



Lakeshore
Co-operative Nursery School

Working & Playing Together

PARENT HANDBOOK 2023-2024

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Using the LCNS Parent Handbook

This handbook is a quick reference guide of the policies and procedures for Lakeshore Co-operative Nursery School. The complete *Policy and Procedure Manual* can be found by logging into the school's website and looking under the Member's Resources section. It is important that you review the policies and procedures at the beginning of the school year to familiarize yourself with your obligations as a member.

Nursery School Information

Phone: 519-884-0730

Address: 315 Northlake Drive
Waterloo, ON N2V 1W5

Web Address: www.lakeshorenursery.com

Email Address: lakeshorenursery@gmail.com

Program Statement

Please see the attached Program Statement in Appendix B. It is very important as members and parent volunteers that you read and understand the program statement. Upon reading the program statement, educators and volunteers will be asked to sign off that you have read, understand, and agree to comply with it.

["How Does Learning Happen? Ontario's Pedagogy for the Early Years", \(2014\)](#) is a professional resource about learning through relationships for those working with young children and families. It is intended to support pedagogy and curriculum/program development in early years programs."
(HDLH, 2014, p.5)

At LCNS we use the four foundations: Belonging, Well-Being, Engagement and Expression outlined in the How Does Learning Happen? document to create a curriculum and environment which promotes learning and growth of children and their families.

School Hours

Hours of Operation

Morning Preschool Class (Monday/Wednesday or Tuesday/Thursday or both)

- 9:00 a.m. to 12:00p.m.

Toddler Class (Fridays)

- 9:00 a.m. to 11:00 a.m.

School Year

The program runs from September 5, 2023 to June 21, 2024. The school is closed in July and August.

Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: [Lakeshore Co-operative Nursery School](#)

Date Policy and Procedures Established: December 5, 2023

Date Policy and Procedures Updated: NA

Purpose

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

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

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

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

Policy

General

Lakeshore Co-operative Nursery School will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.

- Lakeshore Co-operative Nursery School will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- 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.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the emergency contact sheet in the green binder

or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).

- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the 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 and they must commence contacting the child's parent/guardian beginning at 10am. Staff shall call the first parent listed on the emergency form. If there is no answer, a message will be left requesting a call back. If there is no response after 15 minutes, a second call will be placed. If a second parent is listed in the contact details, the second call will be placed to the alternate parent. A second message will be left requesting a call back.
 - If parents do not return the call by the end of the school day, the supervisor will send a follow up message by email. The Board President will be notified.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within 30 minutes, the Supervisor shall contact the parent/guardian by phone call and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff must leave a message and request that the parent/guardian call back. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under “where a child has not been picked up and program is closed”).

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

1. Children are to be picked up promptly at the end of the program (12:00pm – preschool class; 11:00am – toddler class). Where a child has not been picked up from care by 12:10pm (preschool) or 11:10am (toddler) the supervisor shall contact the parent/guardian by phone call and advise that the child is still in care and has not been picked up.
2. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 12:30pm staff shall ensure that the child is given a snack and activity, while they await their pick-up.
3. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
4. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the alternative parent, followed by contacting the emergency contact listed on the child’s file.
5. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child’s file (e.g., the emergency contacts) by 1:00pm the staff shall proceed with contacting the local Children’s Aid Society (CAS) 519-576-0540. Staff shall follow the CAS’s direction with respect to next steps.

Dismissing a child from care without supervision procedures

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

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

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

- (a) provides that a child may only be released from the child care centre or home child care premises,
 - (i) to individuals indicated by a child's parent, or
 - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
- (b) sets out the steps that must be taken if,
 - (i) a child does not arrive as expected at the centre or home child care premises, or
 - (ii) a child is not picked up as expected from the centre or home child care premises.

Drop Off and Pick Up

Parents are asked to pick up no more than 5 minutes prior to the end of class, unless otherwise arranged with the classroom teacher. On the playground, one of the teachers will open the gate to allow your child to leave. Please do not open the gate yourself or lift your child over the fence. In the classroom, the teachers will open the door and invite you inside when class is finished. Please assist your child to dress for the weather and collect their belongings (for example, water bottle, wet clothing). Please check in with a teacher before leaving with your child.

