

# Parent Handbook



## Full-day Child Care

Infant, Toddler, Preschool



**RisingOaks**  
Early Learning Ontario

This information is available in alternate formats and/or with communication supports, upon request. Contact [marketing@RisingOaks.ca](mailto:marketing@RisingOaks.ca) for assistance.

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# Who We Are



## Welcome to RisingOaks

RisingOaks Early Learning is pleased to welcome you and your child to our program.

Since 1981, RisingOaks Early Learning has evolved from a single centre to a registered charity, led by a volunteer board of directors, operating several locations across Waterloo Region. We offer care for children from birth to age 12.

With convenient locations, a rich history of success, a vision for the future, and our learning through play approach, RisingOaks is a centre of discovery you know you can trust for your child's early learning experiences.

All programs are supervised by Registered Early Childhood Educators (RECEs) who maintain current training in Standard First Aid and CPR.

All RisingOaks locations are licensed on an annual basis by the Ministry of Education's Licensing and Compliance Branch. A summary of our licensing visit can be found on the parent bulletin board at each centre.

The information in this booklet is to provide you with a better understanding of RisingOaks. If you have any questions, please ask the centre supervisor. They will be more than happy to assist you.

**Thank you for choosing RisingOaks!**

# Our Values



## CREATIVITY

As children learn how to learn through play, it naturally sparks a child's creativity. Discovering new ideas and concepts fosters their imagination.



## LEARNING

Our intuitiveness and expertise allow us to help children explore and develop their curiosity. Our expert educators identify each child's uniqueness and teach them the tools that help them reach their full potential.



## COMMUNITY

Children, their parents, educators and staff belong here. We nurture our community so that everyone who is part of it feels at home. This creates a safe and harmonious place to learn.



## ADVOCACY

As leaders supporting children's growth and development, RisingOaks continues to be a strong voice. We are dedicated to quality education, affordability, and accessibility for all learners.



## LOVE

Every child is unique. Getting to know them, understanding them, connecting with them so that we can provide them with meaningful discoveries is what our educators and staff are committed to. We love what we do. It's as simple as that.

## Diversity + Equity + Inclusion = Belonging

At RisingOaks Early Learning, we uphold and maintain a community where families, children, educators and staff feel safe, respected, empowered, and a sense of belonging. With this sense of belonging, everyone can learn, grow, challenge themselves, and bring their perspective.

We respect the many different perspectives and lived experiences within our community. RisingOaks commits to being accountable to our community through reflective practice. Collectively, we strive to continuously challenge the status quo and enhance inclusivity and allyship within our community.

We commit to annually reviewing our diversity-equity-inclusion and belonging (DEIB) policies for areas for improvement, to active listening with each other, and to finding ways to gather the voices and lived DEIB experiences within our organization.

See <https://risingoaks.ca/dei-belonging> for more details.



## Programs Offered

**Infant** (birth to 18 months)

**Toddler** (18 months to 2.5 years)

**Preschool** (2.5 years to 5 years)

**Before/After School** (JK to age 12)

**Summer Camp** (JK to grade 2)

## View of the Child

Our educators view children at all ages to be capable, competent, curious and rich in potential.

- We believe that children are capable of informed risk-taking and increasing independence within appropriate environments.
- We know that children are competent and able to question, examine and investigate a wide variety of topics and areas of interest.
- We value children's curiosity and sense of wonder and know that children learn valuable skills through play.



## Program Statement

Our educators aim to achieve 9 program goals to support learning and development.



1. To promote the health, safety and well-being of children, ensuring individual needs are met, within RisingOaks' program.

2. To promote good nutrition and healthy eating habits for children.



3. To foster engagement and the development of positive, responsive relationships between children, families and educators.

4. To actively engage with community partners to enhance RisingOaks' program.



5. To give children a voice for self-expression, exchange of ideas and positive communication among their peers and educators.

6. To support the development of children's self-awareness, self-confidence, self-regulation and self-esteem.



7. To foster children's exploration, play and inquiry through a variety of child-initiated, educator-supported activities; including a mix of indoor, outdoor, active and quiet activities.

8. To create positive learning environments that support children in their learning and development based on their individual needs.









9. To enhance the quality of RisingOaks' program by supporting each employee in professional development and through on-going coaching and mentoring.

Families are encouraged to view the full Program Statement on RisingOaks' website [www.RisingOaks'childcare.ca/program-statement](http://www.RisingOaks'childcare.ca/program-statement). The online version of The Program Statement provides an overview of the following: Four Foundations, Pedagogical Approaches, Our Approaches to Achieve stated goals - including what you might see in our program and what we do behind the scenes. Alternatively, you can request a paper copy from the supervisor.

# Areas of Learning

There are six primary areas of learning within our child care program. They are explained below.

