Parent Handbook

January 2025

Available online: www.adventureacademyinc.com

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1.0 WELCOME

Adventure Academy Inc.
24A Joseph Street, Parry Sound, ON P2A 2G2
www.adventureacademyinc.com

Welcome Parents/Guardians/Caregivers,

Thank you for choosing Adventure Academy Inc.! We are so excited for you to join our preschool community and grow with us. There is no relationship that holds greater responsibility or reward than those we develop with the children in our lives and we are so honored that you have entrusted us with the care of your child.

Did you know that children who attend high-quality early childhood programs where they experience warm, supportive relationships are happier, less anxious, and more motivated to learn than children who do not? High-quality early childhood settings are associated with both immediate and long-term positive outcomes for children.

At Adventure Academy Inc., we focus on active learning through exploration, play, and inquiry. We believe that children are competent, capable of complex thinking, curious, and rich in potential, so we deliver programs and services that value and build on their strengths and abilities. We believe that every child is a valuable contributor and deserves the opportunity to succeed.

Our programming is based on *How Does Learning Happen? Ontario's Pedagogy for the Early Years*' four foundational conditions that are important for children to grow and flourish: Belonging, Well-Being, Engagement, and Expression. These foundations are a vision for all children's future potential and a view of what they should experience every day. They apply regardless of age, ability, culture, language, geography, or setting and are aligned with Ontario's Kindergarten program.

Please do not hesitate to contact me with any concerns, comments, or questions: when we recognize and build on the strengths of families and the love they have for their children, everyone benefits!

Yours in adventuring,

Sonya McEwen
Owner/Director, Adventure Academy Inc.
705-746-6333
sonya.mcewen@adventureacademyinc.com

1.1 Mission Statement

Adventure Academy Inc.'s mission is to provide exceptional care for preschoolers while fostering each child's intellectual, social, physical and moral development in an academic-rich, play-based environment.

Values

Safety – Adventure Academy will provide a safe environment for all.

Positive Learning Environment – an engaging and well-equipped learning environment that includes exceptional educators.

Fiscal Responsibility – A responsibility to families, staff, and the community to manage finances in a matter that will ensure long-term sustainability.

Quality Employer –provide an environment for staff that fosters employee success and commitment to Adventure Academy Inc.

Accountability – Open communication with stakeholders to build long-term relationships

Partnerships – Fostering mutually beneficial partnerships within the community.

2.0 SERVICES

2.1 Preschool Program

Adventure Academy Inc. is licensed by the Ministry of Education and offers a **preschool program for children ages 30 months (2.5 years) to <6 years**. Our preschool class has **16 licensed spaces** and an excellent **ratio of 1:8** - one (1) Early Childhood Educator (ECE) for every eight (8) children. Our Educators use a warm, responsive, and inclusive approach, building positive relationships with children, families, colleagues, and our community. They participate as co-learners with families and children and are involved in play to support development, challenge thinking, and extend learning.

2.2 Program Dates/Times

Our preschool program operates **Monday to Friday** from **8:00 a.m. – 5:00 p.m.** We are closed for one week at Christmas and all statutory holidays.

2.3 Program Fees

Below is the fee structure for Adventure Academy Inc. Please note that full time participants are given enrolment priority. See section 3.0 for details.

Enrolment Type	Monthly Fee
Full Time 5 Days/week	$476.66
Part Time 4 Days/week	$381.33
Part Time 3 Days/week	$286.00
Part Time 2 Days/week	$190.66
Part Time 1 Day/week	$95.33

Children may not start attending Adventure Academy Inc. until all registration forms are complete and they have toured the campus with their Parent/Guardian. **A deposit equal to 50% of the first month's fee is required prior to commencement.** This will serve as payment for 50% of the first month.

Payment of fees will be debited on the first Wednesday of each month for that current month. When a child starts mid-way through the month and a withdrawal date is missed, that month's fees will be debited along with the following month's fees.

Full monthly fees are required irrespective of days missed for vacations, illness or statutory holidays. The monthly fee covers both actual care and the guaranteed space. **Credit will not be given for any missed days.** Tax receipts are issued as requested in February/March of each year.

For **late pick-ups, a $5 fee will be charged at 5:01 and $1 for every minute after**. The late fee will be billed directly to the parents' account. Parents who are very late and/or consistently late may be asked to withdraw their child from the program.

2.4 Missed Payment / NSF

A $100 service charge is applied for NSF payments. To avoid this penalty, please speak with Sonya McEwen ASAP should you need to make alternate payment arrangements. If dishonored payments are not cured within 30 days, Adventure Academy Inc may, at its option, terminate this agreement or cancel services with you.

3.0 ENROLMENT

3.1 Enrolment Priority

In order to staff our programming appropriately, we must know the exact days your child will be attending. **Full time participants are given enrollment priority.** Should there be an insufficient number of full time participants, then part time care will be offered to fill the available spaces. Please see 3.4 for further details.

The minimum commitment of part time families is 1 day per week. **Part time families will be offered the first right of refusal** should another participant wish to fill the available full time space.

