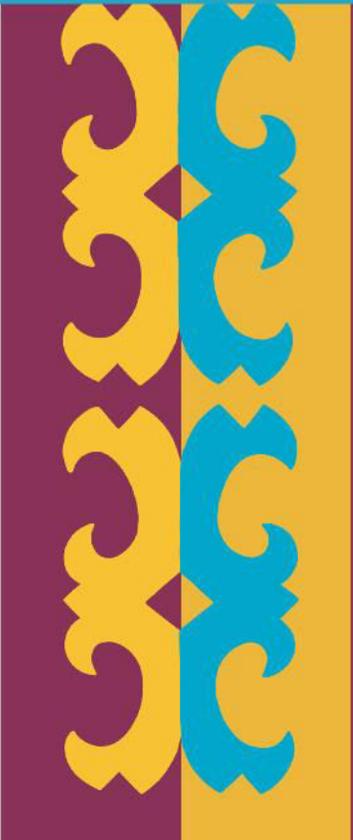
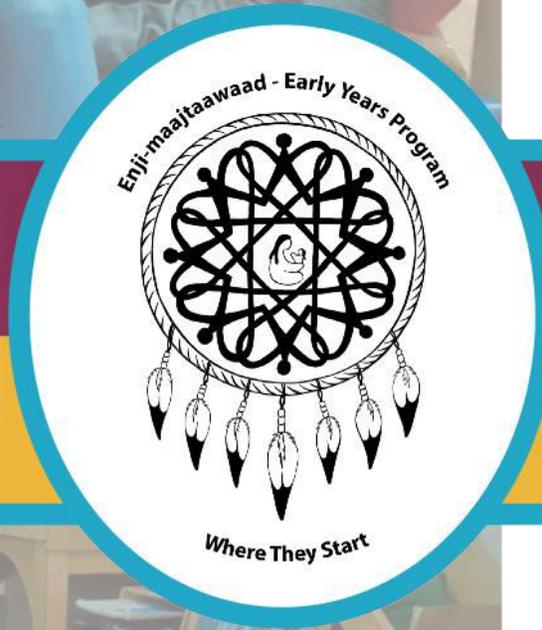


Enji Maajtaawaad Early Years PARENT HANDBOOK





Boozhoo Getziimag!

Biindigen to Enji Maajtaawaad Early Years of Deshkan Ziibiing. We are the community Child Care, Head Start, and EarlyON centre. Each year over 60 families trust Enji Maajtaawaad to be a place where their children are safe and supported while they grow and develop into their full potential. The Enji Maajtaawaad Early Years (EEY) Mission, Vision, and Core Values are that of the COTTfN Language Declaration, the driving principles that guide us to create environments that are welcoming, respectful, and provide positive experiences for children and their families.

The Parent Handbook outlines important information that will provide you with what you need to know while your child is in our care. We look forward to getting to know you and your child and building a relationship that supports you in being informed, consulted, and involved in the EEY program.

Enji Maajtaawaad Early Years Program

Chippewas of the Thames First Nation
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Revised Parent Handbook Guidelines
Updated: **March 9, 2021**

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What is a Program Statement?

The program statement describes how the program supports and fosters early learning and care. It describes how we view the child, the program’s philosophy and pedagogy, along with the goals and approaches used to promote healthy childhood development. It also outlines how we evaluate the program to maintain quality and community inclusion, and lastly how we support the professionals who work with the families.

All Employees, Students, and Volunteers must review Enji Maahtaawaad Early Years Program Statement annually to ensure it informs their professional practice and understanding of the Minister of Education’s Policy Statement. How Does Learning Happen? Ontario’s Pedagogy for the Early Years is a key document used within the program as it demonstrates commitment to strengthening the quality of programs by ensuring they are centered around the child and family.

At this time the Ministry of Education encourages licensed childcare centers to implement their program statement. The Ministry recognizes that there may be approaches outlined in the program statement which may not be possible due to physical distancing. At this time no adjustments are required to be made to the center’s program statement.