	Developmental Domains	Skills (include but not limited to the following)
 <b>Creativity/Innovation</b>	Language/Communication, Cognitive, Emotional, Physical	Drama, Painting, Patterns, Fine motor skills, Exploring new ideas
 <b>Language</b>	Language/Communication, Cognitive, Emotional	Vocabulary, Active listening, Communication (oral and written), Expression of feelings, thoughts and ideas, Comprehension/understanding
 <b>Health &amp; Physical Activity</b>	Physical, Cognitive	Fine and gross motor skills, Importance of physical activity, Well-being, Sense of self, Health and disease prevention, Hygiene
 <b>Numeracy</b>	Cognitive, Communication	Number recognition and counting, Sorting, Pattern recognition, Problem-solving, Reasoning & analysis
 <b>Personal &amp; Social Development</b>	Social, Emotional	Sense of self, Empathy, Relationship-building and cooperation, Conflict resolution, Independence, Leadership
 <b>Science</b>	Cognitive	Exploration and curiosity, Experimentation, Reasoning & analysis, Nature and environment, Technology

## Membership

Membership is open to any individual, 18 years of age and older, who has a child in his or her care and custody who is enrolled in at least one (1) of RisingOaks' programs for which recurring monthly fees are paid to RisingOaks, and who is interested in furthering RisingOaks' Mission and Vision. Visit: [www.RisingOaks.ca/membership](http://www.RisingOaks.ca/membership)

## Accessibility

RisingOaks is committed to ensuring that its services are provided in an accessible manner and in a way that respects the dignity and independence of people with disabilities. To view RisingOaks' policies under the Accessibility for Ontarians with a Disability Act (AODA), go to: [www.RisingOaks.ca/accessibility](http://www.RisingOaks.ca/accessibility).

At RisingOaks, our educators work closely with special needs resource partners to ensure that the needs of all children are met. Should your child require additional support, the supervisor or RECE may speak to you about a referral to the special needs access point (SNAP).





# System Planning

## Canada-Wide Early Learning & Child Care System

RisingOaks Early Learning is operating under the Canada-Wide Early Learning and Child Care (CWELCC) program. Child care fees for children <6 years of age will be reduced using a phased approach until fees reach an average of \$10 per day. For more details, visit:

<https://risingoaks.ca/cwelcc-10-day>

1. Reaching an average parent fee of \$10 a day by 2025-26 for licensed child care spaces;
2. Creating 86,000 new high-quality, affordable licensed child care spaces (relative to 2019 levels), predominantly though not-for-profit licensed child care;
3. Addressing barriers to provide inclusive child care; and
4. Valuing the early childhood workforce and providing them with training and development opportunities.

“Eligible Children” means any child under six years old; and up until June 30 in a calendar year, any child who (a) turns six years old between January 1 and June 30 in that calendar year, and (b) is enrolled in a licensed infant, toddler, preschool or kindergarten group, a licensed family age group, or home child care, as defined in the Child Care and Early Years Act, 2014.



# Enrollment

## OneList: Central Registry and Waitlist

RisingOaks Early Learning uses [OneList Waterloo Region](#) as its central registry and waitlist. OneList allows families to search for early learning and child care programs near their home or work and to join multiple waiting lists. Here is a brief overview of the process:

### 1. Register for OneList

- Search for child care centres near home or work.
- Place your child on the list for the centre or centres of your choice.

**IMPORTANT:** You only need to apply to one program at your child's current age. (i.e. If you apply to the infant program and do not get a spot, your application will automatically age promote to the next age group - the toddler program.) Please do not apply for the infant, toddler and pre-school programs at the same time as this affects the registration process.

### 2. Contact from centre(s)

- Acknowledgment email from RisingOaks
- Clarify care needs
- Book a tour of the centre

### 3. Waitlist Management

- As your care needs change or you accept a space elsewhere, please login to OneList to update your waitlist requests. Periodically, you will receive automatic emails from the OneList system to reconfirm your care needs. It is important to respond to them in a timely manner or risk your application being removed.
- Checking your status. Contact the centre to check on the status of your waitlist application.

### 4. Learn more about our program and respond to space offers

- Parents on the wait list can view a virtual tour on our website, review this parent handbook and monitor our social media channels to learn more about RisingOaks' programs.
- If a space is offered to you, you will have a short window of opportunity to accept the space. Even if your care needs have changed and you no longer require a space, please respond in a timely manner.

For more details, [click here to read our Waitlist Policy](#).

## Enrolment Process

When a space becomes available and is offered to your family, an on-site tour will be offered. Children are invited to accompany their parents on the tour.

Once you verbally accept a space, a digital offer of admission will be sent to you via the Digibot Parent Portal.

