

AL-HIJRA SCHOOL CHILD CARE CENTRE



Parent Handbook

**Licensed by the Ministry of Education
Licence # 55271**

5100 Howard Ave.

Oldcastle, ON N9H 0M3

Telephone: 519-966-8276

E-mail: info@alhijraacademy.com

Fax: 519-966-0846

Website: www.alhijraacademy.com

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Program Statement:

At Al-Hijra School, we believe children are competent, capable of complex thinking, curious, and rich in potential. Children are essentially motivated to learn and when provided with enriched environments, nurturing adult interactions, support, and the freedom to explore, they can become self-motivated learners. Children are provided opportunities to select learning experiences based on their interest and curiosity. Children learn Islamic education and basic tenets of faith through the Quran and its language, Arabic. All the activities developed are age-appropriate to help foster cognitive, social, emotional, and physical development. Al-Hijra Academy Preschool program is a licensed child care program under Ontario Ministry of Education and Child Care and Early Years Act (2014). Al-Hijra is in compliance and committed to adopt the Ministry of Education's How Does Learning Happen? (HDLH) framework. At the heart of this framework are relationships. The foundations of HDLH include, belonging, well-being, engagement, and expression. This framework is the inspiration for our program statement.

<https://files.ontario.ca/edu-how-does-learning-happen-en-2021-03-23.pdf>

Al-Hijra School respects the dignity of students as well as the students' rights to an education in an Islamic school. It is operated on a non-discriminatory basis according to equal treatment and access to services without regard to race, religion, colour, or national origin. Islamic education is an integral part of the school curriculum and is required of all students.

Goal: (a) promote the health, safety, nutrition and well-being of the children.

Approach: Monthly fire drills are completed and playground checks are completed daily, monthly and annually to ensure a safe outdoor environment for children is maintained. Fire and health inspections are carried out regularly and Health Unit and Fire department's recommendations are implemented. Hot nutritious lunches and healthy snacks are provided daily to ensure children receive proper nutrition and menus sent home at the beginning of each month reflecting the lunch and snacks provided. Menus are also posted in the room. Allergy lists are kept UpToDate, posted and reviewed by staff regularly. Daily health checks on children are completed by staff to ensure children are free from contagious disease.

Goal: (b) Support Positive and responsive interactions among children, parents' childcare providers and staff

Approach: At Al-Hijra Academy, we are aware that when young children have positive and supporting relationships with adults, they develop to their full potential in all areas of development. By being available, observant, responsible, and caring, we build a foundation of relationship with kids and parents. To encourage positive, fair, and cooperative interactions, we create an inclusive and respectful environment. Children are encouraged to explore, discover, and try new things. They grow, learn, and develop better when they feel safe, secure, appreciated, as contributing members of their world. Al-Hijra School and staff interact and communicate with parents on a regular basis, exchanging observations, documents, and thoughts to promote children's care, growth, and development.

Goal: (c) encourage the children to interact and communicate in a positive way and support their ability to self-regulate

Approach: The early years set the foundation for lifelong learning, behaviour, health and wellbeing. Our educators work as a partner with families to encourage, improve, and develop children's positive behaviour, social skills, and capacity for self-regulation in order to support the social and emotional development of the children in our childcare. Our learning environment includes clear routines, giving children choices about learning activities and during transitions. Minimizing waiting times before getting started on activities, help children identify and express their feelings, and create a learning environment that promotes self-regulation for children. Educators are encouraged to support students who show challenging behaviours by using a positive structured procedure. We are aware that every action has a reason. Once we determine the cause, we can use this knowledge to create strategies to redirect to positive behaviour outcomes for accomplishments.

PROCEDURE: In our childcare educators use the following six step approach to resolve a conflict.

1. Approach calmly, stopping any hurtful/harmful actions. Educators get to a child level and use calm voice and gentle reassurance, and remain neutral, engaging the child to help better understand their emotions and choices.
2. Acknowledging the children's feelings identifying them. (Upset, Sad, Angry, etc).
3. Gather information ("What's happening?")
4. Restate the situation ("So what is happening is...")
5. Ask for ideas for solutions and choose one together with the children. ("What can we do about this?")
6. Always be prepared to give follow-up support. Educators stay near the children. ("You worked out the issue together!")

Goal: (d) foster the children 's exploration, play and inquiry

Approach: Children naturally exhibit a sense of wonder and curiosity. As parents and teachers, we observe children naturally playing as they explore their surroundings using

their senses, repetition of actions, imitation, questioning, and pretending. But what are children actually doing, though? Through exploration, play, and inquiry, children are putting all the pieces of how the world functions together. In our Program children decide where, when, what and how they wish to play. Their decisions are based on their interest and curiosity, the educator modifies the environment by introducing new toys, materials, and equipment, asking questions, and participating in play. This provides a foundation for additional play, inquiry, discovery, and learning. The responsibility of educators is to encourage play so that learning and development flourish.

Goal: (e) provide child – initiated and adult supported experiences

Approach: Children and parents are welcomed warmly, and after a quick check-in, they share news from the evening before, the children begin their day by playing and enjoying their time. A variety of activities that support the children's observed interests are set up in the room. The children might work on a collage with friends at the creative art table, or they might build a playdough structure that they can put safely on the counter to finish the next day. There are no expectations placed on where children play, with whom they play, or for how long at one activity by the educator or curriculum. The children decided based on their interests. If the children are interested in a certain topic, the educators support the children by adding more materials about the topic in the classroom (books, toys, loose parts) hoping to build on the children's interest and to encourage them to ask more questions. Which would result in more learning.

