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## PARENT HANDBOOK

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*Thank you for entrusting Hearts in Bloom Academy to care for your child and family. We are confident that your years with HBA will be enjoyable and fulfilling.*

*Hearts in Bloom Academy is a Christian Day Nursery built, operated, and governed by the principles of Christianity as espoused by the Holy word of God.*

### Hours of Operation:

Hearts in Bloom Academy cares for children 6 months to 4 years of age, and is open Monday to Friday from 7:00 a.m. to 6:00 p.m.

The center will be closed for the following statutory holidays:

New Year's Day	Victoria Day	Thanksgiving Day
Family Day	Canada Day	Christmas Day
Good Friday	Civic Holiday	Boxing Day
Easter Monday	Labour Day	

*\*Please note that on Christmas Eve and New Year's Eve the hours of operation are from 7:00 a.m. – 2:00 p.m.*

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## PROGRAM STATEMENT

Research findings continue to conclude that the quality of experiences that children have in the first six years of life has long-lasting impacts on their development as well as their success in school. Hearts in Bloom Academy recognizes that quality early childhood development programs set the foundation for lifelong learning, behaviour, and health.

HBA aims to provide an early childhood program which is developmentally appropriate for children six (6) months to four (4) years of age in a highly engaging and interactive environment. To support learning engagement, and development, HBA acknowledges that:

- A planned curriculum is necessary to capitalize on children's natural curiosity;
- Responding to and recognizing the unique abilities, needs, and characteristics of each child and family is crucial;

HBA shares the *Ministry of Education's* views about children, families, and educators. HBA believes that:

- Children are competent, capable of complex thinking, and rich in potential;
- Families are experts who know their children best. HBA values and strives to involve them within the program in a meaningful way.
- Educators are knowledgeable and reflective. HBA values the experiences that they create for children, and the Christian values they use to do so.

The above views inform HBA's practice and allow educators to develop and maintain meaningful relationships with children and families. HBA's vision for children is also organized around the four foundations of learning set out in *How Does Learning Happen? Ontario's Pedagogy for the Early Years:*



- Belonging:** Every child should feel a sense of belonging and connectedness to the individuals in their world
- Well-being:** Every child is developing a sense of self, health, and well-being.
- Engagement:** Every child is an active and engaged learner during play and inquiry, who explores the world around themselves with all senses.
- Expression:** Every child is a capable communicator who has the ability to express himself or herself in many ways.

Through continuous reflective practice and professional development, HBA's educators will meet our vision and views for children and families by adhering to the following goals and approaches:

***Promote the health, safety, nutrition, and well-being of the children;***

- Educators ensure to provide safe supervision of the children at all times, by being aware of their surroundings, any potential hazards, and by positioning themselves to monitor the entire classroom/play area.
- A daily inspection of the classroom and playground is completed prior to each use to ensure a safe and welcoming environment is provided for the children.
- The well-being of the children is supported through the diverse food options provided on the lunch and snack menu.
- Relationships are built and respected with families by supporting any special dietary, and cultural requirements or restrictions.
- Educators help to support the well-being and health of each child as they promote good eating habits during lunch and snack meal times. Educators help to serve food family style while encouraging children to practice self-care skills by feeding themselves.

***Support positive and responsive interactions among the children, parents, child care providers and staff;***

- Through our interactions with each other, the educators role-model how to have positive relationships while being respectful through our body language and interactions.
- Educators will capitalize on one-to-one interactions with children during daily routines to make connections with and build relationships with the children.

***Encourage the children to interact and communicate in a positive way and supporting their ability to self-regulate;***

- Educators model inclusive, and respectful behaviour and interactions with other children and adults.
- Educators will assist children in finding new ways to achieve their goals in order to reduce stress, and to support the child's initiative and join in play with others.

***Foster the children's exploration, play, and inquiry;***

- Educators provide small group experiences that allow more personalized interactions.



- Educators ensure that there are enough play materials and equipment that will not only enhance experiences but also encourage exploration.
- Because the program is based on the interests and abilities of the children, the Educators ensure that the learning environment is flexible so that they may be able to build upon the children's needs and interests.
- Educators use their observations of the children to enhance, rotate, and/or renew the learning materials to further expand the children's interests and inquiries.
- Through play and inquiry, the educators become active participants who collaborate with the children, and plan for future experiences.
- HBA believes that children learn through God's word. Therefore, children and staff participate in daily devotions where they will praise God through songs, and prayers. Devotion will be extended within the environment with the use of Christian books and storytelling.

***Provide child-initiated and adult-supported experiences;***

- Educators create a welcoming environment that includes activities that support the observed interests of the children.
- Based on the children's interest, they have the opportunity to choose where they play, whom they play with, and how long they engage in the activity. Educators become active participants within the environment and engage in opportunities to expand on the children's knowledge and curiosities by asking open-ended questions.

***Plan for and create positive learning environments and experiences in which each child's learning and development will be supported;***

- Educators will participate with children as co-investigator, co-learner, and co-planner by getting down to the child's level during play experiences and planning based on the observed interests of the children.
- Educators ensure that the learning environments are flexible and are responsive to the children's needs.
- Educators reference the *Early Learning for Every Child Today* (ELECT) document when completing program plans and activities that meet the strengths, needs, and interests of the children.
- Educators will complete monthly Learning Stories, to be shared with parents, as a way to highlight the child's play and learning experiences.
- Educators will complete the Nipissing District Developmental Screen for each child, as they approach the next developmental age group.

***Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and giving consideration to the individual needs of the children;***

- HBA's daily schedule meets the needs of the children and provides a balance of indoor and outdoor play experiences.
- Each classroom is arranged to ensure that it promotes opportunities for both active play and quiet areas.
- Because they complete daily observations, educators are mindful of the individual needs of each child and provide opportunities that support their needs to ensure a sense of belonging, well-being, engagement, and expression.



- Children thrive on consistency and feel most secure when they can predict their daily routines. Therefore, HBA keeps transitions, and unnecessary disruptions to the program at a minimum.

***Foster the engagement of and ongoing communication with parents about the program and their children;***

- Understanding and building relationships with families is crucial to providing a sense of belonging for the children. Educators ensure to communicate with parents on a daily basis about their child's day, interests, activities, and health.
- Periodical parent-educator interviews will be conducted whenever a child approaches the next developmental age group according to those found on the *Nipissing District Development Screen (NDDS)*, to discuss the child's stage of development, and interactions within the program.

***Involve local community partners and allowing those partners to support the children; their families, and staff;***

- HBA collaborates with local community partners for charitable events to support other children and their families.
- HBA invites local community partners to come into our program to provide engagement opportunities for children, staff, and educators

***Support staff, and educators to engage in professional learning opportunities;***

- HBA's staff members, and educators engage in ongoing professional learning and reflective practice through our membership with the *Raising the Bar Initiative in Peel*.
- Educators are encouraged to engage in continuous professional learning and reflective practice from various organizations.

***Document and review the impact of the above strategies on the children and their families;***

- HBA will conduct annual parent surveys to gauge parent satisfaction with various aspects of the program; such as, the facility and the environment, the educators, nutrition, and programming and documentation.

## **REGISTRATION AND TRANSITION DAYS**

Upon enrollment, a file will be set up for the child with all the necessary documents, such as immunization record, and an up to date registration form with current work/home addresses, phone numbers, emergency contacts, and physician's information.

A one-time non-refundable registration fee of \$100 is collected at the time of enrollment of one child; additional registrations will be \$75 for the second child. The registration fee covers all administrative cost, and provides the family with three transition days. The purpose of the transition days is to familiarize the child with the routine and the environment prior to starting the program. Transition days need to be pre-arranged with the Supervisor.

## **FEE PAYMENT POLICY AND PAYMENT OPTIONS**

Fee payments should be received every other Friday. Payments are made via Pre-Authorized Debit Payments. Fees are applied to all days that HBA operates, as well as statutory holidays, and closures due to inclement weather. Fee payment is still required during times of absence and vacation. If vacation



extends a 4 week period one biweekly payment will be omitted. If for any reason you are unable to meet the bi-weekly payment schedule please speak to the Supervisor. Any payment that is returned as a N.S.F will result in an additional \$50.00 charge. Parents who enrol multiple children in a full-time program, will receive a 10% discount to be applied to the eldest child enrolled in a program at HBA. Hearts in Bloom Academy will not accept part-time enrolments of one day per week.

***Deposit:***

When we are in a position to offer your child a place at HBA, we will contact you to come in for an induction meeting. You will be asked to pay a \$200.00 (Full-Time) or \$100.00 (Part-Time) security deposit to confirm your commitment. This fee will be deducted from your first fee payment. Your child's place will not be confirmed if we do not receive your deposit in full.

**Please note: Hearts in Bloom Academy reserves the right to terminate services based on non-payments and outstanding fees.**

**FEE SUBSIDY**

Hearts in Bloom Academy is dedicated to providing accessible and affordable care to families in need. Therefore HBA accepts fee subsidy through the Region of Peel.

<https://www.peelregion.ca/children/apply-for-subsidy/>

**WITHDRAWAL OF CARE**

HBA requires a written fourteen day notice (intent to quit form) if a child is leaving the centre. If a child leaves prior to the fourteen days, two weeks payment in lieu of notice will be collected.

At Hearts in Bloom Academy we do our best to include all children in our programs, but some children have needs that we cannot meet and some have challenges that affect the safety and needs of the whole group. If this occurs, the Supervisor and teachers will work in partnership with families to explore all options available, to make appropriate accommodations and recommendations, and/or referrals to other programs.

If Hearts in Bloom Academy is unable to accommodate your child's needs or family circumstances, and your child is asked to leave, we will provide two weeks written notice of withdrawal. However, please note that in the event your child poses an immediate safety risk to staff and children, Hearts in Bloom Academy reserves the right to immediately terminate services for your child and family.

**ARRIVAL & DEPARTURE**

Upon arrival parents are required to deliver their child directly to the educator. In order for your child to receive the maximum benefit of the program, we ask parents to bring their child into the centre by 9:00 a.m.



Parents should communicate to the educator any changes with children based on their eating, sleeping or behaviour patterns. Please also ensure that your child's belongings are placed in the correct location.

Children will only be released to their parents or any other authorized individuals.

Should a parent wish for an additional person to pick up their child, it is the parent's responsibility to inform the centre, *in writing*. The individual will be required to show valid I.D in order for the staff member or educator to release the child.

