a minimum of 2 hours of outdoor play (weather permitting) . If your child(ren) is well enough to be at the centre he/she is well enough to enjoy the outdoors. Only “special circumstances will be considered for a child to remain indoors, which will be at the discretion of the program director .

New steps, requires an early morning telephone call to inform staff that your child will not be attending childcare for that day .

## SUN SAFETY

New Steps Childcare Centre has implemented a sun safety policy to ensure that all children and staff are protected from skin damage caused by the harmful ultraviolet rays of the sun.

The Sun Safety policy will be reinforced in a positive way through parent newsletters and notice boards.

Daycare staff will review the Sun Safety Guide, and will role model sun safety behaviors

- Children under one year of age will be protected from direct sunlight by the use of shade, stroller canopies, awnings or umbrellas.
- Whenever possible, outdoor activities will be held before 11 a.m. and after 4 p.m.
- Children 3 years of age are encouraged to apply their own sunscreen under supervision of staff.
- Parents/guardians will be asked to provide the following items for their children attending New Steps Childcare Centre
  - a) A wide brimmed hat
  - b) Long sleeve shirt and long pants (at least knee length shorts)
  - c) Tops with elbow length sleeves and if possible collars
  - d) Sunscreen with a SPF of 30 or higher that offers UVA and UVB protection, (please pre test your child’s skin for adverse reactions)



- All parents are responsible for applying SPF 30+ to their child before attending the centre. Sunscreen will then be re-applied by staff at least 20 minutes before outdoor play. Staff will sanitise hands after each individual application.
- Teaching about ways to protect skin from the sun will be incorporated into the program
- Children who do not have appropriate outdoor clothing will be required to play in the shade.



## **SLEEP ROOM**

Each child enrolled in New Steps Childcare Centre will benefit from a rest time of up to two hours after lunch. Those children who do not sleep after the first hour will have an opportunity to engage in quiet activities, such as colouring, puzzles or books. In the event that you (parent/guardian) do not wish for your child to have a rest or sleep time, written consent must be provided.

Parents, please provide a labelled blanket for rest time which will be sent home weekly for washing.

## **MEDICATION ADMINISTRATION**

New Steps Childcare Centre has implemented the following procedure regarding administration of medication.

To ensure safety and avoid the risk of error:

- Medication will be administered only when prescribed by a physician.
- Medication must be in its original container clearly stating the child's name, dosage and instruction for storage.
- All drugs and medication are stored in a locked container at all times.
- The parent/guardian must complete a medication form, giving written authorization for administration of medication, including the name of the medication, time and dosage.

- A parent/guardian must hand deliver the medication in the original container and give the written instruction to the appropriate staff member.
- Where possible a child will be removed from the activity area, to administer medication in a quiet environment.
- A separate form is provided for each child receiving medication. Staff giving the medication must provide an entry listing the dose, and time(s) administered. If a dose is omitted reasons should be listed in the comment column and signed by the staff member.
- Medication is administrated by the Program Teacher (RECE) /Teacher Assistant (ECA) if designated to do so, or the Progam Director

## MINOR INCIDENTS OR INJURIES

Minor accidents and illness are common occurrences with children. Minor cuts and abrasions occurring while at the centre will receive proper first aid care:

- They will be washed with soap and warm water and properly bandaged.
- Treatment will be logged in the incident/accident form
- Detailed information documenting how and when the injury occurred.

Incident reports will be completed for all mishaps involving a bruise, cut, break to the skin, bump or visible mark and signed by the Program Director.

The Parent/Guardian will be contacted at the time of the incident and will be required to sign the completed incident/accident form when picking up their child.

As each child arrives at the centre a daily observation is conducted to detect any symptoms of ill health or abuse. Injuries that have occurred outside the centre and observed, will also be documented and kept in the child's file and recorded in the "Symptoms of Ill Heath Form"

## NUTRITION

- Meals and Snacks
- Healthy, nutritious meals and snacks, based on the current Canada Food Guide are provided. We accommodate dietary or faith based food requirements for children in our program. The bi-weekly menu is posted on the Parent Communication board.
- Please do not send food or snacks into the Centre, as this may place an allergic child at risk. New Steps strives to provide a peanut free environment.