Goal: (f) plan for and create positive learning environments and experiences in which each child's learning and development will be supported.

Approach: At our programme, we recognise that parents play a crucial role in their children's lives. Our program is designed to be flexible and responsive to the needs of the children. We've made environments that feel like homes for our littles ones. The children bring family photographs, and items that are meant to make the child feel comfortable and safe. Parents are encouraged to share their experiences to help facilitate their child's learning and development at the Centre.

Goal: (g) 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.

Approach: We have a flexible daily schedule and spend a lot of time engaging in play-based learning at the children's interest. There are two hours allotted for outdoor activities (weather permitting). Gross motor activities indoors are available when it's bad outside.

- o Our classrooms are filled with a variety of play areas, including a block area, sensory area, dramatic play, arts, science, book centre, and more. The children have access to these play areas at all times.

- o Teachers are engaged with the children in activities, asking questions, and hearing the children's ideas.
- o Areas are designated where there are loose parts (bolts, feathers, tubes, etc.), outdoor natural materials are collected and kept, as well as furniture and equipment that may be obtained from a child's home (such as a child's couch and pots and pans for dramatic play).
- o Younger children have a rest period daily. However, if a child is not tired, they are offered quiet activities to explore while others sleep. Educators build in time for quiet activities to ensure balance and to meet individual needs.
- o Educators plan field trips to explore the community; but also, field study to investigate a specific topic. Children are encouraged to by taking them out door to nature walks and observe natural environments, trees, leaves, stones, birds...
- o Documentation curriculum and project work is visible in the classroom in the form of photos, question charts, surveys, 3D models, artwork and project history boards. Learning stories are included in our e-news and on Facebook or our website.

Goal: (h) foster the engagement of and ongoing communication with parents about the programs and their children

Approach: In our program we recognize that child' parent is a significant figure in their lives. You can trust that your child is safe and in the hands of a team that cares for them. In our program family members are important to our educators, involving family members to help children feel a sense of belonging. Our approach to engage the parents and gain input includes:

- o Documentation that describes the play
- o Parents/Educators interview
- o Celebration and events
- o Posting children art work,
- o Photos of children at play

Goal: (i) Involve local community partners and allow those partners to support the children and their families and staff

Approach: In our program we view the community as an important asset. Parents will be directed to resources outside of the centre if necessary, connecting them to community partners such as children first, John McGivney for speech therapists, occupational therapists, etc. This will be an important part of the centre's support to all children and their families. Our centre is in school, so relationships with faculty and teachers are essential. To connect children and build their relationships to their communities, we visit local libraries, Parks and nature trails. These day trips reinforce the outdoors as a learning environment.

Goal: (j) support staff, home childcare providers or others who interact with the children at a childcare Centre or home child care premises in relation to continuous professional learning.

Approach: Al-Hijra Academy is committed to hiring and training qualified staff. All staff are respected, supported and treated fairly. Our current staff have completed early childhood education and are registered with the college of early childhood educators. All program staff attend mandatory professional meetings and are committed to continuous professional learning in the field, to implement the approaches specified in the program statement, and the commission of prohibited practices. In our program, positive adult-child interaction is going throughout the year. Staff develop programs that supports early learning based on the child's curiosity and next step

Goal: (k) document and review the impact of the strategies set out in the clauses (a) to (j) on the children and their families

Approach: Regular meetings are held among the staff and supervisor to revisit and better understand the implementation of processes and policies. Supervisor regularly visits for observations and takes notes which are reviewed at team meetings. Staff are encouraged to contribute and add new ideas to help improve the overall learning experiences. At these meetings documentations are also reviewed and necessary steps are taken to better support the child care program and its needs.

1. Administration

Management and Staff

Al-Hijra Child Care operates under Al-Hijra Mosque and School, a non-profit community organization. Its school board is composed of elected members of the community and parents who volunteer to oversee its operations. The school principal and Ministry approved child care supervisor is responsible for all the child care operations, and reports to Al-Hijra School Board.

Al-Hijra child care staff are experienced Registered Early Childhood Educators. They regularly engage in professional development to maintain their registered status with the College of Early Childhood Educators.

Services Offered and Age Categories Served

Al-Hijra School and Mosque Preschool Program welcomes all children and is committed to providing developmentally appropriate early learning and development experiences that support the full access and participation of each and every child. We believe that each child is unique, and we work in partnership with families and other professionals involved with the child to provide the support all children need to reach their full potential. The preschool program is offered to children from 31 months to 4 years of age and toilet trained. An interview will be arranged to familiarize the parents and child(ren) to the program and to answer any questions parents might have. Parents

are asked to complete the registration forms providing emergency contact, and health and allergy information.

Times of Services Offered and Hours of Operation

The preschool program is available during the school year from September to June, and during the summer months of July and August it will be open subject to enrolment. It is open Monday through Friday from 8:00 a.m. to 4:00 p.m.

Holidays and Centre Closure

Al-Hijra Preschool is connected with Al-Hijra Academy and follows the school calendar for holidays and days off. The child care program is closed for Winter Break, March Break, the Islamic holidays of Eid ul Fitr and Eid ul Adha (subject to moon sighting), and the statutory holidays. Our school calendar is posted on our website at www.alhijraacademy.com and is provided to each family at the time of enrolment.

