



RAINBOW ACADEMY
LEARNING & CHILD CARE CENTRE

**Parent
Guide/Handbook**

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TABLE OF CONTENTS

Program Philosophy & Mission	Page 3
Program Statement	Page 4-6
Program Information	Page 7
Revision of Parent Handbook	Page 7-8
Arrival/Part Time Care/Late Pick-Up Fees	Page 8
Registration/Finances/Government subsidy	Page 9-10
Fee Structure	Page 11
Methods of communication/ "Lilio"	Page 13
Pick-up/Security Measures	Page 13
Parental Guardian Involvement/Custody	Page 14
Security Cameras	Page 14
Our Staff	Page 15
Children's Attire & Personal Belongings	Page 15
Extreme weather/ Closure & Emergency Evacuation	Page 15-17
Vacation/ Other Absences	Page 18
Summer Holding Policy	Page 18
Off Premises Activities	Page 18
Transportation Policy	Page 18
Parents Responsibility, involvement and Behaviours.....	Page 18-19
Nutrition & Weekly Menu's	Page 20
Anaphylaxis Policy	Page 20-21
Policies for Parents.....	Page 21-42

PROGRAM PHILOSOPHY & MISSION

Welcome to Rainbow Academy Learning and Child Care Centre/Preschool House! Our goal is to provide quality care for all children. We want to promote trust, acceptance and self-respect for our students, staff and community.

At Rainbow Academy Learning and Child Care Centre/Preschool House we believe that every child has the right to experience high quality care.

We acknowledge that children are individuals who grow and learn at a different pace. Our staff provides a warm and secure environment and will facilitate your child's new and interesting experiences through a curriculum that will cover all areas of child development. Through family, community support and guidance we will promote experiences that will encourage a positive sense of self and the environment around them. Here at Rainbow Academy, we also believe Inclusive child care can be beneficial, both for all children in an inclusive classroom. Some of the benefits of inclusive child care for all children include:

- Chances to learn by observing and interacting with other children of similar ages.
- Time and support to build relationships with other children.
- Chances to practice social skills in real-world situations.
- Exposure to a wider variety of challenging activities.
- Opportunities to learn at their own pace in a supportive environment.
- Chances to build relationships with caring adults other than parents.

PROGRAM STATEMENT

Rainbow Academy Learning and Child Care Center/Preschool House has been in operation serving the community of Bolton ON for 16 years, providing licensed quality learning and natural play-based child care for children ages 0-13 years. Rainbow Academy Learning and Child Care is committed to using “How Does Learning Happen? Ontario’s Pedagogy for the Early Years “as a document for guiding our child care program.

The program statement is reviewed annually to ensure it is aligned with the Ministry of Education’s policy statement. New staff, Students and volunteers review the policy before and during employment. Rainbow Academy Learning and Child Care Center/Preschool House is dedicated to supporting children’s learning, development, health and well-being through the care and responsive Early Childhood Educators, who focus on active learning, exploration, play and inquiry, and who see children and their families as competent and able, and as active participants in all aspects of the program.

The Child Care and Early Years Act authorizes the Ministry of Education to issue policy statements regarding programming and Pedagogy for the purpose of guiding operators of the early years child care programs. How Does Learning Happen? The document has a strong pedagogical focus on indicating the pedagogy is not a prescriptive formula that lays out specific curriculum or activities but instead challenges the status quo and around four foundational conditions that are considered essential to optimal learning and healthy development for the children.

Belonging Every child has a sense of belonging when he or she is connected to others and contributes to their world. Well-Being Every Child is developing a sense of self, health, and well-being.

<u>Belonging</u> Every child has a sense of belonging when he or she is connected to others and contributes to their world.	<u>Well-Being</u> Every Child is developing a sense of self, health, and well-being.
<u>Engagement</u> Every child is an active engaged learner who explores the world with body, mind, and senses.	<u>Expression</u> Every child is a capable communicator who expresses himself or herself in many ways.

These four foundations apply regardless of the child age, ability, culture, language, geography, or setting.

Our Goals and Approaches

All staff at Rainbow Academy Learning and Child Care/Preschool House center will Promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment, with the nutrition based on Canadas Food Guide, access too drinking water throughout the day, limited transition periods, eliminating any environmental issues that may undue stress to the children, unnecessary disruptions to play and reducing hazards that may cause injury. All staff will familiarize themselves with all the information concerning any medial concerns/conditions, allergies, exercise, and rest time for all children.

Rainbow Academy/Preschool house staff will view all children as being competent, capable, curious, and rich with potential. All staff recognizes each child as a unique individual who brings his/her own abilities to the program and deserves the encouragement and space to try new things, explore new ideas and develop their own unique creativity.

All staff will encourage children to interact and communicate positively and support their ability to self-regulate. All Educators will acknowledge that each child Is competent, curious, and capable. Staff will support self-regulation in children (defined as the child's ability to gain control of bodily functions, manage powerful emotions, and maintain focus and attention) Self-regulation in early development is influenced by a child's life, including the educators in the program. All staff will provide the experiences, support and encouragement that will help young children learn to self-regulate. Self-regulation is a crucial component of quality care.

All staff will support the children's explorations, play and inquiry by providing a variety of activities, and an environment rich with content. Educators will encourage and support choices, and active play, while interacting and being attentive to the children's needs.

All staff will provide child-initiated and adult supported experiences. The educators will observe the children during play and use that information to plan and create a positive learning environment based on the interest of the child and will be supported buy all the adults in the classroom. Educators will be responsible for introducing new ideas, interest, facts, concepts, skills, an experience to expand the child's knowledge and life experiences.

All educators are reflective professionals who plan learning environments to support every child's learning and learn about children through listing, observation, documentation, and discussion with others, families in particular, to better understand each child as a special individual. They will observe and listen to learn how children create meaning through their experiences in their environment. Educators are then able to have meaningful interactions and engage with the children daily.

In addition to a planned daily program indoors, children will have two hours of outdoor play (weather permitting) daily, as well as a time to rest and sleep if needed, Quiet and active times, always being mindful of each child's needs and parental direction.

Educators, Supervisors and Director are available for regular and ongoing communication with parents at any time of the day. Communication may be in person, by phone, by email, or through written and posted communication tools. Rainbow Academy is an inclusive learning environment and involves community partners in our programs. Children who may need additional support may have access to Resource Consultant's through services offered by Peel Inclusion Resource Services and Early Years Services. All educators will support all children and their families by working in partnership with any services offered.

Rainbow Academy/Preschool House views community as a valuable resource and our educators plan learning opportunities to engage the children and community in our programs. We seek out opportunity to share our knowledge and learn from others in the community.

Rainbow Academy/Preschool House provides ongoing opportunities for educators to engage in professional development workshops, reflection, and discussion with others about pedagogy and practice, to support continuous professional learning.

Educators will build relationships of trust, honesty and respect in the workplace allowing them to work together to provide a safe, secure, healthy, and inviting environment for all children and their families. Educators build and maintain healthy professional relationships that encourage growth and offer support and mentorship.

Educators in our before and after school programs will continue to provide children and families with a seamless day from childcare to school. At this age, children are looking for challenges and opportunities to help plan their activities all while building self-esteem and discovering their talents through social, emotional, physical, and cognitive play. Our goal is to support children through this discovery and provide environments that are safe, fun, hands on and play based.

