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Parent / Guardian Handbook



A young girl with curly hair, wearing a blue dress with a white hem and dark shoes, is walking away from the camera through a lush green field. In the background, there is a row of trees, including a large evergreen on the left and several deciduous trees on the right. The sky is overcast.

Welcome to our Program

Learn & Play

The Chestnut Tree Preschool is committed to providing the best quality child care possible. This handbook was developed to provide important information parents/guardians should know about our Child Care Program.



Your family is participating at the following centre:

The Chestnut Tree Preschool - Grimsby

14 Ontario St, 2nd Floor Grimsby Ontario L3M 3G9

Contact: 905-309-1000

info@chestnuttreepreschool.com

Age Groups: Toddlers, 18-30 months and
Preschoolers, 30 months to school age
Hours of Operation: 7.30 a.m. to 5:30 p.m.

The Chestnut Tree Preschool - Beamsville

5407 King St, Beamsville Ontario L0R 1B0

Contact: 905-563-1113

info@chestnuttreepreschool.com

Age Groups: Infants, 0-18 months, Toddlers, 18-30
months and Preschoolers, 30 months to school age
Hours of Operation: 7.30 a.m. to 5:30 p.m.

The Chestnut Tree Preschool - Lincoln Manor

4329 Ontario St, Beamsville Ontario L0R 1B0

Contact: 289-566-9098

info@chestnuttreepreschool.com

Age Groups: Infants, 0-18 months, Toddlers, 18-30
months and Preschoolers, 30 months to school age
Hours of Operation: 7.30 a.m. to 5:30 p.m.

The Chestnut Tree Preschool - Beamsville Plaza

5041 King St, Unit 7 Beamsville Ontario L0R 1B0

Contact: 289-566-9232

info@chestnuttreepreschool.com

Age Groups: Infants, 0-18 months, Toddlers, 18-30
months and Preschoolers, 30 months to school age
Hours of Operation: 7.30 a.m. to 5:30 p.m.

For more information: info@chestnuttreepreschool.com



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Roles of the Agency

Welcome:

The Chestnut Tree Preschool is pleased to welcome your family to our Child Care program. In choosing The Chestnut Tree Preschool for your child, you have chosen one of the finest and most trusted providers of high quality child care services in the Niagara region that strives to create a home away from home.

This handbook will provide you with program information and policies regarding The Chestnut Tree Preschool services. If you require further information, please feel free to contact your Program Supervisor.

We encourage and welcome you to find out about additional ways you and your family can be involved in our centre.

The goal of The Chestnut Tree Preschool Child Care Programs (the agency) is to provide your child with the best possible quality child care. We work closely with you to help guide your child through all the stages of childhood development and growth. Our policies and procedures have been created to comply with the Ontario government's Child Care and Early Years Act, 2014, Ministry of Education and Niagara Region Children's Services policies. Our four (4) Child Care Centres are participating in the Canada Wide Early Learning and Child Care (CWELCC) Agreement where the focus is to increase quality, accessibility, affordability and inclusivity in early learning and child care. The Chestnut Tree Pre-school Inc. is a Non-Profit Daycare, which was established in April 1994. Thank you for becoming part of our The Chestnut Tree Preschool family!

Licensing:

Our centres operate under the Child Care and Early Years Act, 2014 and are licensed by the Ministry of Education (MEDU), Early Learning Division. In order to maintain our license, the centre is inspected regularly by a MEDU program advisor to ensure compliance with the Child Care and Early Years Act, 2014. A summary of the most recent licensing inspection findings is posted at each of our centres.

Our Staff:

Each of our Centres is lead by a Program Supervisor who is responsible for the daily operation of the Centre with supported by our assistant supervisor.



The Supervisor is responsible to oversee the following staff:

- **Registered Early Childhood Educators (RECEs).** RECEs are responsible to develop and implement a curriculum for learning and to support the health and safety of the children in our care
- All of our RECEs hold a diploma in Early Childhood Education from a recognized educational institution. Each ECE teacher is registered with the College of Early Childhood Educators, which regulates the RECE profession in Ontario
- All of our RECEs are required to maintain up to date first aid and Cardiopulmonary Resuscitation (CPR)
- **Program Assistants.** Our Program ECE Assistants supports our four (4) Child Care Centres in completing administrative duties, and indoor & outdoor program activities, sleep time and meal time.
- **Dietary Staff:** Our program staff and or Cooks prepare meals and snacks for the children on site. Menus have been developed based on there Canada Food guide and resources of [Ontario Dieticians in Public Health.](#)
- **Child Care Custodians:** Our Child Care staff in conjunction with our 3rd party janitorial service maintain the cleanliness of our Centres, while our general contractor perform minor repairs to our equipment and facilities.

Staff Requirements:

- The Ministry of Education requires Criminal Reference Checks of all child care centre employees who are part of The Chestnut Tree Preschool's hiring process, as well as students and volunteers over the age of 18, every five years. All child care centre employees complete an Annual Declaration. These provisions ensure that employees continue to be fit and suitable to interact with children. These measures protect the health and safety of children in licensed child care settings.
- Staff carry out their duties according to the requirements, policies and procedures of The Chestnut Tree Preschool and the Child Care and Early Years Act, 2014 which apply to areas such as program implementation of activities, playground safety, serious occurrences, duty to report suspected child abuse, and confidentiality.

Training:

- All of our staff participate in training which is relevant to the positions and duties they perform.



-
- All of our RECEs participate in Quality Child Care Niagara (QCCN) – a research-based model of program development that provides RECEs with tools and ongoing training they need to help children be successful in their learning activities and in their social, emotional and physical development. We also value children's creative, aesthetic and spiritual dimensions of experience.

Our Values and Approaches

We believe that learning and development happens within the context of relationships among children, families, educators and their environments. Belonging, Wellbeing, Engagement and Expression are the four foundations that ensure optimal learning and development. These foundations inform the goals for children and expectations for our programs. How Does Learning Happen?, Ontario's Pedagogy for the Early Years, provides our programs with guidance and direction when implementing quality child care programs. We intend to make The Chestnut Tree Preschool your child's special home way from home.

Children:

We believe that children are competent, capable of complex thinking, curious and rich in potential. They grow up in families with diverse social, cultural and linguistic perspectives. We believe that every child should feel that he or she belongs, is a valuable contributor to his or her surroundings, and deserves the opportunity to succeed.

Families:

We recognize that parents are the first and best teachers of their own children. Our centres acknowledges that the parents are the primary caregivers of their children. Keeping this in mind we strive to support all parents in our capacity as Early Childhood Educators. We assist families in their roles through the provision of resources, training and support. We believe that families should feel that they belong, are valuable contributors to their child's learning and deserve to be engaged in a meaningful way.

Community:

We have relationships with many community service organizations and agencies to support and enhance our services. Opportunities to engage with people, places, and the natural world in the local environment help children, families, educators, and communities build connections, learn and discover, and make contributions to the world around them. We are committed to supporting a healthy, high quality environment for the children in our community. In respecting this, we provide a safe and positive environment in which each child can discover, in their own way, the magic of learning and the joy of growing up.



Educators:

The best educators, first and foremost, use a warm, responsive, and inclusive approach, building positive relationships with children families, colleagues and communities. Educators participate as co-learners with families and children. Knowledgeable educators are involved in play with children to support development, challenge thinking and extend learning. They engage in reciprocal relationships with families and caregivers, learning about, with, and from them. Educators share their professional knowledge and experience and also seek out the knowledge and perspectives of families. We are childcare providers who understand that every child is his or her own unique person.

Our Program Statement

Program Statement

The Ministry of Education has required all licensed child care programs to develop and implement a Program Statement, which guides the day-to-day beliefs, values and best practices of our program.