Inclement Weather

Al-Hijra Academy generally follows the guidelines for Windsor schools bus service concerning road conditions. When the local school buses are not running because of poor road conditions, the school generally closes. If the roads are unfit for buses to run, they are unfit for parents and staff to drive, as our school is located outside of the main city's borders.

We do check buskids.ca to see the status of CITY buses, NOT COUNTY BUSES, and the day's weather forecast to decide as administration and board whether or not to close.

The decision to close the school is made as early as possible, usually before 6:30 a.m., or later if there is a sudden change in weather.

A staff member will call you to tell you that school is closed. The school will also notify the families by text and through the Remind texting application and preschool's Lillio application. If local schools call for an emergency weather closing while students are in school, we will do our best to call and notify each family.

If any of your personal information changes at any time (i.e., home or cellular phone number, address, etc.), you must inform the office immediately.

Emergency Management Policies and Procedures

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at **Al-Hijra School**.

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located **northeast of the school building by the soccer field**.

Note: All directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

- o If any emergency situations happen that are not described in this document, Al-Hijra School administration will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.
- o If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by staff and school office staff in the daily written record. In case of an emergency at the centre, parents will be informed as soon as it is safe by phone calls, through the Lillio App, and the Remind App.

Fire Safety Procedure

Al-Hijra has an efficient fire drill procedure that is practiced once a month to assist the children and staff in becoming well-organized in evacuating the building. The fire procedure is posted on the entrance doors and in the child care centre. Each room has the procedure for their room posted. All of our child care locations have an emergency shelter in the event we ever have to evacuate the building. This shelter is also posted in each room. The fire alarm system is serviced annually.

Lock Down Procedure

In the event that the area around the child care centre is deemed unsafe, we will follow the lock down procedure by securing the centre from any outside intruders. The procedure will include the following:

- Staff, upon notification from the office, the police, or supervisor will lock all doors and windows
- Close blinds/curtains

- Remain calm and continue with the lockdown until cleared by police or emergency services, or supervisor.

The supervisor will notify the local radio station in an effort to inform our parents of the lockdown and that they are unable to come to the centre at the current time. The office manager will temporarily disable the swipe system for the location involved so that nobody can enter the building. This lockdown procedure will be followed until the police notify us that the lockdown has been lifted and it is safe to open the doors. Upon the end of the state of emergency, parents will be informed and due process will be followed with the help of emergency services to get parents to pick up their children.

Admission and Discharge Policy

Children of all abilities are accepted into Al-Hijra School and Mosque Preschool Program. Families interested in having their child(ren) attend the program will be given an equal opportunity for admission. A waiting list is maintained and children are accepted from the list on a first-come-first-served basis. Parents can call the office at 519-966-8276 or email at info@alhijraacademy.com to check the placement number of the application on the waiting list. Parents must adhere to the scheduled days of care. Parents needing to make changes to their child's care schedule must inform the office within two (2) weeks before the services are needed.

Parents are asked to give two weeks' written notice to the office in case of permanent withdrawal. If the office does not receive this written notice, full program fees will be charged. A permanent space cannot be guaranteed if parents wish to temporarily withdraw their child(ren). In this case, child(ren) will be placed on a waiting list, and Al-Hijra School may terminate the services if policies are not followed or fees are not paid on time.

Waiting List Policy and Procedures

Al-Hijra Child care is open to all and every effort is made to accommodate parents requesting to enrol their children. Once the maximum capacity of the program has been reached and no more spaces are available to accommodate new applicants, a waiting list policy will be implemented. If the program has reached its maximum allowed number of enrolments, all applications on parental request will be placed on a waiting list. The waiting list will be maintained on a first-come, first-served basis in a chronological order according to the date and time an application is received. When spaces become available, priority will be given to full-time applicants. Parents of the children on the waiting list will be informed by phone call of space availability. They must get back to the office within three (3) business days to accept the spot or it will be offered to the next applicant on the waiting list in chronological order.

Parents may call the supervisor to inquire about only their application place on the waiting list.

The waiting list is maintained in a manner to protect the privacy and confidentiality of the children and families. Names and information about children and families on the waiting list are not shared with anyone.

Fees and Payment Schedule

Our rate with CWELCC agreement is \$13.04 (per day) x 21.67 (average days per month) = \$282.58 per month and that is what we charge all our families attending 5 days a week and for 3 days a week it calculates at that rate as \$169.62 per month. We do not charge any materials fee nor registration fee. For any field trips the fee is usually determined based on the transportation cost and any fee the facility charges for entrance if any. We do charge \$30.00 for late payment which is after the first working day of the month and a NSF fee of \$45.00 which the bank charges us. Late pick up after 4:00 p.m. is subject to late fee of \$1.00 per minute, there is an after school program available if parents need that service to avoid this cost.

Payment Policy

Parents are required to pay monthly fees to the accounts office on the first of each month. If the first falls on a weekend or holiday, payment is due on the next business day. A late fee of \$30.00 will be charged for payments not made by the first working day of the month. Parents choosing to begin services before or after the first of the month, a daily pro-rate will be applied for any days remaining for that month and must be paid at the time of enrolment.