Enji Maahtaawaad Early Years Program Statement

EEY is committed to providing a nurturing, play-based environment rooted in Anishinaabe language and cultural knowledge. The children are viewed as capable, competent, and rich in potential and are encouraged to actively participate in activities and play that are of their interests, curiosities, and experiences.

We understand that children flourish in all areas of development when they are in positive and responsive relationships with adults. By observing our children’s interactions and connection to nature and the environment around them, we learn about their interests, their experiences, their needs, and their overall development.



Indoor, outdoor, active, rest, and quiet activities make up the daily schedule that meets the needs of the children and provides for a balance of activities throughout the day. Consideration and flexibility are given for age, developmental level, energy level, and interests of the children. Snacks and mealtimes are consistent, as is the rest period in the afternoon for children.

Our approach to early learning enables us to recognize and act upon teachable moments in a way that fosters children’s exploration, play, and inquiry. Educators are active participants, architects of the play space, observers, planners, reporters, collaborators, reflective practitioners, and co-learners.

EEY plans for and creates positive learning environments and child-initiated experiences in which each child's learning and development is supported. Throughout the day educators are partners in play and look for ways to support the children's care, growth, and development. This can be seen through learning stories, observations, and various forms of communication with the families.

We respect that children come with their own individual personalities, temperament, purpose, learning style, interests, challenges, abilities, and experiences. Planning learning environments to support every child's learning requires a thoughtful and collaborative approach amongst educators, the children and families, and at times professionals working in a specialized field. We provide an inclusive environment where children with exceptional talents and abilities are encouraged to develop their gifts, and those needing extra support, or modified environments, are accommodated with individualized programs specific to their needs.

EEY understands the importance of encouraging children to interact, communicate, and self-regulate. Educators set an example of cooperation, sharing, caring, generosity, love, respect, and approach each day knowing that it is through actual experiences in which children learn best. The seven grandfather teachings are foundational to the pedagogy, curriculum, and experiences the children will receive.

Some of the approaches implemented by EEY Educators to set the stage for positive interactions with children include: engaging as a co-learner with children, facilitating problem solving and conflict resolution, role-modeling inclusive interactions, and giving the children choice and decision making abilities.

EEY is committed to supporting our educators' continuous professional learning. Educators attend a minimum of 40 hrs in training sessions throughout the year and adhere to the legislated training requirements such as Standard First Aid and Child CPR.



The Early Years Director is responsible for the leadership, mentorship, coaching, and development of the Educators. Based on the learning needs of the Educators, the Early Years Director may suggest strategies, conduct team meetings, monthly staff meetings, and training, and provide resources and materials to supplement the educator's professional learning.

Fostering engagement and communication with families strengthens and informs our educators in planning around their children. This approach increases confidence for the teachers and the families in cultivating healthy child development. Educators interact and communicate with families on a daily basis sharing observations, documentations, and reflections.

Family members are encouraged to be involved in the program as volunteers, visitors, and members on governance bodies to bring awareness of how the program can continue to support the health and well-being of each family unit.

Involving community partners ensures that the services, opportunities, and programs we offer reflect community priorities and preferences. Our community partners help with the delivery of home visits, outreach programs, parenting workshops, social support programs, and culture & language programming.

EEY looks to our community elders for guidance and include them in relevant decision-making. Elders help guide us in deepening our understanding of Anishinaabe culture, traditions, language, and values.

The revitalization of Anishinaabemowin is of critical importance for COTTFN future generations. Where it is possible, Anishinaabemowin will be spoken, written, and encouraged to ensure the inherent rights of the children are sustained and nurtured. We want the children to acquire their ancestral language as well as enjoy and honour it. The revival of Anishinaabemowin is a priority that will eventually lead to full day language immersion programming.

We understand our responsibilities to the land, water, air, and all other living things that make our life possible, and these responsibilities are carried forward in our educational approach. Pedagogical documentation includes written observations of play and its significance, determining the children’s interests, planning activities that support the interests, collaboration and discussion amongst team members, and reflection that informs the planning of activities and the learning environment.