Children may leave only with a parent or approved emergency contact. If someone else is to pick up the child, staff must be notified in advance in writing. Adults who are picking up children from school may be asked for identification.

Late pickup Policy

If you are going to be late picking up your child due to an emergency, we ask that you call to let the teachers know. If late pick up becomes consistent (2 or more times) you will then be charged a late pickup penalty. The fee will be \$1 per minute after the first 5 minutes. After 15 minutes the fee will be \$5 per minute.

Base Tuition Fees 2023-24

Lakeshore Cooperative Nursery School – Monthly Base Tuition Fees (September 2023 – June 2024)		
	Participating	Non-Participating*
Preschool – 2 day	\$85.25	\$133.25
Preschool – 4 day	\$170.49	\$266.49
Toddler	\$45.05	\$85.05

Lakeshore Cooperative Nursery School – Additional Base Fees		
Registration Fee	\$21.25	<ul style="list-style-type: none"> • Non-refundable • Due at time of registration • Send by e-transfer

*Limited non participating spaces available. Please check with registrar regarding availability.

Lakeshore Cooperative Nursery School has enrolled in the Canada-Wide Early Learning and Child Care (CWELCC). CWELCC is a program that will help reduce our fees through government funding. As a parent or guardian of a child under the age of six, you do not need to apply to get a fee reduction. The application is completed by the school. Please note that the fees listed above reflected the reduced rates.

Non Base Fees

Lakeshore Cooperative Nursery School – Non Base Fees		
Late Pick Up Fee	\$1/min After 15 min, increases to \$5/min	<ul style="list-style-type: none"> • Charged if late pick up occurs consistently (two or more times) • Fine begins 5 minutes after pick up is scheduled
NSF Fee	<u>First Missed Payment:</u> Penalty equal to the bank fees; <u>Second Missed Payment:</u> Penalty will be double the bank fees; <u>Third Missed Payment:</u> Asked to withdraw your child from the program.	<ul style="list-style-type: none"> • Occurs if the tuition payment is returned with insufficient funds in the account (“payment bounces”) • Full payment of tuition cost is required within 7 days by e-transfer • Addition penalty will be determined by the bank fees

Cleaning Night Fee	\$150.00	<ul style="list-style-type: none"> Debited from your account in July 2024 if Co-operative duties have NOT been fulfilled.
Optional Field Trips or Fundraising Events	To be determined at the time of scheduling	<ul style="list-style-type: none"> Families may be invited to participate in optional events outside of class time. The cost for these will be determined based on the type of activity. Families are not required to participate. If a family wishes to participate and needs financial assistance to do so, they should speak with the president or supervisor.

Payment of Tuition Fees

Tuition fees are due at the time of registration, and must be in good standing for children to continue in the program. Parents are required to pay for all regularly scheduled days including statutory holidays, snow days and the child's sick/vacation days.

Tuition fees are paid by preauthorized debit (PAD). Monthly withdrawals will take place on the first of the month. PAD forms must be submitted as part of the registration package prior to your child beginning school. Families wishing to pay by e-transfer will be permitted pay in a lump sum payment for the school year (Sept-June). E-transfer payments must be received prior to the child beginning school. Families who are eligible for Child Care subsidy are welcomed in our school. Please speak with the treasurer and supervisor if this applies to you or if you need further information.

Tuition fees are determined by the Board of Directors on the basis of operating costs. Fees must be paid prior to starting school, either in a lump sum or by monthly withdrawals. Preauthorized debit forms must be completed prior to children beginning school.

Each of the monthly amounts is an installment on the full fee, and not a payment for the upcoming classes. If the child starts school part way through a month, payment covering the full installment for the month, or one half of the installment for the month (depending on the start date).

If a payment is returned by the bank (NSF, "bounces"), the repercussions are as follows:

First Missed Payment: Full payment of the missed fees will be required within 7 days; penalty equal to the bank fees;

Second Missed Payment: Full payment of the missed fees will be required within 7 days; penalty will be double the bank fees;

Third Missed Payment: Full payment of the missed fees within 7 days, and you will be asked to withdraw your child from the program.