Methods of Payment

Ten post-dated cheques can be made to “**Al-Hijra School**”. Parents may choose to pay through direct deposit. All tuition fees of students registered must be paid regardless of absences or time off. If you need any further information, please contact the school office at 519-966-8276 or email at info@alhijraacademy.com

Delinquent Accounts

If fees are not paid within five (5) business days of the due date, the account will be considered delinquent. Child care services will not be provided until the outstanding fees are paid in full.

Returned Cheques/NSF

Cheques returned by the bank for any reason such as NSF, account closed, etc. will be subject to a \$45.00 service charge.

Refunds

Refunds or makeup days are not provided for child(ren) absences due to illness, vacation, personal events, or school closure due to inclement weather.

Two weeks' written notice must be given to the office if parents choose to withdraw their child's enrolment at any time. Any funds paid for the rest of the month will not be refunded.

Tuition Fees Rates (CWELCC)

Al-Hijra Mosque and School has enrolled in the Preschool Program in Canada-Wide Early learning and Child Care Program (CWELCC) to help provide affordable child care to families.

Five (5) Days/Week Preschool	\$282.58 per month
Three (3) Days/Week Preschool	\$169.62 per month
Before School	\$6.00 per half hour
After School	\$12.00 per hour

Financial assistance (child care subsidy) may be applied for through the City of Windsor Children's Services at 519-255-5312 or visit <https://onehsn.com/windsor>.

No fees are charged to parents to place children on the waiting list.

Before and After School Care

Before and after school programs are offered to families who need before school and/or after school care during the week. Before school care starts at 7:30 a.m. until school starts, and after school care starts at 4:00 p.m. to 5:00 p.m.

Before and after school care fees are charged at the rate of \$6.00 per half an hour increment. Parents can register for this service as needed. Only days scheduled at registration are allowed. Changes can be made by providing the office a one week's notice in writing.

Parents must escort their child to the main office in the morning, and sign in and out to before and after care programs at the time of drop off and pick up. Failure to do so will result in loss of services to the family. If a child is absent, there are no make-up days. Parents need to notify the school in writing at least one week in advance of any schedule change or known absences. Regular fees will be charged if parents fail to notify the school of any change in the schedule and attendance.

Late Pick-Up Policy

Late pick up after 4:00 p.m. will be subject to late fee of \$1.00 per minute.

Al-Hijra offers a Before and After School Care program for the families who need it outside the school hours.

Parking

Parking slots near the preschool door are available for parents to use to park in during drop-off and pick-up times. If parents anticipate staying longer, they are to park beside the main office and report their arrival at the main office.

Safe Arrival and Dismissal Policy and Procedures

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 fulfil the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Arrivals and Departure Policy

Children are comfortable when set routines are established. We encourage parents to drop off their children at the preschool door on time. Parents must sign in and out their children at drop off and pick up. Preschool staff will meet the children at the door at arrival. Parents are to make sure they notify staff members of their children's arrival. They must personally accompany their children to class, sign in, and write their time of arrival.

Similarly, when picking up their children, parents are to make sure to pick them up from the preschool door. Parents are to make sure that the staff member on duty knows parents are leaving with their children. Parents must sign out and record the time of departure. Unless the office is notified and it has been previously arranged, children will not be released to any other person other than those specified on the registration form.

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

Policy

General

- o Al-Hijra School/Academy will ensure that any child receiving childcare at the child care centre is only released to the child's parent/guardian or to an individual for whom the parent/guardian has provided written authorization.

- o Al-Hijra School/Academy 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.
- o 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.

Additional Policy Statements

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.

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 do the following:
 - o greet the parent/guardian and child;
 - o ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardian will be picking up the child, the staff must confirm that the person is listed on the registration form where child's release information is documented or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email);
 - o document the change in pick-up procedure in the daily written record;
 - o 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 childcare 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 do the following:
 - o inform the school secretary and/or supervisor] and they must commence contacting the child's parent/guardian no later than 10:00 a.m. on that day. Staff shall make an effort of contacting child's parent/guardian (e.g., call parent/guardian, send text message or email via program's communication app), and continue to contact parent/guardian if no response is received (e.g., must contact at least once and leave message, must make contact with an adult to confirm absence, etc.
 - o Additional steps for staff would be to call the emergency contact on file should they not be able to reach any of the above contacts to confirm the child's absence from care.
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 to an individual for whom the parent/guardian has provided written authorization. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - o confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual;
 - o 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 time frame that their child is to be picked up from care and the child has not been picked up, after about 30 minutes, program staff, the secretary, or supervisor shall contact the parent/guardian by a phone call/ text message, etc. and advise that the child is still in care and has not been picked up.
 - o Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian. 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.
 - o 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 contact, wait until the program closes, and then refer to procedures under "where a child has not been picked up and program is closed"

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 4:30 p.m., staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff member shall stay with the child, while a second staff member proceeds with calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall release the child.
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 the authorized individual(s) listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual(s) listed on the child's file (e. Ok g., the emergency contacts) by [5:00 p.m.], the staff shall proceed with contacting the local Children's Aid Society

(CAS) 519-252-1171. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

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 childcare 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 childcare 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

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

- (a) provides that a child may only be released from the childcare centre or home childcare 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 childcare premises, or**
 - (ii) a child is not picked up as expected from the centre or home childcare premises.**

3. Health and Medication Administration and Storage Policy

The Child Care Early Years Act stipulates that prior to admission, each child must be immunized as recommended by the local medical health officer. Children entering with immunization exemptions must complete the Ministry of Education's form for

immunization exemption. <https://www.ontario.ca/page/vaccines-children-school>

Regulations also require daily outdoor play for all children. Therefore, if a child is too ill to play outside, that child should remain home. If a child becomes ill during the day, temporary care will be provided until parents are contacted and the child can be taken home.