Educators participate in continuous cycle of observation by documenting play and its significance, determining the children's interests, planning activities that support the interests, discussions with team members, reflection that informs the planning of activities and the learning environment.

PROGRAM INFORMATION

Ages of the Children

Rainbow Academy Learning and Child Care Centre is licensed to accommodate **Infant (6 -18 months) Toddler (18-30 months) Kindergarten (44 months- 7 years) Primary/Junior School Age (68 months -13years)**

Rainbow Academy Preschool House services Preschoolers (30 months-4 years old).

Hours of Operation and Holidays

Rainbow Academy Preschool Operates **Monday to Friday 6:30 a.m. until 6:30 p.m.** and is open 52 weeks out of the year. For Christmas Eve, New Year's Eve, and Easter Monday if there is an excessively low projected number of children, we reserve the right to remain closed. On Christmas Eve and New Year's Eve, if opened, hours will be reduced to **6:30 a.m. until 12:30 p.m.** It will also be closed on these Statutory/Civic Holidays:

Statutory/Civic Holidays

Rainbow Academy/Preschool House will be closed on the following statutory/civic holidays:

January New Year's Day

February Family Day

April Good Friday

May Victoria Day

July Canada Day

August Civic Holiday

September Labour Day

October Thanksgiving Day

December Christmas & Boxing Day

Note: *Even though the centre is closed for statutory holidays, regular fees still apply to those days. Summer Months fees are daily and are considered PA Day or snow day price.*

For Prices see attached Fee schedule.

Revisions of the Parent Handbook

Parents/Guardians will be notified two weeks before any revisions will be altered in the Family manual. Any revisions will be posted on our Parent Information Board, and electronically E-mailed. It is the Families attending Rainbow Academy Inc's responsibility to ensure they keep up with the changes of the Parent Handbook. Should you have any questions please let the supervisor or Director know to better your understanding.

Arrival

To allow your child to benefit from the program and feel like part of the group, we ask that you bring your child in before 9:30 a.m. Parents **must** call us if a child will be joining the program after 9:30 a.m., otherwise the teachers will assume your child is absent and hold the right to refuse drop off. It is the **obligation of the parent/guardian** that upon arriving at the center each day, they ensure that the child is checked in with an educator, and is left under the supervision of the educator before leaving the center. Each child must arrive **with** the accompanying adult, ensuring that the child is entering the classroom while under the supervision of the parent/guardian at all times during this arrival process. For example, when arriving with more than one child, ensure that they are being checked in directly from parental/guardian supervision to an educator, dropping off one child at a time.

*******Before and after school families must notify the centre by email or phone call by 3pm latest if their child(ren) will not be attending after school care. If we cannot make contact with a parent/guardian, Rainbow Academy will be contacting the non-emergency police phone line. *******

These arrival procedures that parent/guardians are obligated to follow, are mandated and regulated by Ontario's Ministry of Education and must be followed to ensure the health and safety of all children attending Rainbow Academy.

Part-time care

Rainbow Academy/Preschool House provides programs on a minimum two day a week, part-time basis if available **with the exception of our Infant, Toddler, and Preschool program**. Once part-time days are chosen they cannot be exchanged and /or substituted even though your child is absent, or the chosen day falls on a Public Holiday. If you decide to bring your child for an extra day, it cannot be substituted for a missed day; an additional fee will apply. A written request for an extra day of care is required for approval and is to be submitted to the centre's Supervisor or Director.

Late Pick-Up Fees

If your child is not picked up by 6:30p.m. (12:30pm on half days) a late fee will be charged. This fee will be due upon the arrival to the teacher who is waiting with your child. A telephone call stating that you will be late would be appreciated so that the staff is aware of the circumstance.

Late fee charges are \$1.00 a minute, per child. There are no negotiations.

When the child has not been picked up on time p.m. and we have not received a phone call, we will attempt to contact either parent. If we are unable to reach either parent, we will try to contact either emergency contact person. If your child has not been picked up on time and there has been no contact by either parent or emergency contact person, then it is the staff's responsibility to call the Children's Aid Society for the further instruction.

In case of an emergency that is out of your control, the late fee will be charged at the discretion of the staff and/or Director/Supervisor.

REGISTRATION INFORMATION

Registration & Enrollment Process

Enrolling your child at Rainbow Academy is simple and straightforward. As we do not maintain a waitlist, enrolment is offered based on current space availability within each program.

Families interested in registering are encouraged to contact the centre directly to inquire about available spaces. Once availability is confirmed, families will be provided with an Application for Enrolment package to complete and return along with all required documentation.

Spaces are secured only after the following steps have been completed:

- Submission of a completed enrolment application
- Receipt of all required forms and supporting documents
- Confirmation of program availability by the centre
- Payment of first and last month's tuition

Applications are processed on a first-come, first-served basis when spaces become available. If a program is full at the time of inquiry, families are welcome to check back periodically regarding future openings.

Our team will communicate with families throughout the enrolment process to ensure a smooth transition into care and to answer any questions prior to your child's start date.

Finances:

Rainbow Academy Learning and Child Care Centre/Preschool House withdraw the fees on the first of every month by EFT (Electronic Funds Transfer). If the withdrawal comes back NOS (Non-Sufficient Funds) **there will be a \$45.00 fee added to payment.** A late fee of \$5.00 per day will be charged to any account that has not been paid by the due date. Should your balance become more than three weeks overdue, we reserve the right to terminate your childcare space on the spot.

Government Subsidy

Rainbow Academy Licence and Child Care Centre/Preschool Household a purchase of service agreement with region municipal offices. Families can apply for fee subsidy by contacting Peel Region (905)-793-9200 or visit www.peelregion.ca/children.

Canada – Wide Early Learning and Child Care System

Canada -Wide Early Learning and Child Care (CWELCC) Service Agreement for 2022.

On September 1, 2022, the Region of Peel and Rainbow Academy have entered into an agreement for the purpose of allowing the Region to provide (CWELCC) funding so that we could continue to deliver services for our families and children that are affordable, inclusive high quality and accessible.

Effective November 1, 2022, our childcare fees have changed due to our decision to participate in the Canada-Wide Early Learning and Child Care (CWELCC) System. Our common objective is to provide families access to more affordable and high-quality Child Care.

The province has taken a phased approach to implementing the CWELCC System which allows us time to align with all the terms and conditions of the CWELCC. Therefore, we have already begun to issue a 25% fee reduction retroactive to April 1, 2022.

There will be a 50% reduction in childcare parent cost, by the end of this calendar year 2022 and finally, reaching an average parent fee of \$10/day for children ages 0-6 by September 2025.

