

## ELM CHILDREN'S CENTRE

### REGULATIONS AND POLICIES

\*\*Note reference to “parent(s)” in the following shall refer to parent(s) or legal guardian(s) of attending children.

A parent participating board runs this child care centre. This means the Centre is owned and operated by the Corporation. As the parents of the child enrolled in the Centre, you automatically become a member of the Corporation. A Board of Directors of which 51% must be parents/guardians with children presently attending the Centre governs the Centre. **It is the parent's responsibility to attend any mandatory meeting called by the Board and to assist in anything that is essential to the Centre, fundraising and parent meetings.** The Board is chosen annually and can remain for 2 consecutive years in any one position. A criminal reference check is needed for each board member.

### HOURS OF OPERATION

**6:45 a.m. to 5:30 p.m. Hours of operation**  
**9:00 a.m. to 12:30 p.m. for ½ day**  
**(Unless other arrangements are made with the supervisor)**

### ELIGIBILITY AND REGISTRATION

**We have two programs:**

- **Toddler Program:** a program for children ages 18months to 2 ½ years. Teacher /child are 1 to 5 with a max of 15 children. This program runs all year round
- **Preschool Program:** a program for children ages 2 ½ years to 5 years. Teacher/ child ratio is 1 to 8. This program runs all year round. Maximum 24 children.
  - **Preschool Fee:** \$35.35 Half Day \$20
  - **Toddler Fee:** \$36.35 Half Day \$20

**The Centre is open to anyone in these age groups.**

### BEFORE YOUR CHILD ENROLLS AND WAITLIST POLICY

- Once an opening becomes available, parents will meet with the Supervisor to discuss the child enrolling. If there is no space available your child will be put on the waitlist. There is no fee to do this and it will be on a first come first serve basis or dependent on age requirements, giving priority to current families and children of staff. The parent can have access to the waitlist at any time at the daycare. Only first names and initials will be listed to ensure privacy.
- Once fee rate has been discussed a registration package will be filled out. It is available on our website. [www.elmchildren.ca](http://www.elmchildren.ca)

When the registration package is completed and **one week fees and registration fee** of which will be received annually upon enrolment have been paid the child may start in the program.

**THE FOLLOWING POLICY MANUAL SHOULD BE READ, SIGNED AND KEPT FOR FUTURE REFERENCE**

Any changes to the original information, which is provided in the registration package, should be reported immediately to the office. (E.g. new phone number, change of address, change of emergency pick up persons, etc.)

**Parent Involvement**

To achieve the quality care described in our program, we feel parents and staff should work together. You can become involved by:

- Alert yourself to any information on bulletin boards or signs that are posted.
- Reading the monthly newsletter and calendars.
- **As a non-profit organization we are expected to fundraise 20% of our operating costs(at least \$40,000). We require assistance of ALL PARENTS in our fundraising ventures. As such, there is an annual MANDATORY fundraising fee of \$100 to be charged upon enrollment and yearly thereafter. This fee will be reimbursed upon volunteering at a designated fundraising event, joining the board of directors, or the fundraising committee. Parents are expected to participate in routine fundraising activities (e.g. selling chocolates) regardless of whether they choose to volunteer time or pay the fee.**
- **Attending the ANNUAL MEETING in April is MANDATORY. There is a \$25 penalty if you do not attend this meeting.**
- Voicing suggestions and ideas.
- Bringing in resources.
- Familiarize yourself with the program. Feel free to drop in and spend some time with your child in his/her classroom. This is an excellent way to meet the teachers, other children and their parents. Children really feel special when their family members come to play and take part in the daily activities of the group. What better way to see what your child does each day – come and join the fun!
- Using your job as a resource, e.g. (arrange to come into the centre and talk about your occupation; arrange tours for the centre, etc.)

