



# 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 view it as a privilege to provide children with a safe, secure, and joyful learning environment. We believe that a child's physical, mental, spiritual, and social well-being are of equal importance in their growth and development.

Our approach encourages and challenges children to grow holistically through active learning experiences. As a Christian-based centre, we incorporate Bible stories and songs into our daily routine, grounding our activities in Christian principles and values that guide our teachings.

We carefully plan and promote activities that enhance each child's development through age-appropriate experiences. Children are encouraged to learn through play and exploration in an active, dynamic environment. Our programs challenge and motivate children to grow socially, emotionally, cognitively, and physically.

We recognize the importance of parental involvement in a child's education and well-being. We provide opportunities for parents to engage in meaningful discussions about their child's daily experiences and actively participate in the program.

Our qualified teachers are dedicated to guiding each child to reach their full potential. Together, we strive to create a safe, secure, and stimulating environment where children can thrive and learn optimally.



# Program Statement

New Steps Childcare Centre offers age-appropriate educational and developmental programs for children aged 3 months to 4 years. Established in 1978, we are a licensed, not-for-profit Christian-based childcare centre committed to providing high-quality care.

We are a multicultural, diverse, and inclusive centre that offers engaging daily learning opportunities for children to explore their capabilities, curiosity, and potential. Our programs are designed around the four foundations of early learning: Belonging, Well-being, Engagement, and Expression.

## Belonging

This foundation emphasizes the importance of children feeling connected to others. It focuses on helping children develop self-worth, build relationships, and contribute to a group, a community, and the world around them.

## Well-Being

Well-being encompasses both physical and mental health. It involves promoting self-care, self-awareness, and the development of self-regulation skills, all of which are critical to a child's overall wellness.

These four foundations are interconnected and are naturally pursued by children regardless of their age, ability, culture, language, or environment.

At New Steps Childcare Centre, we embody these principles and integrate them into our daily routine, ensuring that every child's needs are met in a supportive, inclusive, and enriching atmosphere.

## Engagement

When children are engaged, they are actively exploring and interacting with their environment. This sense of involvement fosters critical thinking, problem-solving, and creativity—skills that are essential for lifelong learning and success.

## Expression

Children express themselves in various ways, including through words, actions, and the use of materials. We provide opportunities for children to explore and express themselves creatively, helping them develop communication skills, literacy, and mathematical thinking.

# 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 of 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 on the children and their families while in attendance, including developmental evaluations and 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 ensure that proactive and informed care is always our priority.

## 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. Many opportunities are provided to attend seminars, workshops and enroll in continuing education courses.

Providing a climate of trust, honesty and respect while working collaboratively to facilitate a safe, secure, healthy and inviting environment for all children, their families and colleagues is encouraged and required by each staff member.

New Steps is 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.

## WHO WE ARE AND WHAT WE DO!

At New Steps Childcare Centre, we are committed to the principles of lifelong learning. Our role is to be active, aware, observant, responsive and supportive of each child's activities while incorporating teaching and intervention strategies that support each child's development of skills, while aiding in the boosting the child's self-worth.

## SPECIAL NEEDS

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 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.

New Steps Childcare 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 practices 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.

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

- Each family interested in admission to the childcare 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.
- New Steps partners with parents as children show readiness for toilet training.

## 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 and snow days are fully payable days by parents.

Depending on when Christmas, Boxing Day and New Years Day fall, New Steps may close for the week between Christmas and New Years. Fees for this time frame are due: Please speak with the Program Director for your details. Parents will be advised well in advance when New Steps will be closed during the Christmas season.

## Safe Arrival & Departure

Your child's safety is very important to us. When bringing your child to the center, the parent/guardian is expected to bring your child(ren) into the center, 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.

To allow children to settle into the program and maintain the continuity and smooth operation of the early learning setting, **please arrive by 10:00 am**. Should a child be sick or be arriving late parents are asked to **notify the center before 10:00 am**.

Children will be permitted to leave the center only with their parent/guardian. Please note that Identification is required for authorized first time pick up.

Unless arrangements have been made in advance and stated in writing to the Program Director, 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.

During drop off or pick up please do not allow anyone to enter the building with you.

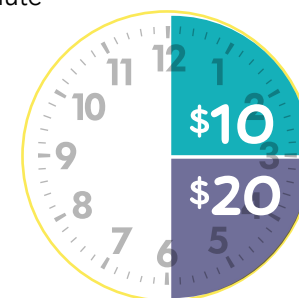
### LATE PICK UP

New Steps is licensed to operate until 6:00 pm. Any arrival or departure after this time will incur a late fee. To avoid additional charges, please ensure that you arrive with enough time to leave the center by 6:00 pm.

A late fee of \$10.00 will apply for every 15-minute increment beyond 6:00 pm and must be paid directly to the staff member upon your arrival.

6:01 – 6:15 pick-up = \$10 LATE FEE

6:16 – 6:30 pick-up = \$20 LATE FEE



## Registration & Fees

Upon enrollment, parents are required to pay a holding fee equivalent to two weeks of attendance.

The fees at New Steps Childcare Centre are based on the ongoing operational costs and are reviewed annually or as needed. Payments are due on or before the first day of each month.

Payments can be made via e-transfer to [newstep@bellnet.ca](mailto:newstep@bellnet.ca) or by cheque. A late fee of \$5 per day will apply to any payments received after the specified due date.

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 have the ability to provide a high-quality program for your child every day.

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.

Please note the timing for children transferring to the next classroom is based on age, classroom ratio, availability, and the Director's discretion.

