



Parent Handbook

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Dear Parents:

The director, program staff and the Board of Directors welcome you to Fairview Child Care Centre. This handbook is designed to provide you with information relating to parent responsibilities, program policies and daily routines. It will also help you familiarize yourself with the centre's policies and goals.

Should you have any questions after reading this handbook, please feel free to talk to the Director. Parent feedback is valuable to the continued growth and success of our program.

This handbook is always available to you on Digibot for future reference. Please note that the signing of your registration forms also signifies that you have read the parent handbook and will abide by the policies of this handbook.

Fairview prides itself as being an inclusive Child Care Centre and welcomes children and families from a variety of diverse backgrounds and abilities.

Fairview is a not-for-profit child care centre and receives funding from the City of Ottawa and the Ontario Ministry of Education.

Fairview is a proud participant of the Canada Wide Early Learning and Child Care System.

A warm welcome is extended to you and your family.

Sincerely,

Director, Program Staff, and Board of Directors

Organization

Fairview Child Care Centre of Ottawa Inc. is a non-profit organization.

Licensing

The centre is licensed under the [Child Care and Early Years Act, 2014](#) of the Ministry of Education. It is required to meet all regulations of this act, as well as, Health and Fire Regulations of the City of Ottawa. Further resources about licensed child care are available on [ontario.ca](#)

Admission Policy

The child care centre is licensed to accommodate 55 children in two different programs.

Toddler - 15 and Pre-school - 40

The programs operate on a 12-month basis.

When registering a child, the parent (s) must complete the required 'Getting to Know Your Child' form, registration and consent forms on Digibot.

Proof of immunization must be produced prior to the child's first day of attendance.

A three-month probationary period is required for all children attending the centre. This period is used to assess the child's adjustment to the centre.

Fees

Non-Base Fees and Base Fees

Non-base fees are any fees charged to parents that are not part of our daily rate. These include late pick up fees and late payment fees.

Base fees are our daily rate fees charged to parents for the care of their child.

Fees

Fees must be paid in advance of the service.

Base fees are paid via e-transfers. The amount due can be accessed in the 'billing' section of your Digibot account. Base fees are to be paid in advance of care, and received between the 20th and 30th of each month. All overdue accounts will be charged a non-base fee of 1.5% per month, of the overdue amount, *unless prior alternate arrangements are made with Fairview*. Fairview reserves the right to send any overdue account to a collection agency.

To reserve a full-time space, the base fees must be paid whether the space is occupied or not (i.e., vacation or illness).

Should a family withdraw from the program mid-month, refunds will be issued for any days paid past the discharge date. Refunds will be in the form of an E-Transfer to the person that originally made the payment.

The Board of Directors reserves the right to deny child care services to anyone who is (2) two weeks behind in payment of their base fees, and an administration non-based fee of \$15.00 may be charged for late payments.

Receipts are issued within the first two weeks of January of the following calendar year. Receipts are issued free of charge. Past years receipts may be accessed through your Digibot account. Should a parent need a receipt at any other time, please contact the Director if assistance is needed.

Parents are required to give two (2) weeks written notice when withdrawing a child from the centre. Two weeks base fees are due in lieu of notice.

Rates

As we are participating the Canada Wide Early Learning & Child Care system (CWELCC), we will be following the City of Ottawa and Ministry of Education's guidelines on parent fee reductions until we reach the target of \$10/day on child care fees for all children 0-6 years of age.

Our initial Base fees as of April 1, 2022 were as follows:

Toddler - \$59.07/day

Preschool - \$42.87/day

The first rate-reduction of 25% retroactive to April 1, 2022 were based on these initial base fees and further reductions will also be based on these base fees. Any reduction in rates will be updated on Digibot in your 'Billing' section.

As of January 1, 2023, the reduced rates were as follows:

Toddler - \$27.91/day

Preschool - \$20.26/day

As of January 1, 2025, the reduced rates are as follows:

Toddler - \$22.00/day

Preschool - \$20.26/day

Hours of Operation

The centre is open from 7:30 a.m. (no admittance prior to this time) to 5:30 p.m. Monday to Friday. Late fees (non-base fees) are in effect after 5:30.

Toddler and Pre-school Programs

Your child must be in the program before **10:00 a.m.** Please notify the office 24 hours in advance in the event of an appointment for your child, which prevents you from arriving before 10:00 a.m. A message on Digibot Chat or a phone call is required.

Children will not be admitted into the Toddler or Pre-school programs between 12:00 noon and 2:30 unless prior arrangements have been made.

If this policy is not adhered to, the centre has the right to refuse your child for the day.

Arrival and Departure

All parents dropping off and picking up a child must inform staff of their child's arrival and departure. The educator will then sign the child in/out in our digital attendance record.

It is the parent's responsibility to dress and undress the child upon arrival or departure.

It is normal for some children to have difficulty separating from their parents in the morning. Please be brief during these transition times. The longer the departure is prolonged, the harder it is for the child. The quicker the child can engage in the program activities, the easier the transition will be for all. The Digibot Chat is a great communication tool to send a quick message to see how your child is doing. Staff will follow up as soon as possible. Parents are also welcome to call the centre for a quick check in as well. On Digibot, parents also have access to other communication tools including their child's daily digital log where staff inform parents of their child's day, including how much they ate, how long they napped, toileting and more. Please be sure to check these communication tools daily for information on your child's day.

Our Safe Arrival and Dismissal policy is attached at the end of the parent handbook for your reference.

Child Pick up and Release

On arrival and departure times it is **essential** that each child be signed in and out daily. Staff will sign your child in and out on our Digibot digital App.

Only individuals whose names appear on the pickup list will be permitted to pick up the child, unless a written note or phone call is received specifying otherwise. Parents can quickly and easily update the pick-up list on their Digibot account. Please be sure to notify us when you have made any changes, so that staff can get an updated print copy for their emergency contact book.

The centre is NOT responsible for the child until the child reaches the centre and is signed in (a teacher must be notified of the child's arrival).

Persons ages twelve (12) and older will be permitted to pick up children in our care with verbal parental consent and written confirmation.