## **General Rules**

These rules have been formed for the safety of your children:

1. All children must have indoor shoes and outdoor shoes. Indoor shoes will be left at the Centre at all times. Outdoor shoes must be closed toe.
2. Children must dress appropriately for the weather. All clothing must be labeled with your child's name. In the summer children must wear a wide brimmed hat for outdoor play. In the winter, **NO SCARVES ARE PERMITTED, and please be aware that cords or ties on clothing can be hazardous.** It is helpful to have a second pair of mittens kept in your child's bin. Children are required by Ministry to be outside two hours a day, weather permitting.
3. Children are not allowed to run or wander in other areas of the Child Care Centre unsupervised.
4. No visitors other than parents will be allowed in the playrooms without special permission from the parents/guardians and authorization from the Executive Director or Designate.
5. We are a **SMOKE FREE ENVIRONMENT.**
6. All persons entering the Centre shall remove their outdoor footwear.

## **Hours of Operation**

The Centre opens at 6:45 a.m. and closes at 5:30 p.m., Monday through Friday with extended hours (6:00 a.m. to 6:00 p.m.) available. If extended hours are needed 48h notice is to be given to the staff so they can staff accordingly.

Regular fees are not charged for statutory holidays. The Centre is closed all statutory holidays as well as Easter Monday and Civic Holiday, Christmas Eve day and between Christmas and New Years Day. (We can arrange alternate days for your child provided spaces are available)

## **Registration Fees**

A yearly non-refundable registration fee of \$20.00 per family will be charged upon enrolment and yearly on your anniversary date. This gives you full rights as a corporation member. This also covers Insurance Fees.

## **Fees**

Fees are established by the ELM Children's Centre Board of Directors.

Government subsidy is available through the Province of Ontario to those parents who qualify. All parents are encouraged to investigate this program as it relates to both income and expenses.

**If your child will be at the child care centre longer than 10 hours than a fee of \$4.00 per additional hour will be charged to your account.**

## **Late Fees**

A fee of \$1.00 per minute per child will be charged to a parent who picks up their child after hours. (5:30 pm) **(According to the child care centre clock)**

## **Attendance**

ELM Childrens Centre Incorporated offers two types of child care: Fulltime (5 days per week) for 12 months and Part-time (1-4 days per week and half days, no summer months). Parents/guardians are requested to submit their weekly schedule of attendance to the supervisor upon registration on the financial agreement. As we provide care to a large number of part-time families, we cannot guarantee a spot for every part-time child, unless they can commit to a consistent schedule. This is because we must adhere to our teacher:child ratios at all times. (updated Jan 1, 2019)

## **Vacation Days**

All children enrolled in ELM Childrens Centre Incorporated program qualify for a waiver of fees of 12 days vacation for fulltime enrollment and 6 days vacation for part-time enrollment. These vacation days must be earned before they are used. It works out to 1 day per month for fulltime enrollment and 1/2 day per month for part-time enrollment. Vacation entitlement will begin the month of your child's enrollment and continue for 12 months. It will then start over again on your child's registration month if they are still enrolled. Any unused vacation days cannot be transferred to the following year. We require two weeks notice for absences of more than three days and two days notice for absences of less than 3 days. If notice is not given, these absent days will not be counted as your child's vacation time and payment will be required. Vacation time will be tracked in the accounts in the office. If your child is withdrawn during the summer months, there is no guarantee there will be a spot in September. (updated January 1, 2019)

## **Methods and Rules of Payment**

1. Accounts are paid one week in advance. Payment schedules are set up on your payment fee agreement.
2. The Administrator/Program Supervisor will issue bills as needed and will collect payments. Receipts will be issued at the end of the year for income tax purposes.
- 3. Accounts not paid in advance are considered in arrears. If any account falls more than two weeks in arrears, the child (ren) attendance will be suspended until such time as the account is in good standing again.**
4. Subsidized parents are responsible for paying a users fee. Upon the date of expiry or non-renewal of subsidy, regular fees will apply.
- 5. No refunds will be given for time absent from the centre unless it is taken as vacation time and follows the vacation policy above.**
6. If N.S.F. cheques are received a charge of \$25.00 will be issued and you must pay cash from that time forward.
7. Overdue accounts will be **charged 5% per month.** (revised October 17, 2007)

8. Cash, Cheque and Debit payments will be accepted as well as e transfers to [elmchildren@bellnet.ca](mailto:elmchildren@bellnet.ca)  
Debit payments will be charged 50 cents per each debit transaction.