### FEE ASSISTANCE

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

Canada Wide Early Learning and Child Care System (CWELCC)

New Steps Childcare Centre has opted to participate in CWELCC.

Parent Fee Reduction is based on CWELCC Regulations. Please contact the Program Director for current information and rates.

## 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 always our highest priority. 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.

Children will always be supervised by Centre staff while in our care.

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

Parents with children enrolled in New Steps Childcare commit to keeping the 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 center with fever, pink eye, diarrhea, or purulent nasal discharge. Children who are ill may not remain at the center. If we feel your child is not well enough to participate in the program, we will call you for immediate pickup.

A child will remain indoors only while waiting to be picked up.



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 is well enough to be at the center, 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 a telephone call by 10:00am 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 using a 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 wide brimmed hat
  - ✓ Long sleeve shirt and long pants (at least knee length shorts)
  - ✓ Tops with elbow length sleeves and, if possible, collars
  - ✓ Sunscreen with a SPF of 30 or higher that offers UVA and UVB protection (please pretest your child's skin for adverse reactions)
- All parents are responsible for applying SPF 30+ to their child before attending the center. Sunscreen will then be re-applied by staff at least 20 minutes before outdoor play. Staff will sanitize 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. If you (parent/guardian) do not wish for your child to have a rest or sleep time, written consent must be provided and approved by the Program Director.

Parents, please provide a labeled 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, expiration date, and instruction for storage.
- All drugs and medication are always stored in a locked container.
- The parent/guardian must complete a medication form, giving written authorization for administration of medication, including the name of the medication, time and dosage.
- Only prescription medication will be administered NO vapour rubs, Tylenol and/or cough syrup
- 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 administered by the Program Teacher (RECE) /Teacher Assistant (ECA) if designated to do so, or the Program 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, with 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 upon arrival will also be documented and kept in the child's file and recorded in the "Symptoms of Ill Health 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 always supply at least two sets of clothing in the child's cubby or in their backpack. 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 every day during the cool and cold seasons, and sun hats brought each day in the summer.

If 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 endeavor 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 and guiding self-regulation within the childcare setting. We support behavioural approaches that foster self-esteem, respect, tolerance and self-control in children. Educators partner with children to help guide them in identifying their emotions and learning appropriate responses. We praise and encourage positive behaviours. Qualities such as kindness, thoughtfulness, tolerance, perseverance and concentration are appreciated and acknowledged.

- Our classrooms are full of activities to engage children's creativity. We understand that a carefully planned program and classroom setup contribute to a positive environment with less behavioural issues.
- At New Steps Childcare Centre, we create a positive and engaging environment to inspire children's creativity. Our simple rules are explained with care, helping children understand the connection between their actions and consequences.
- We always speak clearly and positively, guiding children to express themselves with words, not actions that may hurt others. Educators engage at the child's level, using calm voice and body language, ensuring eye contact.
- We focus on preserving children's self-esteem, helping them manage emotions and encouraging self-regulation. Positive behaviors are modeled and encouraged throughout the day.



## PROHIBITED PRACTICES

- Physical or corporal punishment, including any form of hitting, is not allowed, whether by staff or other children. Loud, raised, or angry voices are also unacceptable.
- Depriving a child of basic needs such as food, bedding, shelter, or clothing is strictly prohibited.
- Children will not be confined by locking exits or using locked rooms or structures to isolate them.
- Physical restraint is only permissible if necessary to protect a child or others from immediate harm, and only until additional support arrives.
- A child should never be sent to the Supervisor/Program Director or threatened with it as a form of discipline.



## COMMUNICATION AND SUPPORT

- We encourage open communication with parents regarding their child's behaviour.
- If inappropriate behaviour continues, the Program Director will work with the parents/guardian to identify potential causes and develop strategies for addressing it.
- If needed and with parental consent, the Program Director may consult external specialists for further guidance.

# 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 center requires two weeks written notice to be given to the Program Director when informing the center of your child(ren)'s withdrawal from the program. If 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.
- Documentation of meetings and discussions kept in the child's file.
- No refunds will be issued for Partial weeks.
- 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.
- Key scan Card Deposit (\$10) will be refunded upon a returned card.

# Fire Safety and 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

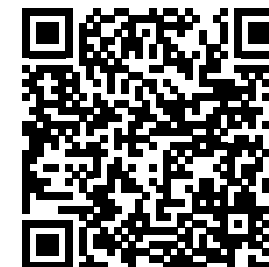
# In Case Of EMERGENCY

## EMERGENCY EVACUATION SHELTER:

### **ST. JEROME CHURCH** near Chinguacousy & Drinkwater

8530 Chinguacousy Road  
Brampton, ON L6Y 5G4

(905) 455-4260



scan code to open  
in Google Maps

# 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. Despite 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

- 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.
- 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 or 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 center. The CCEYA also outlines the consequences to the operators, if the CCEYA is contravened. Included are legislative requirements in the areas of:

- Staffing
- Premises
- Nutrition
- Program
- Playground
- 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 enrollment. 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 Center we offer an open-door policy, giving parents the opportunity to visit and participate in our programs, fostering a sense of openness and inclusion.

## PARENT 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 center.

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

# 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

Parents/guardians are encouraged to take an active role in our childcare center 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. 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.

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.

## 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 center 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 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, scan the QR code. Assistance will be sought from relevant external specialists to address the matter.



<https://www.ontario.ca/page/child-welfare-and-child-protection-services>

## 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 always strive towards full enrolment. 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. Augustine 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.

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

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date



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)