It is the parent's responsibility to inform the centre by phone if another person (other than the usual person) will be picking up the child.

It is the parent's responsibility to inform the teacher that the child is in attendance. Never leave your child unattended in the hallways.

Late Pick up Policy

The centre closes at 5:30 PM. The parent must inform the centre in advance of any delay. A late fee (non-based fee) will be charged **of \$10.00 for the first five (5) minutes or part thereof, and \$1.00 for every subsequent minute thereafter.**

All charges are to be paid in cash within 48 hours. Any charges not paid will be considered delinquent and may result in termination of service.

Clothing and Other Requirements

All clothing must be labeled with your child's name.

List of requirements for each program:

Toddler	Diapers
	3 or more changes of clothing (please check supply daily)-including socks /underwear
	Blanket
	Extra mittens in winter
	Hat without ties (Velcro is fine)
	Neck warmer or "tube"-no scarves on the outside
	Indoor shoes
	Sippy cup
	Sunscreen
	Diaper cream (if your child uses it)
Pre-school	2 changes of clothes-including socks and underwear
	Blanket
	Extra mittens in winter
	Hat without ties (Velcro is fine)

Neck warmer or “tube”-no scarves

Indoor shoes

Water bottle

Sunscreen

The Centre is not responsible for lost articles.

Sunscreen

Parent supplied sunscreen will be applied to all children 20 minutes prior to going outside when we have received consent to apply sunscreen on the registration application. Parents of children in our toddler program or children arriving close to our outdoor time, are asked to apply sunscreen to their child prior to arrival. Fairview will always have sunscreen on hand for children in case they run out. Should your child have a sunscreen allergy, it is imperative that we always have a bottle of sunscreen for your child. All sunscreen bottles will be labeled with the child's name.

Canadian Safety Standards 1998

All strings and cords must be removed from your child's clothing.

Scarves cannot be tied around the outside of the snowsuit. **Neck warmers are safer.**

Running shoes with Velcro are the recommended footwear. Sandals without heel grips or fastening devices are not permitted. Closed toe sandals are recommended when wearing sandals in the summer. If your child is not properly clothed for outdoor play, **we reserve the right to refuse admittance to the centre that day.**

Toys and Jewelry

Toys from home are discouraged, unless it is for Show & Tell days. Jewelry is also discouraged and Fairview will not assume responsibility for any lost or damaged jewelry.

Soothers/Pacifiers

If your child has a soother, they may bring it to the program. All soothers must be labeled so they do not get mixed up. Soothers usually remain in the child's bag until sleep time. If a child is upset, the soother may be used to comfort them.

Birthday Celebrations

The staff encourages the “remembrance” of your child's birthday with a cake or other “goodies”. The celebration is for the children in your child's program. The only exception will be for a sibling enrolled in another program in the centre. The staff will NOT permit children who are not enrolled in Fairview to enter the program during the “birthday party”. We also reserve the right to limit the adults to parents only. As we are nut-free, to ensure safety, we will provide a birthday treat (usually cupcakes) for the birthday celebration.

Statutory Holidays

The centre will be closed on the following statutory holidays:

New Year's Day	Victoria Day	Thanksgiving
Family Day	Canada Day	Good Friday
Civic Holiday	Christmas Day	Boxing Day
Easter Monday	Labour Day	One day in lieu of Remembrance Day
One day in lieu of Day of Truth & Reconciliation		

Other closures

Fairview wishes to give their staff a much-deserved mental health break and will close annually the week between Christmas and New Year's Day. This closure will be inclusive of the statutory holidays mentioned above. Depending on the calendar year, this will add approximately an additional 2 days of closure to the year. Parents will be notified of the exact days closed no later than December 1st of every year. These additional days are paid days.

Emergency Closures

Due to unforeseen circumstances (fire, flood, loss of electricity and/or property damage) the Centre may be deemed unsafe. In this event, the OCSB will close the school or the Board of Directors may close the child care centre. Parents will be notified of the closure via email and will be required to make alternative arrangements until official notice is given of the School/Centre re-opening. The Centre will also close if the City of Ottawa declares a "State of Emergency". No fee rebate will be given due to emergency closures.

Storm Days

Occasionally, during our hours of operation, a storm arises making traveling conditions slow and possibly dangerous. In an effort to enable our employees to leave their workplace and travel home at their usual time, we may call parents to request that they depart earlier than routine to ensure timely/early pick up of their children. Our policies addressing late pick ups will not be altered due to poor weather and travel conditions.

Fire Drills

Fairview has a written procedure for fire drills posted in the classroom. The centre conducts a fire drill once a month. We also practice "lockdown" drills two times a year with the school. All drills are documented. All children will evacuate the premises when required. In the event that the children cannot return to the centre, they will be moved to our emergency location at ST SEBASTIEN CATHOLIC CHURCH located at 1000 FRANCES STREET. Parents will be notified and arrangements will be made for the pickup of the children.

Emergency Procedures

As Fairview is located inside of St. Michael School, we follow the Ottawa Catholic School Board's emergency procedures. In case of fire, lockdown, secure school, noxious substance/odour, or any type of evacuation, we follow the OCSB protocol and will be directed by the principal of the school. When there are school closures and Fairview remains open (Christmas, March Break, Summer), the Director of the centre will work with the custodial staff to follow the OCSB protocol. The emergency procedures guidelines are posted in every room of the centre for reference.

Should an emergency occur where children need to be picked up, staff will contact the parents to notify them and arrange to have their child picked up as soon as possible. Staff will call the parents by phone, and/or message parents through the Digibot chat. If staff are unable to reach the parents, staff will then contact the emergency contacts on file to arrange pick up.

For situations that require evacuation of the child care centre, Fairview Child Care Centre will follow our Fire Evacuation Plan.

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at:

ST SEBASTIEN CATHOLIC CHURCH located at 1000 FRANCES STREET, OTTAWA.

Board of Directors, parents/guardians will be notified as soon as it is possible after all children are in a safe location.

Should there be an emergency closure notification outside of our hours of operation, parents will be notified by email as soon as possible so they can make alternate care arrangements.

Lunches and Snacks

The Toddler and Pre-school programs have two nutritious snacks and a nutritious lunch provided by the centre.