Holiday Closures

Lakeshore Co-operative Nursery School operates from after Labour Day in September to December, with a break for the Winter Holiday. It resumes in January, with a one week break in March, closing the third week of June. The school is closed the following statutory holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day. December and March holidays are scheduled in line with the Waterloo Region District School Board schedule. PA days may be scheduled in consultation with the Region of Waterloo Children's Services. Families will be notified in advance of these dates and tuition refunds will be processed for PA days.

Winter Weather and School Cancellations

Cancellation of school will be at the discretion of the Teachers and the President. If the nursery school is closed, you will receive an email through the google group and it will be posted on the 570 news cancellations page. Should there be any doubts the parents are advised to call the President or VP.

Lakeshore Co-operative Nursery School follows the direction of the Waterloo Region District School Board (WRDSB). Therefore if schools are closed by the WRDSB, Lakeshore Co-operative Nursery School is closed as well.

There is no "make-up" day if the school is closed due to bad weather.

Please make your own best decision about driving in poor weather if the school is open. As families travel from a variety of locations, the weather or your comfort level with driving may vary.

Clothing and Belongings

Each child is given a canvas tote bag on their first day of school. This bag is used to bring artwork home, so make sure you bring it to school and drop it off in the hamper by the door.

Please ensure that your child is wearing washable, comfortable play clothes and outdoor clothes suitable for the weather conditions. All clothing that might be removed at school must have the child's name labeled on it. Please label all footwear as well. We have a great fundraising opportunity with Mabel's Labels that allows you to order personal belonging labels.

Parent volunteers should wear comfortable, seasonal clothing that can get dirty.

Snacks

According to the Waterloo Region Public Health Policy, all food must be brought to school in sealed packages by the snack committee parents and prepared at school to avoid food poisoning and cross contamination with allergies. **Parents/staff/volunteers may not make or prepare food in their homes.**

The school is a nut-free environment. Please carefully check the ingredient lists of all food purchased for snack. Please do not bring products with a "may contain traces of nuts" warning.

At snack time, a teacher provides a nutritious snack according to the snack schedule. **Each child must bring their own water bottle LABELLED WITH THEIR NAME.** You may bring it filled with **water only**. LCNS will re-fill the water bottles as necessary throughout the morning with water.

If your child has allergies and you need to provide a snack from home for your child, please speak with the supervising teacher to make arrangements. You will be required to LABEL the snack with your child's name and ensure that the teachers know where it is. Please try to supply a snack similar to what is scheduled for the rest of the class if possible. Snacks must be provided in sealed packages with the ingredients listed.

Snack time has many opportunities for learning. We encourage independence. We ask volunteering or visiting parents to engage with the children and to facilitate conversations during snack time.

Cleaning Duty

Members are required to clean at least two to three (possibly more) times throughout the school year. The number of cleaning days required will vary with enrollment. Members who register prior to February 1st for the current school year will be required

to do at least two cleaning nights. Members who register between Feb-June for the current school year will be required to do at least one cleaning night. Cleaning duty is usually scheduled on Friday evenings.

Parents will have the opportunity to sign up for the month that they prefer. Anyone who does not sign up, will be assigned their months.

If a parent is unable to make their cleaning day, it is their responsibility to find someone to replace them. We suggest you find another parent to trade days with or pay another parent \$50 to do the extra cleaning, if a trade is not possible.

If you fail to do your cleaning duty or find a replacement, you will be fined \$150.

Cleaning schedules are printed in the newsletter and posted in the classroom. The first person on the list is responsible for obtaining the key to the school and phoning all the members scheduled to clean to remind them.

Board or Committee Roles

Each family is required to participate as a board member or as part of a committee. Efforts will be made to match member requests with the type of work they prefer. As a cooperative program, we rely on your willingness to help with a variety of tasks. For more information about board or committee roles, please refer to the job descriptions on our website.