The Chestnut Tree Preschool licensed child care programs recognize that all children are competent, capable, curious and rich in potential. We provide learning environments where educators act as co-learners and facilitators to children's learning by planning for play opportunities to explore, investigate and nurture authentic relationships through adult supported provocations/invitations and children initiated interests. We document children's learning to enable us to reflect on each child's unique development and to share heartfelt experiences to the child and families within our programs.

We support Registered Early Childhood Educators (RECE) Providers and our ECE Assistants in providing open ended materials, and flexibility within the day that maintains safety and allows children to engage in complex exploration incorporating their natural curiosity.

We value and support the families we serve and recognize them as partners in their children's learning as we believe they are their first educators. RECE's are true professionals who build relationships with children and their families and connect with organizations within their community recognizing that "it takes a village to raise a child".

We encourage our team to recognize the importance of self-reflective practice and on-going professional learning opportunities to provide nurturing, responsive learning environments.



This program statement aligns with our local Quality Child Care Niagara (QCCN) initiative which provides educators with the tools and training to ensure that all children can experience the maximum developmental benefit of all learning opportunities.

We provide an environment that supports the diverse needs of all children and families in the Niagara Region. We strive to be accepting of all exceptionalities and we adjust our environment to meet the needs of each unique child.

Click [HERE](#) to access the complete Child Care Centres Program Statement:

Programs and Routine

Our child care centres offer high quality programs where each child is an active participant in their environment. We view learning as a process, where children grow and develop by exploring, interacting and problem-solving.

Our centres are committed to providing an inclusive environment for all children. The goal of our programs is to foster independence, trust, confidence and positive self-esteem for each child.

Our staff provide pedagogical direction by: Cultivating authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them. Nurturing children's healthy development and support their growing sense of self. Providing environments and experiences to engage children in active, creative and meaningful exploration, play and inquiry. Fostering communication and expression in all forms.

When parents or staff identify developmental concerns, we refer children, upon parental consent, for further assessment and develop individual plans to support the child's development as appropriate.

Students and Volunteers:

All volunteers and students must have a clear criminal reference check, (over the age of 18), and up to date immunizations to be considered for a volunteer or student placement in the program. Student or volunteers will never be left alone with the children at any time and will be supervised by an employee.

Prohibited Practices:

This provision forbids corporal punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. These practices are never permitted in a child care centre.



Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour.

The following shall not be permitted:

- a) corporal punishment of the child;
- b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- f) inflicting any bodily harm on children including making children eat or drink against their will; or
- g) sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the Early Childhood Educators Act, 2007. O. Reg. 137/15, s. 48; O. Reg. 126/16, s. 34; O. Reg. 197/26, s. 15.

Child Care Centre Staff must ensure that these prohibited practices are not allowed and confirm that they do not occur in the program.

DISC Preschool Screen (DPS):

Children in our centres are screened using the DPS tool, which determines if children are developing in accordance with their age. It helps staff identify children who may be in need of supports for healthy development. The screening is performed annually with your signed consent.

Daily Physical Activity (DPA):

Each of our centres deliver a Daily Physical Activity program where children are led through a series of age-appropriate exercises for about ten minutes each day. Promoting exercise at a young age helps control weight, strengthens muscles and bones and can help children as they get older to choose a healthy lifestyle that includes regular exercise.



Meals/Snacks:

Adequate and appropriate nutrition is vital to children's health, growth, development and well-being. Our menus have been developed with the recommendations from Canada's Food Guide", "Eating Well with Canada's Food Guide and "Nutrition for Healthy Term Infants", and are varied and nutritious to promote healthy eating from an early age. Snacks and meals are served at regular meal times. Menu consultation and alternatives are available for children who require special diets. Drinking water is available at all times during the day including snack and meal times.

Toileting:

If your child is ready to begin toilet training, please speak to staff regarding a plan of action for your child. Toileting doesn't happen quickly for some children and can be very stressful for the child and family.

Diapers:

Please provide diapers and wipes, labeled with your child's name. Due to Public Health guidelines, we are not able to rinse or spray soiled articles.

A change table is provided, with a safety ledge and washable pad. Individual cubbies / baskets are provided for each child's diapering creams, diapers etc. Soft disposable cloths are used for washing child. Diapering protocols is posted at each diapering station

Sanitary

Our objective is to provide a safe and clean environment for all our children, staff, volunteers & student. To instil good hygienic practices and ensure minimal spread of disease and bacteria.

Single service paper towels, liquid soap, and disposable drinking cups will be available. Children's clothing will be changed if they become wet or soiled during the day. Carpets and floors are cleaned daily. Tables used for eating will be disinfected before and after each use. Each child will be provided with their own sheet and blanket for rest time. Bedding will be laundered weekly or more often if required. In cases where two or more part time children share a cot or crib, the sheets will be changed between children and the cot or crib disinfected. Sheets and blankets are laundered and cots or cribs disinfected when a child develops an infectious illness or communicable disease.

All adults wash their hands before handling food, after going to the washroom, sneezing and wiping a child's nose. Children wash their hands after each toilet use and before handling food. Toys and play shelves are disinfected on a regular basis. Washrooms, including sinks and toilets are sprayed and disinfected on a regular basis after each washroom routine. While deep clean janitorial services is provided weekly.



Rest/Sleeping:

While not all children need a mid-day nap, young children benefit from periods of quiet relaxation to balance their active play. Some children who are tired may take a relatively long time to relax and sleep, while others only require a short rest period. Children's needs may also change from day to day or week to week. The need for rest and sleep varies greatly at different ages, and even among children of the same age; however, rest is an important part of the day for all children.

This provision allows for a period during which quiet activities are encouraged and children can nap if required. This is a nurturing environment and is established through positive interactions and responsive relationships. Often times, children rest better when they bring a favourite comfort item from home, such as a small stuffed animal.

Each child has their own individual crib or cot in a separate sleep room, which protects the sleeping child and consistently provides each child with a personal, familiar sleeping place.

You are encouraged to provide a small labeled blanket for your child to keep at the centre and use during nap time. Toddler and preschool rest periods do not exceed two hours in length, typically from 12:00-2:00pm..

Parents will be consulted regarding their children's sleeping arrangements at enrolment, at any other appropriate time or upon request.

Child care centres are required to ensure that staff periodically perform a direct visual check of each sleeping child. A direct visual check requires staff to go over to the sleeping child and look for indicators of distress or unusual behaviour. Parents will be notified if there are any significant changes observed in a child's sleeping pattern or behaviours during sleep. These will result in adjustments to the manner in which the child is supervised during sleep and documented in the Child Care Centre program.

Infants:

Infant sleep time occurs either on demand when the infants are tired or at a scheduled time in our day. Children between the ages of 0-12 months of age will be placed for sleep in a manner consistent with the recommendations set out in the **Joint Statement of Safe Sleep; Preventing Sudden Infant Deaths in Canada, Public Health Agency of Canada**. Written documentation from a medical doctor will be kept in your child's file if you are choosing to waive this requirement. More information on Safe Sleep can be found [here](#). Parents are requested to complete a Sleep Monitoring Policy form outlining your Infant Child's Sleep Preferences at the time of enrolment.



Activities

Our centres have a variety of age-appropriate toys and activities for your child to enjoy, and children are encouraged to share as part of their learning experience. We ask that children keep their own toys at home. Designated Show and Share or Star Student days allow your child to bring in a special toy from home on that day to talk about at group time.

Outdoor Play

The importance of outdoor play for children cannot be overstated. An inviting natural setting inspires children to play outside, and will improve their social and psychological health. As a natural classroom, being outdoors with birds, butterflies, bees and bugs and allowing children the hands on experience of their natural environment will benefit children by developing a lifelong appreciation for the beauty and wonder of nature. Outdoor play is also key to children's physical health and development of gross motor skills. Playing outdoors provides the children an opportunity to climb, jump, balance, explore and learn in the moment, based on their interests. Our Program provides for 2 hours daily of outside play (weather permitting). Children who have fun outdoors will get dirty.