## HBA STAFF MEMBERS AND EDUCATORS

Hearts in Bloom Academy's staff members and educators are professional, caring, and knowledgeable individuals. Through continuous professional development they have gained a wealth of knowledge about foundations of learning, realizing goals for children, and overall child development.

The Ministry of Education has published important documents that provide a framework for Ontario early childhood settings. These include *Early Learning for Every Child Today (E.L.E.C.T)*, and *How Does Learning Happen? Ontario's Pedagogy for the Early Years*. Hearts in Bloom Academy strives to provide quality childcare through the use of these professional learning guides. Reference to these documents are illustrated throughout the Child Portfolios.

The number of staff members in each room is based on staff to child ratios listed in the *Childcare and Early Years Act*.

<i>Classroom</i>	<i>Staff to Child Ratio</i>
Infant	1 staff to every 3 children
Toddler	1 staff to every 5 children
Preschool	1 staff to every 8 children

Because families generally arrive and depart at different times of the day, the Ministry of Education gives each child care centre some flexibility in the number of staff required during the early morning (7:00 – 8:30 a.m.) and late afternoon (5:00 – 6:00 p.m.) when the number of children in the centre fluctuates.

## INFANT PROGRAM

### 6 - 18 months

HBA offers full day programs for infants in a stimulating Christian atmosphere. Each child will be treated as a unique individual. While they have the opportunity to be part of group activities, there will be a focus on their individual needs and desires. Each child will be encouraged to learn and explore at his/her own pace and will be encouraged to appreciate the experience and the environment. Play and activity times will be integral to the children's learning experiences. Daily songs, stories, sensory and creative activities will also be explored.



Parents should provide formula, breast milk, and/or infant foods. Once your child begins to eat table foods, HBA will provide blended, chopped, and solids foods. Cribs and bedding are provided for napping. If you wish for your infant to use a special blanket, please provide and indicate this when completing your child's registration.

## **TODDLER PROGRAM**

### **18 months - 2.5 years**

HBA offers full day programs for toddlers with a special focus on mental and physical growth in a spiritual environment. There is large space for exploration and social interaction with their peers. Relationships will be nurtured as the children eat together in small groups with supervision.

Toddlers will participate in songs, stories, music and movement activities, and will engage in outdoor play to refresh and engage their minds. A nap/rest period will be provided every day after lunch. Parents will be supported in toilet training duties as staff will encourage use of toilets and will chart the progress of each child as a part of the daily report.

## **PRESCHOOL PROGRAM**

### **2.5 – 4.5 YEARS**

HBA offers full day programs for preschool children to learn many new concepts. Through play, preschoolers will engage in identifying colours, shapes, letters, and numbers, while increasing their expressive and receptive language, patterning and sequencing, and math skills.

A variety of daily activities including art, small and large group activities, outdoor play, music and songs will be available for the children to explore. Christian principles will be taught through storytelling and interaction.

## **INCLEMENT WEATHER**

In the event of serious inclement weather, every effort will be made to keep the centre operational during regular hours; however, we may be forced to cancel some of our services in order to maintain the health and safety of families and staff, inside and outside the centre. We ask that you call the centre prior to leaving home to ensure that the centre is operational.

Please be aware that families will not be reimbursed for days missed due to severe weather conditions.

HBA will follow the guidelines developed by the Region of Peel's Health Department during extreme weather conditions to keep children safe from adverse health effects, such as frostbite and sunburn.

HBA will follow in accordance with the Peel District School Board regarding closures due to inclement weather.



## IMMUNIZATION RECORDS

The *Child Care and Early Years Act* stipulates that prior to admission each child must be immunized as recommended by the local medical officer of health. Hearts in Bloom Academy requires a copy of your child's immunization record before your start date, and any updated immunizations thereafter.

## ILLNESS POLICY

Hearts in Bloom Academy recognizes the difficulty, working parents have when their child is ill. However, we ask that parents/guardians find alternate care when their child is sick. A daily health check is completed by educators upon arrival in order to minimize the spreading of illness. HBA will not admit a child showing signs of illness. If the child has any symptoms listed below, or is otherwise ill, parents/guardians will be asked to take their child home.

Symptoms Include:

- Vomiting
- Diarrhea
- Rash
- Hives
- Fever - Children with fever over 101 F (38.8 c)
- Foreign matter in the eyes or ear

Upon determination or suspicion of illness, the child's parent or guardian will be contacted immediately. If the parent or guardians cannot be reached, the emergency contact will be notified. An ill child must be picked up as soon as possible (within 1-2 hours) to eliminate risk of exposure and for the protection of the ill child. Each previously sick child must be symptom free for 24 hours before returning to the centre.

If the child demonstrates signs of a communicable disease, a doctor's note or an increased symptom free time period may be implemented. Parents must list their children's history of communicable diseases detailing the diseases, the date the child was diagnosed, and if there are any complications. HBA asks to be informed upon discovery of any health problems, food restrictions, or physical restrictions of any child.

A list of communicable diseases may include, but is not limited to:

- Chicken Pox
- Hand, Foot, and Mouth thrush
- Measles
- Meningitis
- Mumps
- Rubella

### ***Diarrhea***

A child who experiences one episode of diarrhea/vomiting will be monitored. If the diarrhea does not continue and the child does not appear to be ill, the child's teacher will fill out an illness report and the parents will be informed at the end of the day. However, if the child experiences two or more episodes of diarrhea and/or vomiting in one day, the parents or emergency contact will be notified immediately.