3.2 Enrolment Options

Full time participants are given enrolment priority. There are four part-time enrolment options:

Full Time:
5 Days/week
Part Time:
4 Days/week
3 Days/week
2 Days/week
1 Day/week

3.3 Admission Process

Please contact Adventure Academy Inc. via phone, email, or online to express interest in enrolment and to receive an application form. We will schedule both a campus visit and meeting with our Owner/Director, Sonya McEwen. Admission is based on enrolment space.
Phone: 705-746-6333
Email: sonya.mcewen@adventureacademyinc.com
Online: www.adventureacademyinc.com
Social Media: @adventureacademyinc

3.4 Waitlist

Adventure Academy Inc. will strive to accommodate all requests for the registration of a child. Our waitlist policy and procedures can be located at our campus and online at www.adventureacademyinc.com **No fee will be charged to parents for placing a child on the waiting list**.

The waitlist policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

3.5 Discharge

Withdrawal notice for all families to provide to Adventure Academy Inc. will be **one (1) month**. If you know in advance of 1 month we will gladly accept this but it is not required.

Adventure Academy Inc. strives to meet the individual needs of all children and families enrolled in our preschool program. However, situations may arise from time to time where it may be necessary for Adventure Academy Inc. to withdraw childcare services for a child and/or their family.

Adventure Academy Inc. does not take these decisions lightly and takes reasonable care to ensure a thorough assessment of the child's needs, community supports available, and Adventure Academy Inc.'s ability to support the child have been undertaken before withdrawing services.

Examples leading to withdrawal of services may include but are not limited to:

- Non-payment of program fees
- Frequent late pick up
- Parents/guardians or children who exhibit violent or harassing behaviour towards staff, volunteers, students on placement, other children or families
- Community resources for children with special needs are unavailable or have been exhausted
- Refusal by parent/guardian to meet with Adventure Academy Inc. staff and/or consent to the use of support services for children.

3.6 Privacy of Information

All Adventure Academy Inc. staff, volunteers and placement students understand the importance of keeping all personal information in the strictest of confidence. Adventure Academy Inc. will not share any personal information with outside agencies including school boards and resource consultants without written parental consent.

4.0 ARRIVAL/ DEPARTURE

4.1 Arrival

Parents are required to bring their child into the classroom/outdoor play area daily to ensure that staff is able to greet your child and sign them in with the time of arrival. Thank you for dressing and undressing your child at arrival and departure.

4.2 Departure

When picking your child up please make sure to let the Educator know that you have arrived and are taking your child so that they can then sign your child out with the time of departure. **If you are not picking up your child**, please inform the Supervisor. We will not release your child unless the individual picking up your child is on the pickup list. Individuals picking up your child will be asked to produce photo identification before staff will release your child.

4.3 Parental Custody and Access

Parents may request that the childcare centre refrain from releasing their children to their other legal parent or guardian by obtaining a copy of a written court order of custody and access, and file a copy with the Owner/Director or Designate. Should a parent who is not allowed access arrive to pick up the child, the staff will remove the child from the situation and immediately contact the other parent.

4.4 Parking

Parking for arrival and departure is available on the north side of May Street, across from Adventure Academy Inc.

5.0 ATTENDANCE

5.1 Attendance

Please call Adventure Academy Inc. at 705-746-6333 before your child's scheduled arrival if your child will be absent. Full monthly fees are required irrespective of days missed for vacations, illness or statutory holidays. The monthly fee covers both actual care and the guaranteed space. Credit will not be given for any missed days.

5.2 Inclement Weather

Severe weather conditions can result in closures at schools and area businesses. In some cases, Adventure Academy Inc. will also be closed. Please listen to local radio/television stations. Adventure Academy Inc. will make every effort to inform families of centre closures due to inclement weather through our Facebook and Instagram accounts. Refunds will not be offered for these closures.

6.0 HEALTH AND WELLNESS

6.1 Immunizations

Adventure Academy Inc. is required to maintain up-to-date immunization records for all children attending. Parents/guardians are required to supply proof of up to date immunization. Please advise the centre of any updated immunizations.

For parents who choose not to immunize, exemptions are to be documented as follows on a Ministry approved form:

- For medical exemptions, a legally qualified medical practitioner must complete the "Statement of Medical Exemption Form".
- For religious or philosophical exemptions, a "Statement of Conscience or Religious Belief's Form" must be completed by a "Commissioner for taking avadavat" (i.e. It must be notarized)

6.2 Illness/Communicable Disease

It is our policy not to admit any child who has a communicable disease. We require the child to be symptom free for 24 hours or a doctor's clearance stating that they are no longer infectious before they can be re-admitted.

Please notify Adventure Academy Inc. if your child has been exposed to or has a communicable disease. We will advise parents/guardians of a communicable disease by placing a notice on the door and emailing.

The Owner/Director or Designate reserves the right to send home or refuse attendance to any child that is considered not well enough to attend. If your child is unwell or showing signs of an infectious or contagious disease, we will contact you immediately and you will be required to pick them up.