Monthly Child Care Rates- Market

Effective: January 2026

Base Fees				
Classroom/Age Group	Daily Rate	Type of Care	Days/Week	Monthly Total
Infant (Up to 18 mo) Toddler (18-30 mo) Preschool (30 mo-6 yrs)	\$22	Full Time	5	\$478.50
Preschool Montessori Nursery Program (30mo-6yrs)	\$22	Part Day	5 (7-12:30 1-6:30)	\$478.50
Kindergarten (Up to 6 yrs)	\$14.65	Part Day	5	\$318.64
	\$22	Full Day	-	-
School Age (6-13 yrs)	\$23.00	Before School	5	\$500.25
	\$24.00	After School	5	\$522.00
	\$33.00	B & A School	5	\$717.75
	\$55.00	Full Day	-	-
Non-Base Fees				
Lillio (children under 6 years) Optional- Sign up required	-	-	-	\$25.00
Bus Fees for Children Attending: St. John Paul II, James Bolton, St. Nicholas \$5/ day B & A \$3/ day Only B or A				
Ages 6-12 One-time, non-refundable registration fee of \$150.00 for children 6+				
Late pick-up fee \$1.00 per minute per child.				
Late payment fee \$5.00 per day.				
\$45.00 NSF fee.				
Summer camp trip fees vary based on venue and transportation fees. See current Summer Camp Package for details.				
Enhanced Programming- Optional \$80/month Sign Up Required				

Full time care is 21.75 days/month
 Part time 4 days a week is 17.42 days/month
 Part time 3 days a week 13.08 days/month
 Part time 2 days a week is 8.75 days/month

Credit or Refund Policy

If a base fee higher than the permitted amount was prepaid for an eligible child, we will issue a credit or refund for the difference. Refunds will be processed as follows:

- **If enrolled in CWELCC on December 31, 2024:** Refunds will be issued within **60 days after December 31, 2024.**
- **If enrolled after December 31, 2024:** Refunds will be issued within **60 days after the date we are notified of our enrollment.**

Additionally, if a child receiving care at our centre leaves the program and was previously issued a credit, any remaining balance will be refunded within **60 days after their last day of care.**

Withdrawal Policy

Initiated by the parents: We require 30 days written notice for withdrawal from Rainbow Academy Child Care Centre/Preschool House. We require this notice to accommodate space for someone else who would like to bring his or her children to our centre. The fees for these days must be paid in advance; your deposit will be applied towards a last payment. If a child should be removed without notice, collection of fees will be turned over to the collection agency.

Initiated by the centre: At Rainbow Academy/Preschool House we strive to meet the needs of all children and their families, however the Director or Supervisor reserves the right for withdrawal of services where it is in the best interest of the program, staff and the children.

Services may be withdrawn for the following reasons:

- The child is unresponsive to our Behavior Management procedures.
- The parents or guardians are not supportive or unwilling to accept recommendations offered by Rainbow Academy and outside services after a two-week period of observation and documentation. Outside services are only used upon parental approval.

The behavior manifests itself into potential safety hazard to other children and staff.

- Wilful destruction of daycare property.
- Parent or guardian becomes verbally or physically abusive to Supervisor/Director, staff, students, and volunteers of the center.
- A family that does not comply with Rainbow Academy's policies and procedures, such as:
- Parents that are three weeks behind in paying proper fees without prior arrangements with the director. Parent continually arrives to pick up a child after closing time.
- We value open communication and feedback from all families and always strive to improve. However, ongoing concerns regarding harassment and dissatisfaction that significantly impacted our ability to ensure a harmonious environment for staff, children, and other families.

Getting to know us

Before your child's first day, we suggest that you and your child/ren visit our centre. This way your child gets acquainted with his/her teacher and their new friends in the classroom. Plan to have a few short and one long visit throughout a week prior to the first day. It is best that a schedule is worked out between the parent and the child's classroom. This way the child will be able to experience the different routines in the room. Preparing your child for his/her first day is a helpful way of introducing and supporting your child with their new surroundings. We suggest that you have discussion with your child that he/she will be starting a daycare and will be saying "Good-bye" in the morning, "and will be seeing you after snack time". Feel free to discuss any concerns or challenges you face while your children are adjusting to our daycare.

Methods of Communication/ "Lillio"

At Rainbow Academy/Preschool House we believe it is important to communicate with families through different ways. We compose newsletters every month with existing information that is key to all parents at the centre. We write about upcoming news, birthdays, fun and exciting field trips, new staff, and resources for families. Also, there are the Parents Boards in each classroom when teacher post all program plans, special events, health notices and other items of interest. The Infant, Toddlers, Preschool, and Kindergarten classrooms use a "Lillio" Program to communicate efficiently with parents through pictures, observations, and emails. The communication between the classrooms and families are overseen by the site supervisor/director and requires authorisation of parental consent upon registration.

Pick-Up/ Security Measures

The children who attend Rainbow Academy are only allowed to leave the premises with parent/guardians and the people who are listed on the emergency form. If someone else needs to pick-up your child from Rainbow Academy, teachers and or the supervisor needs to have a written consent with the person first and last name. Your child can be released to the person only with the proof of a valid identification. Person **under the age of 18 years are unable to leave the premises with your child.** Person who will use a vehicle will need to have a car seat to transport your child. In case we suspect or see that your child being put in a vehicle without the proper devices we will not give the permission to take the child out of centre.

To ensure and promote safety of the children and staff we kindly ask that any information regarding the entrance to the daycare will stay confidential.

Parent /Guardian Involvement

Parent/Guardian involvement is important to us. We consider our relationship with you a partnership in which we can better learn to appreciate and meet the individual needs of your children. Sharing

Ideas and suggestions are the best way of promoting a working relationship. We encourage parents to discuss all concerns with the teachers, Supervisor, and the Director. We have a policy set out from the ministry of education, should there be a concern that needs to be communicated (*see page 23-27 Parents issues and Concerns Policy*)

Custody

If parents are involved in a custody dispute or have current custody agreement, the parent must report this information to the Director/Supervisor. If there is custody agreement on file, the staff will be able to ensure that the child is released only to the proper individual. If there is a court order amongst parents, it is recommended that this is provided to the Director/Supervisor in order to ensure proper measures are being met.

Security Cameras

Parents should be aware that Rainbow Academy Learning and Child Care Centre/Preschool house is equipped with video cameras that are placed in each classroom, kitchen, office and in the hallways for security purposes. The camera monitor is located in and only in the office and is recorded. The Program Director and Program Operator have access to the camera services, a third party such as the Ministry of Education, Police, or Children's Aid Services may have access to the equipment and footage.

OUR STAFF

At our center, we are proud to have a team of dedicated Registered Early Childhood Educators (RECEs) who bring expertise, passion, and care to every child's learning journey. As RECEs, our educators are certified professionals who specialize in early childhood development and education, ensuring that your child receives the highest standard of care and instruction. With a deep understanding of how children grow, learn, and thrive, our RECEs design engaging, play-based learning experiences tailored to meet each child's unique needs. They are committed to fostering a safe, inclusive, and nurturing environment where children feel supported to explore, create, and build essential skills for life. As partners in your child's development, our RECEs work closely with families to ensure open communication, collaboration, and a shared vision for your child's success. Together, we create a strong foundation for lifelong learning and growth.

All staff must adhere to several Policies and Procedures, as well as Ministry, Health, and Fire regulations. Annual review of these Policies and Procedures ensures our staff are knowledgeable and prepared to handle any situation. All childcare staff hold current certification in Standard First Aid and CPR-C, have all the immunization record, vulnerable sector check before starting their employment. Annually an offence declaration must be signed.

"The College of Early Childhood Educators is the professional self-regulatory body for Registered Early Childhood Educators (RECEs) in Ontario. The College's role is to protect the public interest by setting requirements for registration to practise as an RECE, setting ethical and professional standards and holding RECEs accountable for their practice. Rainbow Academy staff with an early childhood education diploma or equivalent qualifications degree must be current members of the College in good standing. RECEs must renew their membership with the College on an annual basis.