Parent Volunteers

Parents and other family members (such as grandparents) are invited to volunteer in the classroom. A volunteer orientation session will be provided. Please let us know if you are interested in helping in the classroom. A vulnerable sector check, completion of preemployment health forms and online anaphylaxis training is required. Volunteers are essential to shaping our organization.

Registration

Parents are required to register for the programs at LCNS using the OneList Waterloo Region website (www.OneListWaterlooRegion.ca). The Registrar Officer will contact prospective families and they will then complete a registration package; returning it to LCNS upon its completion with the appropriate fee arrangements. The registration package must be returned complete prior to the child starting class.

A registration package contains the following:

- Registration Package Checklist
- Registration Form
- Oath of Confidentiality
- Membership Agreement
- Payment Schedule for Fees and Tuition plus associated payments
- Region of Waterloo Public Health Form A
- Child's Immunization Record (2 copies)
- Acknowledgement of Support Services
- LCNS Social Networking Policy
- Participation at Preschool Forms
- Pre-authorized debit (PAD) forms

Additional Forms for Parent Volunteers include

- Region of Waterloo Public Health PreEmployment Health Form
- Collection of Personal Information Form
- Completed Police Vulnerable Sector Check
- Printed certificate for completed online Anaphylaxis Training

Mandatory Meetings for All Members

Annual General and Annual Spring Meetings

There are two meetings which parents must attend throughout the year. These meetings include:

- Annual General Meeting in September
- Annual Spring Meeting in June

These membership meetings are compulsory, since it is at these meetings that the Board of Directors is elected and policies are decided by vote.

Admission and Withdrawal

Admission

Parents are required to register for the programs at LCNS using the OneList Waterloo Region website (www.OneListWaterlooRegion.ca). An LCNS registration package must be completed and returned prior to the child starting class. Registration will be

considered complete and your child will be enrolled when all forms are returned. This includes arranging for payment.

Any application received beyond the licensed capacity will be placed on a waiting list (See waitlist policy below).

As a cooperative school, members at LCNS will be responsible for monthly cleaning nights and one Board or Committee role.

Withdrawal

To withdraw your child from school, a written, dated, notice must be given to the Treasurer and the Membership Secretary no later than the first day of the month you plan to withdraw. For planning purposes, we cannot accommodate withdrawals of partial months. For instance, if you submit a withdrawal form on February 8th, you will be responsible for February and March tuition. Notice periods allow staff and the Board to advertise and fill vacancies arising from early withdrawal. There will be no refund of fees if the child is withdrawn for the last two months of the school year (i.e. May and June).

A member will be asked to withdraw from the school for any of the following reasons:

- a) If they repeatedly miss Membership Obligations as outlined in the *Policy Manual* (online).
- b) If payment is returned from the bank as N.S.F. a third time
- c) If the teacher feels the program does not meet the needs of the child [if this is the case, PAD withdrawals will cease for the period after the withdrawal date]
- d) If the Health and Medical Information Form is not returned fully completed prior to the start of classes.

Waitlist Policy

If you wish to register your child for a program and there are no spots available, your child will be placed on a waitlist for that program. Priority will be given in the following order: staff member's children, siblings of children currently enrolled, alumni families and families new to the school. If you are placed on a waitlist you may contact our Registrar Officer at any time regarding the status of your spot. The waitlist will be

managed through OneList Waterloo Region. There is no fee to have your name on our waiting list.

Attendance and Health

If your child will be absent, please phone or email to notify the teacher before school starts. There is an answering machine so you can leave a message. Please let us know the reason for the absence by completing the Absence Reporting tool. A link is available on our website.

Health screening will occur before entering the school. If your child appears ill, you will be asked to take them home.

Parents are asked to please use discretion in protecting not only their own child, but all of the other children attending school.

While at school, if a child appears to be ill, that child will be isolated in a designated space, separate from the other children, and will be supervised by an adult until the parent(s) or emergency contact can be reached to come and take the child home. The teacher will note the symptoms of the illness in the child's daily record.