Field Trips and Walks:

Staff may take children on walks throughout the neighbourhood and from time to time lead them on field trips to visit locations outside of our community. You will be notified of any field trips and must sign a consent form allowing them to attend.

Video Recording/Pictures/iPads:

Staff frequently capture wonderful moments by taking pictures to demonstrate your child's learning and understanding of the world around them visible. In addition, video recording may occur for staff training or to use for promotional purposes. You must give your consent for your child to participate. From time to time should you not wish your child to be video recorded or to have their picture taken, you are responsible to notify the Supervisor if you have previously given consent.

Attendance and Communication

Pick-up and drop-off times are natural opportunities for communication with centre staff. When dropping off, please take your child to their group and educator. At that time, the educator will indicate your child's arrival in their daily log. When picking up, make sure



that the supervising educator acknowledges your departure and is able to mark the attendance accordingly. If pick-up and drop-off times are too busy, please call your child's educator during the day to arrange a time to talk. You are also welcome to communicate with us by email. Please refer to page 3 for your Centre's contact and email address. It is important to notify the child care Centre of changes that affect the care of your child. If your child is not going to be attending the centre for any reason, please call the Centre and leave a message for staff.

Parent Issues or Concerns Policy

APPROVED BY: Executive Director & Board
ORIGINAL DATE: December 15, 2016
EFFECTIVE DATE: December 15, 2016
LATEST REVISION: November 20, 2023

Authority:

Child Care and Early Years Act, 2014.
College of Early Childhood Educators Code of Ethics and Standards of Practice for Early Childhood Educators in Ontario, July 2017,
Early Childhood Educators Act, 2007.

Intent:

The purpose of this policy is to provide a transparent process for parent/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns. The Chestnut Tree Preschool Child Care Centres are dedicated to ensure the delivery of high quality child care to all families. Children should be in a healthy, safe, happy environment. We are committed to work in partnership with families to resolve any concerns and complaints that they may have about their child's care.

Definitions

Complaint: An expression of grievance or resentment where the family is seeking redress or justice

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

Staff: Individual employed by the licensee (e.g. Registered Early Childhood Educator)

CECE: College of Early Childhood Educators

CAS: Children's Aid Society

FACS: Family and Children Services



MEDU: Ministry of Education

RECE: Registered Early Childhood Educator

CECE Expectations: Registered Early Childhood

Policy:

The Chestnut Tree Preschool Child Care Centres will provide clear and transparent information to parents, the community and staff on how concerns and complaints will be managed and resolutions will be found. This will ensure that families have access to support and direction when attempting to resolve a complaint.

Parents/guardians are encouraged to take an active role in our child care centres and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/ guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction. Families can expect their concerns will be responded to in a courteous, respectful and timely manner. All issues and concerns raised by parents/guardians are taken seriously by the supervisor and staff of the child care centre. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible. Families can expect an initial response within five (5) business days from the supervisor, designate or manager, after becoming aware of the complaint. The person who raised the issue/ concern will be kept informed throughout the resolution. Supervisors will maintain a record of parent complaints on the Family Complaint Log Form.

Educators must also follow the expectations set out in the Code of Ethics and Standards of Practice, July 2017.

Specifically the following:

- Responsibilities to Children
- Responsibilities to Families
- Responsibilities to Colleagues and to the Profession
- Responsibilities to the Community and to the Public
- Standard 111: Safety, Health and Well-being in the Learning Environment
- Standard IV: Professionalism and Leadership

At any time during the process the family may choose to involve an external agency such as the Ministry of Education, the College of Early Childhood Educators (CECE)



or Family and Children's Services (FACS). Confidentiality should be adhered to throughout the complaint resolution process. 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. the MEDU, CECE, law enforcement authorities or FACS). This means that the complaint should only be discussed by those people directly involved in the resolution process and/or governing bodies/agencies.

Steps to be taken by Parent/Guardian to Report Issue/Concern

1. **First Point of Contact** (should always be the child care centre). The family should:
 - Contact the centre staff and/or program supervisor to discuss the concern
 - Schedule a time with the supervisor to talk about your concerns
 - Be prepared to make notes ahead of time about your concerns. Issues or concerns may be brought forward verbally or in writing
 - Be clear about what's being said (if you need clarification or have concerns about the Centre's response, ask them to explain further)
 - Arrange a follow up meeting if necessary
 - Families can expect an initial response within five (5) business days after becoming aware of the complaint. If you are unsatisfied or still have concerns you may want to then move to the second point of contact.
2. **Second Point of Contact.** The family should:
 - Connect with the General Manager of The Chestnut Tree Preschool by emailing _____ or calling 905-309-1000
 - Move to the third point of contact if unsatisfied or still have concerns.
3. **Third Point of Contact.** The family should:
 - Connect with the Executive Director, of the Chestnut Tree Preschool by emailing info@chestnuttreepreschool.com or calling 905-309-1000
 - Move to the fourth point of contact if unsatisfied or still have concerns.
4. **Fourth Point of Contact.** The family should:
 - Connect with the Board of Directors by emailing info@chestnuttreepreschool.com

Additional Points of Contact

You may make a complaint to the Ministry of Education's Child Care Complaint line, regarding program concerns at:

- MEDU Licensed child care complaint line (program concerns)
- Phone: 1-877-510-5333 or childcare_ontario@ontario.ca



Complaints regarding Registered Early Childhood Educators can be filed with the regulatory body of the:

College of Early Childhood Educators at:

- Phone: 1-888-961-8558 or info@college-ece.ca

Children in need of protection:

Family and Children's Services (FACS) Niagara

- Phone: 905-937-7731
- 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.
- The CAS in Niagara is FACS.
- Persons who become aware of such concerns are also responsible for reporting this information to FACS as per the "Duty to Report" requirement under the Child and Family Services Act
- For more information visit: [welfare-and-child-protection-services](#)

Public Health, Niagara Region (environmental concerns)

- Phone: 905-688-3762 or 1-800-263-7248

Steps for Staff, Supervisor and/or Licensee in Responding to Issue Concern

- Address the initial issue/concern at the time it is raised or arrange a meeting with the parent/guardian within 5 business days
- Advise the supervisor or designate
- Advise the General Manager or designate
- Document the issue/complaint in the Daily Log when the complaint affects the health, safety and wellbeing of a child
- Document the issue/concerns in detail.
 - Documentation should include:
 - The date and time the issue/concern was received
 - The name of the person who received the issue concern
 - The name of the person reporting the issue concern
 - The details of the issue/concern



- Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral
- Provide contact information for the appropriate person if the person being notified is unable to address the matter
- Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter
- Document reasons for delays in writing
- Provide resolution or outcome to the parent(s)/ guardian(s) who raised the issue/concern
- Document issue/concern in the Family Complaint Log Located on the G Drive
- Indicate parent's needs/feelings
- Indicate the follow-up
- Indicate that the detailed notes can be found in the child's file
- Indicate the final outcome of the issue/concern

Conduct

Our child care centres maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Administration

Services Offer & Age

The Chestnut Tree Pre-school has facilities to accommodate both full and part-time care in the following children's age group: Either one (or) the other of children grouping per program.

Part-time care will be considered once all full time spots have been allocated. Care is on a first come first serve bases. Additional requests will be maintained on a waiting list and reviewed regularly to ensure age appropriate placement. It should be noted that children cannot be moved to the next group until space becomes available.