The child must be picked up and may not return until stools/vomiting has returned to normal and all symptoms of illness have been absent for 24 hours. Should the Supervisor suspect an outbreak, a doctor's note or an increased symptom free time period may be implemented for all children affected. This will be determined in conjunction with the Health Department and will be expressed to parents immediately.





If your child is sick more than 2 days, a doctor's note is required to prevent an outbreak and to maintain the safety of the children and staff at HBA.

## **MEDICATION POLICY**

HBA Staff is not allowed to administer prescribed medication without the expressed written request and clear directions of the parents/guardians, nurse or doctor. All requests to administer medication must be accompanied with a "Hearts in Bloom Medication Form," clearly signed and dated by the parents/guardians, nurse or doctor. The medication **must** be in the original container. In order for HBA staff to administer medication the following **must** also be present:

- 1) Medication must be prescribed by the doctor
- 2) Medication must have child's name on it
- 3) Medication must be in the original container or packaging
- 4) Expiration date must be valid
- 5) Medication form **must** be signed by a parent/guardian

Over the counter medication will not be accepted unless it is accompanied by a "Hearts in Bloom Medication Form," signed by the parent/ guardian stating the child's name, name of the drug, dosage and instructions. The form must also be accompanied by a doctor's note. Should any of these items be absent, HBA staff will not be able to administer the medication to the child.

## **SUPERVISION POLICY**

Children are supervised by employees of Hearts in Bloom Academy at all times. At no point are children left alone with volunteers or placement students. Volunteers and placement students are never counted in ratio.

## **SERIOUS OCCURRENCES**

Hearts in Bloom Academy's primary priority is the safety and well-being of all children and staff at the center. HBA's staff works carefully to provide a safe and nurturing environment for all; however, despite our best precautions it is still possible for a serious occurrence to take place. A serious occurrence may include, but is not limited to:

- Fire, flood, or long-term power outage on site
- Complaints about services provided
- Serious injury to child

If any of the above incidents occur, HBA will notify parents by posting a Serious Occurrence Notification Form on the center bulletin board. This form will provide details of the incident, and what was done as a response to the occurrence. It must be posted for ten business days, and will respect the privacy of the people involved in the incident.

Hearts in Bloom Academy is committed to maintaining transparency with parents in regards to the quality of care in which we provide. The Serious Occurrence Notification Form, along with incident reports are used to inform you of the ways in which we are keeping your children safe.



## **CHILD ABUSE AND OUR DUTY TO REPORT**

Early Childhood Educators have a responsibility to protect children from harm. If a Hearts in Bloom staff member suspects that a child is in need of protection from harm or abuse, they must report their concerns to the local Children's Aid Society or risk being fined for not fulfilling their duty.

Staff members are required to report any concerns about:

- *Neglect* -basic needs for clothing, shelter and safety
- *Physical Abuse* -signs of physical harm or injury
- *Sexual Abuse* -inappropriate touching or involvement in a sexual activity or exploitation
- *Emotional Abuse* -humiliation, insults, threats, and or behaviour that harms a child's emotional state
- *Exposure to family violence*

Once contacted, The Children's Aid Society will determine if the child needs protection from the police or support from community organizations.

## **EMERGENCY MANAGEMENT POLICY**

Please be aware that in the event of an emergency it is HBA's primary responsibility to ensure all staff and children are safe. Parents will be contacted in a timely manner following any emergencies. In an extreme emergency where a child or children are injured, they will be transported to the emergency room of the hospital approved by the 911 Dispatcher and the Ambulance Crew, as ambulances are sometimes directed to hospitals further away due to space or the nature of the illness.

## **EMERGENCY RESPONSE SITUATIONS AND PROCEDURES**

### ***Off Site Meeting Place in Case of Evacuation:***

#### **Shelter Bay Public School**

6735 Shelter Bay Road  
Mississauga, Ontario  
L5N 2C5  
905-826-5516 ext. 402

#### **Principal: Neil Garraway**

#### ***Fire Safety***

In the event of a fire, Hearts in Bloom Academy will be evacuated to the long-term evacuation site for safety and security. All staff, educators, students, and volunteers must ensure that they are aware and understand their responsibilities as it relates to fire safety. Staff and educators will conduct themselves in a calm manner and fulfill their roles and responsibilities.

#### ***Roles and Responsibilities during a fire evacuation***



The staff member, educator, student, or volunteer, who discovers a fire should immediately:

- Assist anyone in immediate danger;
- Isolate the burning area by closing the door;
- Sound the alarm, and notify everyone within the centre;
- Telephone the fire department.

*Educators must:*

- Gather all children and others on site;
- Direct children to safety outside once they are in line, with one educator leading, and another/others placed throughout the line and one adult at the end;
- Retrieve attendance binders;
- Retrieve medication box;
- Conduct frequent head counts to ensure all children are accounted for throughout the evacuation;
- Close doors and windows after exiting;
- Continue ordering and supervising evacuation at the designated site until parents are notified and arrived.

*The Supervisor must:*

- Alert all individuals within the building;
- Retrieve *Emergency Profile Binder* from office, if safe to do so;
- Ensure all individuals and children have left the building, and are accounted for before proceeding to evacuation site. The Supervisor must search the entire premises, if safe to do so, including washroom areas, storage rooms, corners, etc;
- Close all doors left open, and ensure that the building is locked after everyone has vacated;
- Contact all parents/guardians from evacuation site, and wait until all children have been picked up;
- Inform program advisor and complete a *Serious Occurrence Report*.