- Families will log in to complete various documents, consent items and populate their child's file.
- This includes, but is not limited to: immunization records, medical information, various policy sign offs, image release and more.
- This information is mandatory under the Child Care and Early Years Act (CCEYA).
  - Failure to maintain your child's file, including immunizations could result in mandatory suspension from the program.
- Parents must inform the centre supervisor if there is a court order or custody agreement involving your child. It is essential that we have a current copy of the court order or agreement on file to best support the child, and the family.
- The infant program is available on a full-time basis, 5-days a week, only.
- Toddler and preschool programs are available to parents on a full/part-time basis (minimum 2 days per week) with a set recurring schedule
- Requests for additional days for part-time toddler and preschool children must be made in writing to the supervisor. Such requests will be considered on a case-by-case basis and only if space allows within our licensed capacity and staff resources.

## Base Fees

- Fees, including more details on our fee schedule and Payment Policies, are available at: <https://risingoaks.ca/child-care-fees>
- Base fees are defined as your daily child care fees or weekly fees for camps.
- Note that a customer deposit, equal to 10 days of fees per child will be charged and will be applied to your base fees in your last month of care.
- Fees are charged on all scheduled days, including on all statutory and public holidays (listed on the next page).
- Fees will not be charged on non-statutory closure days during the Winter Break.
- Monthly fees are divided into 2 equal payments, with 50% debited from your bank account on the 1st and the remainder on the 15th of each month. (details in payment policies)
- Full or partial subsidies are available through the Region of Waterloo. See Help Paying for Child Care - Region of Waterloo for more details.
- RisingOaks does not issue credits or reduce fees due to sick days, vacation days, or for closures due to weather, mechanical or electrical failure, or other building closures outside of our control (e.g., school strikes).
- Refunds will be provided for customer deposits, overpayment of fees, or billing errors at the sole discretion of RisingOaks.
- Changes to fees and/or payment policies are approved by the board of directors and communicated to parents 45 days before it takes effect.

## Non-Base Fees

- Non-Base Fees include those which are discretionary for optional programming or fees that only apply in certain circumstances.
- **At the current time, the following non-base fees may apply:**
  - NSF/Bank Services Charge, \$30 per returned payment
  - Security Fob Deposit, \$25 per fob. Refundable once fob is returned. A \$10 reprogramming charge is applied for lost fobs. This fee is reduced for families receiving child care fee subsidy.

## Methods of Payment

All payments are processed using Pre-authorized Debit (PAD) via the Digibot Parent Portal.

In exceptional circumstances, and at the sole discretion of RisingOaks, e-transfer or post-dated cheques may be approved.

# What to Expect

## Hours of Operation & Closures

Monday to Friday. Most centres open at **6:30 a.m.** and close at **6:00 p.m.**; hours do vary by centre though, so please refer to page 26.

## Closure Dates:

- Labour Day
- Thanksgiving Day
- Region Wide Professional Development Day (October)
- Christmas Day to New Year's Day
- Family Day
- Good Friday
- Easter Monday (Professional Development Day)
- Victoria Day
- Canada Day (if on the weekend, RisingOaks will close on the following Monday)
- Civic Holiday

**\*As per our Payment Policy, fees are owing on all care days and statutory/public holidays, with the exception of the non-statutory closure days during the Winter Break.**

## Maintaining child care spaces during the summer months

Requests to withdraw for the summer require the standard notice period of 20 business days. If you wish to decrease your child's schedule for July and August, full-time care in September will not be guaranteed. Changes to your child's summer schedule after Confirmation of Care forms are provided will null and void your confirmation. Your September spaces will be re-confirmed based on your new status and priority order.

Please refer to our Payment Policy for more details.

## Safe Arrival & Departure Policy

RisingOaks Early Learning strives to ensure the safe arrival and departure of the children in its care. Parents or guardians must notify the centre of any absences or expected late arrivals via the Digibot Parent Portal. You can log absences and late arrivals in advance or on the day of.

The policy outlines the next steps for staff to follow if a child has not arrived as expected and/or if they have not been picked up. When a child does not arrive or depart as expected, and no absence has been reported in Digibot, the educators will initiate a 3-step process to follow-up and confirm the whereabouts of the child. This includes electronic notifications to parents/guardians, follow up phone calls to parents and emergency contacts and possible elevation to our sr. leadership team and/or local authorities.

Full details of this policy and its procedures can be found on our website at: <https://risingoaks.ca/safe-arrival-departure>

This policy is a Ministry requirement aimed at ensuring the safety of each child. Your collaboration is needed to reduce the number of notifications you receive, and also the time and attention required of educators on this process. We thank you in advance for your cooperation and support.

## Child Belongings

RisingOaks recommends that all children under 6 years of age have a change of clothes at the centre. RisingOaks provides bedding for rest times but children are welcome to bring a small cuddly. All items brought into the centre (e.g., clothing, cuddly, show and share items, water bottles etc.) must be clearly labeled with their name or initials. RisingOaks is not responsible for loss, theft or damage of personal belongings at the centre or while on a field trip. If you are not able to locate your child's belongings, please check the centre's/school's Lost and Found or speak to your child's educator.