Generally children move to new groups according to their birth date. There are a

Grimsby Center - 14 Ontario	
Toddler	15
Preschooler (31 months to 5 Years)	18
Preschooler or Toddler (18 to 30 months) (31 months to 5 Years)	9

Beamsville Center - 5407 King St	
Infant (12 weeks to 30 months)	6
Toddler (18 to 30 months)	10
Preschooler (31 months to 5 Years)	16

Lincoln Manor - 4329 Ontario	
Infant (12 weeks to 30 months)	6
Toddler (18 to 30 months)	10
Preschooler (31 months to 5 Years)	14

Beamsville Plaza Center - 5041 King St Ste 7,8 9	
Infant (12 weeks to 30 months)	16
Toddler (18 to 30 months)	25
Preschooler (31 months to 5 Years)	40

variety of good reasons for flexibility in this policy. All decisions about group changes are made in consultation with the Supervisor and Parent(s) involved.

Waitlist:

The Chestnut Tree Preschool Child Care Centres, will not charge parents a fee or deposit for the placement of their child on a waiting list for an unsecured spot in our child care programs. This policy will be reviewed with staff, volunteers and students, implemented and monitored for compliance and contraventions in accordance with subsection 6.1 of the CCEYA (See Child Care Manual Subsection 1.2). Families that would like to be waitlisted for child care at The Chestnut Tree Preschool will:

- Submit an online application to the Niagara Child Care Registry



- Need to provide information about their family on the application form
- Place their child on as many lists (child care programs) as they wish
- Not be a charge and a fee to be placed on the waitlist
- For assistance with the website, contact OneHSN Support at 1-888-722-1540 or Support@OneHSN.com
- The Program Supervisor or designate will contact the family when a child care space becomes available at the centre that the parent has selected
- Families will be offered admission from the waitlist based on space available of required age group and date of request
- Information will only be accessed by the centre supervisor or designate and is password protected to ensure that the child's information remains confidential
- Families may contact the child care centre directly to inquire about their position on the waitlist for admission

All parents must place themselves on the Niagara Region's online waitlist (Onehsn) list for The Chestnut Tree Preschool

Visit <https://niagara.onehsn.com/ux 2 0>

to access the online waitlist. You will be contacted by the Program Supervisor or Administrative Supervisor when a space becomes available to you.

The Chestnut Tree Preschool offers registration for child care from the OneHns list on a first come, first served basis, per the date registered on the list. Should the family decline the spot or wish to be removed from the waitlist then the available space will be offered to the next family on the list, meeting age appropriate program availability.

Access the policy on Registration/Waiting Lists: <https://chestnuttreepreschool.com/register-now/>.

Admission & Registration:

Parents will receive an admission package and information about the program when contacted. Registration forms must be completed prior to your child attending the centre and each time there is a change of information, such as a change of phone number or



guardian. Please be sure to forward your child's updated immunization records, child's health card number, two names for emergency contact with phone numbers and full address. If there is an objection or exemption to immunization, please ask the supervisor for the Ministry approved form. A deposit and registration fee is required and can be paid at the time of registration.

Written notice of permanent withdrawal must be given four weeks in advance. If notice is not received, full program fees will be charged. Fees must be paid up to and including your child's last day, prior to withdrawal. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. Therefore, your child will be placed on a waiting list. The Chestnut Tree Pre-school may terminate services if policies are not followed, fees are not paid or if the program is unsuitable for the child.



If a child is absent from school for more than 30 days due to illness, the parent is required to give written notice, plus a doctor's note and the child's place will be held. Payment of the fees is still required. In the event the child withdraws due to illness, 30 days written notification is required and the remaining fees will be refunded.

Rights of Exclusion Policy

The Chestnut Tree Preschool reserves the right to exclude any child for whom the programs at the Centre are deemed inappropriate in meeting the developmental, social or behavioural needs of the child. Any decision affecting a child's continuance at the Centre will be made by the leadership team after consultation with the Program Supervisor, Board of Directors and the Parents. If Parents are asked to withdraw their child, two weeks' notice will be given, support in finding alternate care will be offered and appropriate financial adjustments will be made. If problems between Centre personnel and Parents arise and these problems affect the efficiency of the Centre, the situation may be discussed with the Parents through a subcommittee of the Board of Directors. The solutions arrived at during this discussion and then approved by the Board will then be final and could in the extreme include asking those Parents to withdraw from the Centre. It is not anticipated that such a decision would be made until all other feasible avenues had been explored and found to be unsatisfactory. Support in finding alternate care can be offered.



Orientation:

Before your child is enrolled in the centre an orientation meeting will be held for you and your child. This gives you and your child the opportunity to tour the centre, ask questions and complete all documentation.

Fees:

This child care program is participating in the Canada Wide Early Learning & Child Care (CWELCC) System.

The 2023 CWELCC Fee for eligible children is a 52.75% reduction of the 2022 fee (to a minimum of \$12 per day).

Child care fees are paid preferably through Electronic E-Transfer automatic direct deposit. Annual Administration forms will be provided to you by your program supervisor for all fees owing at the time of registration. Payments are to be deposited bi-weekly on Mondays, prior to your child's attendance according to the fee schedule provided to you. Automatic Direct Deposit information will be provided at the time of registration. Full fee families must sign an agreement binding them to a minimum total days used and minimum fees required.

Alternatively, Parents can submit 26 bi-weekly post-dated cheques, dated according to our fee payment schedule, covering their child's contracted day care for a full term at a time (**May 1 – April 30**) or at a minimum of 6 months at a time. Please ask your program supervisor for a current payment schedule for the accurate dates/rates. This payment is a set fee for the entire term regardless of absence due to illness or holidays and vacations. Program fees are determined on a prorated annual cost based on fifty-one (51) weeks a year to allow for closure of 1 week in December during the holidays.

There is a \$150.00 deposit, payable to the centre upon receiving your child's confirmed application forms. This amount is refundable up to 60 days prior to your enrolment. \$150 will be applied to your last month's fee payment. There is a \$25.00 charge for all NSF Cheques.

If you opt for post dated cheques, please give your post-dated cheques at the time of registration. Cheques are to be made payable to The Chestnut Tree Preschool Inc. Please remember that payment is expected before service is provided. If payment is not received, your service could be suspended. However, we do realize that financial difficulties do arise, should this happen please discuss payment options with our Program Supervisor. All conversations will be kept confidential.

Full fee families must sign an agreement binding them to a minimum total days used and minimum fees required.



Parents of subsidized children are required to contact the Niagara Childcare Subsidy Office to negotiate the renewal of their subsidy. Please contact the Region of Niagara at 905 984 3750 or.

<https://niagararegion.ca/living/childcare/default.aspx>

Parents are required to give the Administrative Supervisor four weeks' notice of a child's withdrawal, **in writing**, so that a replacement may be found. Failing to comply with this request, Parents will be charged for the four week period.

Canada Wide Early Learning Child Care System

On March 29, a landmark child care agreement was announced for Ontario that will see lower fees for families and deliver an average of \$10 a day child care by September 2025.

The Chestnut Tree Preschool Inc, has been approved to opt-in to the CWELCC system. An amended Purchase of Service Agreement was executed on September 21, 2022 effective retroactively to April 01, 2022.

What this means for our families, if you have a child under 6 years enrolled at The Chestnut Tree Preschool, you will receive a 25% child care fee reduction as of April 1, 2022.

Effective October 01, 2022, fees have been reduced by 25%, with rebates processed in October 2022 to our families for retroactive payments back to April 01, 2022. Further reduction to achieve 50% of our March 2022 base fees is in effect January 01, 2023. See the attached table below.

Reduced rates are for eligible children [CWELCC]

Eligibility

Children under the age of six (zero to five years old). There are some exceptions for children with birthdays early in the year who are six years of age, but still in kindergarten. Eligible children for whom fees must be reduced are defined under O. Reg. 137/15.