Milk is provided to all programs at lunch and at snack times. Fresh fruit is also provided at all morning snacks and lunches. Afternoon snacks are as listed on our menu board and on Digibot. All meals are prepared fresh, onsite in accordance with the Canada Food Guide.

Every effort will be made to accommodate the child's dietary needs. However, at times due to very picky eaters or extremely strict diets, parents may provide a portion or all of their child's food. In those cases, the following rules must be adhered to:

- A food plan must be drawn up and signed by the parents and the Executive Director/Assistant Director prior to the parents bringing in food.
- No nut products will be allowed as we are a nut-free centre.
- Any food brought in for a child must be labelled with the child's name and stored appropriately at the centre (i.e., stored in the pantry or refrigerated, if required)
- If food provided does not have a list of ingredients on the container/package, the parent must indicate in writing on the container that the food is free of any prohibited ingredients (current

allergens for anyone currently in our program). Parents will be informed of any current ingredients that may be an allergen to a child in our program (i.e., sesame, egg, etc.)

- Should the parent forget to provide food for the child that day, the parent will be contacted and offered the choice to bring in the food for the day or offered an alternate food that we can provide the child for that day.
- Kitchen staff will ensure that the parent provided food is on the food trolley for that child.
- Kitchen staff will notify educators if a particular food item is running low and needs to be replenished. Staff will then notify the parents to replenish.
- Written instructions must be provided by parents for any foods and/or beverages supplied by parents for their child.

Water is available at all times.

Personal Hygiene

Personal hygiene is a part of our program. The children brush their teeth once a day at the centre. The centre will provide a toothbrush for your child. It will be labeled and stored so they are not touching each other. Toddlers do not use toothpaste. The children are encouraged to wash their hands and face throughout the day. Toothbrushes are disinfected weekly.

Sleep Policy

There is a two-hour rest period in both our toddler and preschool programs.

Upon registration, a cot will be assigned to the new child and will be clearly labeled with the child's first name. Should there be more than one child in the room with the same first name, the cot will be labeled with the child's first name and the initial of the child's last name.

At the time of the registration interview, parents will be asked about their child's sleep routine and they will be informed about Fairview's sleep policy. Parents are also asked to provide their child's sleep routine information in our registration form.

Any time there are changes to a child's sleep pattern, staff are to inform the parents and discuss what adjustments should be made to the child's sleep routine. These changes will be written up in a change in sleep pattern form and kept in the child's file. Staff will also be responsible for sharing individual sleep routines with supply staff and volunteers.

Direct visual checks will be done every 30 minutes. Staff will go around to every child and check for signs of distress, such as change in skin colour, change in breathing, signs of overheating. They will note on the sleep visual check forms if the child is sleeping, awake or restless. They will also note any necessary comments (i.e., coughing, congested, clammy).

Health

As per the City of Ottawa Health Department a child **cannot** attend the centre if he/she has any of the following symptoms:

- A fever of 101F or higher. (Must be fever free for 24 hours without fever reducing medication before re-admittance to centre). If a child has a lower temperature, but cannot function in the program the parent must make arrangements to have the child picked up.
- Vomiting (must remain at home for 48 hours symptom-free before returning)
- Two (2) or more liquid bowel movements (must remain at home for 48 hours symptom-free before returning)
- Any unexplained rash or skin irritation.
- Eyes/ears that show any form of discharge (must be seen by a medical professional, such as a physician, nurse practitioner or pharmacist prior to re-admittance.)

We would request scheduling immunizations on Friday afternoon, as to give your child 48 hours to recover from any side effects.

If any of the above symptoms develop while the child is at home it is requested that you keep your child at home and notify the centre of your child's symptoms.

If any of the above symptoms develop while your child is at the centre, you will be notified and it is expected that someone will pick up your child as soon as possible (ideally within 30 minutes maximum).

Children with severe cough, runny nose, and congestion will be closely monitored. Staff may suggest a few days at home to rest or that a child be seen by a physician.

The centre's policy is if your child is too ill to go outdoors, he/she should not be at the centre.

We reserve the right to refuse a child we feel is too sick to function in the program.

If your child will not be attending, notify the centre as soon as possible. Notifications must be made before 10 am.

Children's Diseases

In the event that your child contracts a communicable disease (i.e., measles, impetigo, chicken pox, etc.) he/she must stay home and will only be allowed to return once they are no longer contagious.

All parents will be notified of any incidents of communicable diseases in the centre.

Head Lice Policy

If a child is found to have head lice, he or she will be sent home with information so that treatment can begin immediately. The staff will check all the children in the program. Children must be treated as per the information sent home with an approved product. Nits must be removed prior to re-admission to the program. Return of the child is at the discretion of Fairview staff.

Administration of medication

The centre will administer **PRESCRIBED** medication when it is required during program hours. A medication will be administered to a child only from the original container as supplied by a pharmacist and the container or package must be clearly labeled with the child's first and last name, the name of the medication, the date of purchase and instructions for storage and administration. Parents must complete a Medication Authorization Form indicating the times the medication is to be given as well as the dosage, storage, and side effects. Only registered ECE educators will administer the medication.

Fairview has a policy of not administering the following nonprescription medications – any form of acetaminophen / ibuprofen (i.e., Tylenol, Advil) and cough medicine. One exception to administration of acetaminophen/ibuprofen is for children with febrile seizures. Otherwise, when a child requires over the counter medications (other than acetaminophen / ibuprofen or cough medicine), the following procedure must be adhered to. For chronic conditions such as Asthma and allergies, an individual care plan must be provided listing symptoms or conditions under which the medication will be administered. As well, the parent/guardian is to provide written consent by filling out the required Medication Administration form. This form will be posted with the medication authorization form. For acute conditions, the parent/guardian is to provide written consent by filling out the required Medication Administration form, including the reason for the medication and the name of the health care practitioner who recommended the medication if applicable.