RisingOaks runs a year-round fundraiser with Mabel's Labels where a portion of the proceeds go towards RisingOaks. These personalized labels are durable and dishwasher safe. To learn more visit [www.RisingOaks.ca/donate](http://www.RisingOaks.ca/donate)

Children require appropriate footwear for the activities and weather conditions. Please note that while flip-flops and sandals are allowed inside and while on the playground, children must wear sandals with a back strap, running shoes or boots when on the playground climber and on field trips.

Diapers and wipes, if needed, must be supplied by the parent/guardian. For centre specific program requirements (e.g., infants) please contact the centre supervisor.

**\*All parents are asked to send in a reusable plastic bag. This will be used to send wet or soiled clothing home for laundering.**



## Communication & Participation

At RisingOaks, we believe that parents/guardians play a vital role in child development. You are your child's first teacher. Educators value the partnership they build with the whole family. Parents are encouraged to share their skills and talents as a special guest or topic expert, to share their culture and to engage in dialogue about their child's development. In addition, parents (or extended family) may wish to volunteer in the program or on a field trip, if one is planned. A police Vulnerable Sector Check may be required. See Supervision of Students and Volunteers on page 20 for more details.

RisingOaks uses Digibot as our communication platform. The Digibot Parent Portal revolutionizes the way you stay connected with your child's learning and development in our program. With a user-friendly interface and a range of features, the portal will ensure that you are informed about your child's learning. Features include:

- Securely stores household and emergency contact information and daily sign in and out data
- Accessible and user-friendly registration forms and consent items (e.g., allergies, medical conditions and support needs)
- A menu of daily meals and snacks offered
- Communication about your child's day, including food intake, diaper changes, sleep schedule, and learning activities (level of detail may vary by age group and group size - see chart below)
- Individual and group learning stories
- Photo and video documentation
- A chat/message area with your child's teachers

Infant & Toddler	Preschool
<p><b>Individual Daily</b></p> <ul style="list-style-type: none"><li>• Food intake</li><li>• Diaper changes</li><li>• Sleep schedule</li><li>• Learning activity</li></ul> <p><b>Group Daily</b></p> <ul style="list-style-type: none"><li>• Learning Story</li></ul>	<p><b>Individual Monthly</b></p> <ul style="list-style-type: none"><li>• Personalized learning story</li></ul> <p><b>Group Weekly</b></p> <ul style="list-style-type: none"><li>• Highlighting events and learning activities of the week.</li></ul>

Educators will provide a more detailed update on your child's learning and development upon request. Parents are encouraged to share their own observations of their child's behaviour and development with their child's teacher or the centre supervisor, and may request a parent/teacher interview at any time.

Annually, a satisfaction survey is sent to all families to seek valuable feedback as part of our continuous improvement plan. The survey may be sent by RisingOaks directly or via the Region of Waterloo as our service system manager (SSM). An executive summary and an action plan is shared with all RisingOaks' families and employees.

Be sure to follow us on our social channels to learn the latest on the learning taking place, event info., weather warnings, early learning discussions, what's going on with child care in our province and other exciting things happening at RisingOaks.



## Parent Issues & Concerns Policy

- RisingOaks strives to provide a transparent process for parents/guardians, the educators and management to use when parents/guardians bring forward issues/concerns.
- In support of RisingOaks' Vision, Mission and Program Statement, all parties will foster positive and responsive interactions among the children, parents/guardians and child care staff. This includes fostering the engagement of and ongoing communication with parents/guardians about the program and their children.
- RisingOaks staff will be available to engage parents/guardians in conversations and support a positive experience during every interaction.

## Reporting Parent Issues and Concerns

- Issues/concerns from parents/guardians may be brought forward verbally or in writing. Parents are encouraged to take advantage of the following channels to communicate your suggestions, concerns and/or seek clarification about RisingOaks' policies, procedures and practices as the need arises:

Type	Examples	Speak to
Program-related	absences, program activities, sleeping or food arrangements, toilet training, etc.	RECEs
Operational	schedule changes, fees, hours of operation, staffing, waiting list, menus, etc.	Centre Supervisor
Staff/Volunteer/Student Conduct	Any conduct concerns that may affect health, safety or wellbeing of a child.	Centre Supervisor

- Parents may also make a submission to our suggestion box at the centre entrance or online.
- Parents, at their discretion, may seek clarification from, or voice concerns to, the CEO at [lprospero@RisingOaks.ca](mailto:lprospero@RisingOaks.ca) or by calling 519-894-0581, ext. 102
- All issues and concerns will be taken seriously 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.