This includes:

- Any child, until the last day of the month in which the child turns six years old
- Up until June 30 in a calendar year, any child who:
 - Turns six years old between Jan. 1 and June 30 in that calendar year; and
 - Is enrolled in a licensed infant, toddler, preschool or kindergarten group.



For current Fees & Dates see attached schedule

THE CHESTNUT TREE - FREE BASE (2022)				
Hours of care	Base rate before Early Learning Child Care System (March 27, 2022)	Base rate less 25% (effective April 1, 2022)	Base rate less 50% (effective Jan 1, 2023)	Base (effective Jan 1, 2025) Beamsville Plaza
0 to 10:00 hours FULL DAY INFANTS	\$55.00	\$41.25	\$27.50	\$22.00
0 to 9:59 hours FULL DAY TODDLERS	\$44.00	\$33.00	\$22.00	\$22.00
0 to 9:59 hours FULL DAY PRESCHOOLER	\$42.00	\$31.50	\$21.50	\$22.00





Amended Childcare – Posted Fee Schedule
Canada-Wide Early Learning and Child Care
(CWELCC) - Beamsville Plaza (Only)
Flat Fee Reduction in fees to \$22/day Effective January 01, 2025

Rates & Fee Schedule		
Preschool Program Ages - 2 ½ - 5 yrs		
<i>Full Day (7:30am to 5:30pm)</i>		
<i>Program Days</i>	<i>Daily Rate</i>	<i>Bi-weekly (post dated cheques)</i>
5 days	\$22.00	\$220.00
4 days		\$176.00
3 days		\$132.00
2 days		\$88.00

Rates & Fee Schedule		
Toddler Program Ages - 18 to 30 mths		
<i>Full Day (7:30am to 5:30pm)</i>		
<i>Program Days</i>	<i>Daily Rate</i>	<i>Bi-weekly (post dated cheques)</i>
5 days	\$22.00	\$220.00
4 days		\$176.00
3 days		\$132.00
2 days		\$88.00

Rates & Fee Schedule		
Preschool Program Agnes - 2 ½ - 5 yrs		
<i>Half Day (7:30am to 12:00)or (12:30 to 5:30pm)</i>		
<i>Program Days</i>	<i>Daily Rate</i>	<i>Bi-weekly (post dated cheques)</i>
5 days	\$22.00	\$220.00
4 days		\$176.00
3 days		\$132.00
2 days		\$88.00

Rates & Fee Schedule		
Infant Program Ages-12 wks–18 mths		
<i>Full Day (7:30am to 5:30pm)</i>		
<i>Program Days</i>	<i>Daily Rate</i>	<i>Bi-weekly (post dated cheques)</i>
5 days	\$22.00	\$220.00
4 days		\$176.00
3 days		\$132.00
2 days		\$88.00

Full & Part-Time Daycare offered Year-Round:

We operate year-round during the summer months and closed each year for one week between Christmas and New Years. **Deposit Required:** A \$150 deposit is required to secure your child's spot (\$150 is applied to your last month's fee) **Electronic Funds Transfer (ETF) is the preferred method of payment on a bi-weekly schedule prior to your Childs attendance or Six (6) Months:** of post dated checks on a bi-weekly schedule is due two weeks prior to your child's start date. **Please see:** the Program Supervisor to obtain a copy of the fee schedule with dates of the post dated check payment cycle.



Lincoln Manor 4329 Ontario St, Ont L0R 1B5 Tel: 289-566-9098
Grimsby 14 Ontario St, Ont L3M 3G9 Tel: 905-309-1000
Beamsville 5407 King St, Ont L0R 1B3 Tel: 905-563-1113
Beamsville Plaza 7-5041 King St Ont L0R 1B0 Tel: 289-566-9232
info@chestnuttreepreschool.com www.chestnuttreepreschool.com



What are Base Fees & Non-Base Fee Items?

- Non-base items are optional services, where there is typically an additional fee
- Base fee items are mandatory costs that families must pay to receive child care
- Refer to Schedule B below for a list of Base Fee and Non- Base Fee items.

Schedule B	
Base Fee's/ Non Base Fee	
Column A = Base Fee Examples of Base Fee's	Column B = Non-Base Fee Examples of Non-Base Fee's
Base fee's is the daily fee's charged	* NSF Cheques
	* Late Fee's
	* Field Trip Fee's



Access Child Care Base Rates:

Non-Payment of Fees:

Failure to make fee payments will result in the following:

- After 4 weeks without payment, the child care space will no longer be available.
- Unpaid fees will be identified by the Finance Department for immediate collection.
- Re-registration will only occur after full payment of fees if there is a space available.
- Four (4) weeks' notice in writing must be given to the program Supervisor of your intent to withdraw

Refunds

Refunds or credits will be provided in the following circumstances where it occurs within the month:

- Enrolment terminated or withdrawn.
- Fee subsidy changed to zero.
- Deposit on account will be refunded, credited or applied the last payment based on withdrawal
- If prepayment is on account on a Profession Development day, either a full refund or credit is applied based on the parent request.

Note: All refunds will be processed within 4 to 6 weeks from the effective date of one of the above circumstances, refunded by electric transfer. Credits will per applied to the next service day. It is the responsibility of families to pay their assessed fees. Services will be terminated if payments are not received.

Income Tax Receipts:

Receipts will be issued yearly for income tax purposes in February.

Absent Days:

Families not receiving subsidy will be required to book days of care upon enrollment. If your child is absent on a day which has been booked, you will be required to pay the daily fee for that day. Fees are not charged when the centres are closed for holidays or due to disruptions in service such as weather-related closures.

If you are receiving subsidy, you are given a number of absent days per year for use when your child is ill or away on vacation. Should you use all of the absent days before



the end of a 12-month period, you will be charged the daily rate for any further absences.

Hours of Care:

Full-Time Care is provided for **51** weeks a year, 8 hours a day (9:00am - 5:00pm), Monday through Friday. Extended hours are included at no extra charge up to and including 10 hours of care daily (7:30-5:30pm). Late fees are charged at \$15 for 15 minutes.

Monday through Friday
07:30am to 5:30pm

Part-Time or half day care has limited space Monday through Friday with a 2 day minimum participation per week requirement (excluding infants). The centre will be closed weekends and one week in December between Christmas and New Year's. Each programs annual fee is determined on a prorated annual cost based on fifty-one (51) weeks a year to allow for closure of 1 week in December during the holidays. All additional statutory holidays will also be observed.

If you are receiving subsidy, the hours of approved care are set by your Children's Services Caseworker. Any changes to those hours must be approved by the Caseworker. It is your responsibility to keep the Caseworker informed of any changes, including employment, school hours, etc. Children's Services Caseworker can be contacted at 905-984-3750.

The hours of care for those not receiving a fee subsidy will be set by the centre Supervisor. Changes to those hours must be approved by the Supervisor. Please pick up your children at the appointed time. In case of emergency, call the centre as soon as possible so that appropriate arrangements can be made for the pick-up of your child.

Late Pick-Up:

Our centres close promptly at 5:30 p.m. It is imperative that your child is picked up on time. We understand that emergencies do happen from time to time, and we will make every effort to accommodate you should such an event occur. It is important that you make arrangements for an emergency back-up person who can pick up your child should you be unable to do so yourself. If your child is not picked up by 5:30 p.m., we will attempt to contact you. If unable to reach you or your emergency contact by 6:00 p.m., we will call Family and Children's Services.

All late pick-ups are recorded in our daily journal. After three late pick-up occurrences, the centre reserves the right to terminate your child's care with three days' notice.



Late Fees

Early/late fee charges will apply before 7:30am and after 5:30pm and for children who are in the Centre. The late fee charge of \$15.00 for every 15 minutes, or part thereof, will be charged before 7:30 after 5:30 pm. If there is an emergency and you are going to be late, we ask that you call the Centre to notify us.