Allergies

If your child suffers from any kind of food allergy or other life-threatening allergy, the centre **MUST** be informed. If your child has an allergy that produces an anaphylactic shock, or other life-threatening reaction, your child **MUST** have an Epi-pen or equivalent. A doctor's note must confirm the use, dosage, and reason for this medication. **Children who have multiple allergies to food products may be asked to provide their own food and all food containers must be clearly labeled with the child's name and contents. A food plan will need to be drawn up and signed by the parents and the Executive Director/Assistant Director.**

Anaphylactic Policy

Communication Plan:

Fairview will provide information from parents/guardians on any life-threatening allergies, including anaphylactic allergies, to all applicable staff including the Director, Early Childhood Educators, Kitchen staff and any other persons who may be on the premises.

The parent/guardians will give a detailed description of the following areas:

1. Child's allergy
2. What strategies to take to monitor and avoid allergic reaction
3. Signs and Symptoms of Anaphylactic Allergy
4. What action should be taken by applicable persons at the centre

5. Parent/guardians to give written consent for applicable person to administer the allergy medication in the event that their child has an anaphylactic reaction
6. Who is to be contacted if their child has an anaphylactic reaction
7. Parents would advise the appropriate personnel with any changes to the Child's allergy history, treatment, or the child outgrows an allergy and no longer requires medication.

Every plan will be reviewed with appropriate staff or any other relevant person on the premises.

If this policy applies to your child, please ensure all forms have been completed and are up to date. A picture of your child, along with information stating allergies, symptoms of a reaction, action to be taken, Epi-pen directions, contact information and phone numbers. These will be posted in visible areas of the centre. The anaphylactic policy and procedures are reviewed at least annually by all teachers and staff.

Accidents

When an accident involving a child in the program occurs, the staff will administer first aid if required. An accident report will be completed (by the staff) for all accidents within 24 hours. Parents will be asked to read and sign these reports. A copy of the report will be emailed to the parent as soon as possible.

If an injury is more serious, the parents will be contacted immediately and informed of the situation. If emergency treatment at the hospital is necessary, parents will be told to meet the staff at the hospital. In addition to an accident report, a serious occurrence report may be completed. All reports will be kept in the child's individual file. A serious occurrence notification form will be posted on the bulletin board at our entrance, informing all the parents of the incident and follow-up recommendations if needed. All reports will be kept on file and our Ministry of Education's program advisor is notified through the Ministry of Education's Child Care Licensing System (CCLS).

Field Trips

Occasionally the children will go on special outings. Parents will be notified in advance. A parent's signature will be required prior to your child attending the outing. Parents may also join these trips. Any parent or volunteer who wishes to accompany their child on a field trip must have an up-to-date Police Criminal Record Check for the Vulnerable Sector done. (A copy must be given to the office before the day of the trip). The agency reserves the right to refuse a volunteer on a field trip. On our registration form there is a permission section which allows your child to be taken for a walk or to the local park at any time.

Vacations

No matter how much fun your child has at Fairview, it does become routine. Just as you look forward to your vacation from work or school, your child needs a break. Please keep this in mind when planning vacation time for the family. We recommend a minimum of two weeks, plus a few unscheduled long weekends during the year.

Dismissal Policy

Two weeks written notice from the parents is required at the time any child is withdrawn from the program. If notice is not received, full program base fees will be charged.

It is recognized that the child care program may not meet the needs of all children. If an individual child's behavior becomes detrimental to his /her child care experience or disruptive for other children, the Director will take the following action:

- Meet with the parent(s) to discuss concerns.
- Develop a plan, which may include outside services.
- Maintain ongoing contact with the parent(s) to monitor the situation.
- If in the opinion of the Director, the child care needs have not been met, the parent(s) will be given two (2) weeks' notice to withdraw the child.

The Board reserves the right to immediately dismiss a family in the event of a serious contravention of the **Code of Behavior**. No notice may be required.

Conduct

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

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

Code of Behavior

To ensure that the Centre provides a physically and emotionally safe environment for children, families and staff.

Children should be encouraged to have confidence in their ability to handle potentially aggressive situations.

Children develop a capacity to understand which behavior is acceptable in both the centre and the community

Children should be encouraged to learn to accept both responsibility for their actions and appropriate consequences.

Children should be assured that while they are developing concepts, skill and confidence, the centre would act on their behalf in situations that are out of their control.

Therefore:

Children and families will respect the personal rights of each other. Any form of physical, emotional or verbal aggression is unacceptable. No behavior of this nature whether it is child to child, child to adult, adult to child or adult to adult will be tolerated.

Children and families will respect the property of other people at the Centre. Any damage done to the Centre itself or its contents, including the property of other children and teachers, is unacceptable and appropriate consequences will be implemented. **Dismissal Policy** will follow any aggressive, abusive, and/ or violent acts.

Behavior Guidance

In accordance with the Child Care and Early Years Act, 2014 Fairview strictly enforces the following five prohibited practices:

In accordance with the Child Care and Early Years Act, 2014 Fairview strictly enforces the following prohibited practices:

- (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 or home child care 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 the licensee'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.

Discipline is approached as a means of re-directing destructive or negative behavior and assisting the child in expressing their feelings in a socially acceptable way. All children's feelings are respected and can be expressed verbally.

When disciplining a child, the emphasis is placed on the behavior itself and is not a reflection of the individual.

Discipline occurs as soon as possible after an unacceptable behavior and is related to the behavior. The staff's expectations of the children must be made clear as are the consequences of not following the agreed upon rules.

Child Abuse Policy

The four areas covered under the term child abuse are physical abuse, sexual abuse, emotional abuse or child neglect. In an individual case there could be only one form of abuse or a combination of types of abuse. Child abuse is a serious occurrence by the definition of the Child Care and Early Years Act, 2014. It is the legal responsibility of every person including, volunteers, students, or support staff that has contact with the child in a child care centre to report suspicion of child abuse to the Children's Aid Society of Ottawa. Persons failing to report the suspicion of child abuse are subject to legal action and a fine if convicted. (Child and Family Services Act, 1984, Section 68(2.3.4.) and section 81(1b). If appropriate, the Director will contact the parent to discuss the centre's concerns before CAS is called.

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*.