## Responding to Parent Issues and Concerns

- Every issue and concern will be treated confidentially to the extent possible.
- Information may be shared with the centre supervisor and/or sr. leadership to assist in a resolution. 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.
- An initial acknowledgement or response to an issue or concern will be provided to parents/guardians within two business days with a follow up conducted within 10 business days.
- The supervisor, together with sr. leadership – where applicable, will determine if a full internal investigation is warranted.
- A parent/guardian who is not satisfied with resolution of their issue or concerns has the right to escalate their concern to any of the following:
  - The Board Chair by emailing: [boardchair@RisingOaks.ca](mailto:boardchair@RisingOaks.ca)
  - Ministry of Education: 1-877-510-5333; [information.met@ontario.ca](mailto:information.met@ontario.ca)
  - College of Early Childhood Educators 1-888-961-8558; [discipline@college-ece.ca](mailto:discipline@college-ece.ca)
  - Family and Children’s Services: 519-576-0540

## Respectful Conduct

- RisingOaks 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, educator or management feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or CEO.

## Public Duty to Report Suspected Child Abuse

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

For more information, visit:

<https://www.ontario.ca/page/report-child-abuse-and-neglect>

## Field Trips/Off-Site Excursions

The infant, toddler, and preschool programs regularly go on walks to explore the offerings of our community, such as parks and stores. These off-site excursions offer rich learning experiences that integrate various aspects of children's development while fostering a sense of curiosity, exploration, and connection to the world around them.

Preschoolers may also have the opportunity to travel by school bus to a field trip destination, such as a farmer's market, a museum, or conservation area, though there is no set schedule or number of field trips, if any, that will be offered. The organization assesses whether to include field trips that involve bus transportation by considering multiple factors, such as their alignment with the curriculum, safety precautions, the readiness of both children and educators, volunteer availability, and additional criteria. Ultimately, the decision to offer bussed field trip is at the sole discretion of RisingOaks and is seen as a program enhancement.

If a field trip is planned, parents/ guardians are required to sign permission forms after reviewing the field trip information sheet that contains details regarding the transportation, activities, risks and safety management strategies. To learn more about **Safety First!** – a risk management guide for off-site activities, visit: [www.RisingOaks.ca/safety-first](http://www.RisingOaks.ca/safety-first).

## Collection of Personal Information

Upon enrolment, you will be provided with a copy of RisingOaks' Privacy Statement to inform you about RisingOaks' practices related to the collection, use and disclosure of personal information which may be collected by us through participation in our programs. The Privacy Statement is in compliance with Canada's Personal Information Protection and Electronics Documents Act (PIPEDA). It can be found on our website at [www.RisingOaks.ca/privacy-statement](http://www.RisingOaks.ca/privacy-statement).

As a parent/guardian, you may have access to review your child's file in the presence of an RisingOaks employee. You may also submit a Request for Access & Release of Personal Information should you require records or a letter regarding your child's development or program participation.

## Image Release

In the course of our program, photos, videos and other forms of documentation are collected and used. Upon enrolment you will be asked to review and sign an Image Release through the Digibot Parent Portal. This outlines your options for consent for RisingOaks to use such images internally within the program or externally for marketing, including photos we share in learning stories on our website and on our social media channels about the children's activities. You may change your consent at any time.

# Health & Safety

## Outdoor Play

*How Does Learning Happen?* Ontario's Pedagogy for the Early Years references outdoor play expert Richard Louv who states:

“Activities in outdoor spaces that are designed to inspire investigation with bodies, senses, and minds improve children’s physical health and emotional well-being and enhance their capabilities for self-regulation, creative problem solving, and communication. Children’s self-discipline, self-awareness, and ability to focus also improve, as does their development of social skills such as cooperation and flexibility.”

Research continues to tout the benefits of outdoor play and creating a connection with nature. Outdoor play inspires investigation of mind, body and senses. It not only improves physical health, but also promotes emotional well-being and increases self-regulation skills. Through outdoor play, children learn social skills such as cooperation, flexibility and problem solving. Children in full-day programs spend a minimum of 1 hour outdoors in the morning and again in the afternoon.

Weather can sometimes limit time outdoors; however, children should come prepared to spend time outdoors rain or shine. Sometimes the most fun and learning is had jumping in a puddle after a rainfall. If outdoor time is not an option due to the weather, children will engage in gross motor activities inside whenever possible.





## Nutrition

RisingOaks serves a morning and afternoon snack plus a nutritious lunch prepared fresh onsite daily by our in-house cook. Weekly menus are developed in consultation with Canada's Food Guide to Healthy Eating and reviewed by a Registered Dietician. Menus are available on our website at [www.RisingOaks.ca/weekly-menus](http://www.RisingOaks.ca/weekly-menus) posted in the child care centre and can be found in the Digibot Parent Portal to assist parents in planning meals at home.