Student and Volunteer

Section 11.1 of Ontario Regulations 137/15, Every Licensee shall ensure that every volunteer or student at a child care centre it operates or at a premises where it oversees the provision of home child care is supervised by an employee or home child care provider at all times and is not permitted to be alone with any children who receives child care at the child care centre or home child care premises.

Rainbow Academy/Preschool House may bring volunteers or students from local colleges in the area to work within our childcare centre whether to gain experience or just to get community hours for their local programs. The students or volunteers may be placed to work in any classroom within the childcare and be responsible for taking care of your children in a form of education, toilet procedures with teacher supervision and implementation of various activities and programs within the classroom. The student/volunteer WILL NEVER be left alone with the children and is not considered or responsible for maintaining ratios. If an activity needs to be implemented, the student/volunteer will first need to get approval from their host teacher in the classroom. If a child will need to be observed for the purpose of an assignment a parent will have to sign a permission form.

CHILDREN'S ATTIRE

We encourage that parents dress their children in appropriate attire for daycare; by that meaning your child is comfortable, is able to participate in various activities throughout the day and is weather appropriate.

We request you bring extra clothing for your child due to creative spills or mishaps. We ask that you clearly label all of your child's clothing.

Summer Months: We request that you provide your child with the appropriate clothing to protect him/her from the sun's rays. A sun hat for outdoors is mandatory for your child to wear daily. For safety purpose we ask that you provide running shoes for outdoor play only. We ask that each child have his/her own sunscreen lotion clearly labelled with proper expire date. During the summer we ask that parents put sunscreen lotion on their child in the morning and teachers will do so in the afternoon.

Winter Months: All children will need to be dressed warm clothes for daily outdoor play. We ask parents to bring the following: boots, winter jacket, hat, mittens/gloves, neck warmers (no scarves for they are a choking hazard), snow pants daily. (Extra mittens are essential). By the Child Care and Early Years Act of Ontario, we are to spend at least two hours a day outdoors with your children weather permitted.

Toys & Other Personal Belongings from Home

Children and parents are asked to please refrain from bringing materials or items from home such as, toy, electronics, pets, etc. If items are lost/stolen it is not at the responsibility of our staff as the children's well-being and development is their priority.

Our program will require parents and family involvement and support we will require certain items and materials to be brought and shown at the centre we will notify families with a written note.

Extreme Weather/Closure Due to Inclement Weather

During extreme weather alerts, including, heat, smog, wind chill advisories children will not participate in the outdoor program and an alternative plan will be implemented. If the Peel District Catholic, and Public-School Boards as well as bus routes are closed due to inclement weather such as freezing rain, snowstorms, or heat waves etc., Rainbow Academy will also be **CLOSED**. With providing a healthy and safe environment we must also be cautious of the Inclement conditions that take place. This is to ensure that families, and all staff providers are taking the steps to keeping safe

Here are two situations we will take consideration to decide the closure:

Bus cancellation days:

Transportation services are cancelled but schools remain open, the most frequently occurring situation, represents the first level of response to severe weather conditions. Rainbow Academy will open for infants, toddlers, and preschoolers only, and full day for before and After school program on these days. If your child(ren) are enrolled part time please confirm that there is space for your child to stay full day prior to bringing them.

Full System Closure - Schools and Board Offices Closed

In the event of extreme weather conditions or other environmental situations, schools and board offices will close. All staff and students should stay at home and all activities will be cancelled. In this case, Rainbow Academy will close as well, No programs on these days.

Emergency Evacuation Procedures

1. In the event of a **critical illness or injury**, our staffs are professionally trained on handling serious occurrences. Our teachers are CPR and First-Aid certified which are renewed annually.

When it is necessary to transport a child to a Hospital because of serious accident or illness, 911 will be called first (parents responsible to pay for ambulance) and parents will be immediately contacted. The Director or the Supervisor or the teachers in charge will be accompany your child to Hospital and meet you there upon arrival.

During a less, serious occurrence where professional medical care is required, a parent or an emergency person will be called to transport your child.

2. In the event of **a fire**, it is a part of our safety awareness to conduct fire-drill training on monthly basis. Fire drill are recorded and posted in the office.

3. In the event of **any natural disaster** (i.e.: severe weather warnings, power failure, flood) the centre is not able to operate and will remain closed until it is deemed safe. In this case we will inform parents by phone, e-mails, notices on the Entrance and Exit and changing the voice message machine. Every effort will be made to call the parents/guardians as soon as possible if the closure happens during the day.

For Before and After School Program in case the centre will be closed we have to inform schools and bus companies do not put children on the bus.

In the event of fire or other emergency involving the whole centre, The **BOLTON UNITED CHURCH** is our designated emergence shelter, located at 8 Nancy Street.

In these situations, fees will not be reimbursed. Again, every effort will be made to contact parents/guardians as promptly as possible. Please check the message on centre answer machine for up-to-date information prior to heading to the centre.

Vacation / Other Absences

Our teachers and the rest of our staff are in attendance daily regardless if children are absent. We operate directly through parental fees and salaries are paid through those fees. If your child is absent, please note that **credit for that time will not be given.**

A written notice is required prior to taking a vacation for your child and is only available for children who are not covered under CWELCC (6 years and up). Children 6 years and older only receive vacation if they are full time (Before and after, Monday – Friday) and during the school year, i.e. **if a child attends Rainbow Academy 5 days a week before and after school they are entitled to one-week unpaid vacation from the months of September- June.**

Summer Holding Policy

If you are going to withdraw your child during the months of July and August but wish to return in the fall, a \$150.00 non-refundable holding fee /Child will apply. This fee will guarantee your child's space upon returning to the centre and must be paid on your child's last day in June. We also ask that you give us a four weeks' notice before returning to confirm the date of returning. If you change your mind and decide not to return to Rainbow Academy in September, your fee will not be refunded as it is used to hold your child's spot.

Off Premises Activities

Off-site trips can provide valuable experiences for children during the summer camp months and allow staff the opportunity to extend program activities outside of the regular program location. When these opportunities arise, families will be required to complete a Rainbow Permission Form giving consent for your child/(ren) to participate in the activity.

Transportation policy

Rainbow Academy provides transportation for the School Age children registered on Before/ After School program for selected school. The service includes child's pick up from Rainbow Academy bus stop and drop off at the school in the morning and pick up from the school and drop off at Rainbow Academy in the afternoon. Children cannot be driven to and from school during the day. Needs should be discussed with the Director upon the request of transportation. Rainbow Academy will also provide transportation for Off Premises Activities, Families are required to complete a Permission form in order for your child to participate.

Parental Responsibilities

We must, at all times, be able to locate a parent, or a designate in case of illness or emergency.

- Parents must be prepared to make other arrangements for their children when they are ill.
- Parents must inform staff if their child has a communicable disease or any other health concerns.
- Parents must inform the staff if their child is on any medication at home.

Services regulation requires daily outdoor play. If you feel your child is too ill to participate in all activities, including outdoor play, it is best for your child to remain at home, until he/she is ready to fully participate in the daycare's daily activities.

***** Children's fees must be paid even though your child is away with illness.**

Parent Involvement with Behaviour Guidance

We are role models for our children and this is especially important when we are expressing ourselves to a child when we are angry or upset. "Appropriate reactions" to a child's behavior is expected for everyone. We, therefore, ask that if the situation arises and you need dealing with your child please keep in mind our prohibited practices.