Medication Administration Policy

Only medication that has been prescribed by a doctor and brought in the original container OR over the counter medication which is accompanied by a doctor's note will be administered. In order to administer over-the-counter medication, the parent/guardian MUST provide the centre with a doctor's note which includes the type (name) of medication and the instructions for dosage. This note can state "as described on the label". Parents will be required to periodically review the doctor's note and medication form to initial and change the dosage accordingly. PLEASE NOTE: Fever reducer will only be administered with the doctor's note while children are in child care. In special circumstances, such as febrile seizures we will continue to administer the medication when children are in the preschool rooms.

The parent/guardian is also required to fill out a consent form stating all of the following:

- o The child's name
- o Address
- o Name of medication
- o Date(s) for administration of medication
- o Daily time schedule for administration
- o Amount for each administration
- o Reason medication is being prescribed
- o Parent/guardian signature
- o Date
- o Expiry date of medication.

Parental Authorization to Administer Medication

In order for staff to give the medication, the "AUTHORIZATION FOR DRUG/MEDICATION ADMINISTRATION" form is to be completely filled out by the parents. Educators cannot fill out the form. It is the parents' responsibility to provide information. If a staff member gives medication to a child, it will be recorded on the medication chart and signed by the staff who administered it.

A separate form is required for every medication. The forms are available in each room and the office. All medication brought to the centre is required to be stored according to the label and locked up in medication boxes in the designated area out of reach of children. Please do not leave medication in your child's locker or bag, it must be handed to a teacher for safekeeping and proper storage. Please inform us when dropping off your child if they have received any medication prior to coming to the child

care centre.

Drug and Medication Requirements, Storage, and Administration

Medication will only be administered when it is in its original container with the child's name and information clearly labelled. Staff will use the appropriate dispenser according to the instructions on the label and explicitly written on the Ministry of Education's drug and medication authorization form signed by the parents. A designated staff member will administer the medication and record the time and date it is dispensed.

Drugs and medications that are expired, or are not in compliance with drug and medication requirements will not be given to the child and will be returned to the parents.

Record Keeping and Confidentiality

Staff will keep a complete record of medication administration using the Records of Medication form, with the child's name, date, medicine given, and the time it is given to the child. If for any reason a dose is missed or given late, a reason will be documented, and parents will be informed as soon as possible. All information is placed in the child's file and will be kept in a secure location to maintain privacy and confidentiality.

Anaphylactic and Serious Allergies Policy

Anaphylaxis is a severe allergic reaction that occurs rapidly and causes a life-threatening response involving the whole body. For an anaphylactic reaction to occur, the child/person must have been exposed in the past to the substance that causes the reaction, known as the antigen. The reaction usually occurs within seconds to minutes of exposure. Occasionally, they are delayed.

Triggers of anaphylaxis include all types of substances. Only a trace amount of the trigger may be needed to cause a severe reaction. Some common triggers are

- o Medications (prescription or non-prescription)
- o Venom of stinging insects
- o Foods – commonly fish, shellfish, peanuts, nuts, fruits, wheat, milk, eggs
- o Food additives such as sulphites
- o Latex

It is for the above-mentioned reason that we insist that parents be mindful and inform the centre of any anaphylactic reaction their children have. The list of known allergies of enrolled children will be posted in all areas where children are expected to be, for example, in the food preparation area, food eating areas, and activity rooms.

Due to severe allergies and to mitigate any risk, parents are not allowed to bring any kinds of food or snacks into the centre. If a child has any allergies or any special dietary needs, the supervisor must be informed.

Inhalers

We have an action plan and Consent for Inhaler Administration form. If a child has an Inhaler, this form will be required to be filled out so that we clearly understand how and when it is to be administered.

EpiPens/Allerject

If a child has an EpiPen/Allerject we will require parents to fill out an EpiPen/Allerject Alert form and an Individual Treatment Plan form. We will require a current picture of the child to attach to the Alert Form. Parents are responsible to ensure that their children's medication (which includes Tylenol, EPIPEN® /Allerject and puffers) have not expired.

4. Symptoms of Ill Health, Immunization, and Infection Control

Sick Children at School Policy

To ensure that all children stay safe and healthy, and the child care program stays as successful as possible, children who are sick should be kept home.

- o A child with a fever may not attend school. Any child previously suffering from a fever must be fever free (without the help of any fever medication) for 24 hours before returning to school. Lengthy illnesses may require a doctor notification.
- o A child developing fever should go home immediately.
- o A child with diarrhoea (liquid bowel movement) must go home, must be free of diarrhoea (without anti diarrheal medication) for 24 hours before returning to school.
- o Parents will be required to pick up their children if they are in an ill state of health.

Students who are ill at school should only be allowed to leave school after telephone contact with a parent, guardian, or person on the student's emergency contact list has been made. This contact may be made by office personnel or a teacher, and the child is signed out and picked up by the parent.