## **CLOTHING**

Please supply at least one set of clothing in the child's cubby or in their backpack at all times. This includes appropriate clothing for the current season and weather should be monitored for size and changed if necessary. A complete set should include: a top, and an extra sweater, a pair of pants, underwear, socks.

All Children will benefit from a minimum of 2 hours of outdoor time daily, weather permitting. Snow pants, hats, boots and two pairs of mittens should be brought everyday during the cool and cold seasons, and sun hats brought each day in the summer.

In the event that your child requires changing during the day and does not have appropriate clothing, a parent will be called and asked to either bring a set of clothing or pick up the child.

## **PLEASE LABEL EVERYTHING**

Although our staff endeavour to keep track of children's belongings; it is the responsibility of the parent to locate items that appear to be missing.

- Please label all items belonging to your child(ren)
- Please No Strings
- Please do not send scarves or any article of clothing that has strings, which could pose a safety risk. Staff may remove strings from clothing if they feel it is a hazard.
- Please No treasures from home: Toys are not permitted unless the teacher designates a special time for "show and tell". The Centre is not responsible for any loss or damage to personal belongings

# Behaviour Management

At New Steps Childcare Centre, we recognize the importance of promoting acceptable behaviour and methods of discipline within the childcare settings. We support discipline approaches that foster self-esteem, respect, tolerance and self control in children.

We praise and encourage positive behaviour. Qualities such as kindness, thoughtfulness, tolerance, perseverance and concentration are appreciated and acknowledged.



- To aid children in relating their behaviour to consequences we will reason and discuss with the child why they should or should not do something.
- We will endeavour to phrase directions, in a clear and positive manner,
- At New Steps Childcare Centre, we will set rules which are basic and simple and give an explanation as to why we have these rules. Example, no hitting because it hurts and we wouldn't like someone to hit us.
- Our staff will apply these rules consistently and fairly, and always set a positive example to the children.
- Staff members will send clear messages to the children, using appropriate and nonthreatening voice, facial and body language; children will be spoken to at their height level, ensuring eye contact.

## PROHIBITED PRACTICES

- Any form of physical/corporal punishment is not supported by staff or another child or group of children. A loud, raised or angry voice is unacceptable.
- Deprivation of a child's basic needs, including food, bedding, shelter or clothing, is not permitted.
- It is not permissible to confine a child by locking the exits to the Centre, or use of a locked or lockable room, or structure to confine a child who has been withdrawn from other children.
- A misbehaving child should not be sent to the Supervisor/Program Director (or threatened with such) for discipline.
- Continuous communication with parents regarding their child's behaviour is supported and encouraged.

If inappropriate behaviour persists, the Program Director will discuss the situation with the parents/guardian in an attempt to find the possible cause of the behaviour.

The Program Director and the parents/guardian will together, develop strategies for dealing with the unacceptable behaviour.

Should it be necessary and with the consent of the parent/guardian, advice and assistance will be sought from relevant external specialists to address the matter.

## Community Partners

An integral part of New Steps support to all children and parents is the utilization and direction to resources outside of the Centre if necessary.

When necessary the Peel Inclusion Resource Program (PIRS) may provide a Resource worker for extra support to children with special needs, and their families. New Steps will help guide you through this process.

New Steps Childcare Centre welcomes an ongoing working relationship with our many community partners. We view the community as a valuable resource and our educators plan learning opportunities to engage the community in our programs. We seek out opportunity to share our knowledge and to learn from others in the community.

At New Steps we facilitate the training of Early Childhood Education students from Community Colleges in the area. We have developed rich history of mentoring ECE and ECA students and new staff when they join our team.

## Withdrawal of Services

### **BY THE PARENT:**

New Steps Childcare centre requires two weeks written notice to be given to the Program Director when informing the centre of your child(s) withdrawal from the program. In the event that sufficient notice (2 weeks) is not obtained the parent hereby agrees to forfeit the holding fee as liquidated damages.

### **BY NEW STEPS CHILDCARE CENTRE:**

It is New Steps Childcare goal to meet the needs of children and families enrolled in the program. However, in situations where the program is having difficulty meeting the children's needs, New Steps Childcare may deem it necessary to terminate service.