Numerous or persistent incidences of late pick up may result in termination of care. It is important for parents to have an alternate person who can pick up your child when you will be late.

Closures:

Closure notices for holidays are posted at the centre entrance on the Parent Board, and in the monthly newsletter. The Chestnut Tree Pre-school observes the following Statutory Holidays in addition to Christmas. We do not waive fees for vacation; full fees are expected all year, in order to hold your child's spot. If you remove your child for the summer months, the centre cannot hold your child's spot.

Centres are closed on the following holidays:

☐ New Years Day,	☐ Family Day
☐ Good Friday,	☐ Easter Monday,
☐ Victoria Day,	☐ Canada Day,
☐ Civic Holiday,	☐ Labour Day,
☐ Thanksgiving Day	☐ Christmas Eve,
☐ Christmas Day,	☐ Boxing Day
Closed for one week over the holidays: December 24 to January 02 annually	

Weather:

Inclement Weather & Emergency Closures: From time to time our centres may be closed due to severe weather conditions. Our centre will not operate if schools are closed or transportation is not running due to inclement weather or another emergency. There may be times during the school year where inclement weather or other situations could cause transportation cancellations or school closures. Information about transportation changes and school closures will be available on the local radio and television stations as soon as it is available.

Closure will be announced on the following radio stations, and posted on NDSB website: <https://www.dsbn.org/>



- 610 AM CKTB
- 97.7 FM CHTZ
- 1220 CHSC
- 1470 AM CHOW

The centres closes when the Niagara District School Board announces school closures or transportation cancellations due to increment weather, poor road conditions and/or snowstorms.

For information on centre closures our staff will do a call out to each family advising of the closure, however parents are responsible for determining if the child care centre is closed because of inclement weather or unusual circumstances.



Regular daily fees are charged for the days your child is sick, for statutory holidays and winter storm closures. If the centre is closed, the information will also be available on our website. If you are uncertain, please call the centre or check the website.

Discharge of Care:

Please notify us immediately if you plan on terminating your care. We require at a minimum Four weeks' notice. Should you wish to suspend care temporarily, please notify the Supervisor and your Children's Services Caseworker (if applicable) to arrange for a break in service. We cannot guarantee that a space will be available for your child once service is suspended. We ask that you remove from the centre all items belonging to your child within one week of termination. Any items left at the centre past this period will be donated or disposed of.

Health

The safety and well-being of children is the highest priority in our program. We understand the concerns and needs of working parents and try to accommodate the difficulties associated with a sick child.



Sickness:

A child exhibiting signs of illness WILL NOT be admitted to the program. This includes fever, vomiting, unexplained rashes, diarrhea, etc.

PLEASE DO NOT SEND YOUR CHILD IF HE/SHE IS ILL

We follow several policies and procedures based on Public Health guidelines to minimize the spread of infections and promote a healthy environment. We ask that you sanitize your hands before entering the main area of the centre. You are also required to keep your child home if he or she shows any of the following symptoms of illness:

- Diarrhea
- Vomiting
- Impetigo
- Fever
- Rashes

Outdoor play is an essential part of your child's program. If your child is not well enough to participate in outdoor play, he/she is not well enough to attend.



If a child develops any symptoms of illness while in attendance, the parent/guardian will be notified to come and pick the child up. A note will be made in the child's file and the daily log.

It is very important that you have back-up child care arranged for your child. We are unable to care for ill children and cannot accommodate children who are not able to participate in the program if they are feeling unwell.

A child with a temperature of 37.8°C taken by ear thermometer or 37.2°C taken by forehead (thermal) thermometer or higher is considered to have a fever. You are required to make alternate child care arrangements if your child is running a temperature.



Some communicable diseases will require a doctor's certificate before your child can be re-admitted to the school. Any child who is sick must be 48 hours fever, vomit and diarrhea free before returning to daycare.

If children are prescribed medication by a doctor while they are too sick to attend child care, or when they have been sent home from child care because they are sick, they must have been receiving the medication for at least 24 hours before returning to child care.

All staff are trained and certified in First Aid, Infant CPR and Anaphylaxis

Rashes:

If you suspect that your child may have an infectious disease such as measles, rubella or chicken pox, please have the condition diagnosed by a Doctor and notify us.

If your child has a contagious illness or condition, your child is required to be absent from the centre for a prescribed period.

Immunization

The Child Care and Early Years Act, 2014 stipulates that prior to admission, each child must be immunized according to the local medical officer of health.

☐ Diphtheria	☐ Polio	☐ Rubella	☐ Pertussis
☐ Measles	☐ Mumps	☐ Tetanus	☐ Haemophilias HIB

Parents must keep their children's immunization records up to date with their child's school. The Chestnut Tree Pre-school requires that a signed medical certificate confirming a complete medical assessment including immunization be submitted. The child medical forms are included in the registration package. A copy of the child's immunization record must be submitted at the time of admission and should be updated annually or as new immunizations are received.

All employees must be fully immunized, a primary series plus a booster every ten years is required. Volunteers who give more than 25% of a work week are also required to follow the above recommendation.

Exemptions to Immunization

A child may be exempted from immunization for medical reasons. Parents will need to have a legally qualified health care professional complete a Medical Exemption form. Or if a child is not immunized due to conscience or religious belief, parents are required to complete a Statement of Conscience or Religious Belief form, signed by a



Commissioner for Taking Affidavits. These forms must be submitted prior to the child attending child care.

Medication:

We do not administer any medication to the children with the exception of chronic illness, anaphylactic and asthma medication needs.

Staff may administer prescription medications in these exceptional circumstances. All medication must be in original container with prescription label clearly legible, which identifies child's name, Doctors name, dosage, name of medication, date of prescription, storage directions & expiry date. A medication form must also be completed for the medicine to be administered.

All creams and lotions to be applied externally (ie: diaper creams, sunscreens, etc.), including natural or holistic products, must also be in an original container, clearly labelled with the name of the product, ingredients, and instructions for application.

An individual plan for all children with medical needs will be developed in consultation with the parents. This includes but is not limited to Asthma, Seizures, Diabetes, etc. Parents are required to complete a form to give permission to administer the product.

Parents are encouraged whenever possible to give any drugs or medications to their children at home, if this can be done without affecting the treatment schedule.

Allergies:

Should your child have environmental or food allergies please make sure that staff is aware of their condition at the time of registration and what reaction(s) to expect. For safety purposes, we post pictures identifying children and staff within our centres who are anaphylactic. We have an anaphylactic policy which will be shared with parents, as appropriate. Treatment information must be documented for your child's safety.

Nutrition:

Our goal is to provide nutritious foods and beverages that incorporate family and cultural preferences and are in accordance with the Canada's Food Guide. We provide morning and afternoon snack and a hot, nutritious lunch, while being sensitive to and accommodating for children's food restrictions and allergies. A menu will be posted on the parent board and in the kitchen. All children will receive equal portions of lunch and snacks. No child will be forced to eat food. All meals follow Canada's Food Guide and are monitored by government standards. We encourage each child to try each type of food. Our goal is to help children develop a taste for a variety of foods.

Younger infants are bottle fed in the comfort of the caregivers' arms; older infants are encouraged to sit in the high chair or at the low table in a small group. Infants are



encouraged to eat as well as explore new tastes, smells and textures and encouraged to self-feed with fingers, spoon or a cup.

We follow The Chestnut Tree Preschool's Anaphylaxis Protocol to ensure the safety of all children with allergies in our programs. Upon registration, parents of children with a risk of an anaphylactic response will complete an Anaphylaxis Action Plan. Food allergies will be posted in the kitchen and in the child's room.