Promoting health, safety, nutrition, and well-being is a significant part of our day to day programming. Some of the procedures in place at Enji Maahtaawaad include: safe supervision of children, communicable disease prevention, sanitation and disinfecting procedures, Canada’s Food Guide menu planning, emergency procedures, Standard First Aid and Child CPR training.

Children and families are provided with opportunities to learn about, and further develop nutritious and healthy eating habits. We know that children with the essential nutrients they require to grow, and the freedom to explore their own abilities and curiosities, is a reflection of our traditions and historical values at Chippewas of the Thames First Nation.

COVID-19 – What Changes Have Been Made?

EEY Guidelines for COVID-19 are approved by the Ministry of Education and follow the most current recommendations provided by the Ministry of Health. The EEY program has trained all staff to implement the following measures that will reduce the spread of COVID-19 and other infectious illness within the center. These guidelines are subject to change as per the direction of the Ministry of Education and/or the Ministry of Health.

How You as a Parent Can Help

Screen your child for COVID-19 every day before coming to the centre. The use of this screening tool provided by the Ministry of Education is recommended to assist you in your daily screening routine and can be found at this link <https://covid-19.ontario.ca/school-screening/>

It has been copied and pasted below for your convenience ☺

Answer the following questions to help you decide if you should or should not go to school/childcare today.

Everyone in your household should stay home if anyone has COVID-19 symptoms or is waiting for test results after experiencing symptoms.

Stay home until the person with the symptoms get a negative COVID-19 test result, is cleared by public health , or is diagnosed with another illness.

1. In the last 14 days, have they or anyone they live with travelled outside of Canada?
 2. Has a doctor, health care provider, or public health unit told them that they should currently isolating (staying home)? – This can be because of an outbreak or contract tracing.
 3. In the last 14, days, have they been identified as a “close contact” of someone who currently have COVID-19?
 4. In the last 14 days, have they received a COVID Alert exposure notification on their cell phone? (If they already went for a test and got a negative result, select “no”)
 5. Choose any/all that are **new**, **worsening**, and **not related to other known causes** or conditions they already have
- **Fever and/or chills** (temperature of 37.8C/100.0F or greater)
 - **Cough or barking cough (croup)** Continuous, more than usual, making a whistling noise when breathing (not related to asthma, post-infectious reactive airways, or other know causes or conditions they already have)
 - **Shortness of breath** Out of breath, unable to breathe deeply (no related to asthma or other known causes or conditions they already have)
 - **Decrease of loss of smell or taste** Not related to seasonal allergies, neurological disorders, or other know causes or conditions they already have
 - **Sore throat** Painful swallowing (not related to seasonal allergies, acid reflux, or other known causes of conditions they already have)

- **Stuffy nose and/or runny nose** Not related to seasonal allergies, being outside in cold weather, or other known causes or conditions they already have.
- **Headache** Unusual, long-lasting (not related to tension-type headaches, chronic migraines, or other known conditions they already have)
- **Nausea, vomiting, and/or diarrhea** Not related to irritable bowel syndrome, anxiety, menstrual cramps, or other known causes or conditions they already have
- **Extreme tiredness or muscle aches** Unusual fatigue, lack of energy, poor feeding in infants (not related to depression, insomnia, thyroid dysfunction, sudden injury, or other known causes or conditions they already have)

If you answer **Yes to any of these, please stay home and call the health centre (519-289-5641) or physician if you are unclear of your next steps.**

EEY Daily Screening Process

All parents, children, staff, and essential visitors will be asked the above noted health screening questions upon arrival. A temperature check will be given and documented to all that enter the centre.

EEY is responsible for maintaining daily records of anyone entering the centre. The records must include all individuals who enter the premises (e.g. children, staff, cleaners, people doing maintenance work, people providing supports for children with special needs, food delivery, etc.). Records are kept on site along with the name, contact information, and approximate time of arrival and departure of the individual. This information may be shared at any time with the Ministry of Health, Ministry of Education, or COTTFN Health Department to facilitate contact tracing or during licensing/health inspections. These records will be kept on site for 60 days before they are destroyed.