Immunization

Parents are responsible to keep their children's immunization records up to date. They are required to provide a copy of the child's immunization records at the time of registration. These records are shared with Windsor Essex County Health Unit (WECHU). Immunization exemptions or objections must be completed on the ministry-approved form and will be retained on record. The Statement of Conscience or Religious Belief forms must be completed by a commissioner for taking affidavits. Statement of Medical Exemption forms must be completed by a doctor or nurse.

Infection Control and Communicable Diseases

If a student has a communicable disease such as chicken pox, measles, mumps, etc., parents should notify the school immediately. Children with communicable diseases must stay home from school until written approval from a physician is

submitted.

5. Food and Nutrition

Snacks and Weekly Menu

Children in the program are provided with two healthy snacks and a nutritious lunch during the day. All snacks and meals are prepared according to Health Canada's Nutritional Guides. Menus are planned monthly and e-mailed to the parents during the last week of the month for the upcoming month. Any modifications are re-emailed to the parents with updates. The menus feature a variety of foods (e.g., hummus, pasta, meat pies, etc.) Every day, fresh lunches are prepared on the premises and healthy snacks are provided. In the morning and afternoon, teachers offer a free-flowing snack to encourage children to come to the table when they are ready. A teacher sits with the children while encouraging them to serve themselves different foods and be independent. Educating children about fruits and vegetables is part of the curriculum. Teachers incorporate cooking and baking activities into the curriculum as they discuss nutrition and good eating.

In order to mitigate the risk of anaphylactic reactions or allergy risks, allergy lists are posted in the kitchen and in the classroom.

Food Restrictions

Parents are not allowed to send any food with their children nor are they allowed to send any outside food to the child care to help mitigate the risk of anaphylactic reactions or allergies.

6. Additional Policies & Procedures

Prohibited Practices

The Child Care and Early Years Act is clear on interactions with children in our care. All individuals working with children are expected to follow these guidelines at all times. Subsection 5.6 of The Child Care Early Years Act lists the following actions as prohibited practices with respect to a child receiving child care at a child care centre: Under no circumstance will corporal punishment be used for behaviour management. As well, the following control techniques are not tolerated:

Inappropriate Verbal Practices:

- o Humiliation;
- o Threatening;
- o Swearing;
- o Harassment;
- o Yelling;
- o Sarcasm;

- o Discussion of a child within any child's hearing;
- o Deprivation of basic needs including food, shelter, clothing, or bedding;
- o Confinement, either by locking exits of a room or use of a lockable structure;
- o No physical restraint of the child (such as confining the child to a chair) for the purposes of discipline or 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;
- o Corporal punishment of the child;
- o 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;
- o 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;
- o Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding;
- o Inflicting any bodily harm on children, including making children eat or drink against their will.

Child Abuse Policy

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. Persons who become aware of such concerns are responsible for reporting this information to Children's Aid Society (CAS) as per the "Duty to Report" requirement under the *Child and Family Services Act*.

It is an important responsibility to follow through on the child abuse report to CAS, every effort will be made to support the person reporting. Make sure to give your name, name of the centre, your position and contact information to the CAS worker. Ask and note date, time and the name of the CAS worker you reported the incident to.

- o Any person working with children who suspects any form of abuse or risk for abuse must immediately report to CAS. A person who suspects abuse must report it, him/herself and call CAS and must not designate anyone else to do so. Do not discuss suspicion with anyone until one has spoken to a CAS worker.
- o If necessary, immediately seek medical help in case the child has sustained any injuries due to abuse. Where suspicious, that injuries are caused by abuse, inform a CAS worker immediately and follow the duty to report process.

- o If there are any concerns or doubts about reporting a situation, it is encouraged to consult a CAS worker.
- o It is a legal duty to report. No person in any capacity should hinder or deter any one from the duty to report. Disciplinary action will result if there is an attempt made to stop or deter anyone from reporting and following a legal duty to report.
- o If a person has any further suspicion of abuse or any information pertaining to abuse with respect to the child, they must report irrespective of any previous reports.
- o All persons must follow through with the duty to report, as there is no information considered confidential if it is related to a suspicion of child abuse.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Serious Occurrences and Reporting

Accident and Injury Procedures

Any serious occurrences will be reported to the Ministry through the CCLS system within a 24-hour period.

- o Essential first aid will be administered by the classroom teacher or supervisory personnel available. In the event of a serious injury, the child will be referred to the staff member with first aid training.
- o It is very important that changes in home phone numbers, emergency numbers, or family doctors' numbers are reported immediately to the school secretary. If the child requires emergency medical treatment, parents or guardians will be contacted.
- o In the event of an illness, if necessary, the parents/guardians will be contacted immediately and asked to take the child home.

Parental Complaints Procedures

- o Usually, student or parent complaints or concerns can be addressed simply by a phone call or a conference with a teacher. For those complaints and concerns that cannot be handled so easily, the following are steps to resolve all complaints:
- o If the administration finds that a child's behaviour and/or actions are endangering the safety of the other children and staff, a conference will be arranged with the parents, the child's teacher, and the director/supervisor.
- o It is the right of all children and staff to learn, teach, work, and interact in a safe and secure environment free from any form of violence, threat, sexual connotations or gestures, abuse, mistreatment, harassment, derogatory or degrading conditions. It is expected that parents, guardians, children, and staff share the responsibility for creating an environment that is safe and secure for learning and teaching.
- o Should a child exhibit any of the forms of violence listed above toward another child or staff, the parent or guardian will be called to come and pick up the child immediately. A letter of warning will be issued stating that if the same form or any other form of violence is exhibited at any time during the course of the child's care at

the preschool, they will be permanently removed from the services.