Acceptable Parent Behaviour Towards Staff

Rainbow Academy Learning & Child Care Centre and Preschool House has a Zero Tolerance Policy for all forms of abuse and is committed to providing a safe, healthy, and respectful environment. Our Centre is dedicated to being proactive in its measures to recognize and prevent discrimination, all forms of harassment, sexual harassment, and violence in the workplace. Every individual has the right to work in a professional atmosphere that is free of threats, physical and verbal aggression, which includes actions to hurt another with spoken words (e.g., name-calling, shouting, swearing, and accusing).

Therefore, it is each parent's responsibility that upon arrival and departure at Rainbow Academy, parents speak to our staff respectfully no matter the situation. Staff are here to care for children and not resolve any personal issues that arise in anyone's private lives. Staff will not be responsible for any personal belongings brought into the centre. Any items that are sentimental or of monetary value will not be permitted at the centre. Staff at Rainbow Academy will not act as messengers between any family members or friends whose children are attending the centre to avoid conflict.

At Rainbow Academy, it is expected that all parents/guardians/caregivers communicate with all staff respectfully and treat them with respect. Any derogatory, sexual, or inappropriate comments will not be tolerated and will lead to dismissal from our childcare program. The same expectations apply to staff and could lead to their dismissal.

Additionally, Rainbow Academy reserves the right to discontinue child care services if consistent discontent, resentment, and dissatisfaction are expressed by the family. We prioritize fostering a positive and cooperative relationship between families and staff to maintain a harmonious environment for everyone at our centre.

Nutrition & Weekly Menus

Rainbow Academy Learning and Child Care Centre/Preschool House focuses on health and nutrition and provides the children with nutritious, home cooked meals. All meals such as breakfast, morning snack, lunch and afternoon snack are prepared by Rainbow Academy cook in our inside kitchen. Our three-week menu is created with regards to the Canadian Food Guide and changed seasonally. For Before and After school Primary/Junior school age programs please see Bagged Lunch Policy (see Pages 34-35).

Our menus are posted on Parents Board for your viewing. We ask for your consideration by not allowing your child to bring food or snack to the centre.

We are a **Peanut/Tree-nut free environment**. We ask all staff and parents to leave these products out of the centre and that they are not eaten prior to entering the centre. Due to peanut being a highly allergenic food, we have learned that even small traces of peanut can be deadly to those who are allergic.

Please advise us upon registration of any food restriction/allergies your child may have, so that we can try to provide a menu to fit your child's food intake.

Infant children: If a child under 12 months, written consent is required to ensure that your child is being fed accordingly. It is also up to parents to provide baby cereal and formula with ingredients provided to the staff or Site Supervisor. Once an infant is eating table foods, the daycare will provide meals. We provide homo milk once your baby is off formula. Diapers, wipes, creams and extra clothes are to be provided by the parents.

Celebrating Birthdays

For celebrating child's birthday, families can bring store bought cupcakes or cakes, the label must have the symbol that indicates that the product was made in a **Peanut/Tree-nut free facility**. We do not allow any products that contain peanut, Tree-nuts of any kind to be served in our centre.

We do not allow any home-made products due to unknown traces that can lead to allergies within the centre, it has to be store purchased with the labels noted above. Please be aware that some classrooms may have allergies other than peanuts/tree nuts please ask the educator to clarify any other allergens to ensure that the product being brought in is free of those specific allergens.

Anaphylaxis Policy

Parents of children that have been diagnosed with an anaphylactic allergy have the responsibility to provide a detailed individual emergency plan for their child prior to the first day of care. It is the Parent/ Guardian's responsibility to inform centre staff of a child's allergy at the time of registration and provide an annual update of any allergy change.

Lunches and snacks are provided by centre. If for any reason your child(ren) would prefer to bring a bagged lunch or snacks from home, please let their teacher know and label their lunch bags and all containers within it. As our anaphylactic policy described in section 39 for parents who send food with their child to the centre or premises, parents must label food with the child's full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.

POLICIES FOR PARENTS:

Please note that Parents must take responsibility to ensure that not only the staff follow Policies and procedures, parents do as well. In a case where policies and procedures accordance to this parent hand book are not met, then the site Director or Supervisor will arrange a meeting to meet and speak with the parent(s), the conversation will be documented and filed for future reference and can result in termination of child care. New and Revised Policies will be sent via Email and posted on the Parent Information Board. It is up to the parents to ensure that they keep up with new and current policies at Rainbow Academy.

Illness Policy

If your child not feeling well during the day by not being able to participate in the daily activities, we will contact parents to allow them to know this information and proceed from there. Your child is not allowed to attend daycare with the following illness or symptoms or while on fever reducing medication:

1. Diarrhea

>A bacterial infection that is contagious.

>After two loose bowel movements you will receive a phone call and after three you will be asked to pick your child up as soon as possible.

>Your child must be free of diarrhea for 48hrs before returning to day care

2. Vomiting

>A bacterial infection that is contagious

>After two vomits parents will receive a phone call and will be asked to pick up your child and keep them home until they have been free of a vomit for **24 hrs**.

>If your child has a combination of different symptoms i.e. vomit and fever, or fever and diarrhea, your child must remain home for **48hrs** symptom free before returning to day care.

3. Fever

>If your child has a fever you will be notified immediately to come and pick up your child

>A fever is considered any temperature above 38 C or 100.4 F

>**Children are not permitted at the child care centre while on fever reducing medication**

>Your child must stay home until they have been free of fever without the assistance of fever reducing medication for 24hrs and is well enough to participate in all activitie.

4. Chicken Pox

>Viral infection

- >Slight fever
- >Itchy rash which looks like blisters (vesicles)
- >Contagious from five days before onset of rash to five days after
- >Child should be able to return to child care centre when well enough to participate normally in all activities
- >**EXCLUDE** for 5 days.

5. Head Lice

>Lice must be treated with special medicated shampoo. All nits (eggs) must be combed out of the hair in order for your child to return to daycare. Sometimes it takes a few days until all nits are out. Your child's teacher will check his/her hair every day for up to a week. A notice will be posted throughout the daycare about the occurrence anonymously.