### **Arrival and Departure**

- Each parent is responsible for bringing his/her child into the child care centre. The Centre assumes responsibility for the child after this point. The reverse applies when going home. The parent or designated pick up person must come into the Centre and pick up the child, the Centre returns responsibility for the child back to the parent. Make sure that a staff member is aware of your child's arrival and departure.
- Children must be brought to and picked up at the Centre by a responsible person **18years of age or older unless arranged by phone or by written letter and the parent is willing to take responsibility for any accidents that might occur.**
- Upon arrival in the morning, allow enough time to undress your child and attend to his/her needs. This will help to ensure that your child starts the day in a happy relaxed manner. Upon departure in the evening, allow enough time for your child to clean up or put away their activity before closing time.
- It would be beneficial to drop off your child by **9:00 a.m.** in order to gain full advantage of our daily program.
- Please let us know by 8:00 a.m. if your child is going to be absent for any reason. You can also leave a message on our machine at any time. If your child is ill, a description of the child's illness or a doctor's diagnosis is needed so we can watch for symptoms in other children and notify the appropriate health authorities, if necessary.
- Between the hours of 11:30 a.m. and 2:30 p.m. children are eating and napping at the Centre. If for some reason your child needs to arrive, or depart during these times, please make sure the staff has ample notice. This will enable the staff to ease a child in or out of the program making it less disruptive.
- Your child will not be released to anyone other than the parents or those authorized by the parents. It is the parent's responsibility to notify the Centre in advance of any special arrangements for release. We reserve the right to verify information.
- If you are not picking up your child when we normally expect you or, if there is an emergency that prevents you from picking up your child on time, please let us know.
- Late pick up policy: A fee of \$1.00 per minute, per child will be charged to a parent who picks up their child after hours.
- Parents are responsible to notify the Centre of any Professional Development Days and changes in schedules.

## Withdrawal

There is a **mandatory** 2 week written notice for withdrawal of your child from our programs. If no notice is given, you will be required to pay 2 weeks fees. If you withdraw your child for an extended period of time (i.e. the summer months or maternity leave) the Centre cannot guarantee the space upon your return.

## Illness, Medication, and Emergency Care

- Parents are advised to expect a usual amount of scrapes, bruises and minor accidents.
- Not all minor accidents reach staff attention. All accidents that reach staff attention will be recorded for parent notification.
- Sick children will not be admitted to the Centre.
- All children who attend daycare must be well enough to participate in all aspects of the program.
- If your child is ill, please phone the Centre and inform the staff **BEFORE 8:00 a.m. SO THAT WE MAY STAFF ACCORDINGLY**. A description of your child's illness is needed.
- If your child becomes ill during his/her day and is unable to participate in our program, you will be required to pick up your child immediately.
- In the event that the parent cannot be reached, the designated emergency person will be contacted to pick up your child.
- The Centre requires parents to sign a permission form for emergency medical treatment.
- In case of emergency/injury, the parent will be contacted to meet the staff at the hospital specified. In case of emergency ambulance use, parents will be responsible for any costs incurred.
- A Doctor's certificate will be required before re-admission if there are any questions as to the child's state of health.
- You're expected to notify the Centre if your child contacts a communicable disease, so that other parents may be notified. Re-admittance will be according to health regulations.
- The child care centre office and the Public Health Nurse will be notified of any serious injury, communicable disease or emergency.
- Written instruction and parent's signature on a permission form are required before medication will be administered.
- Medications must not be left in the child's cloakroom. **All medications are to be handed to a staff member and stored in a locked container.**
- Only medications with a current date that are prescribed by a Doctor and in the **original** bottle will be administered to your child

- If while on medication, your child still shows signs of ill health that keep him/her from participating in the program, you will be required to pick up your child immediately.