Parent Issues and Concerns Policy

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As evidenced 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 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 Fairview Child Care Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Where parents/guardians feel that policies are not being followed, the Executive Director is to be notified either verbally or in writing as soon as parents/guardians become aware of the situation. The Executive Director will respond to the notification within 3 business days. If the Executive Director is unavailable, the Assistant Director will act in lieu.

If the outcome of the response is unsatisfactory, the parents/guardians must then formally state their grievance in writing to the Executive Director. The Executive Director will then respond in writing within 3 business days.

If the outcome of this written response is unsatisfactory, the parents/guardians must then formally respond in writing to the Executive Director outlining specifically why they are unsatisfied with the outcome. The Executive Director will then schedule a meeting with the parents/guardians to try to come to a resolution. The Assistant Director will also be present at this meeting. Minutes of the meeting will be taken. All parties will sign the minutes and the parents/ guardians will receive a copy of the minutes, along with a formal letter outlining the Executive Director's final resolution to the concern.

If the parent is still unsatisfied, the parents/guardians will then forward their concern in writing to the Board of Directors via the Executive Director, along with the parent concern letter. The Executive Director will forward to the Board of Directors a copy of all written documentation completed by the parents/guardians and the Executive Director, along with a copy of all relevant Fairview policies.

A Board committee will be convened within 10 business days to review the file. This committee will consist of at least 3 non-staff Directors. The committee may request further information from, and/or a meeting with any parties involved in the concern. The committee will provide a written response to the parents/guardians and Executive Director in a timely manner.

If the grievance is not resolved within two weeks following the Board's written response, the parents/guardians have the right to request a special meeting of the Board of Directors. The Board will schedule a special meeting within a month of receiving the written request from the parents/guardians or Executive Director. Parties may also seek external professional advice.

Following this meeting a decision will be made by the Board of Directors (excluding the Executive Director). A written decision will be given to the appropriate parents/guardians and Executive Director within 20 business days. This decision will be final and binding on all parties.

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

Supervision Policy for Volunteers and Students

Direct unsupervised access (i.e. when the adult is alone with the child) is not permitted for persons who are not employees of Fairview Child Care Centre.

Placement students may not be counted in staffing ratios.

Behavior management policies and procedures are reviewed with volunteers, supply educators, or students before placement begins and at least annually afterwards.

The individual plan for children with anaphylaxis and emergency procedures are reviewed before placement begins and at least annually afterwards.

Criminal reference (Police) checks for the Vulnerable Sector are required for all volunteers over 18 years of age working at the centre.

Students placed in Fairview by an educational institution will have these in place as a part of their program.

No child is supervised by a person under 18 years of age.

The Executive Director/Assistant Director will have the volunteers and students sign and date the form stating they will follow the policies as set out by the centre—these being behavior management, playground safety policy, fire procedure, parent handbook, sanitary practices and anaphylactic policy.

Waiting List Policy

Fairview Child Care Centre fills all vacant spaces from the City of Ottawa's Child Care Registry and Waitlist - [Children's services | City of Ottawa](#). When registering any subsidized family, we follow the City's *Priority Ranking* guidelines.

When a space becomes available in the next program, children in the younger group will be given priority over children on the waiting list. We will then fill the toddler space from the City of Ottawa's Child Care Registry and Waitlist.

Fairview does not hold an internal waitlist and directs all families – fee paying or subsidized to register on the City of Ottawa's Child Care Registry and Waitlist.

Parking Lot Policies

Due to the high volume of traffic in the parking lot, the pedestrians—including our children are at risk for injury. Therefore, during all drop offs and pickups, all cars **MUST** park in designated parking spaces and have the engines TURNED OFF. The fumes may cause breathing problems for the children and staff taking into consideration the close proximity of the playground to the parking lot. Whenever possible, back into your parking space, allowing for better visibility when leaving the parking lot. Remember.... **slowdown** in the parking lot. **Children must be transported in approved car restraints at all times.**

Smoke-Free Policy

In order to maintain a smoke-free environment & protect the health of all those who work, attend or visit Fairview Child Care Centre, Fairview Child Care Centre is designated a smoke-free area, in accordance with the *Smoke-Free Ontario Act*.

Smoking (or holding a lit cigarette) is prohibited in all areas of Fairview Child Care Centre, including the outdoor play areas and pathways (including the parking lot), whether children are present or not.

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 Children's Aid Society).

Child's Records

The child's record is confidential and kept at the centre for three (3) years.

The centre must be notified of any change in status or information, especially TELEPHONE NUMBERS, immediately so we can update our records. If parents make any updates on Digibot, please notify staff of the changes or send us a message.

Program Statement

Fairview Child Care Center strives to work in partnership with families to promote the growth of children in all aspects of development. This goal is achieved by providing a safe, healthy, positive and nurturing environment for children to explore, play and develop a sense of inquiry. Following the Ministry of Education's pedagogy *How Does Learning Happen?*, children are seen as competent, capable, curious and rich in potential. We strive to encourage the growth of independence, self-confidence and respect for others at a level appropriate and unique to each child's development and learning style. We believe that a child learns through play based on their individual interests. We also strongly believe in the four foundations of *How Does Learning Happen?* as being key to learning. The foundations are considered essential to optimal learning and healthy development:

- **Belonging** refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.
- **Well-being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.
- **Engagement** suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.
- **Expression** or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

Safety, Health, Nutrition and Well-being

Promoting a sense of self, health and well-being is at the core of our goals for children. We believe that children who are encouraged to be active and make healthy choices will build a foundation of well-being for life. Active play is part of our program both indoors and outdoors. Our gross motor room also provides us with a space to allow children to be active in all kinds of weather.

Meals are prepared fresh daily onsite and careful consideration goes into menu planning to ensure healthy, nutritious meals are offered to children following the Canada's Food Guide. Fresh fruit is offered daily year-round at both morning snack and lunch. Families' dietary needs are always respected and vegetarian alternatives are always provided. Children are encouraged to make healthy food choices, to try new foods, and their choices are always respected by the educators. Our monthly cooking activity further promotes healthy nutrition.

It is through play that children learn about the importance of safety, how being active keeps us healthy, as well as the importance of good nutrition for a healthy body and a healthy mind.