6. Conjunctivitis (Pink Eye)

- >Eye infection caused by bacteria
- >Swollen eyelid(s), itchy sore eye(s), yellowish pus like discharge
- >Very infectious by contact with the discharge from the eye(s).
- >**EXCLUDE** child if there is **pus-like discharge** from the eye(s) until at least 24hrs after the first dose of antibiotic treatment

7. Hand, Foot and Mouth Disease

- >Viral infection
- >Sudden onset, fever, sore throat and small greyish lesions that progress to slightly larger ulcers on the inside of cheeks, gums and tongue
- >Blisters may occur for seven to ten days on palms, fingers and soles of feet
- >Virus is found in nose and throat discharges and stool of infected person. Spread from person to person by direct contact with nose/throat secretions or stool and by droplet spread (like a cold virus) when the infected person coughs or sneezes.
- >Once diagnosed by a physician, the child can return if well enough to participate in activities.
- >Not related to the virus that causes disease in animals
- >Promote hand washing and good hygiene
- >**EXCLUDE** child from care if they have a suspected case of HFM
- >If your child has a confirmed case of HFM they are only permitted to return once **all** blisters are **popped** and **scabbed** over

>If there is a suspected case of HFM, but there is no diagnosis of HFM, families can **ONLY** return with a doctor's note stating that the child does not have HFM

8. Colds (Common Cold)

- >Symptoms usually mild, cough, sneezing, runny nose, maybe fever
- >Viral illness cannot be treated with antibiotics
- >Children will get several colds each year
- >There is no treatment
- >Having a cold need not restrict a child from playing outdoors

9. Fifth Disease

- >Mild usually non-febrile infection
- >Slapped cheeks rash on the face followed by a fine lace like rash on the trunk and extremities
- >Rash may be more pronounced during exercise, stress or environmental changes, e.g. temperature and exposure to sunlight
- >In exceptional cases, the rash can take up to five weeks to disappear entirely
- >Spread by contact with respiratory secretions
- >Contagious before onset of rash and probably not contagious after onset of rash
- >May attend daycare as generally not infectious by the time diagnosis is made
- >Exclusion is not necessary, as this does not control further spread of the outbreak
- >Pregnant personnel should be advised to contact their physician in making their decisions to work when an outbreak occurs. Peel Health does not recommend that staff be excluded.
- >No treatment is indicated

10. Ringworm

- >Fungal skin infection
- >Appears ring-shaped and has a raised edge
- >Very itchy and flaky
- >Spread from person to person by touch, by contact with lesions on infected person or pets or indirectly through contact with contaminated surface (i.e. shower stall, floors, and benches)
- >**EXCLUDE** from daycare until treatment started, condition cleared, or physician states the condition is no longer communicable
- >While under treatment, should be excluded from swimming and showers
- >Can participate in activities involving skin to skin contact if affected area is covered

>If affected area cannot be covered, skin to skin contact should be avoided and good hand washing promoted and clean, short nails.

11. Strep Throat and Scarlet Fever

>Bacterial infection

>Fever, sore throat

>Sometimes a rash like 'sand paper' develops and it is known as scarlet fever

>If untreated, ear infections, rheumatic fever, arthritis or kidney problems may occur

>Spread person to person by droplets and when coughing or sneezing

>Contagious from onset until 24 hours after beginning of treatment

>Child may return after 24 hours of antibiotic therapy if well enough to participate

12. Whooping Cough

>Bacterial infection

>Irritating cough which may end up with whoop, often severe enough to result in gagging or vomiting

>Coughing is often worse at night

>Spread by contact with respiratory secretions

>Contagious from onset of cough until

a) Three weeks after cough start; or

b) Five days after starting antibiotic treatment

>**EXCLUDE** child

>Re-admit five days after starting antibiotic treatment or until three weeks have passed since onset of cough (if no antibiotic treatment is given)

****Rainbow Academy Learning & Child Care Centre and Preschool House has a responsibility to ensure a safe environment for children and staff. If a doctor's note is requested to verify that a child is free of any communicable diseases/viruses, the doctor's note must be provided to the office staff prior to their child's return. ****

Health & Medication Policy

The Child Care and Early Years Act require that prior to enrolment each child must be immunized as recommended by the local Health Department. As your child receives a new vaccination, please submit an updated copy of an immunization card to the Supervisor/Director.

Parents/guardians are solely responsible for administering any short-term medications (antibiotics, eyedrops, etc). If your child has a medical condition requiring emergency medication (e.g., EpiPen, febrile seizures, etc.), please inform us so we can discuss how to ensure their safety while they are in our care. For example, together, we will continue to develop Individual Medical Plan/ Anaphylaxis Emergency Plan. All staff will continue to receive training in First/Aid and CPR, to ensure safety when administering emergency medications (e.g., EpiPen use, asthma management protocols).

Over the counter diaper creams and sunscreens will only be administered to children with an accompanying authorization form with written instruction from the parent/guardian.

Parent Issues & Concerns Policy

Parents/guardians are encouraged to take an active role in our early learning and child care centre/Kindergarten and School age programs and regularly discuss what their child(ren) are experiencing with our program. As reflected by our program statement, through family, community and guidance we support positive and responsive interactions among the children, 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 Rainbow Academy Learning and 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.

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 **(2) two** business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children’s Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

For more information, visit

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within (5) Five business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received;

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. - <p>All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

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 Supervisor or Licence Provider at rainbowacademy@rogers.com or

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

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.

I Need To	Who to Contact	Contact Information
<ul style="list-style-type: none"> - Report an Absence - Make alternate Pickup arrangements - Provide information about my child - Leave a voice message for the Program Director (Kindergarten/School Age Programs only) 	<ul style="list-style-type: none"> • Program Supervisor 	Speak to the Program Supervisor for Contact Information Dial (905)-857-3544 <ul style="list-style-type: none"> - Business Cards from the Program Supervisor
<ul style="list-style-type: none"> - Questions about Billing and Monthly Fees - Ask us about Subsidy program - Getting in touch with us by our Email 	<ul style="list-style-type: none"> • Program Supervisor • Assistant Supervisor 	(905)-857-3544 rainbowacademy@rogers.com
<ul style="list-style-type: none"> - Make a complaint or raise a concern 	<ul style="list-style-type: none"> • Ministry of Education • Licensed Child Care help desk 	1-877-510-5333 Or childcare_ontario@ontario.ca
<ul style="list-style-type: none"> - Ask about Volunteer/ Student positions - Job positions (full time/Part time and supply) 	<ul style="list-style-type: none"> • Program Supervisor Or <ul style="list-style-type: none"> • Assistant Supervisor 	(905)-857-3544 rainbowacademy@rogers.com

Review

This policy will be provided to **ALL** Employees and volunteers/Students at the commencement of their employment and will be made readily available to them always thereafter.

The contents of this policy will be made to be reviewed annually and at any time changes are required by law. A record will be kept showing the date of each review conducted and each person who has conducted the review will sign that they participated in the review.

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

Smoke Free Policy

In accordance with the Smoke –Free Ontario Act Subsection 11.3, no person shall smoke tobacco or hold lighted tobacco in or around the Rainbow Academy Child Care Centre/Preschool House whether or not children are present. This includes playgrounds, Daycare property and surrounding area. Licensees must ensure that any individual who refuses to comply with the requirements of the *Smoke free Ontario Act, 2017*, does not remain at the child care centre.

Emergency Evacuation Procedures

1. In the event of a **critical illness or injury**, our staffs are professionally trained on handling serious occurrences. Our teachers are CPR and First-Aid certified which are renewed annually.

When it is necessary to transport a child to a Hospital because of serious accident or illness, 911 will be called first (parents responsible to pay for ambulance) and parents will be immediately contacted. The Director or the Supervisor or the teachers in charge will be accompany your child to Hospital and meet you there upon arrival.

During a less serious occurrence where professional medical care is required, a parent or an emergency person will be called to transport your child.

2. In the event of a **fire**, it is a part of our safety awareness to conduct fire-drill training on monthly basis. Fire drill are recorded and posted in the office.

3. In the event of **any natural disaster** (i.e.: severe weather warnings, power failure, flood) the centre is not able to operate and will remain closed until it is deemed safe. In this case we will inform parents by phone, e-mails, notices on the Entrance and Exit and changing the voice message machine. Every effort will be made to call the parents/guardians as soon as possible if the closure happens during the day.