### Illness Policies

- **Bronchitis:** Child may return when treatment underway, and condition is improving.
- **Chicken Pox:** Child may return 7 days after the eruption and all sores are scabbed over.
- **Cold (Severe):** Child may return when condition has improved.
- **Conjunctivitis (pink eye):** Child may return 24 hours after the onset of treatment with medication and this must be continued for at least several days. Medication must accompany the child.
- **Diarrhea:** Child will be sent home after his/her second bout. May return 24 hours after the last bout or until cause is determined and stool culture is negative.
- **Fever:** Temperatures elevated 100 F (37.8 C) and above, will require a child to be sent home. Child may return when the temperature is stable without the use of medication.
- **Impetigo:** Child may return 24 hours after the onset of treatment and condition improved.
- **German Measles (Rubella):** Child may return on the seventh day after the appearance of the rash.
- **Red Measles (Rubeola):** Child may return on the eighth day after the appearance of the rash. If the child is not immunized they may not return until the fifteenth day or longer.
- **Meningitis (Meningococcal):** Child may return 24 hours after the onset of treatment with medicine and condition improved.
- **Mumps:** Child may return 5 days after the onset of swelling.
- **Pediculosis (head lice):** Child may return when treatment is completed and ALL nits (eggs) are removed from the hair shaft.
- **Rashes:** Parents will be required to pick up their children immediately when any change in the appearance of the skin is noted. i.e. colouring or appearance of spots, sores, patches or raised skin, etc. Child may return after the cause is determined and/or treatment is improving condition.
- **Ringworm:** Child may return when fungi are appropriately treated and improvement is noted.
- **Scabies:** Child may return when appropriately treated and improvement is noted.
- **Scarlet Fever/Strep Throat:** Child may return 24 hours after adequate and effective treatment has begun. This medication must be continued for at least 7 days. If this condition goes untreated, child may return after 7 days.
- **Viral Hepatitis Type A:** Exclusion period is during the first two weeks of the disease but no less than one week from the onset of jaundice.
- **Whooping Cough (pertussis):** Child may return 3 weeks after the onset of spasmodic cough left untreated or 5 days after starting treatment with medication. This must be continued for at least five days
- **Vomitting:** Child may return 24 hours after their last incident of vomiting.

Notes:

If a Doctor diagnoses an ear or throat infection, and places your child on an antibiotic, **and your child is not feeling well**, the child should not be brought to the Centre until he/she is feeling better.

If your child is exhibiting any of the symptoms of the illnesses and diseases listed above, **do not bring your child to the centre**. If your child develops any symptoms of ill health at the daycare, you will be telephoned and an appropriate course of action discussed. You may be asked to come immediately to pick up your child. If you cannot leave work you must have an emergency back up person that you can call on to pick up the child.

There may be other illnesses and diseases that come up periodically that we have not had previous policy on. Such cases will be dealt with at that time.

Health standards must be stricter than normal in settings where a lot of young children are all together. In all cases, the Centre has the final say as to when a child should be excluded, or allowed to return to the Centre.

### **Staying Inside**

The children are taken outside in the mornings and afternoons (weather permitting) for two hours each day. If your child needs to stay inside, we find it difficult to provide adequate supervision for both the children inside and outside. Generally, if your child is too sick to go outside, he/she is too sick to be at the centre as well. If there is a serious situation, you can make arrangements in writing with the Executive Director.

### **Behavior Management/Discipline**

At no time will there be:

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or



(f) inflicting any bodily harm on children including making children eat or drink against their will.

Compliance monitoring is done on staff quarterly.