Although a great deal of emphasis has always been placed on hand hygiene, cleanliness and disinfecting, we are now hyper vigilant and believe it is imperative that our children are taught the importance of cleanliness and hygiene to prevent the spread of COVID-19 and other viruses, as well as overall health and well-being.

Positive and Responsive Interactions

Children demonstrate a sense of belonging when they feel included and safe with adults and other children around them. Educators work with families to support and ensure smooth transitions between home and the Child Care Centre. Educators take the time to get to know each child, thus allowing them the opportunity to become attuned to the physical and emotional states of each child and respond in a warm and sensitive manner. Children's feelings are always acknowledged and respected. Through daily one-on-one and group interactions, educators get to know children's unique and individual strengths and interests, while promoting positive and responsive interactions between child and educator and among children.

Positive Communication and Self-Regulation

By encouraging children to interact and communicate in a positive way, we are helping children learn to self-regulate. By modeling positive language, getting to know each child and connecting with them, we are encouraging positive interaction and communication and helping the children learn to self-regulate. Our educators will use opportunities throughout the child's day to help children identify their feelings and teach them appropriate responses to stressors.

Exploration, Play and Inquiry

Through carefully planned environments and activities, we foster the children's sense of exploration, play and inquiry. It is our goal to spark curiosity, invite investigation and provide challenges that are responsive to individual capabilities to help extend the boundaries of their learning. We believe that children will engage with others to negotiate, collaborate, create and communicate feelings, ideas, experiences and knowledge when they are given a variety of open-ended materials to explore and manipulate and the ample time to do so. The flow of the day allows for limited interruptions, ample warning for transitions and the flexibility to follow the children's interests.

Child Initiated and Adult Supported Experiences

Through observations and interactions with the children, educators support and assist in supporting child-initiated activities. Educators will question children's choices in order to challenge them. Educators will expand on child-initiated activities by providing materials for further exploration and inquiry.

As we view children as competent and capable individuals, we support them as they engage in forms of risky play. We will support them in taking calculated risk. We will provide proximity support and ask the children questions to allow them to decide if they feel ready to take the risk or not. Some examples of this risky play may be to allow a child to go up a slide when it is safe to do so; or encourage a toddler to go down the stair without holding an educator's hand. The educator will be within reach, but will allow the child to experiment and practice these new skills. This not only is important for the overall physical development of the child, but also helps with self-regulation and building self-esteem.

Creating Positive Learning Environments and Experiences

We view the environment as the third teacher. Careful consideration is given to the material provided for child exploration both indoors and outdoors. Our outdoor play space provides children with a variety of surfaces to explore in. Our indoor space allows for children to choose from busy active learning centers to quiet alone time centers. Children can freely choose to explore and reflect on their own or have adult and/or peer interaction.

Indoor and Outdoor Play – Active Play, Rest, Quiet Time

A variety of activities are planned for both indoor and outdoor play. Children experience a sense of competence and autonomy as they participate at their own pace throughout the daily experiences and interactions. Children are encouraged and given time to practice their self-help skills based on their individual capabilities. They are given opportunities to be physically active and explore the world around them with their bodies, minds and senses. All activities are designed to challenge children within their capabilities, to foster self-help skills, engage them in exploration and discovery, and offer them opportunities to make choices, while keeping the children's interests and needs in mind.

Engagement of and Communication with Parents

Parental participation and daily communication are always encouraged within our program. We believe that parental engagement enhances our program and contributes towards the child's sense of belonging. Educators communicate daily to ensure consistency between our program and home, and to gain a deeper connection and understanding of individual children. Learning stories are used to connect parents with their child's successes. Learning stories are posted on Storypark and parents are encouraged to comment on posted stories, as well as post stories from home that educators may comment on. Our program is blessed with a wide array of cultural backgrounds and languages, both from the families that make up our program and the people on staff, thus facilitating communication

between parents and staff. Parents are also invited and encouraged to share their family's culture and unique experiences with the program.

Community Partners

Fairview is committed to involving local community partners and engaging those partners to support our children, families and staff. Children's Inclusion Support Services, Positive Outcomes Program and CHEO's Development and Rehabilitation Centre are frequently working closely with our staff to support children and their families.

Our educators also look for ways to bring the community into our Centre, such as the local library doing story time at our Centre, having musicians perform for the children or a yoga instructor lead a yoga class with the children. Fairview also welcomes students and volunteers into our program. Throughout the year our classrooms often have ECE students completing their practicum. We also welcome High School students and adult ESL students on Co-op placements or completing volunteer hours. We believe this to be beneficial for both the students that gain valuable knowledge from our educators and beneficial to our program as new minds bring new ideas and enrich our program.

Continuous Professional Learning

Continuous professional learning is supported and all staff are encouraged to participate in an array of professional activities provided to the child care community throughout the year. At staff meetings, staff share learning experiences amongst each other such as information from workshops attended, articles of interest, activities that were engaging with the children. Resource material is made available to all staff.

Staff continue to be encouraged to participate a wide array of workshops (both virtual and in person), as we now have even more opportunities with online continuous professional learning.

Documenting and Reviewing the Impact of Strategies

Fairview recognizes that pedagogical documentation is a way for our program staff to learn about how children think and learn. Our staff make daily observations of children in the program and use this information to enlighten their future planning. This documentation is then shared with families through our learning stories posted on bulletin boards, and on Storypark.

The purpose of our documentation is also to:

- value children's experiences and help them to reflect back on those experiences in their learning environment
- to learn together with the children involving the meaningful adults in their life
- to reflect and monitor appropriate development as the children grow, for program staff to co-plan with children about learning
- to keep an open and ongoing dialogue with families about children's experience

- allow staff the opportunity for self-reflection as they participate in continuous professional learning
- promote responsive relationships

The Program Statement is reviewed annually by the Board of Director's and staff to ensure that it is aligned with the Minister's policy statement. It is also reviewed by students and volunteers as they start their placement.



Safe Arrival & Dismissal Policy

Effective January 1, 2024
Version 1.4 (2024-01-08)

1. Accepting a child into care

When accepting a child into care, program staff must:

- ✓ greet the parent/guardian and the child;
- ✓ if shared by (or discussed with) the parent/guardian, document any one-time change to pick-up procedure during the child's check-in process on DigibotGO;
- ✓ check-in the child on DigibotGO.