In order to comply with the Ontario Fire Code, and to reinforce safety, Hearts n Bloom Academy will:

- Keep all flammable and combustible liquids, such as paint and cleaning liquids, stored in areas inaccessible to children.

A fire drill to the short-term evacuation site will be conducted on a monthly basis, documented, and retained on file for at least twelve (12) months.

**Lockdown:** Lockdown will occur when there is threat on, very near or inside the child care center. All staff at HBA are responsible for knowing and understanding the procedures related to lockdown

### ***Roles and Responsibilities of the Staff and Supervisors***

- Staff who are aware of the threat must notify other staff as quickly and safely as possible
- Staff members who are outdoors must ensure that they proceeds to a safe location
- Staff inside the child care center must:
  - Remain calm
  - Remain in their classrooms



- Shut all doors and windows, pull down blinds and barricade the door if possible
- Move children away from doors and window
- Make sure all children are accounted for
- If possible gather emergency medication
- Take shelter in closets, away from doors or under furniture if appropriate and possible.
- Keep children calm
- Wait for further instructions

*The Supervisor must:*

- Immediately close and lock all child care entrance/exit doors if possible,
- Retrieve Emergency Profile Binder from the office
- Notify staff in other parts of the center
- Take shelter

**Hold and Secure:** Hold and Secure is when there is a threat in the vicinity of the child care center but not on or inside the child care premises.

***Roles and Responsibilities of the Staff and Supervisors***

- Staff who are aware of the threat must notify other staff as quickly and safely as possible
- Staff members who are outdoors must ensure that them and all children return to their classroom immediately
- While in the classroom staff must:
  - Remain calm
  - Take attendance to confirm that all children are accounted for
  - Close all doors and windows and pull down blinds
  - Engage in regular program and operation
  - Wait for further instructions
- Supervisors will immediately close and lock all child care entrances/ exit doors
- Place a note on the doors to notify individuals that no one must enter or exit the center
- Assist within the center where necessary
- Give further directions when necessary

**Bomb Threat:** A threat to detonate an explosive device to cause property damage, injuries or death.

***Roles and Responsibilities of the Staff and Supervisors***

- Staff who are aware of the threat must notify their supervisor
  - Remain calm
  - Call 911 if the emergency service is not aware of the situation
  - Follow any directions given by the emergency personal
  - Keep children calm, take attendance to make sure all children are accounted for
- If threat is received by phone, try to keep the individual on the line as long as possible while another staff or supervisor calls 911
- If the threat is received in the form of a suspicious package, ensure no one approaches or touches the package



**Disaster Requiring Evacuation and External Environment Threat:** A serious incident that affects the physical building and may have adverse effects on persons in the child care center requiring evacuation (e.g. fire, flood, power outage, chemical release etc.)

### ***Power Outage***

Power outages can occur for many reasons, e.g., extreme weather, equipment failure, vehicle accidents in the area, animals, cable dig-ins, trees, and planned interruptions.

When HBA is without power, the Supervisor ensure all educators and children are safe, conduct a head count then contact an individual from Praise Cathedral Worship Center's office to do the following:

- Check to see if there's an overload (i.e., to see if there are too many appliances on the same circuit or short circuit).
- Unplug any appliances that may have caused the overload.
- Check the panel box for a blown fuse or tripped circuit breaker. If a circuit is in the off position or a fuse is blown, and it is believed may have been overloaded, all affected appliances should be unplugged and the circuit should be reset or the fuse is replaced. The fuse rating must match the circuit.
- Ensure power bars are not overloaded.
- Ensure extension cord capacity (printed on the cord) is sufficient.
- Repair or replace exposed wires.
- Contact a licensed electrician, if problem not resolved.

Educators will continue to ensure that all children feel safe and are nurtured through this time including children with special needs.

The Supervisor will check to see if the power outage is only in HBA, in the entire church or within the community and contact Hydro One to find out find report the outage and find out what is going on, at 1-800-434-1235 (24 hours a day, 365 days a year).

If the power outage continues for more than 3 hours all parents will be informed about what is happening and what areas are affected by the outage. Any information obtained from Hydro One pertaining to the outage should be shared with parents. Where an evacuation may occur, parents will be informed and employee and children will go to the emergency evacuation site.

### ***Drainage and Floods***

Types of Flood defined by the City of Mississauga:

- Overland Flow
- Surcharging Sanitary sewer
- Watercourse Flooding

More information can be retrieved from the City of Mississauga Website:

<http://www.mississauga.ca/portal/residents/drainageandflooding>



In the case of a weather emergency the Supervisor will stay up-to-date with information and the local forecast. Employees will contact the City of Mississauga, where deemed necessary.

Where there is a flood in HBA or the surrounding communities, the following procedures will be followed:

- If conditions permit and employee and children are directed to remain in HBA, the employee will be sure to pump out and disinfect flooded areas as required. All contaminated drinking water will be disinfected by boiling the water for at least 5 minutes. Employee will continue to listen to the radio and news reports for further instructions.
- Parents will be informed accordingly, along with church office and HBA Board Chairman.