6.3 Common Illnesses

Outbreak of Illness/Communicable Disease: An outbreak is defined as a sudden rise or incidence of a disease. In the case of an outbreak at the centre we will inform all families and provide information relating to the disease. Thorough sanitization practices will take place daily during the time of the outbreak. Children will be excluded from the program until symptom free (minimum of 48 hours or as instructed by Health Unit) or advised by the family physician.

Common Cold: Symptoms include mild cough, runny nose, sneezing and possibly fever. Your child can attend the Centre if they are well enough to take part in all activities including outdoor play. If they are running a fever, are lethargic or generally unwell they should remain at home as this is in the best interest of your
child and the other children in the Centre.

Pink Eye: Symptoms include swollen eye lid(s), itchy sore eye(s) and yellowish puss-like discharge. As it is contagious, children must be excluded from the Centre for at least 24

hours after their first dose of antibiotic treatment.

Strep Throat & Scarlet Fever: Symptoms include a fever, sore throat, pus on tonsils, tender nodes in the neck and sometimes a fine rash develops known as Scarlet Fever. A child may return to the Centre after 24 hours of antibiotic treatment, if they are well enough to participate in all Centre activities including outdoor play and they are fever free.

Head Lice: Head Lice and their eggs (nits) can be seen at the nape of the neck, and behind the ears. They can vary in colour from white to brown to dark grey. The eggs are tiny round or oval shapes that are tightly attached to the hair near the scalp and do not slide up and down on the hair. Frequent scratching may cause broken skin or sores to form on the scalp. The damaged skin may weep clear fluid or crust over, and it may become infected. In response to infection, the lymph nodes behind the ears and in the neck, may become tender and swollen. Children can return to the Centre after their first treatment of head lice medication. If lice are detected upon return, then parents/guardians will be contacted for pickup.

Hand Foot and Mouth Disease: Hand foot and mouth disease is an illness that causes sores in or on the mouth and on the hands, feet and sometimes the buttocks and legs. The sores may be painful and the illness usually doesn't last more than a week or so. It is common in children but can also occur in adults. It can occur at any time of the year but is most common in the summer and fall. Children are most likely to spread the disease during the first week of the illness. To help prevent the disease from spreading please keep your child at home, wash your hands frequently, don't let children share toys and speak to the Owner/Director or Designate about when your child can return to the Centre.

Diarrhea/Vomiting/Fever: A child has diarrhea if there are more bowel movements than usual, or if stool is unformed, loose and more watery than usual. Other symptoms that may accompany diarrhea may include fever, loss of appetite, nausea, vomiting, and stomach pains. Your child must be excluded from the Centre until the bowel movements have been normal for at least 24 hours, vomiting has ceased for 24 hours or until a physician declares they are well enough to return. If your child has a fever at the Centre, you will be required to pick them up immediately; your child will not be able to return to the Centre for 24 hours.

Accidents and Injuries: Even in the safest environments accidents and injuries do occur. Any accidents that may occur at the Centre are recorded on an Incident/Accident Report. If your child has been injured during the day you will be required to sign the Incident/Accident Report, indicating that you have been made aware of the incident. Parents will be notified immediately if there is an injury to the head. If necessary, you will be contacted to pick up your child. If you cannot be
contacted and your child requires medical attention, we will take the necessary required steps.

6.4 Hygiene

Strict hand washing procedures are implemented. Children are required to wash and dry their hands before and after meals, after using the toilet and after messy activities. **We ask that all children and parents/guardians wash or sanitize their hands when arriving.**

7.0 PROGRAMMING

7.1 Daily Program

Our philosophy at Adventure Academy Inc. is to provide a safe, secure, healthy, enriching, and fun environment for the children in our care.

Through the guidance of registered early childhood educators embracing *How Does Learning Happen?* and incorporating components of the High Scope curriculum, children are given opportunities through play that stimulate curiosity, initiative and independence.

Active learning through play enhances children physically, intellectually, creatively, emotionally, and socially. Each child is treated with respect and accepted as an individual through positive adult-child interactions.

The learning environment provides children with opportunities to make choices and decisions through inquiry and develop conflict resolution skills that assist in lifelong learning. Interaction with other children expands social and communication skills and supports the development and understanding of empathy.

A consistent, predictable and flexible daily routine enables children to make choices and express their intentions, carry them out and reflect on what they have done. Children have the opportunity to play independently or work together in small and larger groups.

Books and Literacy: Books allow children to enter a world of "make believe", learn about new and exciting things, and gain an understanding of the function and purpose of the written language. A wide selection of books and a quiet place for reading fosters a love of literature.

Puzzles & Manipulates: Small muscles in the hand are developed while handling and positioning puzzle pieces. The recognition of shape and pattern needed to complete puzzles is an important pre-reading and pre-writing skill.

Blocks and Floor Toys: Manipulation of blocks (stacking, balancing, arranging and lifting) helps children develop gross motor and fine motor skills needed to develop the pincer grip. Blocks provide opportunities for expressing creativity, developing problem solving skills and familiarity with size, weight and shape.