Cold/Hot Weather Policy

According to the Ontario Regulation 137/15 47(1), every licensee shall ensure that the program in each child care centre it operates is arranged so that, each child who receives child care for six (6) hours or more in a day spends time outdoors for at least two (2) hours each day, weather permitting, unless a physician or parent of the child advises otherwise in writing.

The Child Care and Early Years Act mandates two (2) hours of outdoor play and activities for children 2 1/2 years of age and older. Children go outside regularly for this period of time. The supervisor will determine the time of outdoor play when the temperatures are at or below -15C or -20C with the windchill factor and weather conditions to shorten the activities outdoors.

During the summer, if temperatures are between 30C to 39C with a UV index between 8 and 10, outdoor activities will be limited and for a shorter duration. The supervisor will determine whether or not to not take children outdoors.

Sleep Supervision Policy

Every child receiving care for six (6) hours or more in a day has a rest period not exceeding two (2) hours in length. All children will regularly have a naptime; if the child does not sleep, they will rest or engage in quiet activities based on the child's needs. Children will always be supervised and monitored during sleep time. All children will be assigned cots in accordance with Ontario regulation 137/15. Parents will provide their children with a sheet, a pillow, and a blanket for sleep time. Each child's belongings will be clearly labelled with their name to ensure not sharing with another child. All bedding materials will be sent home regularly on Fridays to be washed and sent back with the children when they return Monday. All cots will be sanitized regularly. All children will have an area designated for sleep, which will be lit for direct visual checks during sleep. Direct visual checks will be conducted frequently on each child by being physically present beside the child. They will be constantly monitored during their sleep time. Any significant changes in a child's sleeping pattern will be recorded and communicated to their parents and adjustments will be made in consultation with the parents as needed for that child. If there are written recommendations for a child regarding sleep, written records are kept up-to-date and are made available for inspections.

Field Trips and Activities Off Premises

Children in the program do not go off the premises. They regularly go on outdoor nature walks on the premises. Occasionally, field trips are arranged to a local grocery store or an orchard. A letter with details of the activity and a consent form are sent home.

Outdoor Activities, Play, and Walks

The Ministry of Education requires that children play outside a minimum of two (2) hours a day if they spend more than six (6) hours at the preschool, unless a parent or a physician advises otherwise. Please ensure that your child has all the clothing necessary to enjoy snow, mud, and the sun. For safety reasons, mittens cannot be on strings, but clips are acceptable.

All items MUST BE LABELED WITH YOUR CHILD'S NAME. If the weather does not permit outside play (i.e., raining, temperatures too cold or hot), gross motor activities will be offered indoors. If the current weather is fine but the playground is too wet due to recent rain, the children may go for walks.

Parents will be required to sign a consent form for their child to be able to participate in a field trip. The Child Care and Early Years Act requires parent volunteers to have a Vulnerable Sector Check in order to volunteer on field trips. The supervisor must view and copy your original document. Special circumstances may apply; please see the supervisor. During field trips or walks, our educators carry a small first aid kit, children's emergency information, EpiPens, Allerjects, and inhalers if required.

Mosquito Weather: During the spring and summer, we will make every effort to keep the playground clear of standing water to avoid having mosquito issues. When they are very bothersome, we will bring the children inside. Parents are responsible to apply an insect repellent on their child's clothing or skin should they wish to do so.

Sunscreen - Parents are responsible to apply sunscreen on their child in the morning before arriving at the centre. Our educators will reapply sunscreen in the afternoon. We will provide the sunscreen for the afternoon; parents will be required to sign to give us approval. Should parents prefer to provide their own sunscreen, the educators will apply this in the afternoon.

All children in preschool are separated from other age groups during active indoor and outdoor play periods.

Playground Safety

A designated staff member will conduct visual inspections daily and maintain record completing daily, monthly, and annual inspection logs and action plans. Staff-to-child ratios will be maintained at all times, irrespective of indoor or outdoor activities.

Daily inspections will be conducted for debris or litter, any loose strings, ropes, or unsafe materials in the play area. It will be removed and a daily log will be maintained. The office will be notified if the area needs attention to ensure a safe, clean play area. Monthly inspection will be conducted to monitor any damage, wear and tear, and any unsafe playground equipment. No children will be allowed to enter until the damage is fixed. Annual comprehensive inspection and a written report will be conducted. Any repairs or maintenance needs identified in the report will be followed up on and completed with written evidence of repairs, and proof of work will be kept on file for record purposes.

Individual Support Plans Policy

An up-to-date individualized support plan is in place for each child with special needs who receives child care in a child care centre. A description of how the child care centre will support the child to function and participate in a meaningful and purposeful manner while the child is in the care of the centre will be written in a plan. The plan includes a description of any support or aids, adaptations, or other modifications to the physical, social, and learning environment that are necessary, as well as with its instructions. This individualized plan is made in consultation with a parent of the child and any regulated health professional.

For a child with medical needs, an individualized plan will be developed in consultation with parents, and include steps to reduce the risk of the child being exposed to any causative agents that may exacerbate a medical condition. The plan includes a description of the procedure to be followed in the event of an allergic reaction or other medical emergency.