After you and your child have completed the health screening process your child's primary educator will meet them at the front entrance and escort them to their room. Parents/guardians will not be permitted to go beyond the screening station unless otherwise approved by the designated Health Screener.

Monitoring and Responding to Reports of COVID-19 Symptoms

Anyone who is symptomatic, does not pass screening, or has been advised to self-isolate by local public health will not be permitted to attend the centre and should stay at home (this includes children, early years staff, students completing post-secondary placements, visitors).

If an individual becomes ill while in the centre, will be immediately separated from other, in the isolation area. Parents/guardians will be contacted for pick-up of symptomatic children.

Symptomatic children who are separated from others will be supervised by their primary educator. It is the responsibility of this educator to maintain as much physical distance as possible. If physical distancing is not possible (e.g. an infant, or child who requires comfort) the educator must consider added PPE (i.e. gloves, gown). If tolerated and if the child is over the age of 2 yrs of age, they will be encouraged to wear a medical mask. Hand hygiene and respiratory etiquette should be practices will the ill child is waiting to be picked up. Cleaning of

the area and the separated individual was should be conducted as soon as reasonably possible after the ill individual leaves.

The ill individual and/or their parent or guardian with any new or worsening symptom of COVID-19, as indicated in the screening tool, even those with one symptom, must stay home until:

- Receive a negative COVID-19 test result
- Receive an alternative diagnosis by a health care professional, or
- It has been 10 days since their symptom on set and they are feeling better

Communication protocols to update and inform necessary stakeholders within the childcare community while maintaining confidentiality of the ill individual will be initiated (e.g., families, health department)

If a child or individual tests positive for COVID-19 they must follow the direction given by public health or the COTT FN health department.

Important Procedure Changes

Hours of Operation

- **Monday to Friday, 8:00am to 5:00pm**
- Non-working families are subject to the hours of 9:00am to 4:00pm.
- Expect program closures announced by Chief & Council and all Statutory Holidays.

Closures/Delays

The COTT FN Health department or Chief & Council have the authority to announce program closures as it pertains to health and well-being during the COVID-19 pandemic. All other closure or delays due to weather, no hydro, no water usage, etc., will be at the discretion of the Early Years Director.

Arrival & Departure

Infant and **Toddler** room parents and children are asked to **enter door A** (doors facing playground) for drop off and pick-ups.

Preschool room parents and children are asked to **enter door B** (doors facing parking lot) for drop off and pick-ups.

If you have children enrolled and they are on opposite ends of the building, please **enter using door B** (doors facing parking lot).

All entrances have sanitizer and signage to remind parents, children, and staff upon arrival to sanitize hands **before** health screening begins.

Please respect the **social distancing markings** on the ground should more than one family arrive at the same time. Adults must wear face masks or coverings in the screening area.

Personal belongings (e.g. backpack, clothing, bottles, soothers, etc.) should be minimized to **essential needs** or as requested by educators and kept in the child's cubby or designated area.

Parents will not be permitted beyond the screening station and their child/ren will be taken by a staff member to their designated room

Staff Training

All staff have participated in training that is aligned with both provincial and federal health authorities as they relate to the re-opening childcare. This includes but is not the exhaustive list of training; Increased infectious disease control measures, how to use/when to use PPE, how to conduct daily screening, hand hygiene, how to social distance and still meet the needs of small children, etc.

Cleaning & Disinfecting

EEY has implemented enhanced cleaning and disinfecting measures to help reduce the spread of infectious illness. A schedule of the frequency of cleaning and disinfecting required has been recommended by the Ministry of Health. A focus is placed on high touch areas including door handles, sinks, toilets, keyboards, phones, photocopiers, and toys.

Any toy that is difficult to clean and disinfect has been put away (i.e. plush toys, dress-up clothes, puppets). Anytime a child places a toy in their mouth, coughs or sneezes on a toy, it is taken out of rotation until it can be cleaned and disinfected.