Dramatic Play: Our pretend and learn area is devoted to developing a child's sense of make believe. Dramatic play and social interactions begin here, but are not confined to this space. Dramatic play grows from the experiences of the children and is a meaningful way for children to share both experiences and knowledge of the world.

Sensory Play: Sensory activities allow children to play and explore materials with all their senses. Children develop in all learning domains as they explore, create, and play with these materials.

Group Time / Music & Movement: Music time is an important and fun part of the children's day. As children move and sing they breathe more deeply delivering more oxygen to the brain. Music enhances mood, memory and attention, teachers incorporate various activities including movement and sing along to the program. Research believes that music rhythms, patterns, contrast and varying tonalities are a powerful way to present information to children. Children also learn to respond to the needs of others while in a group situations.

Creativity: Children are free to explore various art and collage materials in this area. The children are encouraged to express themselves through different mediums with the focus on the process rather than the product.

Naps & Quiet Time: Naptime/Quiet Time is important for preschoolers. Our daily schedule incorporates a balance of active and quiet play, including a rest period. During this time, children are encouraged to sleep, rest, or engage in quiet activities, according to their needs.

Outdoor Play: Outdoor play develops gross motor skills such as climbing, running, jumping and throwing. Children cannot develop the fine motor skills required for writing before the large muscles of the arms are developed. Outdoor activities develop spatial and body awareness. A full knowledge of where they are in relation to the other objects and what they can do is essential before children can begin to be in full control of their body. Hand-eye coordination is essential skill developed through these activities.

7.2 Sun Smart

We aim to promote a positive attitude towards skin protection and take effective measures to ensure the children's safety from the sun. The childcare educators will apply and reapply sunscreen when needed prior to outdoor play. Sunscreen must be supplied by the parents/guardians in the original bottle, labeled with each child's full name. Please provide a hat for your child each time they attend and our educators will ensure that your child is wearing it prior to going outdoors.

7.3 Cold Weather/Winter

During the winter months, outdoor play will be based on the weather. Once the temperature and/or wind-chill is lower than -18 degrees Celsius, Children will not engage in outdoor play. The decision is based on the current temperature, as measured by the Weather Network at the time of the scheduled outdoor play, or at the discretion of the Owner/Director or Designate. During colder weather, outdoor activities may be limited to 30 minutes.

7.4 Hot Weather/Summer

During extreme heat, outdoor play may be limited at the discretion of the Owner/Director or Designate. Our educators will ensure that children drink plenty of fluids and are given the option to cool down as needed.

7.5 Appropriate Clothing

During the day, your child will participate in many different activities and it is important that they are dressed in appropriate clothing. Remember, children are hard at "work" while they are with us and often the most beneficial learning experiences come from messy play.

Children are encouraged to wear proper outdoor footwear and comfortable casual clothes, which are suitable for climbing, running, etc. Overalls and suspenders are not recommended as children find them difficult to handle and will not be able to get in and out of them easily when they need to go to the washroom.

Please remember to send along a change of clothes every day. It is the parent/guardian's responsibility to ensure the child wears appropriate clothing for all weather conditions.

7.6 Field Trips and Community Walks

Field trips and community walks provide valuable experiences for children and allow staff the opportunity to extend program activities outside of the classroom.

When field trip opportunities arise, parents/guardians will be required to complete a permission form giving consent for their child to participate in the activity. Community walks may be part of the regular program and as such do not require a permission form.

7.7 Emergency Management

Adventure Academy Inc. has emergency management policies and procedures, as described in section 68.1 of Ontario Regulation 137/15. Should an emergency occur, signage will be posted at the campus and an incoming voicemail recorded for those calling the office. When it is safe to do so, parents/guardians will be notified by phone to pick up their child.

8.0 BEGINNING YOUR JOURNEY

8.1 Orientation / Transition

Adventure Academy Inc. will provide opportunities for transition into the program to allow children to be gradually introduced, by becoming familiar with the classroom routines, activities, staff, and their peers.

This experience is an essential part of ensuring that your child is comfortable during their first week of care. Orientation sessions are usually held between 9:00 and 11:00 daily based on availability, with parents/guardians pre-booking during enrollment. A

parent/guardian is required to stay, as the child is not yet registered to the program.

8.2 First Day / What to Pack

Please label all belongings with first + last name.

- ✓ Blanket for naptime/quiet time (taken home every Friday for washing)
- ✓ Diapers/pull-ups/wipes if applicable
- ✓ Seasonally appropriate outdoor apparel (rain suit / toque / mittens etc)
- ✓ Seasonal footwear (shoes / boots / sandals)
- ✓ Seasonally appropriate change of clothes
- ✓ Water bottle / sippy cup
- ✓ Sunscreen
- ✓ Family photo

8.3 Daily Communication

Adventure Academy Inc. will provide parents/guardians daily updates through the BrightWheel app that outlines their activities including photos and notes.