Refer to the Policy Manual located on the school website, for a list of illnesses that require a child to remain at home. If you are unsure, please contact the supervising teacher for clarification. We follow the advice of Waterloo Region Public Health Department.

Administration of Medication/Allergies

LCNS teachers and the duty parents will not administer drugs or medication to any child while in their care with the exception of emergency medication including an Epi-Pen for severe allergic reactions and Asthma Inhalers. Written consent from a parent must be on file (form can be found in the *Policy Manual*). Medication must be in the original container clearly labeled with the child's name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration. Expired medication can never be administered.

Any allergies and dietary restrictions the children have are posted in the kitchen and the snack area and are checked prior to serving snack.

Refer to the policy manual for further information.

Supporting Positive Behaviour

In supporting children to solve problems we acknowledge feelings, give words, model behaviours, and suggest positive solutions. Children may be guided to take a break and play, eat, or rest in another area of the classroom. Children's needs are honoured when supporting behaviour challenges.

If additional support is needed, the teachers will approach the parent for permission to involve a community agency for consultation at school or at home.

Prohibited Practices

(CCEYA sec. 48)

(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.

Communication with Teachers

We communicate daily with families when we see them at the drop off and pick up times; however, these opportunities are often busy and brief and do not provide for confidentiality. We invite you to share information with us through emails or to request a meeting time before or after class when we will be able to give you our undivided attention.

We use documentation to help make learning visible to children and families. In our classroom, we put up photos, write stories together as a class and display these in the room, and post teacher reflections in the cubby area. We also have an individual binder for each child where we write stories about their learning for you to read. These binders are displayed in the cubby area for you to read and borrow overnight if you wish. We invite families to contribute to these binders as well.

We use social media to share what is happening in our classroom. Please follow us on facebook or instagram to see what the group has been exploring or what new materials have been added to the environment.

Parent Issues and Concerns Policy and Procedures

Policy

Parents/guardians are encouraged to take an active role in our child care centre 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.

All issues and concerns raised by parents/guardians are taken seriously by Lakeshore Co-Operative Nursery School and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Procedure

Issues/concerns may be brought forward verbally or in writing to the Supervisor or Board of Directors. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 5 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - Arrange for a meeting with the parent/guardian within 5 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
<p>General, Centre-or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the

<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>parent/guardian regarding next steps or referral.</p> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. - <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

Confidentiality

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

Conduct

Our centre 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 The Board of Directors.

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Fundraising

Our school has several on going fundraisers and some monthly fundraisers that we invite you to participate in. Many of these fundraisers support purchases for the classroom.

School Trips

A variety of field trips and special events are planned for the children throughout the school year by the teachers. They will be detailed in the monthly newsletter and noted on the classroom calendar.

- Any field trips that take place during school time will be paid for by the nursery school. No additional fees will be charged.
- The decision to cancel a field trip due to bad weather will be the responsibility of the Teacher and the President.
- Parents are responsible for bringing their child to the destination at the designated meeting time and picking him or her up when the field trip is over.
- Parents will be asked to sign a consent form for every field trip. Your child will not be able to go on the trip if the consent form is not returned.
- Parents may go along on field trips, but must pay their own way.

- Unregistered siblings may not go on field trips. Trips are planned to meet the age of the children enrolled in the program.
- Attendance at all field trips is optional and therefore the school and teachers do not provide alternative care for children whose parents do not wish them to participate in the field trip.

Special Events

The school hosts various special events throughout the year. These events are planned in advance and details are usually provided in the school newsletter and on the website.

Fire Drill

A fire drill will be held once each month. The Fire Drill Procedure is posted on the bulletin board at school and in the *Policy Manual*.

Our designated fire/emergency shelter is location listed below and is posted at the school and on the website.

In an emergency situation, call 911.

Emergency Management and Evacuation

In case of an emergency situation that makes the premises unsafe, the children will be evacuated from the building. Parents will be notified by email and phone if it becomes necessary to take the children to our emergency location.

Evacuation Shelter Location :

Sobeys(Northfield)

640 Parkside Dr. Waterloo, ON

LCNS has a detailed plan to manage any emergency situations which may arise.