In the case of evacuation:

- Employee will be sure to get the children safely to the Evacuation Site
- HBA Supervisor will turn off utilities at the main switch and disconnect all electrical appliances.
- Be sure not to touch electrical equipment if you are wet or standing in water.
- All children and employee should be suitably dressed for the weather conditions.
- No one should walk through moving water. Be sure to use a stick to check the firmness of the ground.

After any drainage or flood, the City of Mississauga should be contacted to ensure procedures have been followed according to city guidelines.

### ***Water Interruption***

Where there is a scheduled water interruption by the City of Mississauga, parents and employee will be provided with advance notice. The centre may possibly be closed due to scheduled interruptions. In the case where a water interruption occurs through the day, the centre Supervisor will immediately contact Parents, Peel Public Health, the City of Mississauga, and church office and the HBA Board Chairman.

Water bottles are to be stocked at HBA at all times, for use in the case of an emergency.

### ***Temporary Closure***

In the event there is a temporary closure caused by a factor that HBA cannot control (e.g. flood, power failure, chemical release etc.) the Supervisor or designate will immediately contact the parents in writing, if time permits, or by phone. The Supervisor may request that educators contact the parents of the children enrolled in their class. If parents have more than one child attending HBA, the educator of the oldest child will contact the parents.

In the event of a closure of more than three (3) days, the board members of and/or the Senior Pastor of PCWC will decide upon a course of action and notify parents as soon as possible.

## **LATE FEE POLICY**

Hearts in Bloom closes at 6:00 p.m. Any late arrivals will result in charges to the parent of \$1 per minute. The charges are to be paid immediately to the staff directly looking after your child, not to the centre. At



6:15, we will try to contact the parents. By 6:30 p.m., we will begin to contact the emergency contacts provided. If your child is not picked up by 7:00 p.m., the centre is legally obligated to contact the Children's Aid Society.

### **ATTENDANCE**

If your child will not be attending the centre for the day, you may notify the staff by sending an email to the Supervisor by 9:30a.m, or you may leave a message on the centre's voicemail. If your child will be away for vacation, please advise the Supervisor, *in writing*, of the dates your child will be absent.

Please note that in order to maintain your child's space within the program, your fees will still be applicable whenever your child is absent due to illness or vacation.

### **CLOTHING AND OUTDOOR EXPERIENCES**

Hearts in Bloom Academy encourages active exploration and play. Because of this, we ask that you dress your children in comfortable, washable clothes so that he or she can explore without worrying about getting dirty. Children go outside on a daily basis; therefore, it is important that you dress your child appropriately for the season and weather. In cases of inclement weather the children will engage in gross motor play in the gym. For safety reasons, children are required to wear shoes with closed heels and toes at all times when at HBA.

Please note, that if you feel that your child is not well enough to participate in the program, including outdoor play, you are required to keep your child home.

Every day in the classroom, please make sure that your child has:

- Indoor shoes
- Change of clothes: pants, socks, shirts, underwear.

These are to be kept at the centre, and clearly labelled with your child's name.

In winter, please make sure your child has:

- Snow pants
- Outdoor jacket or coat
- Mittens (2 pairs)
- Warm boots
- Hats that cover ears
- Neck warmer (no scarves)

### **Outdoor Play in the Winter:**

#### *Infants:*

Outdoor time for infants will be suspended if:

- The temperature is colder than -10 degrees Celsius (with or without the wind chill).

Therefore infants will have outdoor time if temperatures are above that which has been mentioned. The supervisor and educators will use their discretion, consider wind, sunshine and how children are coping, watch for signs of redness and shivering then reduce outdoor time accordingly.

#### *Toddler/Preschool:*

Outdoor time for toddlers and preschool will be suspended if:

- The temperature is colder than -20 degrees Celsius (with or without the wind chill).



Therefore toddlers and preschoolers will have outdoor time if temperatures are above that which has been mentioned. The supervisor and educators will use their discretion, consider wind, sunshine and how children are coping, watch for signs of redness and shivering then reduce outdoor time accordingly.

### **Outdoor Play in the Summer:**

#### *Infants*

Outdoor time for infants will be suspended if:

- The temperature is warmer than + 25 degree Celsius.

During this time the supervisor and educators will use their discretion by seeking shade, offering water, water play activities and limit time outdoors

#### *Toddler/ Preschool:*

Outdoor time for toddlers and preschool will be suspended if:

- The temperature is warmer than +30 degrees Celsius.

During this time the supervisor and educators will use their discretion if temperatures are between +27 degrees and +29 degrees, during this time they will take rest and water breaks from vigorous activities, seek shade, incorporate water activities and limit time outside.

In the spring, summer, and fall please make sure your child has a sun hat, and wears loose comfortable clothing.

Outdoor play is beneficial for the healthy development of all children, and promotes brain activity.

### **PERSONAL ITEMS AND TOYS**

All personal items should be labelled with your child's name. Bottles, pacifiers, sippy cups, or teething rings must be handed to the teacher for labelling. Any personal items left unlabeled in the child's cubby will not be used.

Your child's classroom teacher will often include a "show and share" day on the monthly calendar; please make sure that any items brought into the centre are not of a violent nature as they promote aggression and are not in accordance with the centre's Christian values.

Please note that Hearts in Bloom Academy will not be held responsible for any lost or broken articles brought from home.