For Before and After School Program in case the centre will be closed we have to inform schools and bus companies do not put children on the bus.

In the event of fire or other emergency involving the whole centre, The **BOLTON UNITED CHURCH** is our **designated emergence shelter, located at 8 Nancy Street.**

In these situations, fees will not be reimbursed. Again, every effort will be made to contact parents/guardians as promptly as possible. Please check the message on centre answer machine for up-to-date information prior to heading to the centre.

Emergency Management Policy

The purpose of this policy is to provide clear direction for Rainbow Academy Learning and Child Care/Preschool House designates to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

DEFINITIONS:

All-Clear: A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, Rainbow Academy Learning and Child Care Centre).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Meeting Place: the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

Staff: Individual employed by the licensee (e.g. program staff, supervisor).

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

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.

Program Supervisor Will Complete the following Information:

For situations that require evacuation of the early learning and child care centre/program, the meeting place to gather is located on the specific Early Learning and Child Care Centre/Program Fire and Emergency Evacuation Form posted on each Parent Board.

The meeting place location is **Bolton United Church.**

If it is deemed 'unsafe to return' to the early learning and child care centre/program, the programs will proceed to the designated evacuation site noted on the specific Early Learning and Child Care Centre/Program Fire and Emergency Evacuation Form posted on each Parent Board and in each registration binder.

Evacuation Site Address: **8 Nancy Street , Bolton L7E 1C7**

Telephone Number of the Evacuation Site: **(905)- 857-2615**

Directions to the Evacuation Site: **Head southwest on King St E/Peel Regional Rd 9 toward Hwy 50/Queen St S/Peel Regional Rd 50, Turn left on Nancy Street.**

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

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

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

If any emergency situations happen that are not described in this document, Rainbow Academy Learning and Child Care Supervisor will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

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 the Program Supervisor in the daily log book and Incident/Accident Report.

Fire Drills

Fire drills will be completed monthly in each program component and the date and time of fire drills must be recorded and documented in the Fire Drill binder. The Record of Fire Drills form is completed after each Fire Drill and is kept on record for the Licence Provider to review.

The purpose of the fire Drill is to ensure that staff/Students and Volunteers are familiar with the emergency evacuation Procedure.

It is the responsibility of the Program Director to advise all staff if changes have been made to the Fire and Emergency Evacuation Information form and to ensure that supervisor has been given an updated copy of the Fire and Emergency Evacuation Information form.

Notice of Declaration:

- On an annual basis, it is the responsibility of Rainbow academy learning and child care center Program Staff to read the Daycare's Fire Safety Plan and sign the Notice of Declaration that they understand their responsibilities in the event of a fire emergency during program time.
- It is the responsibility of the Rainbow academy learning and child care center Program Director to ensure that a copy of the approved Fire Plan is kept at the front of the registration binder and that a copy of each Fire and Evacuation procedures and the Notice of Declaration is given to the Supervisor to be kept in the daycares' fire plan box.
- It is the responsibility of the Rainbow academy learning and child care center Program Director to review the Fire Plan when new staff join the Rainbow academy learning and child care center team and that the new staff sign the Notice of Declaration.

Posting:

This Fire Safety Plan is posted in a conspicuous place in all rooms used for the care of children.

Playground Safety Policy

Rainbow Academy Learning and Child Care Centre has designed a playground safety policy. This policy will ensure that our playground meets all CSA standards and is in a safe and clean condition. Compliance with CSA Standards must be verified in writing by an independent inspector and a copy must be submitted to MCSS.

Serious Occurrence Policy

Rainbow Academy is responsible for posting information about Serious Occurrence that happened at the daycare. The "Serious Occurrence Notification Form" must be posted at the daycare in a visible area for 10 days.

Once an allegation is involved and CAS or JFCS are called in to investigate, a report will be posted for a number of 10 days after the investigation has been completed notifying the parents of a serious occurrence and what has been done and the outcome of the investigation.

The occurrence will be reported to the Ministry of Education within 24hrs of the occurrence.

Inclusion Policy

Here at Rainbow Academy Learning and Child Care Centre/Preschool House we believe that every person no matter their race, age, class, gender, religion and lifestyle are all treated as equal with the same respect and care. We have a zero tolerance for people making any remarks, gestures or any form of hate or discrimination against any person in our environment.

Behavior Guidance Policy

Rainbow Academy Learning and Child Care Centre/Preschool House wants to ensure that children have a safe and positive experience that promotes their growth as a learner. To ensure this, the Director or Supervisor will observe staff interactions with children ensuring that they reflect our program statement and our beliefs in adult-child interactions.

Prohibited Practices

The following practices are not supported by Rainbow Academy/Preschool House:

- Locking the exits of our facility from the inside or using a lock or lockable room or structure to confine a child that has withdrawn from the group or confining the child in an area or room without adult supervision.

- Abusing a child physically, verbally or emotionally, including any bodily harm such as: making child eat or drink against his/her will, confining the child to a high chair, car seat, stroller or other device for the purposes of discipline (unless the physical restraint is for the purpose of preventing a child from hurting himself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent).
- Depriving a child of basic needs including food, drink, shelter, sleep, clothing or bedding, toilet use.
- Using corporal punishment.
- Using deliberate harsh or degrading measures or treats or use of derogatory language directed at or use in the presence of a child that would humiliate shame or frighten the child or undermine his or her self-respect.
- Physical restraint on a child, such as confining the child to a high chair, car seat, stroller or other
- No Employee or Volunteer of the licensee, or student who is on educational placement with the licensee, and no person who provides home child care or in-home services at a premise overseen by a home child care agency shall engage in any prohibited practices with respect to a child receiving child care.

In the event that the Director or Supervisor observe or is made aware of any practice that is not supported, they will address the issue with the staff member and documentation will be placed in the staff members file. This can also result in termination of the staff member.

Child Abuse Reporting Policy

In the province of Ontario it is the law that anyone dealing with children in a professional environment, suspects a child has been abused whether suggested by the physical condition or from something the child articulates, is obligated to call Children's Aid Society for advice and then follow that advice. Rainbow Academy Learning and Child Care Centre does not investigate or lay blame; it simply reports and follows CAS's directions. Similarly, if a parent, staff or other accuses a staff member of abuse, it is the duty of the centre to report the accusations to the CAS and follow the directions given. The role of the CAS is to protect children. Most reports to them are followed up if they believe there is substance to them. The centre may not, under Labour Law, dismiss a staff on an accusation. Abuse would have to be prevented through the investigation by the CAS. In some occasions, we may suspend a staff that is accused until investigation is complete.

Allergy Awareness, Proper Food Storage & Bagged Lunch Policy

In the situation where it is not possible for the School-Age children to participate in the “Lunch Program” at Rainbow Academy Learning and Childcare Centre/Preschool House, a lunch brought from home is necessary. Please observe the following guidelines when sending a bag lunch or a snack from home:

- please let their teacher know and label their lunch bags and all containers within it.
- As our anaphylactic policy described in section 39 for parents who send food with their child to the centre or premises, parents must label food with the child’s full name and the date the food arrived at the childcare centre, and that parents advise of all ingredients.
- Please ensure the contents of bag lunches meet the requirements of the “Canada’s Food Guide”.