Confidentiality and Privacy

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).

Confidentiality applies to all verbal and written information about potential, enrolling, and previously enrolled children and their families. All staff will be briefed on the need for confidentiality and stored in a secure location with access limited to the director and the child's teacher. No information will be released about a child and the parent/legal guardian during enrolment or transition to another receiving program or school without first receiving the written permission of the parent/guardian. This excludes the responsibility held by early childhood educators as mandated reporters of suspected child abuse and neglect as outlined in the province of Ontario law or when information is subpoenaed by the court.

Professional Conduct

Our centre maintains high standards for positive interaction, communication, and role-modelling 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 licensee.

7. Policies and Procedures Regarding Students and Volunteers

Roles and Responsibilities

Volunteers are considered definitive assets to our school. Their roles are both generally needed and appreciated by Al-Hijra School staff, administration, and students. Volunteers may assist in different areas of school upon approval by the principal/supervisor. The determining factors in the selection of volunteers may include, but are not limited to personal suitability, experience, performance, demonstrated responsibility, and/or skills beneficial to the assignment.

Criminal Reference and Vulnerable Sector Checks

If parents would like to volunteer, they have to also provide Criminal Reference Check before beginning any task involving working with children. All placement students and volunteers will always be supervised by a staff member and are not permitted to work alone at any time with children. All individuals interacting with children are required to provide original Criminal Reference Checks and a Vulnerable Sector check prior to starting in any position at the facility.

All students and/or volunteers must adhere to professional conduct and maintain confidentiality at all times. All students and/or volunteers must review and implement all the policies and procedures and sign a record of review. If they have any concerns, they must adhere to “Duty to Report” under the Child and Family Services Act.

Criminal Reference Check and Vulnerable Sector Check must be repeated every five (5) years. An offense declaration needs to be signed by the individual listing all of the individuals’ convictions for offenses under Criminal Code every year. Al-Hijra School Board collects a criminal background check on all teachers, placement students, and volunteers and all individuals working in the centre.

All placement students and volunteers always work under the supervision of a staff member and do not work alone with children at any time.

8. Parent Issues and Concerns Policy and Procedures

Parents and/or guardians are encouraged to take an active role in our child care centre and regularly discuss what their children 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 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 Al-Hijra School and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties. 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 two (2) business days. 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 all parties involved.

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 Al-Hijra School Board.

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.

Key Contacts:

Al-Hijra School Supervisor: Waheeda Khan

Phone : 519-966-8276

E-mail : principal@alhijraacademy.com

Ministry of Education, Licensed Child Care Help Desk:

Phone: 1-877-510-5333

E-mail: child_care_ontario@ontario.ca

Parent Involvement, Obligations, and Responsibilities

- o Make certain to always have current emergency contact names and telephone numbers.
- o Advise educators of any allergies, medical conditions, and medications their children have received before coming to the child care centre.
- o Arrange for alternative care when their children are not well enough to participate fully in the program.
- o Call the centre if their children are going to be absent before 9:30 a.m.
- o Call the centre if their children are not going to be coming off their bus (if applicable) after school.
- o Label all of their children's belongings, and be sure they have spare clothing and appropriate outdoor clothing.
- o Discourage their children from bringing toys from home.
- o Be sure to read all notices posted throughout the child care centre and Lillio App.
- o WITHOUT A COURT ORDER ON FILE, the staff are unable to legally prevent the release of a child to their non-custodial parent. WE MUST HAVE A COPY ON FILE. We ask that a photo be included for easy identification.

- o Parents must comply with all policies and procedures contained in the Parent Handbook and Program Statement.

Clothing and Possessions

ALL children are required to have a change of clothes at school. These clothes are required for accidents such as spilled juice or a toileting accident. The clothes must be CLEARLY LABELED WITH THE CHILD'S NAME and be kept in a bag in their locker. If children take home soiled clothing, clean clothes must be replaced the next day. The child care centre has a limited supply of spare clothes. If children wear any of these clothes home, they must be cleaned and returned immediately. Children who attend a full-day program need to be provided with a crib-size blanket for sleep time, labelled with the child's name. Blankets will be sent home on a regular basis to be washed. Blankets must return with the children to the child care the next day they attend. ALL FOOD AND TOYS SHOULD BE LEFT AT HOME. The preschool rooms occasionally have Show & Tell Day. This is the ONLY time the children should be bringing a toy.

Every child has been designated a locker labelled with their name for their belongings. Be sure to check their locker daily for soiled clothing, items, or notes that may need to go home

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).

Confidentiality applies to all verbal and written information about potential, enrolled, and previously enrolled children and their families. All staff will be briefed on the need for confidentiality and stored in a secure location with access limited to the director and the child's teacher. No information will be released about a child and the parent/legal guardian during enrolment or transition to another receiving program or school without first receiving the written permission of the parent/guardian. This excludes the responsibility held by early childhood educators as mandated reporters of suspected child abuse and neglect as outlined in the province of Ontario law or when information is subpoenaed by the court.

Parent Agreement

I have read and I understand the policies and procedures of Al-Hijra School Child Care Program. I agree to abide by all the policies and procedures in the Parent Handbook.

Child's Name: _____

Parent's Name: _____

Signature: _____ Date: _____