Our centres are a peanut-free environments, where more restrictive conditions will apply in the event that an allergic or anaphylactic child is attending the childcare. Due to severe allergies and Public Health requirements, any outside food brought into your child's centre must comply with our centre's allergy restrictions, and special treats to be shared must include the manufacturer's list of ingredients.

Morning snack: 7:30am to 8:45am

Lunch: 11:20am to 12:00pm

Afternoon snack: 3:00pm

Special Diet:

We will accommodate children with special diet requirements due to medical conditions, allergies or religion. There may be instances where you will be required to provide the food for your children. When this occurs, each item must be individually packaged with the child's name on each item. Specialized diet forms must be completed in order for us to provide these items to your child.

Nut Aware:

Food allergies are a serious concern for some children. As "nut aware" Centres, our staff actively avoid serving children foods which may contain nuts. To help ensure the safety of all children in our care, we ask that you not bring food/drinks from home into the centre.

Individualized Plans:

Individualized plans of action are developed for each child with medical needs in consultation with the parent and any regulated health professional who is involved in the child's health care and whom the parent wishes to include in this consultation. Medical needs could include chronic conditions such as asthma, diabetes and seizure, such as epilepsy, acute conditions or concussions.

Head Lice:

The occurrence of head lice in a child care centre happens from time to time. Best practice indicates that they can go home, be treated and return after treatment has been completed. Children may not return to the school without proper treatment. The child must be free from all lice/nits (dead or alive) before returning to school. Children absent



for more than 3 classes and having head lice treatment for 10 days or more require a doctors note to return to classes indicating they are eggs/nit free

Anyone can get head lice. It has nothing to do with clean or dirty hair, or the cleanliness of your home. Head lice doesn't spread disease, but can spread amount the children and cause a lot of frustration.

Signs that your child might have head lice include itching, complaining of a tickling feeling in the hair or sores on the scalp due to scratching. Or, you may get a call from us letting you know that your child has been checked and has head lice.

We have a 'No Nit standard' in place which makes the management of head lice more controllable.

For additional information about head lice visit https://caringforkids.cps.ca/handouts/health-conditions-and-treatments/head_lice

Tick Prevention

Populations of ticks are exploding across Southern Ontario and Public Health officials say Lyme disease is expanding with it. Ticks found in Southwestern Ontario and other nearby regions carry germs that can transmit disease and make people sick. The most common illness caused by ticks that bite and are attach for more than 24 hours is Lyme disease.

As a precautionary measure, we here at The Chestnut Tree Preschool have implemented several strategies to help keep our preschool friends safe from ticks.

- our playground is professional treated & sprayed twice sometimes three times a years in both the Spring and the Fall when required.
- our grass, which is artificial turf, discourages their desire to inhabit
- if necessary, a barren trench can be dug surrounding the fenced area to prevent ticks from crossing any tall grass or fields into our space
- ticks do not like citrus, so we spray a natural lemon and water solution as a normal routine during our daily safety checks of the playground in and around the perimeter of the playground during the height of their season.
- our staff do regular random visual checks of the children after each visit to the playground.

In the event that we encounter a tick on your child, the tick will be removed, first aid will be administered and a notification will be set home to you with your child.



Smoke-Free Legislation

A reminder to all parents, that smoking is prohibited in the school and playground area whether children are present or not. No smoking signs are posted in the school, including the washrooms. No smoking applies to any one on the premises, parents, staff, volunteers, students, other visitors.

Safety

The safety of everyone who attends our program is very important to us. Each of our centres has a Program Supervisor who is responsible to survey our programs, for Health and Safety concerns and identify any safety or potential safety issues and ensure that any deficiencies are addressed as quickly as possible.

Clothing:

Children should wear weather appropriate clothing that is casual and comfortable. Some items of clothing can be a potential safety hazard. During winter, scarves and mittens with strings are not allowed. Please provide a full change of clothing marked with your child's name as clothing can become wet or soiled during normal play routines. Providing extra clothing is especially important if your child is being toilet trained. We are not responsible for any items that are lost or misplaced. Please label **all** clothing, bottles, toys and possessions that come from home.

Footwear:

In order for your child to play safely in our program, it is important that they wear proper fitting shoes. Running shoes or a closed toe/heel shoe are the recommended footwear in our centres.

Sun Safety:

Centre activities include playing outside. We ask that you apply sunscreen to your child prior to their arrival. We will apply sun screen prior to afternoon outdoor play with your signed permission. Sun hats with a brim are also recommended to protect your child from the sun's harmful rays.

Accidents:

Centre staff will advise you of any accidents that result in a minor injury to your child. We will ask you to review an accident report and sign it, indicating that you have been made aware.





Serious Occurrences:

In case of serious injury, we have an obligation to report the injury to the Ministry of Education. A serious occurrence is defined as any injury requiring medical attention.

Emergency Management

The Chestnut Tree Preschool has an Emergency Management Policy and Procedures as required in section 68.1 of Ontario Regulation 137/15. If there is an emergency at the Centre, parents will be notified by phone, as soon as details are known and it is safe to do so. Where possible, the Program Supervisor will update the child care centre's voicemail as soon as possible to inform parents/guardians about details.

Duty to Report:

Under the Child Care and Early Years Act, 2014, our staff is obligated to report any suspected child abuse to Family and Children's Services of Niagara.

Custody & Access:

Children on Premises where custodial arrangements are in place, the custodian must provide all relevant legal documentation to the Supervisor regarding the conditions of custody.

If no custodial arrangements are in place, we are obligated by the Courts of Justice Act to provide access to your child. No person's providing care, or operating a premises at which child care is provided, shall prevent a parent from accessing their child or entering the premises, except when the parent has no legal right, if the person believes on reasonable grounds that the parent could be dangerous to the children, and/or if the parent is behaving in a disruptive manner.

Safe Arrival & Dismissal:

Young children depend on regular routines for their own security. Parents are to prepare their children for participation in the program when they arrive. For example, a diaper change may be necessary or children may need to be dressed properly for outdoor play. If someone else is picking up your child, please let staff know who that individual will be. We will not release children to someone you have not identified on your registration form. Should this information change, please provide it to us in writing. Please know that we will not release your child to someone who is under the age of 16, unless you provide documentation indicating your consent. Anyone picking up your child must provide photo identification. If we suspect that an individual picking up your child is intoxicated or under the influence of drugs we will not release the child into their care. If the individual insists on taking your child we may call the police or Family and Children's Services. Once staff release your child to you or your designate, the child is your responsibility, even if you are still on centre property. The Centre closes promptly at 5:30 p.m. Parents or their designate are required to pick up their children by that time and are encouraged to do so by 5:15p.m. Parents must make alternate arrangements for pick up if they cannot pick their child up by 5:30 pm. (See "Late Fees")



The Chestnut Tree Preschool shall ensure that any child receiving child care at our 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 staff may release the child to. The centre will not release any children from care without supervision.

Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Where a child has not arrived in care as expected

It is the responsibility of the parent/guardian to inform The Chestnut Tree Preschool no later than 9:00 am if their child will be absent for any reason. You can phone and leave a message, text supervisor or email info@chestnuttreepreschool.com. Our program starts at 9:00am which includes special curricular activities and creative arts. Arriving early will ensure that your child takes part in all classroom activities and avoid disruption to the programs taking place.

Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

- inform the supervisor or designate,
- the supervisor or designate shall email the child's parents/guardians (or phone & leave a message) to inform the parents/guardians that their child is not in attendance and request a response as to why their child is absent.

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

When 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 within half an hour of the time specified, the staff shall inform the supervisor or designated in charge who will contact the parent/guardian via email and advise that the child is still in care and has not been picked up.