2. When a child has not arrived in care as expected

When a child does not arrive at the centre, and the parent/guardian has not reported the absence in advance via the parent portal, program staff will receive a notification on the DigibotGO staff app requesting confirmation that the child has not arrived. This notification will be triggered as follows:

- **For school-age programs in the morning:** at the time of transition to school (bell time)
- **For school-age programs in the afternoon:** 15 minutes after transition from school (bell time)
- **For infant, toddler and preschool programs:** 180 minutes (3 hours) after the centre opens

If program staff does not confirm the child's absence within 15 minutes and/or if their DigibotGO device is offline, the site supervisor will be required to confirm the child's absence.

- **If the child's absence has been confirmed by program staff within this time:** authorized parents/guardians will receive a notification asking them to confirm the child's presence or absence. If parents/guardians do not confirm the child's absence within 20 minutes of the notification being sent, the incident will be escalated to the site supervisor (or designate), who will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file.
- **If the child's absence is not confirmed by program staff within this time:** the incident will be escalated to the site supervisor (or designate), who will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file.

Politique en matière d'arrivée et de départ sécuritaire

En vigueur le 1 janvier 2024
Version 1.4 (2024-01-08)

1. Accepter un enfant dans le centre de garde

Lorsqu'ils acceptent un enfant dans le centre de garde au moment où on le dépose, les membres du personnel chargés du programme doivent:

- ✓ accueillir le parent/tuteur et l'enfant;
- ✓ si partagé par le parent/tuteur, documenter le changement de procédure de prise en charge pendant le processus d'enregistrement sur DigibotGO;
- ✓ inscrire l'enfant comme présent sur DigibotGO.

2. Lorsque l'enfant n'est pas arrivé au centre de garde comme prévu

Lorsqu'un enfant n'arrive pas au service de garde et que le parent/tuteur n'a pas signalé son absence à l'avance via le portail des parents, le personnel éducateur recevra une notification sur l'application DigibotGO demandant de confirmer que l'enfant n'est pas arrivé. Cette notification sera déclenchée comme suit:

- **Pour les programmes d'âge scolaire le matin:** à l'heure de transition vers l'école (cloche)
- **Pour les programmes d'âge scolaire en après-midi:** 15 minutes après la transition de l'école vers le service de garde (cloche)
- **Pour les programmes en garderie (poupons, bambins et préscolaires):** 180 minutes (3 heures) après l'ouverture du centre

Si le personnel éducateur ne confirme pas la présence de l'enfant dans le délai de 15 minutes et/ou si l'appareil DigibotGO est hors ligne, le superviseur du site (ou personne désignée) sera tenu de confirmer l'absence de l'enfant.

- **Si l'absence de l'enfant a été confirmée par le personnel du programme dans ce délai:** les parents/tuteurs autorisés recevront une notification leur demandant de confirmer la présence ou l'absence de l'enfant. Si les parents/tuteurs ne confirment pas l'absence de l'enfant dans les 20 minutes suivant l'envoi de la notification, l'incident sera escaladé au superviseur de site (ou personne désignée), qui tentera personnellement de contacter chaque personne figurant sur la liste des personnes à contacter en cas d'urgence, dans l'ordre indiqué dans le dossier de l'enfant.

Once the incident reaches the site supervisor (or designate), they will determine next steps based on situational factors. The site supervisor (or designate) will document all interactions in the Digibot-generated incident report – including phone calls, voicemails, emails, conversations with the school and any contact with third party agencies – as these occur.

The incident will be considered resolved if, at any point, the child's check-in or absence is properly recorded.

3. Releasing a child from care

Staff supervising the child at the time of pick-up must only release the child to a parent or authorized contact listed on the child's Digibot contact listing available in the DigibotGO staff app or on the child's printed emergency card. During the first three (3) interactions between a staff member and a parent/emergency contact, the DigibotGO staff app will require the staff to confirm the person's identity:

- by checking with another staff member, or;
- by checking the person's photo identification.

If the person is not listed as an authorized contact for pick-up, program staff must obtain authorization in person or verbally (by telephone, walkie-talkie, intercom, etc.) from the site supervisor or an SADP lead to release the child to this person. In this case, an automated email will be sent to parents/guardians to document the interaction and remind them to add the emergency contact via the portal.

4. When a child has not been picked up upon centre closing

If a child's pick-up has not been recorded by the centre's closing time, an incident will be generated and will be escalated to the site supervisor (or designate), who will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file.

If no parent/guardian or emergency contact can be reached within 60 minutes, the site supervisor (or designate) will determine next steps based on situational factors. In some cases, these next steps can include contacting one or more external agencies for guidance.

The incident will be considered resolved if, at any point, the child's dismissal (check-out) is properly recorded.

- **Si l'absence de l'enfant n'est pas confirmée par le personnel du programme dans ce délai:** l'incident est escaladé au superviseur de site (ou personne désignée), qui tente personnellement de contacter chaque personne figurant sur la liste des personnes à contacter en cas d'urgence, dans l'ordre indiqué dans le dossier de l'enfant.

Une fois que l'incident est escaladé au superviseur de site (ou personne désignée), celui-ci déterminera les prochaines étapes en fonction de la situation et des particularités. Le superviseur de site (ou personne désignée) documentera toutes les interventions dans le rapport d'incident généré par Digibot – y compris les appels téléphoniques, les messages téléphoniques, les courriels, les conversations avec l'école et tout contact avec des agences tierces – et ce au fur et à mesure qu'elles sont effectuées.

L'incident sera considéré comme résolu si, à tout moment, l'arrivée ou l'absence de l'enfant est correctement enregistrée.

3. Départ de l'enfant du centre de garde

Le personnel qui supervise l'enfant au moment de la prise en charge ne doit remettre l'enfant qu'à un parent ou à un contact autorisé qui figure sur la liste des contacts Digibot de l'enfant, celle-ci figurant dans l'application DigibotGO ainsi que sur la fiche d'urgence imprimée de l'enfant. Lors des trois (3) premières interactions entre un membre du personnel et un parent/contact d'urgence à la prise en charge, l'application DigibotGO exigera à ce que le membre du personnel doive obligatoirement confirmer l'identité de la personne, soit:

- en vérifiant auprès d'un autre membre du personnel, ou;
- en consultant une pièce d'identité avec photo.