***For Further details please see our Emergency Management Policy in the Policy manual on our website under member resources.**

LCNS Volunteer and Student Policy

All Volunteers and Students participating in LCNS programs (including parent volunteers) must be provided with an orientation of the classroom including a review of volunteer responsibilities. A Fall Orientation Meeting for Parent Volunteers will be scheduled and on an individual basis thereafter. The Supervisor will be responsible for this orientation.

Child Care Supervision Policy

- Every child in attendance shall be under the supervision of an adult at all times.
- No child is supervised by a person less than 18 years of age.
- Direct unsupervised access to children is only permitted for staff of the Lakeshore Co-operative Nursery School
- Volunteers and students will not be left alone with a child.
- Volunteers and students may not be counted in the staffing ratios.

Police Reference Checks

All volunteers, students, and staff are required to submit a current vulnerable sector check before they begin working in the classroom. Forms will be treated with confidentiality and if there is a paper copy, it will be kept in a locked filing cabinet. A new PRC is required every 5 years. An Offense Declaration is required each year that a PRC is not obtained. Parent volunteers are not required to obtain a new PRC each year as long as they have continuous service. If a child is withdrawn and/or a parent returns after a leave of absence, they will be required to obtain a new PRC.

Serious Occurance Reporting

Our policy and procedure manual provides clear instructions for staff, students and volunteers to follow for how to identify, respond to and report a serious occurrence. It ensures that there is a plan to deal with any serious incidents that may affect the health, safety and well-being of children and those working directly with children, and that these serious incidents are reported to the Ministry of Education, tracked and followed up on. Serious Occurances must be reported to the Ministry of Education within 24 hours of becoming aware of an incident.

Membership Agreement

(This is a copy of the agreement you signed and returned to us with your registration package.)

Membership Agreement

I understand that **Lakeshore Cooperative Nursery School** is an organization whose successful operation depends on the participation and sharing of responsibilities by **all members**. I understand that I am responsible for:

- Notify the supervisor of any changes to my child's personal information in a timely manner
- Submit payment in a timely manner including pre authorized debit forms for tuition payments
- Submit and update my child's medical records in accordance with Public Health guidelines
- Become familiar with school policies and the content of the Parent Handbook
(<https://www.lakeshorenursery.com/member-resources.html>)
- Attend mandatory Spring and Fall General meetings
- Participate in 2-3 monthly cleaning nights per calendar year
- One Board or Committee Role per family

I hereby release **Lakeshore Cooperative Nursery School**, its employees and agents, members and classroom participating parents from any legal actions arising from an accident, contraction of illness or loss of personal property.

I will not hold any person(s) in attendance at **Lakeshore Cooperative Nursery School** responsible in case of accident, contraction of illness or loss of property.

I hereby give consent for Lakeshore Cooperative Nursery School to seek medical treatment should an accident or sudden illness occur and medical treatment be needed. I understand that any expense incurred for such treatment is my responsibility.

Membership Withdrawal Agreement

I understand in the event of withdrawal from Lakeshore Co-operative Nursery School or a reduction of school days (4 days to 2 days), a written, dated notice must be submitted in advance of the month you plan to withdraw. For planning purposes, we cannot accommodate withdrawals of partial months.

Should a notice be received later than the first, you will be responsible for all fees and classroom obligations for the following month. For instance, if you submit a withdrawal form on February 8th, you will be responsible for February and March. There will be no refund of fees if the child is withdrawn for the last two months of the school year (i.e. May and June).

Lakeshore Co-Operative Nursery School

Program Statement

At Lakeshore Co-operative Nursery School our programs reflect our belief that children learn best through play.

A co-operative nursery school is a non-profit organization of families who come together for the purpose of setting up and maintaining an Early Years program for their children. Everyone is given a voice and is valued for their unique contributions to the program. Families and teachers share responsibilities and decision making. Interactions between children, between children and adults, and among adults are based on a philosophy of respect. Children and families of all backgrounds and abilities are welcomed to our programs. A co-operative school is a valuable project that contributes to the wider community.