All RisingOaks locations are designated as Allergy Safe. Educators, in partnership with parents, do their utmost to ensure children with allergies are kept safe. Allergy lists are posted in the food preparation areas and serving areas.

## Food from Home

Due to the risk of cross contamination, we ask that you do not bring food from home into the centre. If your child is arriving in the morning and is still having snack, please finish it in the car. The educators will offer them RisingOaks' morning snack upon arrival.

On your child's birthday, if you wish to share something with the children, you are encouraged to consider food alternatives such as a special craft, stickers or pencils. If a food treat is your preference, speak to the centre supervisor first so we can consider any allergies in your child's room. Should an exception to our "no food from home" policy be made, please note that food sent in must be labeled with your child's name, be store bought, have an ingredients label and not contain nuts or a warning that it may have come in contact with nuts.

## Food Substitutions

If your child has food allergies, sensitivities or restrictions, please speak to the centre supervisor about a Food Agreement and/or providing food substitutions. Terms and conditions apply.

All food and drink sent from home must be clearly labeled with the child's name and adhere to [Food Guidelines](#) and/or [Bagged Lunch Policy](#).

## Preventing Child Illness

Although some illness is inevitable in group care, our educators try to minimize this by practicing good hygiene, sanitizing toys and equipment regularly, and making daily health checks. We encourage children to participate in tidying and organizing their environment. Educators will model and support children with procedures for routine hand washing when entering the classroom from being outside, before and after food preparation, handling and eating, as well as toileting.

## When a Child is Ill

All children in attendance must be able to participate in all areas of the program, including outdoor play. If a child becomes ill, parents/guardians will be contacted to make arrangements for their child to be picked up if necessary. In order to minimize the spread of contagious illnesses we kindly ask that parents/guardians keep their children home if they are not feeling well.

RisingOaks follows exclusion guidelines for communicable diseases as set out by the Waterloo Region Public Health Unit. Fact sheets are posted in the centre when there is confirmation of a communicable disease (e.g., chicken pox).

Public Health has updated the exclusion guidelines for children experiencing **vomiting** or **diarrhea**. All children with vomiting or diarrhea must stay home for at least 48 hours, even after just one bout, regardless of outbreak status, unless the symptoms are related to a known cause or condition. This change helps prevent the spread of illness and keeps our community safe.



## Head Lice

Pediculosis (**head lice**) is not a regulated public health condition and, although easily spread, is not considered a communicable disease. Head lice can be transmitted through head to head contact with an infested person or through contact with personal objects (e.g., combs, hats, etc.).

If you suspect that your child has head lice, we ask that you let us know as soon as possible. If live lice or nits (eggs) are found, administer a treatment, (available over-the-counter at your Pharmacy or through a service). The child should not return to the child care centre until a treatment has been applied. Parents are also advised to continue to check their child's hair – and that of all family members – daily for 14 days to minimize the spread.

If an educator suspects head lice, they may contact you to request permission to check your child's hair in a private location and report their findings to you. If live lice or nits are found, your child will not be excluded from the program. The educators will adjust the program, removing dramatic play clothing and hats, etc. to reduce the risk of spreading. Depending on the severity of live lice found, the educator may request an early pick up so that treatment can begin immediately.

When lice is suspected and/or confirmed, a notice will be sent home to all parents in that group with a request that they check their child's hair thoroughly and report back using the Head Lice Parent Response form.

For more information, please view the exclusion guidelines for the Region of Waterloo at: [http://chd.region.waterloo.on.ca/en/healthyLivingHealthProtection/resources/PreventionManagement\\_ExclusionGuidelines.pdf](http://chd.region.waterloo.on.ca/en/healthyLivingHealthProtection/resources/PreventionManagement_ExclusionGuidelines.pdf)

	<b>MEDICATION = LABEL = FORMS</b>
<b>Each time meds are brought in:</b>	
• Original Container	• Medication Name
• Correct Name/Child	• Time/Frequency
• Expiry Date	• Dosage
• Storage	

## Administration of Medication

RisingOaks Early Learning is able to administer both prescription and non-prescription medication. It is preferable however that the children receive all medication at home, if at all possible. If your child requires medication by injection (e.g., insulin), please speak to the centre supervisor as additional terms, conditions and training on your child’s Individual Care Plan is required.

**Prescription Medication** must be provided in the original container, with the prescription label on it indicating the child’s name, name of medication, dosage of medication and instruction for storage and administration. A parent/guardian must complete the Administration of Medication form provided by RisingOaks. This form must be initialed by staff at time of administering medication and by the parent/guardian at pick up time verifying their knowledge that the medication was given.

**Non-Prescription Medication** must be provided in the original container with the child’s name on it. A parent/guardian must complete the Administration of Medication form provided by RisingOaks. This form must be initialed by staff at time of administering medication and by parent/guardian at pick up time verifying their knowledge that the medication was given.