Positive reinforcement (verbal praise and encouragement) is emphasized and the staff will consistently:

- Use positive language
- Stress desirable behaviour (I like it when you...")
- Be good role models
- Establish well defined limits for the children.

Children are encouraged to discuss their anger and frustration with staff and children involved.

Redirection is tried first as a disciplinary method.

In the event of a child unable to cope and exhibiting an unacceptable behaviour (biting or hitting), removal from the situation will be used as a "time away" period for the child to reflect on his/her emotions. "Time away" will last one minute per year of age. The staff member who gave the time away will approach the child and discuss an acceptable way of dealing with the situation should it occur again.

Some examples are:

1. "Ouch! That hurts when you bite me" or "I don't like it when you bite my friend."
2. "I am playing with this toy, when I'm finished, then you may have it."
3. "That loud noise hurts my ears please use a quiet voice inside, you may use your loud voice outside."

When the child is ready to co-operate in an acceptable manner, he/she will rejoin the others. We believe this method of behaviour management is effective in building the child's self worth and creating a positive image.

This Centre may have children enrolled that have special needs. These children may be on specific "Behaviour Management Program" that differs from the Centre policy. Any questions you may have should be directed to the Program Supervisor or Administrator.

**We welcome inquiries:**

- If the staff of the Centre determines a child's behaviour is unmanageable, the staff will meet the parents or outside resources, to discuss the problems encountered and to formulate a plan to manage the situation.
- Incident reports will be used to let the parents know of their child's behaviour. The parent will be shown the report and it will be discussed and signed. If a second incident occurs within a week of the first, a meeting may be set up with the parents/guardians and possibly the All Kids Belong representative and a plan will be put in place for managing the child.
- The Centre reserves the right to terminate the child's enrolment whose behaviour cannot be modified to an acceptable level. The Administrator and the Board of Directors and the Ministry Consultant will make this decision.

## **Snacks and Lunches**

- **ELM Children's Centre is a PEANUT/NUT FREE centre, no outside food will be allowed to enter the centre unless it is labelled and a list of ingredients is on it.**
- The Centre provides children with a breakfast, two nutritious snacks, and a hot meal that adheres to the Canada Food Guide. **NOTE:** The a.m. snack is not a substitute for breakfast.
- The menu is posted by the kitchen area on the bulletin board.
- Snacks – nutritious well planned morning and afternoon snacks are provided.
- Please inform the staff of any food allergies your child may have. If your child has multiple allergies and can't eat what is on the menu you will be required to provide food for them following the policy above. A doctor's note may be required.

## **Outdoor Play**

Outdoor play, in suitable weather, is a very important part of our program, and Ministry required. We go outside two hours a day and proper clothing is essential.

We will restrict outside play if:

1. There is a risk of frostbite
2. The humidity is above 36 C
3. We contact the weather station and there is a warning in effect.

**THE CENTRE WILL CLOSE DOWN IF THERE IS A MECHANICAL BREAKDOWN OF THE HEATING OR COOLING SYSTEMS, OR IN THE EVENT OF BAD WEATHER. PARENTS WILL BE NOTIFIED AND THE CENTRE WILL BE CLOSED UNTIL FURTHER NOTICE!**

## **Nap**

- We provide a naptime for all our children.
- Children receive their own labelled bed, a sheet and a blanket.
- Special nap requests from parents will be considered and quiet activities may be required in lieu of a nap. Bring this to the attention of the Program Supervisor.
- Your child may bring from home a special blanket or soft toy that he/she likes to sleep with. This item must be washed weekly.
- Visual checks are performed every 45 minutes during sleeptime and anything out of the ordinary or any changes in your child's sleep patterns will be relayed to you.
- Children who do not sleep will be allowed to get up and play quietly after one hour and all children will be woken up after two hours.
- We have a sleep policy at the child care centre.

## **Field Trips**

Field trips are an important part of our program and also very meaningful for your child.

Parents, who do not wish their child to attend a field trip, should notify staff as soon as possible. You may be asked to find other accommodations for your child for that day.