"How Does Learning Happen? Ontario's Pedagogy for the Early Years", (2014) is a professional resource about learning through relationships for those working with young children and families. It is intended to support pedagogy and curriculum/program development in early years programs."

(HDLH, 2014, p.5)

At LCNS we use the four foundations: Belonging, Well-Being, Engagement and Expression outlined in the *How Does Learning Happen?* document to create a curriculum and environment which promotes learning and growth of children and their families.

Belonging- Goals for Children

- Every child has a sense of belonging when he or she is connected to others and contributes to their world. (HDLH, 2014, p.23)

Building positive relationships with children and their families creates a sense of belonging. At LCNS, we build connections with children and their families based on caring and respect for individuality. By greeting the children and families warmly each morning, we let them know that we value them as members of our community. Interactions with siblings and extended family help children see the connection between their own families and their school relationships. Through quiet observations, listening and responding, and sharing experiences we are able to discover each child's unique gifts, capabilities, and interests.

We help children see that they belong by displaying photographs of the children and their families, as well as their artwork and creations. Providing books and materials that reflect the diversity of our community promotes respect, acceptance and inclusion of all children and families. Our antibias mission statement provides a framework and goals for our program.

At LCNS we believe children should be active participants in creating their environment. Children are given opportunities to make meaningful contributions to the classroom setting; such as choosing projects to save in their portfolio, making playdough together, baking muffins to serve at special events, and requesting favourite stories or songs during group time. The children at LCNS are responsible for returning materials they use, cleaning up after themselves at snack and caring for living things.

We honour children's voices by providing opportunities for them to make choices. At LCNS, children choose where to sit, where and with whom to play, and when to eat snack. We support children to participate in social interactions, play, and learning in ways that are most comfortable to them.

Respect for children's rituals and traditions creates a sense belonging. This includes recognizing and celebrating holidays that are important to the children and their families. Children may bring special toys or comfort items into the

classroom if needed to help them feel secure. At school, we co-create rituals and routines with the children which may include a greeting song with the children's names, sharing stories from home, and planning for our time together.

Well-Being- Goals for Children

- Every child is developing a sense of self, health and well-being. (HDLH, 2014, p.23)

At LCNS we take a holistic approach to well-being by ensuring that we support both physical and emotional health for children and families.

We support children in developing a sense of self by following their interests, offering choices, and valuing who they are. Many invitations to learning are provided indoors and outside. Providing large blocks of time for play allows children to pursue their own interests and to explore multiple opportunities.

We respect children's ability to know when and how much they need to eat. The free flow snack offered at LCNS includes healthy choices from at least two of the three food groups. The children are encouraged to wash their hands independently and are supported by adults who coach and model proper hand washing techniques before and after snack. Independence is fostered through opportunities to find their own water bottle, to tidy up their own snack dishes and dispose of their leftover food.

We believe children thrive when they are given opportunities to engage in physical play in a natural outdoor space. Our outdoor environment provides children a safe place to explore, manageable levels of challenge, and opportunities for risk taking. We believe outdoor play strengthens creative problem solving skills and complex thinking. We recognize the connection between positive mental health and a relationship with nature. Children are encouraged to dress themselves for outdoor play.

Our program focuses on supporting the development of self regulation and positive social interactions. Through recognizing and valuing differences, expressing feelings, and recognizing and responding to the feelings of others, our goal is to create a caring learning community. In supporting children to solve problems we acknowledge feelings, give them words, model behaviours, and suggest positive solutions. Children are given the opportunity to problems solve themselves.

Our program offers quiet areas, opportunities for independent, small, and large group activities, minimal transitions and predictable routines in order to minimize stress.

We partner with agencies in the community and invite them to offer information and support to children and families. Our teachers help families to access these supports. Parents are invited to ask for parent resources and support. Toolkits are available for families to borrow when they are experiencing changes or challenging times.