All medication must be taken home by the parent each night except in the case of medications required for life threatening situations (e.g., asthma medication, Epi-pens, etc) or pain reliever for infants (e.g., Infant Tylenol). These medications will be checked monthly for expiration dates. All medication will be stored as directed and is kept in a locked container at the centre.

## Positive Guidance Techniques

RisingOaks Early Learning strives to promote and support appropriate and positive interactions that contribute to and sustain a safe, inclusive, and accepting learning environment.

Guidance techniques are related to the needs of the children in support of self-regulation and provide guidance strategies for children's behaviour to assist children in developing self-control, self-confidence, self-discipline, sensitivity in their interactions with others and ultimately social problem solving skills.

**The following are taken into consideration when guiding children's behavior:**

- Appropriate to the developmental level of the child
- Used in a positive and consistent manner
- Designed to assist the child to learn appropriate behaviour
- Discussed with a parent(s)

*"When there is a connection, there is less need for correction and directing."*  
(Dr. Jean Clinton; Think Feel Act 2013)

## Supervision of Students and Volunteers

RisingOaks has a purpose and obligation to ensure the safety and well being of its vulnerable clients as well as the security of its operations. As such RisingOaks outlines its requirements for records checks, orientation and supervision of students and volunteers.

A clear police Vulnerable Sector Check (VSC) is required for students and volunteers, including those serving on RisingOaks' Board of Directors, who are 18 years and older.

An Offence Declaration is required for all students and volunteers who are 13 years and older upon the start of their placement or volunteer commitment.

Direct unsupervised access to the children (that is: when an adult is alone with a child other than their own) is not permitted for persons who are not employees of RisingOaks. Only employees will have direct unsupervised access to the children in RisingOaks' care.

No child will be supervised by a person under 18 years of age and placement students and volunteers are not counted in staffing ratios to meet minimum requirements of the Child Care & Early Years Act (CCEYA).

Students and volunteers receive an orientation to - and are required to adhere to - RisingOaks' program philosophy, policies, procedures and practices.

Students and volunteers are supervised by a registered ECE (RECE) at all times when providing care and guidance to the children. Failure to adequately supervise a student or volunteer may be deemed to be professional misconduct under the Early Childhood Educators Act (2007) and be reported to the College of ECEs.



## Prohibited Practices

Under the Child Care and Early Years Act, the following are considered prohibited practices:

- a. Corporal punishment of a child;
- b. Physical restraint of a child, such as confining a child to a high chair, stroller or other device for the purpose of discipline or in lieu of supervision, unless used to prevent the child from harming himself or someone else.
  - i. Used only as a last resort and until the risk of harm is no longer imminent.
- c. Locking the exits of the centre for the purpose of confining a 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;
- d. Use of harsh or degrading measures or threats or derogatory language directed at a child 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 a 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.

RisingOaks – via the centre supervisors – regularly monitors its programs and observes RECEs. Any use of these practices is investigated and may result in progressive discipline, up to and including termination. If you observe such practices, please immediately report them to the centre supervisor.



## Serious Occurrences

In spite of effective supervision and all the best precautions, serious occurrences (e.g., life-threatening injury or illness, fire or other disaster on premises.) can sometimes take place. All serious occurrences are reported to the Ministry of Education. A Serious Occurrence Notification Form will be posted at the centre for 10 days following a serious occurrence to support increased transparency and access to information for parents. This posting will give parents brief information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

## Injury & Incident Reporting

In spite of effective supervision practices and all the best precautions, an incident or injury may still occur. When minor incidents (e.g., scrapes, bumps, behavioural concerns) do occur, the educators will reassure the child, provide first aid if needed and complete an Incident Report or a Notice of Inappropriate Behaviour (NIB) form. These reports explain the incident in detail. You will be asked to review it upon pick up and to sign the Report acknowledging its receipt. A copy will be provided or emailed to you.

If medical attention is required, the educators will consult with you and/or call for emergency services as needed.

If you take your child to see a medical professional (e.g., doctor, dentist) in response to an incident that occurred at RisingOaks, please follow up with the centre supervisor to confirm the details of that visit and any medical treatment provided. The Incident Report may need to be updated and the supervisor can inform the educators of any recommendations or accommodations required for a safe return to the program.

## Emergency Management

RisingOaks has a policy on unexpected centre closures. In adverse weather conditions, parents are advised to listen to local radio stations and monitor RisingOaks' website, and Facebook page for notices of an unexpected centre closure. Due to our agreement with the school boards, when schools close, due to inclement weather, RisingOaks' centres must also close. Should a closure be necessary mid-day, educators will contact parents by phone to notify them of the early closure and request pick up.