### **BIRTHDAYS**

Each child likes to feel extra special on his or her birthday, both at home and at school. However, due to many food allergies and restrictions, we ask that you speak with your child's educator prior to bringing in any treats or snacks to the centre. Any food brought into the centre without the knowledge of the educators or Supervisor cannot be given to the children, and may be discarded immediately depending on the ingredients.

In fact, HBA believes that children need wholesome foods to provide the necessary nutrition for proper physical and brain development, and to fully engage in our programming. For this reason, we ask that





you refrain from bringing in treats that have a high content of sugar, and/or trans. fats for birthdays and other special events. Instead, we recommend snacks and treats such as yogurt, fruits, and whole grain muffins.

Birthdays and special events will be celebrated in the classroom with the educators and children, during regular scheduled snack times. Parents are welcome to join.

## **CHILD GUIDANCE AND SELF-REGULATION**

Hearts in Bloom Academy uses various strategies to promote self-regulation skills and positive behaviour in children. HBA is committed to:

- Minimizing wait times before and during activities and transitions
- Encouraging children to identify and express their feelings
- Providing choices about learning activities and during transitions
- Predictable routines

HBA believes in using a warm and positive approach when guiding and encouraging positive behaviours. We wish to support children's attempts to regulate their own behaviours, emotions, attention, and overall well-being.

Hearts in Bloom Academy does not condone or permit:

- Corporal punishment of a child
- Deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect
- Depriving the child of basic needs including food, shelter, clothing, or bedding
- Confinement of a child

Because HBA is committed to effective child guidance strategies, the Supervisor conducts child guidance monitoring on staff members semi-annually. Such monitoring is a measuring and monitoring tool in regards to staff-children guidance techniques, and interactions.

## **NUTRITION**

Hearts in Bloom Academy's lunch is catered by an outside company. The catering company uses wholesome ingredients to ensure that the lunch provided is full of the nutrition that our young children need. Healthy morning and afternoon snacks are prepared by HBA staff, who are trained in food preparation and handling requirements set out by Public Health. All items on the menu follow the guidelines provided by Canada's Food Guide, and HBA's guidelines for healthy foods. Lunch and snack menus will be posted in the foyer, in your child's classroom, and updates will be emailed when changes are made.

The center is a peanut free/ nut free facility, and will adhere to this policy at all times. For this reason, outdoor food is not allowed to be brought into the centre without prior arrangements with your child's teacher and the Centre Supervisor. The Supervisor will approve the item and complete an "Outdoor Food Label" once it has been determined that it has been purchased at a known food source, and the product is a peanut/nut free item. We also ask that you ensure that your child is finished eating any foods consumed on the way to HBA, prior to entering the centre. Please do not leave food in your child's bag without notifying your child's teacher or the Centre Supervisor.



This strict policy will prevent any children from accidentally consuming any food products that they may be allergic to. Because the safety and health of the children are of the utmost importance, we ask that families adhere to this policy.

### ***Allergies and Special Diets***

Hearts in Bloom Academy respects and will do their best to accommodate any special diets that your child may have. It is the parent's responsibility to share information about allergies, special diets, and special medical conditions with HBA. Please include the information, no matter how mild the allergic reaction or medical condition, on the registration when completing your enrolment.

All allergies and special diets within the centre are documented on an "Allergy and Food Report" that is posted where food is prepared, eating areas, and in activity rooms. Parents, staff, students, volunteers, and any outside agency personnel that frequently visits the centre will be advised of the location of the "Allergy Food Report."

An "Individual Care Plan" will be completed for children who suffer from life-threatening allergies and require an Epi-Pen. The ICP will contain the child's name, picture, and details about the allergy and plan, and must be signed by the parent, all staff members, students, and volunteers.

### **INCLUSION**

Hearts in Bloom Academy is a diverse centre and it welcomes with open arms children with diverse abilities. Upon parental request/permission we will work closely with Erin Oak, Community Living Mississauga and Brampton as well as other agencies to assist the children in any way possible. The staff will work closely with the resource teachers from the agencies in order to develop a plan that is in the best interest of the child. The resource teachers will assist staff to develop an individual program plan for children with special needs, in order to maximize the child's potential.

### **ENHANCEMENTS AND OFF SITE ATTRACTIONS**

At Hearts in Bloom Academy we encourage our children to explore the world around them using their senses and bodies. We believe that *physical activity and physical literacy* is important for overall confidence, social-emotional and gross motor development. Because of this, we implement an extra physical movement program on a biweekly basis. This program includes an additional monthly fee to your child's program. Please speak to the Supervisor for more information.

HBA strives to deliver a quality program to the children it serves. In order to enhance our curriculum the centre will visit local settings such as the library, farm, fire station etc. Parents will be notified well in advance and a parental permission form will be sent home. These excursions are planned according to the interest of the children and to increase their learning opportunities.

In addition to *the physical literacy program* and off-site attractions, a bi-weekly Music program is available for all age groups at an additional monthly fee. However, please note that this program is dependent on enrollment.



## **PARENTAL INVOLVEMENT**

The staff at Hearts in Bloom Academy believe that the children's education and care is a joint responsibility between parents and staff.

HBA staff along with parental input and feedback plan out various opportunities to encourage parental involvement within the program. Monthly calendars are sent out at the beginning of each month, so that parents are aware of the activities that will be implemented.