8.4 Daily Schedule

Arrivals
Play + Learn
AM Snack
Outdoor Play + Learn
Lunch
Nap Time/Quiet Time
PM Snack
Outdoor Play + Learn
Departures

9.0 GENERAL

9.1 Appropriate Language

Parents/guardians and their guests must use appropriate language while on our property. Foul language of any kind is not permitted on Adventure Academy Inc.'s campus, which includes our parking lot and play areas.

9.2 Celebrations

We encourage parents/guardians to let their children share special celebrations with us at the Centre. If you would like us to celebrate any occasion with your child, please talk to our childcare educators.

9.3 Personal Toys

It would be appreciated if children did not bring toys or valuables from home unless they are required for a special event. No toy weapons or actions figures of any kind that promote violence are to be brought to the centre. Toys from home can become lost or broken and it saves a lot of heartache if these items are left at home. Comfort toys – stuffies, soft toys are more than welcome.

9.4 Photographs and Videos

From time to time, children may be included in photographs taken by team members at Adventure Academy Inc. and used for display within the preschool. Adventure Academy Inc. occasionally shares pictures from our on Facebook, Instagram, and our website, however we ensure that photographs shared online do not include the children's faces, unless we have consent from their parents/guardians. If you do not consent, please notify the Owner/Director in writing to be kept in your chid's file.

9.5 Smoking/Vaping

Smoking/Vaping is prohibited on Adventure Academy Inc.'s campus, including parking lots and play areas. No one is permitted to smoke anytime with or in the presence of a child.

9.6 Threats and Threatening Behaviour

We have a responsibility to provide a safe environment for our personnel, the children we serve, and other adults. Therefore, we have a zero-tolerance policy regarding threats or threatening behaviour on our campus, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. Violation of this policy may result in immediate withdrawal from the Centre.

9.7 Volunteers and Students

Adventure Academy Inc. welcomes both placement students and volunteers into the preschool program offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operations.

It is the policy of Adventure Academy Inc. that only employees will have direct unsupervised access to children. Under the *Child Care and Early Years Act, 2014*, volunteers and students are not counted in the staffing ratios requirements Adventure Academy Inc. while in operation. Further, the Act provides that no child in a child care centre can be supervised by a person under 18 years of age. As such, volunteers, students and persons under 18 years of age will never left be alone with the children at Adventure Academy Inc. **Every volunteer or student will be supervised by an employee at all times.**

9.8 Prohibited Practices

See APPENDIX B

10.0 ADDITIONAL POLICIES AND PROCEDURES

Adventure Academy Inc.'s policies and procedures are available to view in person at our campus and online at www.adventureacademyinc.com

APPENDIX A

Adventure Academy Inc.
Parent Issues and Concerns Policy and Procedures

Date Policy and Procedures Established: July 10, 2019
Date Policy and Procedures Updated: July 10, 2019

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, Adventure Academy Inc.'s staff and owner/director to use when parents/guardians bring forward issues/concerns.

Policy

General

Parents/guardians are encouraged to take an active role in Adventure Academy Inc. 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, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about their children and the program. 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 our Owner/Director 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 three (3) 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

Adventure Academy Inc. 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 and/or Owner/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/childrensaid/reportingabuse/index.aspx

Procedures

<table>
<tr><th>Nature of Issue or Concern</th><th>Steps for Parent and/or Guardian to Report Issue/Concern:</th><th>Steps for Staff and/or Licensee in responding to issue/concern:</th></tr>
<tr><td>Program Room-Related

E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc</td><td>Raise the issue or concern to
- the classroom staff directly
or
- the Supervisor or Owner/Director.</td><td rowspan="4">- Address the issue/concern at the time it is raised
or
- arrange for a meeting with the parent/guardian within three (3) business days.

Document the issues/concerns in detail. Documentation should include:
- the date and time the issue/concern was received;
- the name of the person who received the issue/concern;
- the name of the person reporting the issue/concern;
- the details of the issue/concern; and
- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days 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.</td></tr>
<tr><td>General, Centre- or Operations-Related

E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</td><td>Raise the issue or concern to
- the Supervisor or Owner/Director.</td></tr>
<tr><td>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</td><td>Raise the issue or concern to
- the individual directly
or
- the Supervisor or Owner/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.</td></tr>
<tr><td>Student- / Volunteer-Related</td><td>Raise the issue or concern to
- the staff responsible for supervising the volunteer or student
or
- the Supervisor and/or Owner/Director.
-
All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported</td></tr>
</table>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
	to the supervisor as soon as parents/guardians become aware of the situation.	

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 Owner/Director, Sonya McEwen.

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 the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

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.

APPENDIX B

Adventure Academy Inc.

Preschool
Program Statement

January 2026

Adventure Academy Inc.
Program Statement

Adventure Academy Inc. was established in 2019 and is located in beautiful Parry Sound, Ontario.

We provide childcare to families with children aged 30 months throughout their transition to elementary school and are open from **8:00 a.m. to 5:00 p.m. from Monday to Friday, January through December** and closed for all statutory holidays.