RisingOaks' educators are trained in emergency preparedness and response in relation to fire, tornado and lock down procedures. Throughout the year, children and educators will participate in fire, lock-down and tornado drills and discuss our procedures. Each centre has a designed gathering area to use during an emergency evacuation. A roll call is conducted by the educators to confirm that all children and staff are accounted for. Parents are notified by a written posting and/or through email of various drills or false alarms.

Should an emergency situation arise that requires the children and staff to vacate the building for a longer period of time, it may be necessary for the group to move to the designated emergency shelter; typically, it's a neighboring school. Once children have been reassured and settled, educators will contact parents by phone to advise of the need for an early pick up and advise of the location.

Additional communication and updates may be provided by email from the centre or RisingOaks' administration office.

During ongoing emergency situations (e.g., lock down, tornado), RisingOaks will make every effort to provide timely communication with parents via phone and/or email. Parents are advised to limit phone calls to the centre during an ongoing emergency situation to leave lines open for emergency personnel. An alternate number may be provided to support communication during such situations.

# PROGRAM CHANGES

## Program and Schedule Changes

Should you require a change in schedule for your child care needs, please speak to your centre supervisor immediately. The ability to switch days or to add days of care is subject to availability.

## Flex Care Schedules

The flex care schedule program is intended to support parents with shift work or changing schedules from one week to the next. Children 0 to 4 years of age, and families where both parents work non-standard shifts, will be given priority, though requests for a school-age flex care schedule will be reviewed on a case-by-case basis. To qualify, families must choose either a 3-day or a 4-day flex schedule, but the days of the week can change weekly based on the parents' work schedules. Flex care spaces are limited; speak to the center supervisor for more details.

## Withdrawal of Child Care

Withdrawing from Infant, Toddler and Preschool programs requires notice of 20 business days. This includes families who have pre-enrolled but have not yet started.

Fees are owing for the duration of the notice period. Customer deposits will be credited to the account and any necessary adjustments (i.e., outstanding balances or additional credits) will be made.

## Termination of Child Care

Many supports are put into place to create a happy and successful placement for all children. RisingOaks' priority is for the safety of all children in its programs. RisingOaks believes in providing and maintaining an environment in which all are free from violence, threats of violence, intimidation, bullying, unkind comments and other disruptive behaviour or actions which belittle, threaten, offend, embarrass, humiliate or diminish another's self-esteem, whether deliberate or unintentional, including sexual harassment and discrimination. Such actions are not tolerated, will be addressed immediately and may result in the termination of child care spaces or other consequences (e.g., police contact). A decision to terminate a child's space will be made on a case-by-case basis and in consultation with the parent.

Failure to comply with RisingOaks policies, including payment provisions, may, in RisingOaks' sole discretion, result in termination of space in the child care centre. Please review our Payment Policies and our website.

RisingOaks reserves the right to make additions or changes to these policies at their discretion. Notice of 45 days will be given informing parents of any changes.

# Centre Locations

## John Sweeney

185 Activa Avenue,  
Kitchener  
(519) 742-6291  
Ages: 18 m to 12 y  
Hours of Operation:  
6:30 am - 6:00 pm

## Lincoln Road

145 Lincoln Road,  
Waterloo  
(519) 746-1124  
Ages: birth to 5 y  
Hours of Operation:  
7:00 am - 6:00 pm

## Oak Creek

80 Tartan Avenue  
Kitchener  
(519) 893-7529  
Ages: birth to 12 y  
Hours of Operation:  
7:00 am - 6:00 pm

## Our Lady of Fatima

55 Hammet Street,  
Cambridge  
(519) 220-1148  
Ages: 18 m to 12 y  
Hours of Operation:  
6:30 am - 6:00 pm

## Saint John Paul II

75 Pebblecreek Drive,  
Kitchener  
(519) 894-0563  
Ages: birth to 12 y  
Hours of Operation:  
6:30 am - 6:00 pm

## St. Brigid

50 Broom Street,  
Ayr  
519-394-2273  
Ages: birth to 12 y  
Hours of Operation:  
6:30 am - 6:00 pm

## St. Matthew

405 Pastern Trail,  
Waterloo  
(519) 885-0512  
Ages: 18 m to 12 y  
Hours of Operation:  
6:30 am - 6:00 pm

## St. Luke

550 Chesapeake Drive,  
Waterloo  
(519) 747-0054  
Ages: 18 m to 12 y  
Hours of Operation:  
6:30 am - 6:00 pm

## St. Nicholas

525 Laurelwood Drive,  
Waterloo  
(519) 883-1998  
Ages: 18 m to 12 y  
Hours of Operation:  
7:00 am - 6:00 pm

## Administration Office

2-10 Washburn Drive,  
Kitchener  
(519) 894-0581  
Hours of Operation:  
9:00 am - 5:00 pm