In each situation where it may be necessary to withdraw service, the following is taken into consideration:

- Reasonable care has been taken in assessing the child's needs, including the program's ability to support these needs.
- Special needs resources and other outside agency support is unavailable or has been exhausted.
- This situation may require specialized services that New Steps is unable to provide: such as medical needs beyond our capabilities.
- Additional situations considered cause for terminating service:
- Non-payment or consistent late payment of program fee
- Chronic Late pick up

- Parents or child(ren) who exhibit abusive behaviour towards staff, other children and families.
- Refusal by parent/guardian to meet with New Steps staff and/or consent to the use of support services for child(ren).

## **NOTIFICATION OF WITHDRAWAL OF SERVICES**

Two weeks written notification of withdrawal of service will be given to the parent and documentation of meetings and discussions kept in the child's file.

In extreme circumstances, termination of service may be immediate ie: New Steps reserves the right to terminate without notice if a child or family member exhibits aggressive behaviour, where it endangers other children or staff.

## **Fire Safety & Emergency Closure**

### **EMERGENCY CLOSURE:**

In the event of severe weather conditions we will notify you before 12:00 pm to pick up or arrange pick up of your child(ren).

New Steps will be closed if the Dufferin Peel Catholic Schools in the area are closed. Listen to your local radio stations regarding board school/board closures.

In the event of a Fire or other Emergency the senior staff member that is present will take charge of the situation if the Program Director is not present.

All Staff members, Students and Volunteers are made aware of the evacuation procedure and the location of the emergency shelter.

- A list of emergency telephone numbers shall be posted by the phone
- The written procedure regarding evacuation of the premises and the duties of the staff shall be posted in a conspicuous place in each room.
- Fire drills are held monthly, in combination with the School (St. Augustine).
- A written record is kept of all fire drills.
- The Fire extinguishers and equipment are tested regularly by DPCSB.,
- The RECE in each classroom shall take the daily attendance sheet and attendance shall be taken outside.
- The Program Director will take the emergency cards and cellular phone.
- Program Director or Designate calls 911, or activates nearest pull station





- Each teacher is responsible to ensuring that their group of children safely exits the building.
- Emergency Evacuation bags are located at each vestibule.
- Once outside continue to 20 yards from the building to the North Daycare Parking area.
- All staff will remain with the children until the parents pick up their child.
- The Program Director or designate will inform Parents of the Emergency Situation and/or Evacuation

## **IN CASE OF EMERGENCY**

- Emergency Evacuation Shelter: St. Jerome Church, 8530 Chinguacousy Rd, (Chinguacousy & Drinkwater) Brampton, ON (905) 455-4260

# Serious Occurrence Reporting Policy & Procedure

## **SERIOUS OCCURRENCE REPORTING**

The Safety and well being of the children enrolled in New Steps is our highest priority. We work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences sometimes take place.

Service providers who deliver any direct service to children under the Child Care and Early Years Act (CCEYA) are required to report all serious occurrences to the Ministry within 24 hours. Twenty four hours begins when the service provider's staff members first become aware of an incident and/or deem the incident to be a serious occurrence.

## **SERIOUS OCCURRENCE CATEGORIES**

1. Death of a client which occurs while participating in a service, including all clients receiving community based support services that are funded or licensed by the MEDU.
2. Any serious injury to a client which occurs while participating in a service. A factor to consider in deciding if any injury should be reported as a serious occurrence is whether professional medical treatment (e.g. doctor of dentist) is required, not in-house first aid. Third party involvement

## **REQUIREMENT TO POST SERIOUS OCCURRENCE NOTIFICATION FORM**

The Ontario Government has introduced a new policy that requires licensed childcare Centre's to post information about serious occurrences that happened at the Centre effective November 1, 2011. To support increased

transparency and access to information, a “Serious Occurrence Notification Form” must be posted at the Centre in a visible area for 10 days.

## Field Trips

Occasionally the teachers will plan an activity outside the school premises. The children will leave the school under the supervision of a staff member for a short excursion or walks in the neighbourhood. The parent’s written permission is required for any field trip in an authorized vehicle( school bus or public transit) If the parent does not wish the child to participate; it is the parent’s responsibility to find alternate care during the trip.

## Licensing

New Steps Childcare Centre is licensed by the Ministry of Education.

A program advisor from the Ministry of Education, inspects the Centre for annual renewals of this license and may make periodic visits.