All field trips will be posted in advance.

Parents must sign a permission form to allow their child to participate.

The following methods of transportation may be used: bus, and walking. In most cases, parent volunteers will be needed.

## **Family Status**

In order that our staff is more sensitive to your child's needs, they would like to be made aware of any changes in family status: separation, divorce, death, change in household residents, serious family illness, etc.

If you have legal documents regarding custody, guardianship etc., we need a copy of these papers on file. This is for your protection and the protection of your child. If the Centre is not aware of the situation existing in your home, we are bound legally to let your child go with either parent as both have legal rights.

## **Child Abuse and Neglect**

**If the staff of the Centre has any reason to believe a child is being abused or neglected, we will contact Child and Family Services to begin appropriate action.**

**If the staff has any reason to believe a parent is under the influence of alcohol or drugs, the child WILL NOT BE RELEASED INTO THEIR CUSTODY. The emergency person will be notified.**

## **Extreme Weather Conditions**

ELM Childrens Centre will take into account the closing policies of the local area schools. Once the schools have closed, it will be up to the Administrator and Chairperson of the board to determine if the centre will close. The Administrator will leave an outgoing message on the answering machine, as well as post on the centre website, facebook page and see saw, if the centre is closed for the day.

## **Emergency Management**

ELM Childrens Centre may also be closed on occasion due to other emergency situations such as no hydro, heat or water. Under these circumstances ELM is required to close immediately by the Ministry of Education. ELM has emergency management policies and procedures in place and in the case of evacuation we would go to 154 Main St, Lennys Automotive or 158 Main St, Napa Auto Parts. You will be notified by phone immediately to arrange for pickup of your child(ren) in the event ELM must close for emergency purposes.

Parents will be charged for full day if children are in attendance over 4 hours and half day for under 4 hours.

### **Early Closure**

Should it be decided to close the Centre before the time of 5:30 p.m. all of the above guidelines, will be followed.

### **Comments, Concerns, and Complaints**

1. Positive comments are welcome. When something good happens, please feel free to comment to the appropriate person or Board Members, it is very rewarding for our staff to hear positive feedback, and it also reflects well on the quality of the program here at the ELM Children's Centre.

2. If concerns arise parents are encouraged to discuss the problem with the Administrator and their child's teacher or send their concern via email to the administrator. The Administrator and or staff member will address the concern within 2 business days and will respond back to the parent either via email or in person.

3. All unresolved complaints should be addressed in writing to the Administrator who will present them to the Board of Directors for resolution.

We welcome your concerns and will attempt to solve them to the satisfaction of all concerned, according to the policies and rules of the child care centre.

### **Students and Volunteers**

ELM Children's Centre Inc. frequently has students from various educational facilities on practical work experience. These students plan and implement activities with the children. We also have volunteers from time to time. These volunteers and students will be supervised at all times by our staff and never left alone with the children.

### **Confidential Policy**

**No information, verbal or written, regarding a child or their family shall be released to anybody other than the legal guardians of the child.**

**In the case of an emergency or injury to a child, information may be released to the police, authorities, and medical staff attending a child or in the case of abuse, the appropriate Child Welfare Department.**

**Access to a child's information records is given only to the legal guardians of the child and to the regular staff of the centre.**

**Confidentiality of families is to be respected at all times.**

## **Kids Stuff**

Upon admission, your child will be assigned a hook and bin. We require the following:

1. A complete change of clothing, appropriate to the season in a cloth bag or knapsack. Toddler parents wishing their child to wear a bib at lunch need to send one that is labelled and washable.
2. All clothing **MUST be labelled**. The Centre cannot be responsible for lost articles.
3. Warm clothing is required for outdoor activity. In winter, two sets of mittens are recommended.
4. Each child must have a set of indoor and outdoor shoes or slippers.
5. The Centre supplies a wide variety of toys for your child's use. Although we do not want to discourage children from bringing toys to school for the purpose of "Show and Tell" (a learning experience in itself), we would like to keep this practice at a minimum, on show and tell days only. Your child should fully understand that any toy that he brings to school is to be either shared with the other children or placed in the teacher's room. Please ask your child to keep his money at home.