Engagement- Goals for Children

- Every child is an active and engaged learner who explores the world with mind body and senses. (HDLH, 2014, p.23)

At LCNS we see that children are engaged when they are involved and interested. We work to provide an environment that promotes curiosity, creativity, exploration, inquiry and wonder. We get a better understanding of children and their learning when we slow down, observe and reflect on their play. We document our observations through picture displays, teacher reflections, and learning stories. We use documentation to capture children's learning and growth throughout the year and share it with their families. We also share documentation with children to revisit experiences and extend learning. We use our observations and reflections to plan a responsive program that includes child-initiated and adult-supported experiences.

We provide open-ended materials that allow children to make their own meaning. Providing such materials, and the freedom to use them in unique ways, allows children to be creative. Uninterrupted periods of play time allow children to

deepen and extend play. With a wide variety of choices, children are encouraged to explore and expand their interests both in the classroom and outdoors. Choices include a home centre, large and small blocks, sand, water, playdough, puzzles, books, painting, writing/drawing, cutting and gluing, and investigating science and math concepts as well as the natural world. Materials are added and changed as we follow the children's interests. The same materials are offered for long periods of time to create predictability and to allow the children time to fully experience them.

At LCNS we believe that the environment has an impact on learning. We provide a warm and inviting setting. Our use of lamps, plants, framed photographs, and natural light softens the atmosphere, making it more home like. We believe providing an organized and predictable environment is respectful of materials and space and allows the children to find materials independently. Our outdoor environment mirrors our indoor environment with its thoughtful arrangement. Children are challenged to participate in big body play and are given opportunities to explore and appreciate the natural world.

As a co-operative school, engagement with families is an essential part of our community. The parents are directly involved by volunteering in the classroom and helping to make decisions for the school as members of the Board of Directors. We promote engagement with families by asking them to contribute in meaningful ways such as fundraising, providing snacks and program materials, sharing interests and talents with the children, and maintaining our equipment and space. We also offer them opportunities to connect and build relationships with other families through group activities, special events, and working together on tasks.

At LCNS our teachers are co-learners alongside children and families. We see learning as a life-long process and we support participation in professional development opportunities to promote growth. We encourage our teachers to remain connected to the Early Learning community.

At LCNS we believe engagement with our surrounding community helps families to connect with outside resources and with each other. We invite guests working within our community to visit our classroom and share interesting information. We recognize that learning extends beyond the classroom. As such, we plan a variety of field trips throughout the school year.

Expression- Goals for Children

- Every child is a capable communicator who expresses himself or herself in many ways (HDLH, 2014, pg. 23)

At LCNS we acknowledge that communication is more than spoken words. We can help children feel safe to express themselves by being attuned to and responding to their cues. Our use of basic sign language and picture symbols acknowledges the many different ways people use to communicate. We respect the different languages of the families in our program. We learn words from these languages and make them part of our environment.

At LCNS, we know that language is used for a variety of purposes. Our print rich environment, daily experiences with reading and telling stories, and play with words and sounds promote beginning literacy knowledge. Throughout the day we encourage children to engage in authentic conversation with peers and adults by telling stories about what is happening in their world and by sharing their interests. Adults sit with children at the snack table and in the art studio to facilitate conversations.

Children express themselves through art, drama, music and movement. At LCNS, art experiences are open ended and children may choose the materials they wish to use. Experiences with different materials and mediums invite children to explore using all their senses. Opportunities for dramatic play allow children to act out familiar scenarios from their own experiences. Our home centre is set up with real and realistic props that reflect the diversity of our community. Music and movement offer children a way to express themselves. We provide a daily group time in which to sing songs, listen to music, dance or use instruments. Children have access to a variety of instruments to use during free play.

At LCNS we feel it's vital to be constantly evaluating our program. We reflect and share ideas with each other about children's engagement and growth. We respond by making changes to better serve the children and families in our school.

One of our core beliefs as a co-operative nursery school is that everyone has something important to contribute. We all work, learn and play together!

This program statement will be reviewed with any new staff, student, volunteer or other person working within our program upon starting at LCNS and annually thereafter. It will also be reviewed if any modifications are made to the program statement.

Annually all staff and volunteers will be monitored within the classroom to ensure compliance with the program statement.

Revised September 2023