A few examples of recommended food items are:

FRUIT	GRANOLA	COLD MEAT
WHOLE WHEAT BREAD	MILK	PASTA
CHEESE	VEGETABLES	PEABUTTER (NO PEANUT BUTTER)
100% FRUIT JUICE	YOGURT	

Please **DO NOT** include the following:

POTATO CHIPS	CHOCOLATE BARS	SODA POP
HIGH SUGAR DRINKS	CANDY	DONUTS

• Please remember due to severe allergic reactions we are **PEANUT/TREE NUT FREE**

- Please send in a labelled water bottle for your child daily.
- Please avoid food choices high in sugar and salt, as they provide very little nutritional value, as well as promote tooth decay.
- Please label your child(s) lunch bag to ensure health and safety requirements are being met.

Staff will monitor the contents and the consumption of the lunches and be vigilant in communicating any concern regarding nutritional adequacy.

If a child forgot his/her lunch or lunch provided by parent fails to meet the nutritional requirements, a call to the parent will be placed and an arrangement for a substitute lunch will be decided between Rainbow Academy Learning and Childcare centre and the parent. Parents will be responsible for any cost incurred.

Food Storage

All food or drink supplied by parent must be in a labelled container and stored, prepared and served to retain maximum nutritive value and prevent contamination.

Please check food labels before sending lunches. It is important that lunches are **PEANUT/TREE NUT FREE**.

No food or drink is observed to be beyond expiry date

No food or drink shows visible signs of spoilage or mould.

Food allergy lists are posted in Each room where lunch/snack programs take place. We ask parents to keep us updated in writing regarding your child's food allergies.

Staff re observed to use proper food handling techniques in accordance with the recommendations/requirements of **Peel Public Health**. Please see attached the "**Canadas Food Guide**" to ensure that your child(s) lunch meets the recommended number of food guide servings/portions per day.

<https://www.canada/foodguide.ca>

Allergy Awareness

All staff, students and families must acknowledge the presence of children with anaphylactic reactive allergies enrolled at Rainbow Academy Learning and Childcare Centre and agree to be diligent in assisting in the maintenance of Rainbow Academy Learning and Childcare Centre as a **PEANUT / TREE NUT SAFE ENVIRONMENT**.

I will support the PEANUT / NUT SAFE ENVIRONMENT as outlined in the Rainbow Academy Learning and Childcare Centre "Parent Handbook"; the Rainbow Academy Learning and Childcare Centre Allergy Awareness, Proper Food Storage and Bagged Lunch Policy.

Summer Camp Policy

At Rainbow Academy Learning and Child Care Centre/Preschool House we operate a Summer Camp in the months of July and August. The fee for summer camp is \$300 per week for children 6 years and older, and \$110 per week for Kindergarten children under 6 years. Hours of operation remain the same for Summer Camp.

The camp will be closed for the following statutory holidays:

- Canada Day
- August Civic Long Weekend

The following will need to be provided for camp daily:

- Water Bottle
- Sunscreen
- Sun Hat
- Please label all your child's belongings. ***

Summer Camp Packages will be sent electronically only. A date will be issued for when the packages are to be returned. You can re email them or hand them in to your child(ren's) teacher. If the package is not handed in by the date requested, the parent(s) on the wait list will be called and offered the vacancy.

****Vacation credits will not be given for summer camp, they are given from September-June****

Summer Camp has a weekly registration. If your child does not attend due to illness/family emergencies, you will not be reimbursed for those days, this policy follows the parent handbook pg.16.

If your child(ren) will not be attending a trip that is not on the premises, we do not have staff to stay behind. All staff that are available are sent on trips to help reduce staff to child ratios and ensure the well-being and safety of all children on trips. If your child(ren) does not attend that day, you will not pay a fee for that day.

Lunches are provided daily for our Kindergarten and School Age programs, or you can provide a lunch for your child(ren) following our bagged lunch policy.

Lunches are provided on trips. If for any reason your child(ren) would prefer to bring a bagged lunch from home, please let their teacher know and label their lunch bags and all containers within it. As our anaphylactic policy described in section 39 for parents who send food with their child to the centre or premises, parents must label food with the child's full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.

Trips

Trips can be paid for **CASH ONLY**, separate from tuition fees and at the time of enrollment for summer camp.

Trips must be paid for prior to Summer Camp. All consent forms must be signed prior to the trip or on the morning of or your child(ren) will not be able to participate on the trips or Happy Days Ice Cream.

Clothing

Shirts that bear the Rainbow Academy Learning and Child Care Centre logo will be provided to the children each outside excursion they participate in. The shirts are laundered on premises every week after they are worn.

Please ensure your child(ren) have comfortable clothing to wear and a sturdy pair of comfortable shoes as there is a lot of walking on the trips.

Safe Arrival and Dismissal Policy and Procedures

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

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

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

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

Rainbow Academy will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.

Policy

General

- Rainbow 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 direct supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.
- Supervisor and or designate will contact family by telephone and email to inform parent/guardian that child did not arrive to the Centre and inquire why the child is absent.

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 voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the supervisor and they must commence contacting the child's parent/guardian no later than 12:00 pm for the Child Care Program and 4:30 pm for the School Age Program. Staff will call and email parent/guardian, if there is no response after 15 minutes, staff will continue to call the first emergency contact person, if there is no response the staff will continue to call parent(s)/guardian, until contact with an adult is attained and child's absence is confirmed.
 - 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 classroom Communication Book.

Releasing a child from care

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up at (6:30pm) will call the parent/guardian and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff must 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.
 - Where the centre closes and staff has not heard back from the parent/guardian or authorized individual, who was to pick up the child, the staff will call the

emergency contact person, wait until the centre closes, and follow the procedure “where a child has not been picked up and the Centre 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 **6:30pm** staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff contact the parent/guardian first and then contact the authorized individual responsible for pick-up, if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall call the person listed in emergency contacts, in the child’s personal file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child’s file (e.g., the emergency contacts) by **7:00pm**, the staff will proceed with contacting Peel Regional Police nonemergency number. Staff will follow the Police’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.

Additional Information

Parental responsibilities include the following: To allow your child to benefit from the program and feel like part of the group, we ask that parents bring their child in before 9:30 a.m. We ask that parents call us if a child will be joining the program after 9:30 a.m., otherwise the teachers will assume your child is absent. We ask that upon arriving at the center each day, parents ensure that their child greets a teacher and is left under the supervision of the teacher before you leave the center.

If a child comes into the classroom without the accompaniment of a parent, please inform the supervisor/designate.

No-Cell Phone Policy

*Students who have phones, iPads, are expected to keep them in their bags, or leave them with their teachers, before they enter the classroom. **Cell phones are not to be out during program.*** It

is not permitted under any circumstances, to take photographs or video recordings of another student or staff.

Students who break these rules may be asked to store their cell phones in the office, until departure time.

When students use their cell phones to check social media and text friends in class, it leads to distractions for those students as well as for their peers. This can cause disruptions in class, particularly if the educator is constantly telling students to turn their devices off.

While we appreciate the need for students to connect with their families, we have set some parameters for students to use the office phone, to contact family members, if needed. Our Safe Arrival and Dismissal policy and procedures are implemented daily, to let you know that your child/children have arrived safely, to the Centre.

Please review and reinforce these expectations with your children. It is important that we work together as we guide students through, how to use technology in a productive, appropriate, and respectful way.