A cleaning and disinfection log is kept in each room throughout the centre to track and demonstrate cleaning schedules. Existing practices will continually be reviewed to determine where enhancements might be required, including frequency and timing of cleaning and disinfection, areas to clean/or disinfect, choice of cleaning products, and child safety, staffing, signage, and PPE use when cleaning.

Shared spaces such as the children's preschool washroom will only be accessed by one group/cohort at a time and cleaned between use.

All items that cannot be cleaned (paper, books, etc.) will be stored in a sealed container for a minimum of 7 days. Children will be given their own creative/sensory items and books to reduce the need for this procedure.

All outdoor play structures, toys, and equipment will be cleaned daily or as needed (in between cohorts).

Personal Hygiene

Staff and children follow a routine of **hand washing** with soap and water throughout the day. For example, we wash our hands when we arrive at the center, after using the washroom, before and after eating, after playing outdoors, after using a tissue, and any time hands are visibly soiled. Staff schedule hand washing routines into the day and demonstrate how to wash hands and monitor children while they wash their hands.

- When running water is not available, for example outdoors, children over the age of 2 years can use **hand sanitizer**. Staff monitor children using hand sanitizer to ensure it is applied properly.
- Staff will demonstrate for children how to **cough and sneeze** into the arm or shoulder. Anytime a child uses a tissue they are taught to discard the tissue in a garbage bin, and to wash their hands.
- As much as possible staff will remind children to avoid touching their face, eyes, nose, and mouth.
- Children's personal creams, lotions, and diapers should be labelled with the child's name, and will be stored in an individual container just for that child that is kept out of reach of children on a shelf, or in a cupboard.



Use of Masks & PPE

Wearing a mask is one strategy to reduce the spread of illness, including COVID-19. All adults including staff, parents, and essential visitors **must** wear a mask and eye protection (i.e. face shield or goggles) at all times in the centre. This includes when entering the building, during the screening process, in the hallways, staff room, etc.,. (unless eating – but time with masks off should be limited and physical distance should be maintained)

If you wish for your child to wear a mask, the staff will help your child to understand the proper method to put on/take off a mask to prevent spreading illness. It is **strictly prohibited** for children under 2 years of age to wear masks.

Individuals that had medical conditions that may prevent or limit the amount of time spent wearing a mask, may be exempt if supporting documentation is provided to the Early Years Director.

Reporting Suspected Cases of COVID-19 & Testing

EEY has the duty to report any suspected or confirmed cases of COVID-19 under the Health Protection and Promotion Act.

The **COTTFFN Health Department** will be notified if a child, staff, or visitor is **suspected** of having COVID-19. They will determine any additional steps required, including but not limited to how to monitor for other possible infected staff/providers and children and the declaration of an outbreak and closure of rooms and/or the entire childcare centre.

The **Ministry of Education** will be notified if a child, staff, or visitor is **confirmed** positive for COVID-19 after testing. *Note: COTTFFN Health Department will be informed if they have not already been informed.*

Serious Occurrence Reporting:

1. If a closure is ordered and EEY has already submitted a serious occurrence for a confirmed case, the existing serious occurrence must be updated to reflect the closure.
2. Should additional individuals at EEY develop a confirmed case, EEY must either; Revise the open serious occurrence report to include the additional cases; or submit a new serious occurrence report if the first case has already been closed.
3. While EEY are no longer required to report a serious occurrence for suspected cases; if COTTFFN Health Department determines that a full or partial closure is required (i.e., program room, entire childcare must remain closed for a period of time), a serious occurrence report must be submitted under the “Unplanned Disruption of Service” category.

Please note there are requirements of employers to let workers know if they may have been exposed in the workplace.

Outbreak Management:

An outbreak may be declared by public health when within a 14-day period, there are two or more laboratory-confirmed cases in children, staff, or visitors with an epidemiological link (e.g. cases in the same room) where at least one case could have reasonably acquired their infection in the childcare setting.

1. COTTFFN Health Department will work with EEY to determine whether epidemiological links exist between cases and whether the transmission may have occurred in the childcare setting.
2. If COTTFFN Health Department declared an outbreak, they will determine what happens next. This could include closing particular childcare rooms or cohorts or an entire childcare setting. Communications about such closures will be made public for the families via; phone calls, SOR- Notification To Parents (posted at both entrances), community social media pages.