The Childcare and Early Years Act (CCEYA) identifies the legislative requirements for obtaining and keeping a license to operate a licensed centre. The CCEYA also outlines the consequences to the operators, if the CCEYA is contravened. Included are legislative requirements in the areas of:

- Staffing
- Program
- Premises
- Playground
- Nutrition
- Health

New Steps Childcare Centre is committed to meeting and exceeding all legislative requirements of the CCEYA.



# Parent Involvement

Regular and ongoing communication with parents is an important component of the day.

New Steps Childcare Centre welcomes the participation of parents during their child's enrolment. Families are invited to engage with the children and educators, to develop a sense of belonging to New Steps Childcare Centre and the teachers through formal and informal activities during their time at New Steps.

We understand parental involvement is a crucial component to the success of a child's educational achievement and that parents are their child's most important teacher.

To support parents as partners we encourage families to be involved in their child's education process. At New Steps Childcare Centre we offer an open-door policy, giving parents the opportunity to visit and participate in our programs, fostering a sense of openness and inclusion.

## Committee

Each year at least 1-3 parents are invited to be part of New Steps Childcare Parent Committee.

The parent committee will be willing to work with the Program Director throughout the year. The committee involvement ranges from providing feedback on the program, helping with fundraising, marketing and community involvement. We also welcome the help with community charitable drives the Centre participates in from year to year i.e. Food bank, Operation Christmas Child shoebox drive. Etc.

The parent committee, will be available to help with special events such as Parents appreciation day, Christmas Concert, Graduation Day etc.

We recognize that Parents are very busy and appreciate their willingness to support the childcare centre.

All Parent Committee meetings will be arranged and chaired by the Program Director. Meetings will be brief and kept to a minimum.

I acknowledge having read and understood the policies in New Steps Childcare Parents Handbook

\_\_\_\_\_

Signature of Parent/Guardian

Date: \_\_\_\_\_

# Parent Issues and Concerns Policy and Procedures

## PURPOSE

The purpose of this policy is to provide a transparent process for parents/guardians, New Steps Childcare Centre and our staff to use when parents/guardians bring forward issues/concerns.

## Policy

### GENERAL

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



communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by New Steps Childcare Centre and our staff, 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.

An initial response to an issue or concern will be provided to parents/guardians within 1 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

## CONFIDENTIALITY

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

## CONDUCT

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor/Program Director or Operator.

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> assistance will be sought from relevant external specialists to address the matter.



# WAITING LIST POLICY

We make a sincere effort to accommodate parents who are interested in having their children placed at New Steps Childcare Centre.; however, we strive towards full enrolment at all times. Therefore, we recommend that you contact our Program Director well in advance of the date you wish to place your child at the daycare.

## WAIT LIST ADMINISTRATION AND PRIORITY

When New Steps Childcare Centre receives an application for admission, New Steps Management files the application for the wait list. The wait list is organized using the following information:

A. Registration date

B. Space Required date

C. Age group

- 1) Baby: between 0 and 18 months
- 2) Toddler: between 18 months and 2.5 years
- 3) Pre-schooler: from 2.5 years until 3.8 years

D. Priority group

- 1) Parents attending St. Augustin Secondary School
- 2) Internal – families that already belong to the New Steps community
  - a) Children of Staff working at New Steps
  - b) Siblings of children already enrolled
- 3) External – New families that want to join New Steps Childcare Centre.

When a space becomes available within New Steps Childcare Centre, the Program Director assigns the space to the first child on the list, and attempts to advise the parents by phone or by email. Please ensure that the contact information you provide remains current so that we are able to reach you when a space becomes available. It is impossible to predict how quickly our wait list progress; therefore we CANNOT provide an approximate start date when you apply.

New Steps Childcare Centre encourages families on our wait list to contact our Centre by phone or email six months prior to the requested start date to confirm they still wish to be on the wait list.





**NewSteps**  
childcare centre

# Our Centre

## Address

27 Drinkwater Rd.  
Brampton, ON  
L6T 4T6  
905-451-4140

## Hours

Monday – Friday  
7:00 am – 6:00 pm  
12 months a year

Subsidized Childcare is available through the  
Region of Peel.



[KidsLoveNewSteps.com](http://KidsLoveNewSteps.com)