Our preschool is situated in a picturesque location with an inviting outdoor adventure space and a facility that marries the comfort of a log home with bright, modern décor that fosters safe and fun play-based learning.

Our educators have years of experience working with children and providing child-centered programming that fosters a love of exploration and independence while providing a gentle introduction to the world of preschool. They use a warm, responsive, and inclusive approach, building positive relationships with children, families, colleagues, and the community while participating as co-learners with families and children to support development, challenge thinking, and extend learning.

Mission Statement
Adventure Academy Inc.'s mission is to provide exceptional care for preschoolers while fostering each child's intellectual, social, physical and moral development in an academic-rich and play-based environment.

Adventure Academy Inc.
Program Statement Framework

Adventure Academy Inc. will document and review the impact of the following strategies on the children and their families and use this information to drive planning, policy, and practice moving forward.
O.Reg. 137/15, ss.46(3)

Support positive and responsive interactions among the children, parents, childcare providers and staff
O.Reg. 137/15, ss.46(3) b

- ✓ Connect with each child to recognize and value his/her unique spirit, individuality, and presence by capitalizing on opportunities for one to one interactions during daily routines and speaking with family, observing, and documenting

- ✓ Support relationships between children as they initiate, respond, collaborate, celebrate, and demonstrate care for others by celebrating the capabilities of themselves and others

- ✓ Build connections between the home and the program by communicating with families using multiple means (email newsletters, the brightwheel app, speaking in person) and suggesting ways that families can extend learning at home to build on a particular idea children are exploring, while also encouraging families to help staff understand the child from their perspective

Involve local community partners and allow those partners to support the children, their families and staff
O.Reg. 137/15, ss.46(3) i

- ✓ Establish and maintain positive reciprocal relationships with community partners to support meaningful participation through sponsoring local initiatives (ex. golf tournament hole sponsor), learning more about referral services, attending professional development opportunities

- ✓ Invite community members to contribute to and participate in the program (Hydro ONE, Fire Department, Library, Yoga, etc) and provide opportunities for children to participate and make meaningful contributions to the community on an ongoing basis

Encourage the children to interact and communicate in a positive way and support their ability to self- regulate
O.Reg. 137/15, ss.46(3) c

- ✓ Engage in authentic, reciprocal communication with children, where children participate as both initiators and equal partners

- ✓ Facilitate successful communication between children by helping them listen to and express themselves to one another (help them find the right words and approach by modeling speaking and listening strategies)

- ✓ Document children's communication to help them revisit thoughts and ideas expressed in order to extend their understanding by building on child-initiated conversation as a partner rather than the "director" of the conversation

Provide child-initiated and adult-supported experiences
O.Reg. 137/15, ss.46(3) e

- ✓ Support children's expression in all forms by providing quality materials and ample time throughout the day to express themselves through drawing, painting, sculpture, movement, music, and storytelling

- ✓ Provide materials for children to explore and to represent their ideas, experiences, and understanding of the world

- ✓ Support children's language and literacy development throughout the environment (recall and retell past events; revisit documentation with children; place familiar print materials and books in different areas to spark ideas for play and exploration)

Foster children's exploration, play and inquiry
O.Reg. 137/15, ss.46(3) d

- ✓ Provide a wide variety of interesting objects and open-ended materials for children to explore with their senses, manipulate, and investigate

- ✓ Provide ample opportunities through large blocks of time for children to engage in sustained, complex play and inquiry

Plan for and create positive learning environments and experiences in which each child's learning and development will be supported, and which is inclusive of all children, including children with individualized plans
O.Reg. 137/15, ss.46(3) f

- ✓ Design indoor and outdoor environments and experiences that spark curiosity, invite investigation, and provide challenges that are responsive to individual capabilities to help children extend the boundaries of their learning

- ✓ Work with families and community partners to ensure that environments and experiences provide equal learning experiences for all children by making flexible program adaptations and providing special equipment and/or adaptive devices (as recommended by a regulated health professional)

Foster the engagement of and ongoing communication with parents about the program and their children
O.Reg. 137/15, ss.46(3) h

- ✓ Connect with families and communities and invite their participation to ensure that environments and experiences reflect and are relevant to children's everyday lives

- ✓ Document and make children's thinking, learning, and competence visible to children, families, and others.

Adventure Academy Inc.
Program Statement – Well-Being

Promote the health, safety, nutrition and wellbeing of the children
O.Reg. 137/15, ss.46(3) a

- ✓ Provide healthy meals and snacks and establish positive eating environments that are responsive to children's cues of hunger and fullness
- ✓ Incorporate opportunities and time to practice self-help and self-care skills based on each child's capabilities throughout daily routines and activities

Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving childcare
O.Reg. 137/15, ss.46(3) g

- ✓ Provide regular daily opportunities (responsive to individual capabilities) for children to be physically active and explore the world around them with their bodies, minds, and senses
- ✓ Limit activities where children are sedentary for an extended period of time
- ✓ Design environments that are attuned to children's varied sensitivities, arousal states, and need for maintaining a calm, focused, and alert state

Support staff who interact with the children at the childcare centre in relation to continuous professional learning
O.Reg. 137/15, ss.46(3) j

- ✓ Participate in professional learning and connecting with community partners to ensure the program fosters social and emotional wellbeing and resilience for children and families

Adventure Academy Inc.
Program Statement – Prohibited Practices

The following practices are strictly prohibited at Adventure Academy Inc:

(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 purposes 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 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 Adventure Academy Inc's emergency management policies and procedures;

(d) 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.