## **Summer Policy**

1. A labelled sunhat, bathing suit, towel, and "sunblock"
2. If sandals are worn, they must have a heel strap and a closed toe.

## **School Clothing**

If a child borrows clothing, they should be washed before returning them.

If there is not a change of clothes on the child's hook and no available extra clothes, the parent will be notified immediately.

## **Parent Responsibilities**

Parents have access to the Centre anytime during the day and are welcome to observe their children's activities or to participate if they wish. Working directly with the children during program hours is not required.

ART: Your child's art is important to them. Their creativity should be supported with enthusiasm. Remove art daily from bins.

COMMUNICATION: The success of the organization is largely dependent on good communication. Let's make every effort to keep the lines of communication open and operative.

## **Serious Occurrence Posting**

If a serious occurrence were to occur at the centre, a notification form will be posted on the parent bulletin board in the front lobby.

## ELM Children`s Centre Workplace Violence and Harassment Policy Parent Version

### What is Workplace Violence?

Workplace violence is defined as the:

-exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.

-an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker.

-a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker.

### What is Workplace Harassment or Bullying?

It is objectionable conduct or comment directed towards a specific person, which serves no legitimate work purpose, and creates an intimidating, humiliating, hostile or offensive work environment.

### Zero Tolerance Policy

ELM Children`s Centre has a zero tolerance policy towards harassment, abuse or bullying of any kind towards the employees. The employees includes: full or part-time, seasonal or occasional staff, management and owners. In addition to employees this also applies to fellow parents and all children.

The harassment, abuse or bullying may include, but is not limited to:

- verbal abuse, threats, belittling or humiliating
- physical gestures that intimidate or threaten
- unwanted sexual behaviour
- unwelcome remarks, slurs, jokes, taunts or patronizing behaviour
- unwelcome sexual remarks, invitation, or unwelcome contact
- vandalism of personal property

Any such objectionable behaviour, designed to torment, pester, or abuse anyone via psychological or personal harassment in the form of verbal, physical, emotional or sexual misconduct (including innuendo and propositions) will be considered a breach of daycare policy alongside a violation of the Occupational Health and Safety Act. Such breaches will result in immediate termination of any childcare contract.

When a breach occurs parents will be asked to remove their children instantly from the centre and not return to ELM Children`s Centre. All conduct will be documented and kept on file and brought to the attention of the proper authorities where warranted. You will be required to pay your two weeks termination fees.

### Parents Responsibilities

It is the parent`s responsibility to report to the supervisor or the board of directors any violence or harassment they may experience or witness.

They will be required to cooperate with the police and any investigations related to the incident.

For more information go to: [www.labour.gov.on.ca](http://www.labour.gov.on.ca)

**Summary**

These policies concern you and your child. They have been set to meet and satisfy the needs of your children and to promote and sustain the effective and efficient running of the Centre. Please keep this information manual handy for reference and future amendments. In the best interest of each child, the Centre reserves the right to request the parents make alternative child care arrangements, if it becomes apparent that the child is not adjusting to the child care centre environment. This will be done in conjunction with the parents, Program Supervisor, Administrator, and the ELM Children’s Centre Inc. Board of Directors.

Waitlist Policy, Payment options, Nap Policy, Parent Concerns Policy updated January 18, 2018.  
Attendance and Vacation Days, Updated January 1, 2019.

**ELM Children’s Centre Inc  
Parent Handbook**

**Please return this bottom half along with the Payment Contract to the Centre.**

**I have read and agree with the terms in the Parent Handbook and Program Statement.**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Signature**

**Dated this \_\_\_\_\_ day of \_\_\_\_\_, (year) \_\_\_\_\_**