- When the individual picking up the child is an authorized individual and their contact information is available, the supervisor 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 supervisor has not heard back from the parent/guardian or authorized individual who was to pick up 15 minutes after emailing, the supervisor will call the parent/guardian.



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

- When a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
- One staff shall stay with the child, while a second staff proceeds to call the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual (if contact information is available) if unable to reach the parent/guardian.
- 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 emergency contacts as listed on the Emergency Card.
- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file by 6:00pm the staff shall proceed with contacting the local Children's Aid Society (CAS) 1-800-461-4236 Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

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

Parking:

A parking area is provided at the Front/Rear of the building of the pre-school entrance. If you are dropping your child off, please be certain to respect disability parking spaces, even if you are only going to be there a few minutes. Please ensure you do not leave unattended children in the car or do not leave your car running unattended.

Privacy Statement:

We are committed to respecting your privacy and protecting your personal information. The Chestnut Tree Preschool Inc., is committed to protecting your right to privacy. The personal information you share with us will be kept confidential and used to support the work of the The Chestnut Tree Preschool, your family and your children. We have procedures and policies in place and make all reasonable efforts to ensure that personal information, in both paper and electronic format are protected against the risk of loss, theft, unauthorized access, disclosure, copying, modification or destruction. For example, access to your personal information is restricted to select employees, there is limited access to offices where information is stored, filing cabinets are locked and we use a secure server and individual passwords to protect electronic information. For further privacy information, please visit our website at

info@chestnuttreepreschool.com





Children's Daily Schedule

We acknowledge that each child grows, develops and learns differently. This is why we believe that providing an active, playful approach to learning is the key to meeting each individual child's needs. We aspire to create a warm, nurturing and safe environment where your child can grow and trust. We are ready to give all of the children in our care the best head start for future accomplishments!

Our session includes

• fine motor skills	• sensory and dramatic play
• gross motor skills development	• story time, puppets, music sessions
• active indoor and outdoor play	• language (Literacy & Numeracy)

Each daily outside time can include a neighbourhood walk and outside natural experiences in our playground.

- ❖ Our Infant room has a 3:1 ratio with a consistent Early Childhood Educator, as their primary caregiver.
- ❖ Our toddler room has a 5:1 ratio with a consistent Early Childhood Educator, as their primary caregiver.
- ❖ Our preschool room has an 8:1 ratio with a consistent Early Childhood Educator, as their primary caregiver.

❖ Things to bring:

- ☐ A blanket and cuddly toy for nap time
- ☐ Diapers (4-6 a day)
- ☐ Pictures of your family for our family board
- ☐ Two changes of clothes, including pants, t-shirt, socks
- ☐ Shoes or slippers, with rubber non slip soles to wear inside
- ☐ Clothes for outside....boots and rain coats for rainy days....warm boots, snow pants, scarf and extra mittens for snowy days
- ☐ Sunscreen (provided by you the parent) and hat for sunny days (May 1st to October 1st)

❖ Typical day:

- ☐ Children may be dropped off between 7:30-9:00 am
- ☐ 7:30 am: room opens and the children meet up with their friends to explore the activities in the room
- ☐ 8:45: Snack time, and talk about the day
- ☐ 9:00 to 11:00am: Outdoor time, stories, songs, water play, sensory play, creative's
- ☐ 11:10: Prepare for lunch time
- ☐ 11.20am: Lunch time and time for great conversations!
- ☐ 12:00pm: Children put their dishes away, wash their hands and face and get ready for nap time.



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- ☐ 12:00 to 2:00pm: Nap time
 - ☐ 2:00pm: As the children wake up they begin activities set up in the room. Once everyone is awake, some children will experience creative's, sensory play, play dough etc.
 - ☐ 3:00pm: Snack time and get ready for outdoor play.
 - ☐ 4:00pm: We come back inside and play in all the different areas.
 - ☐ 5:30pm: We are closed until tomorrow.
 - ☐ Children may be picked up between 4:00–5:30pm

Please check your child's daily logbook posted outside the classroom. This will give you information about what they ate at lunch, their nap time and their bathroom routine for the day. Also check the message board on a daily basis; this is located on the parent board in the foyer. We ask that you refrain from bring backpacks or diaper bags as there is limited space in the cubby area. A change of clothes and personal items will be stored in a basket in their cubby.

Reminders:

- Our program starts at 9:00am which includes special curricular activities and creative arts. Arriving early will ensure that your child takes part in all classroom activities and avoid disruption to the programs taking place.
- Make sure that you provide extra clothing in your child's cubby at all times. Please label all of your children's belongings. This reduces the chance of items being lost. Please send inside shoes for your child during the winter months as they will need to change their boots for outdoor play. Don't forget to supply us with diapers, wipes and a sleep blanket in a storage bag. Sleep blanket will be sent home weekly to be washed.
- Please have your child come in with a labeled bottle and labelled Sippy cup each day that goes home each night to be washed☺.
- During the warmer seasons please bring sunscreen and a hat. In the winter time please bring in spare mittens, socks and snow pants and hat.
- Blanket for sleep time.



Checklist for Parents

☐ A change of clothes for indoors marked with your child's name	☐ Do not bring food to the centre unless your child requires a specialized diet that is verified by a physician.
☐ An extra pair of mittens and winter hat marked with your child's name. Remove drawstrings from clothing	☐ Make sure you notify us if your child has any food or other allergies ☐
☐ If your hours of arrival and departure time need to be changed, confirm with the Supervisor and Children's Services Caseworker if you are receiving subsidy	☐ Let us know if there are any routines or articles that will help your child through transition times (e.g. sleep, lunch) ☐
☐ If you move, change jobs or change any of your telephone numbers, please notify us and, if you are receiving subsidy, your Children's Services Caseworker	☐ When you are unable to pick up your child, make sure staff are notified and that you document any special arrangements ☐
☐ Have a back-up plan for care if your child becomes ill and Provide the name of an emergency back-up person	☐ Please note that staff will not administer prescribed medication unless under specific circumstance, and if provided in the original container labeled with your child's name and date of birth, Doctor's name, and with the completion of written authorization by the parent.
☐ If your child is sick, call the centre and advise staff of the nature of the illness and the expected return date	☐ Diapers and disposable wipes

Electronic versions of the Parent Handbook, Program Statement, Issues or Concerns Policy or the Registration/ Waitlist Policy will be emailed or printed in hard copy form when requested.



Nursery Treasure List

NURSERY TREASURE LIST

You may not know it, but things you throw out would be a real treasure to the preschool.

CREATIVE WORK	GLULNG & CARPENTRY	SAND & WATER	UTENSILS	NATURE
furs fancy paper cloth confetti string sequins netting eggshells tissue velvet felt gift wrap wool ribbons plastic lace satin raffia flowers	wood scraps cardboard floor tiles wood shavings chair rungs pine cones boxes calendar rolls toilet rolls scrap jewelry spools golf tees corks meat skewers dowels pill boxes spoons toothpicks	plastic bottles ice cream containers plastic cups honey squeeze bottles detergent bottles toy cars no wheels	pots spoons jelly molds sieves egg beaters funnels cookie cutters	pine cones chestnuts seed pods bird photos acorns seeds cocoons nests leaves magnets berries postcards animal pictures

The Chestnut Tree Preschool

Lincoln Manor

4329 Ontario St
Beamsville, On
L0R 1B0
(289) 566-9098
info@chestnuttreepreschool.com



Beamsville Center

5407 King St
Beamsville, On
L0R 1B0
(905) 566-1113
info@chestnuttreepreschool.com



Grimsby Center

14 Ontario St
Grimsby, On
L3M 3G9
(905) 309-1000
info@chestnuttreepreschool.com



Beamsville Plaza

5041 King St Unit 7
Beamsville, On
L0R 1B0
(289) 566-92323
info@chestnuttreepreschool.com