No employee or volunteer at Adventure Academy Inc, or student who is on an educational placement with Adventure Academy Inc shall engage in any of the prohibited practices set out above with respect to a child receiving child care.

APPENDIX C

Adventure Academy Inc.
Waitlist Policy

Date Policy and Procedures Established: February 1, 2026
Date Policy and Procedures Updated: February 1, 2026

Adventure Academy Inc. offers 16 preschool spaces available for children ages 30 months (2.5 years) – <6 years old. The Ontario Ministry of Education regulates this enrolment number and age grouping.

Adventure Academy Inc. will strive to accommodate all requests for the registration of a child. Where the maximum capacity of the preschool program has been reached and spaces are unavailable for new children to be enrolled, the waitlist procedures set out below will be followed.

No fee is charged for parents/guardians to place a child on the waitlist.

Purpose

This policy and the procedures within provide for the waitlist to be administered in a transparent manner. It supports the availability of information about the waitlist for prospective parents/guardians in a way that maintains the privacy and confidentiality of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a childcare centre that maintains a waitlist to have related policies and procedures.

Waitlist Application Procedure

To be added to Adventure Academy Inc.'s waitlist, a parent or legal guardian must complete and submit an application form (online or paper) and subsequently tour the preschool campus with their child to ensure it is a good fit for the family. Tours are booked through Owner/Director, Sonya McEwen, and parents/guardians may contact her by phone, email, or online to book their visit.

Waitlist Placement Order

Children will be placed on the waitlist in chronological order, based on the date and time of their preschool campus tour. Once a child has been placed on the waitlist, the parent/guardian will be notified of their child's position on the list.

Determining Placement Priority when a Space becomes Available

When space becomes available in the program, priority will be given as follows:

1. Current Adventure Academy Inc. Staff who wish to enrol their child full-time
2. Siblings of children currently enrolled at Adventure Academy Inc. whose families wish to enrol them full-time
3. Families who wish to enrol their child full-time
4. Current Adventure Academy Inc. Staff who wish to enrol their child part-time
5. Siblings of children currently enrolled at Adventure Academy Inc. whose families wish to enrol them part-time
6. Families who wish to enrol their child part-time

Once these children have been placed, other children on the waitlist will be prioritized based on the chronology in which the child was placed on the waitlist.

Offering an Available Space

Parents/guardians of children on the waitlist will be notified via phone or email that a space has become available in their requested program.

Parents/guardians will be provided a timeframe of 3 business days in which a response is required before the next child on the waitlist will be offered the space. Where a parent/guardian has not responded within the given timeframe, Adventure Academy Inc. will contact the parent/guardian of the next child on the waitlist to offer them the space.

Inquiring about a Child's Placement on the Waitlist

Sonya McEwen, Owner/Director, will be the contact person for parents/guardians who wish to inquire about the status of their child's place on the waitlist. She will respond to parent/guardian inquiries and provide the child's current position on the list.

Maintaining Privacy and Confidentiality

Adventure Academy Inc.'s waitlist is maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waitlist will be provided to parents/guardians.

Names of other children or families and/or their placement on the waitlist will not be shared with other individuals.

Adventure Academy Inc.
Child Care Centre Anaphylactic Policy and Procedures

Date Policy and Procedures Established: December 2, 2025
Date Policy and Procedures Updated: December 2, 2025

Purpose

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at the child care centre.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for child care centres. The requirements set out in this policy align with Sabrina's Law, 2005.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

- Before attending the child care centre, the supervisor/designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.

- Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation (the form in Appendix A may be used for this purpose).

- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.

- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.

- All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at the child care centre and will be kept in a binder on a shelf of the wooden hutch located on the mail level at the bottom of the stairs.

- **All** individualized plans and emergency procedures will be reviewed with a parent of the child yearly, or should plans and procedures change, to ensure the information is current and up to date.

- Every child's epinephrine auto-injector must be carried everywhere the child goes.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.

- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.

- Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.

- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.

- **When families choose to provide their own meals / snacks, the childcare centre will advise them of specified allergens and** ensure that parents label food brought to the child care centre with the child's full name and that parents advise of all ingredients **to ensure no food contains or "may contain" specified allergens.**

- **Families that send snacks/meals to the childcare centre will be encouraged to follow the nutritional guidelines used to create the childcare centre's menu.**

- **If a child forgets their snacks/meals from home, the childcare centre will notify their family upon discovery and offer to provide the child with snacks/meals from the childcare centre's planned menu.**

- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.

- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)

- Do not use craft/sensory materials and toys that have known allergens on the labels.

- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.

- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.

- Refer to the allergy list and ensure that it is up to date and implemented.

- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.

- Update families when changes to allergies occur while maintaining the confidentiality of children.

- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

Communication Plan

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

- Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic.

- Parents and families will be informed about anaphylactic allergies and all known allergens at the child care centre through our website and email.

- A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.

- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.

- Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving child care.

- The caterer, cook, individuals who collect groceries on behalf of the child care centre and/or other food handling staff, where applicable, will be informed of all the allergies at the child care centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the caterer or cook as soon as new allergies are identified. The supervisor or designate will communicate with the caterer/cook about which foods are not to be used in food prepared for the child care centre and will work together on food substitutions to be provided.

- The child care centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.

- This communication plan will be continually reviewed to ensure it is meeting the needs of the child care centre and that it is effectively achieving its intended result.

Drug and Medication Requirements

- Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.

- Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.

Training

- The owner/director will ensure that the supervisor/designate and/or all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.

- Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the child care centre.

- Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures.

- A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training. The form in Appendix B may be used for this purpose.

Confidentiality

- Information about a child's allergies and medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Procedures to be followed in the circumstances described below:

Circumstance	**Roles and Responsibilities**
A) A child exhibits an anaphylactic reaction to an allergen	1. The person who becomes aware of the child's anaphylactic reaction must immediately: i. implement the child's individualized plan and emergency procedures; ii. contact emergency services and a parent/guardian of the child, or have another person do so where possible; and iii. ensure that where an epinephrine auto-injector has been used, it is properly discarded (i.e. given to emergency services, or in accordance with the drug and medication administration policy). 2. Once the child's condition has stabilized or the child has been taken to hospital, staff must: i. follow the child care centre's serious occurrence policies and procedures; ii. document the incident in the daily written record; and iii. document the child's symptoms of ill health in the child's records.

Circumstance	Roles and Responsibilities
B) A child is authorized to carry his/her own emergency allergy medication.	1. Staff must: i. ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication; ii. ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended (e.g. in the child's cubby or backpack); iii. ensure that appropriate supervision is maintained of the child while carrying the medication and of children in their close proximity so that other children do not have access to the medication; and iv. Where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the centre supervisor/designate and the child's parent of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the daily written record.

Glossary

Anaphylaxis: a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock. Symptoms can vary for different people, and can be different from one reaction to the next, including:

- Skin: hives, swelling, itching, warmth, redness, rash
- Breathing (respiratory): coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness/swelling, hoarse voice, nasal congestion or hay fever-like symptoms (runny nose and watery eyes, sneezing), trouble swallowing
- Stomach (gastrointestinal): nausea, pain/cramps, vomiting, diarrhea
- Heart (cardiovascular): pale/blue colour, weak pulse, passing out, dizzy/lightheaded, shock
- Other: anxiety, feeling of "impending doom", headache, uterine cramps, metallic taste in mouth

  (Source: http://foodallergycanada.ca/about-allergies/anaphylaxis/)

Causative Agent (allergen/trigger): a substance that causes an allergic reaction. Common allergens include, but are not limited to:

- eggs
- milk
- mustard
- peanuts
- seafood including fish, shellfish, and crustaceans
- sesame
- soy
- sulphites which are food additives
- tree nuts
- wheat
- latex
- insect stings

Epinephrine: A drug used to treat allergic reactions, particularly anaphylaxis. This drug is often delivered through an auto-injector (e.g. EpiPen or Allerject).

Staff (Employee): Individual employed by the licensee (e.g. program room staff).

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as "parent" in the policy).

Child Care Centre
Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: Adventure Academy Inc
Date Policy and Procedures Established: December 1, 2026
Date Policy and Procedures Updated: December 1, 2026

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- Adventure Academy Inc will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Adventure Academy Inc will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
    - greet the parent/guardian and child.
    - where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the

person is listed on the authorized list or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., written note or email or brightwheel).

- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a message or advised the closing staff at pick-up), the staff in the classroom must:
    - inform the supervisor or designate and they must commence contacting the child's parent/guardian no later than 9:30 a.m. Staff shall message the parent / guardian on brightwheel to ask whether their child will be attending. If no response is received, message one additional time at 10:00 a.m.
    - Should the centre not receive a response via brightwheel, staff will call parent then emergency contact to confirm the absence.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
    - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
    - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up, the staff shall contact the parent/guardian via brightwheel and phone and advise that the child is still in care and has not been picked up.
    - Where the staff is unable to reach the parent/guardian, staff must continue calling. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed

with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact the emergency contacts

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:00 p.m., staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the authorized individual then the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact emergency contacts.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00 p.m. the staff shall proceed with contacting the local Children's Aid Society (CAS) at 705-746-9354. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Option 1: Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

(a) provides that a child may only be released from the child care centre or home child care premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home child care premises, or

(ii) a child is not picked up as expected from the centre or home child care premises.