Many opportunities are available to ensure that effective communication exists. Staff are readily available to discuss any concerns that you may have regarding your child's care. Please feel free to call the centre and ask for an appointment.

Observations of each child are made by their classroom teachers. All parents will receive a *HiMama Report* that includes their child's activities, routines, and meals. Parents are encouraged to read through this to get a glimpse of their child's day, and ask the teacher any questions they may have. Ongoing communication between parents and teachers will ensure that your child receives the best care possible.

## **PARENT ISSUES AND CONCERNS POLICY**

Should a parent have a concern in regards to their child's care, please speak to the child's educator or make an appointment at a time that it is convenient for you. If you feel your concern is not being met speak to the centre supervisor, who will then meet with you and the child's teacher to discuss the issues at hand and develop a plan to come up with a solution that is satisfactory to all parties.

## **CONFIDENTIALITY IN REGARDS TO CONCERNS**

At HBA each issue and concern will be treated confidentially to protect the privacy of the parties involved. However if there is information that must be disclosed for legal reasons to outside parties (The Ministry of Education, The College of Early Childhood Educators or Children's Aid Society) this will be done immediately

### ***Duty to Report***

Staff members and educators required to utilize their duty to report when they believe a child may be in need of protection. It is possible that a parents issue, concern or allegation of abuse or neglect, will give rise to an educator's or supervisor's duty to report.

### ***Conduct***

HBA's desire is to maintain a professional and positive environment that allows positive interactions for licensee's, staff, parents, and children. No form of harassment or discrimination will be tolerated from any party involved.

If at any time while addressing the issues or concern a party feels uncomfortable, threatened or abused conversations may immediately end and be brought to supervisor or licensee.



**Types of Issues or Concern**

*Please refer this chart to see what type of concern and how to address*

<b>Issues or Concerns</b>	<b>Steps for Parent/ Guardian</b>	<b>Steps for Staff/Licensee</b>
<p><b>Program/Room Related</b></p> <p>e.g. schedule, toilet training, feeding/meal time, program activities</p>	<p>Raise the issue or concern to                      -the staff directly                      Or                      -the supervisor</p>	<p>Address the issue or concern at the time it is raised                      Or                      -arrange a time to meet with the parent within 2 business days</p>
<p><b>General/ Center Operation Related</b></p> <p>e.g. Fees, enrollment/withdrawal, staffing, waiting list</p>	<p>Raise the issue or concern to                      -the supervisor</p>	<p>Document the issue or concern in detail                      -documentation must include time, date information was received,                      -the name of the individual voicing the issue or concern and all parties involved,                      -details of the issue or concern                      -record any steps taken to address or resolve the issue or concern and any information referred to the parent.</p>
<p><b>Staff, Parent, Supervisor, Licensee Related</b></p>	<p>Raise the issue or concern to                      -the individual directly                      Or                      -the supervisor</p> <p><i>All issues or concerns regarding the conduct of staff, parents etc. that puts a child at risk should be reported to the supervisor, if other staff become aware of the situation they should adhere to the Duty to Report Policy</i></p>	<p>-the name of the individual voicing the issue or concern and all parties involved,                      -details of the issue or concern                      -record any steps taken to address or resolve the issue or concern and any information referred to the parent.</p> <p>-Document investigation</p>
<p><b>Student/Volunteer</b></p>	<p>Raise the issue or concern to                      -the staff responsible for supervising the student/volunteer                      Or</p>	



	<p>-the supervisor, placement supervisor (from college or school)</p> <p><i>All issues or concerns regarding the conduct student or volunteers that puts a child at risk should be reported to the supervisor, if other staff become aware of the situation they should adhere to the Duty to Report Policy</i></p>	
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**INABILITY TO RESOLVE ISSUE OR CONCERN**

If a parent/guardian is not satisfied with a resolution of an issue or concern, addressed by staff and/or supervisor their issue or concern may be directed verbally or in writing to a member of the board.

Issues and concerns that a parent has may also be reported to other relevant bodies (Ministry of Education, College of Early Childhood Educators, Health Department, Children’s Aid Society etc.) if appropriate.

**SMOKE FREE POLICY**

Hearts in Bloom Academy is a smoke-free facility in accordance with the *Smoke Free Ontario Act*. Smoking is therefore prohibited on the premises and on the playground.

**ALCOHOL AND RECREATIONAL DRUGS**

Hearts in Bloom is committed to providing and maintaining the safety of each child. HBA required families, guardians and any authorized pick up to comply with HBA expectations regarding Drugs, Alcohol and Recreational Drug use, misuse and/or abuse.

If any HBA employee have suspicion of impairment and an individual’s ability to function safely based on the following observation but not limited to such observations, HBA employees will not release a child from the premise.

- Slurred speech
- Difficulty to balance
- Watery eye/redness
- Dilated pupils
- Odours of alcohol, recreational drugs and other substances

**WAITING LISTS**

The Supervisor at Hearts in Bloom Academy will establish and maintain a waiting list in order to determine the order in which children on the list are offered admission. The waiting list will ensure that parents are offered a placement within the center in accordance to when they are listed.



For instance, if *Family A* enlists May 2004 and *Family B* enlists June 2004, and a position becomes available, *Family A* will be offered the position before *Family B*.

If desired, parents may request to be informed of their position within the list.