Si la personne qui arrive ne figure pas sur la liste des personnes autorisées à venir chercher l'enfant, le personnel éducateur doit obtenir l'autorisation en personne ou verbalement (par téléphone, walkie-talkie, intercom, etc.) du superviseur du site ou d'un responsable PADS pour remettre l'enfant à cette personne. Dans ce cas, un courriel automatisé sera envoyé aux parents pour documenter l'interaction et leur rappeler d'ajouter le contact via le portail si nécessaire.

4. Lorsque l'enfant n'a pas quitté le centre de garde à la fermeture

Si le départ de l'enfant n'a pas été enregistré avant l'heure de fermeture du centre, un incident sera généré et escaladé au superviseur de site (ou personne désignée), qui tentera personnellement de contacter chaque personne figurant sur la liste des personnes à contacter en cas d'urgence, dans l'ordre indiqué dans le dossier de l'enfant.

Si aucun parent/tuteur ou personne à contacter en cas d'urgence ne peut être joint dans les 60 minutes qui suivent, le superviseur de site (ou personne désignée) déterminera les prochaines étapes en fonction de la situation et ses particularités. Dans certains cas, ces prochaines étapes peuvent consister à contacter un ou plusieurs organismes externes pour obtenir des conseils.

L'incident sera considéré comme résolu si, à tout moment, le départ de l'enfant est correctement enregistré.

5. SADP Incident Reports

Every time SADP steps are engaged, regardless of level, an SADP incident report will be generated. Incident reports will require an electronic signature from the site supervisor as well as a parent/guardian. At the centre's discretion, several high-level incidents may result in further warnings and/or termination of childcare services.

6. Dismissing a child from care without supervision

Staff will only release a child to a parent or authorized contact listed on the child's Digibot contact listing available in the DigibotGO staff app or on the child's printed emergency card. Under no circumstances will children be released from care without supervision.

7. Parent/Guardian Responsibilities

Parents/guardians agree to:

- ✓ report their child's absence in advance via the parent portal;
- ✓ maintain their child's updated emergency contact listing via the parent portal;
- ✓ notify program staff of any punctual changes to their child's daily drop-off or pick-up procedures.

8. Program Staff Responsibilities

Program staff agrees to:

- ✓ adequately and accurately complete the child's check-in and check-out process;
- ✓ complete SADP attendance validation when prompted;
- ✓ complete identity verification when prompted.

9. Disclaimer

The purpose of this policy is to implement procedures to ensure the safe arrival and departure of children. It relies on the participation and collaboration of parents/guardians, program staff and management staff to function optimally. In addition, the organization uses several Digibot technological tools and features to support the implementation of this policy. Some factors may affect the implementation of these procedures, the accuracy of the information dispatched and/or the triggering of these automated processes - including power outages and/or network failures, equipment malfunction and manual oversights or errors. The childcare centre and Digibot will not be held responsible in the event of such a situation. Furthermore, as this policy stems from brand new requirements of the *Child Care and Early Years Act, 2014* (Regulation 325/23 section 5, Regulation 137/15 section 50), the childcare centre and Digibot reserve the right to modify the policy at any time with reasonable notice.

5. Rapports d'incidents PADS

Chaque fois que la PADS automatisée est activée, quel que soit le niveau, un rapport d'incident PADS sera généré. Les rapports d'incidents exigeront une signature électronique du superviseur du site ainsi que d'un parent/tuteur. À la discrétion de l'organisme, plusieurs incidents de niveau supérieur peuvent donner lieu à d'autres avertissements et/ou à la cessation des services de garde de l'enfant.

6. Départ de l'enfant du centre de garde sans supervision

Le personnel autorisera le départ de l'enfant uniquement à un parent ou à un contact autorisé qui figure sur la liste des contacts Digibot de l'enfant, celle-ci figurant dans l'application DigibotGO ainsi que sur la fiche d'urgence imprimée. En aucun cas l'enfant ne pourra quitter le programme sans surveillance.

7. Responsabilités des parents et tuteurs(trices)

Les parents et tuteurs(trices) s'engagent à:

- ✓ signaler l'absence de leur enfant à l'avance via le portail des parents;
- ✓ maintenir le registre des personnes autorisées au dossier de leur enfant via le portail des parents;
- ✓ aviser le personnel éducateur de tout changement ponctuel face à l'arrivée ou au départ quotidien de leur enfant.

8. Responsabilités du personnel éducateur

Le personnel éducateur s'engage à:

- ✓ compléter le processus d'arrivée et de départ de l'enfant;
- ✓ compléter la validation de l'assiduité PADS selon les délais prescrits;
- ✓ effectuer les vérifications de l'identité des personnes venant chercher l'enfant si celles-ci sont exigées.

9. Décharge

Cette politique a pour but de mettre en œuvre des procédures visant à assurer l'arrivée et le départ sécuritaire des enfants. Celle-ci dépend de la participation et la collaboration des parents et tuteurs(trices), du personnel éducateur et du personnel de gestion pour fonctionner de façon optimale. De plus, l'organisme utilise plusieurs outils et mécanismes technologiques Digibot pour appuyer la mise en œuvre de cette politique. Certains facteurs peuvent affecter la mise en œuvre de ces procédures, l'exactitude des renseignements diffusés et/ou le déclenchement de ces processus automatisés - y compris des pannes électriques et/ou de réseau Internet, des défauts au niveau des équipements et des oublis manuels ou erreurs. Le service de garde et Digibot ne seront pas tenus responsables dans l'éventualité d'une telle situation. De plus, cette politique dérivant d'une toute nouvelle exigence à la Loi de 2014 sur la garde d'enfants et la petite enfance (Règlement 325/23 article 5, Règlement 137/15 article 50), le service de garde et Digibot se réservent le droit de modifier celle-ci à tout moment, et ce en fournissant un avis avec délai raisonnable.