Early Learning & Engagement

EEY will continue to deliver early learning experiences that are age appropriate, based on the children's interest and natural curiosities. Some adjustments will be made to observe physical distancing. Examples include:

- Fewer children in each room
- Same group of children will stay together (cohorting), and will not mix with other groups
- Same staff will work with one group of children
- Visual markers/aids to prompt and cue social distancing measures
- Playground schedules in place to keep children/groups separate outdoors
- Enhanced playground, toys and equipment cleaning schedule
- Storage of children's personal belongings will be spaced (i.e. use every second cubby)
- Fewer children at each table for play, snacks, and lunch
- Toys and equipment that are difficult to clean and disinfect will be stored or their use will be monitored (e.g. plush toys, dress-up clothes, puppets, books, board games)
- Craft materials will be provided in individual kits/baskets for each child
- Sensory materials like playdough or goop will be provided in individual containers and discarded after each child's use
- Where possible, outdoor playtime will be increased
- Staff will incorporate fun learning activities that teach children about physical distancing and personal hygiene.

Child: Staff Ratios - Cohorts

- Preschool Rooms 1-3 will have no more than 8 children with 2 staff
- Toddler Room will have no more than 8 children with 3 staff
- Infant Room will have no more than 6 infants with 3 staff

All educators will have an assigned smaller group of children to work with (i.e. preschool – 1 educator to 4 children MAX) in their respective cohorts. Educators are strongly encouraged to spend lunches and breaks outdoors on their own or by maintaining physical distancing/ppe requirements for the safety and well-being of everyone. The staff room is available and only allows for a MAX of 5 staff to be present wearing masks and social distancing. A schedule may be posted at a later time rotating the use of this room.

Communication with Families

For regular updates we ask that parents/guardians visit, **Enji Maaajtaawaad Early Years Program**, on Facebook. The **FB page** is set to private and only centre parents/guardians and staff have access to the page. Daily activities, photos, learning stories, upcoming events, Anishinaabemowin resources, and the Enji Maaajtaawaad EarlyON calendar/programming will be communicated on this page. This FB page is managed by all centre employees in an effort to keep you up-to-date, informed, and excited about your child's early learning experiences.

Please feel free to **call** the center if you have questions, concerns, reminders, need a child check-in, etc., and we will do our best to take or return the call when possible. Using **Zoom (online conferencing platform)** for parent-educator meetings or ISP meetings is recommended in the interim. **Email** is another method of communication you may choose to stay in contact with your child's educator.

HiMama

Food Provisions

All snacks and lunches will continue to be provided by the centre cook and assistant cook. Unfortunately, we can no longer have children serve themselves from common bowls. The cook will now provide covered plated snacks/meals with utensils to be served during mealtimes.

EEY is a nut- free environment and prohibits outside food from being brought into the center, unless the child is under 1 year of age or the child has special dietary requirements.

Parents with children under 1 year of age are asked to provide feeding instructions in writing. Any food containers, bottles, soothers, teething rings, etc., must be clearly labeled with your child's name.

Medications & Allergies

The educators will administer the following prescribed medication to the program children after the Medication Consent form has been signed and authorized by the parent/guardian: epi-pen injections, asthma medication, and oral antibiotics. Any other medications needing to be administered by educators must be approved by the Early Years Director.

Accidents or Injuries

If your child is involved in a minor accident the educators will immediately administer first aid. The educator will determine if you need to be contacted for immediate pick-up or to be notified of the accident/injury before regular pick-up time.

If we cannot reach you or your designated emergency contact, EEY will assume the responsibility and seek medical assistance for your child. A child needing emergency care will be taken to the closest hospital and you will be notified at once. All emergency expenses (i.e. Ambulance Fee) will be the responsibility of the EEY.

Special Needs Resourcing & Additional Support Services

All listed services will remain in place with enhanced health and safety protocols:

- Resource Support & Referrals,
- Speech & Language, Physiotherapy,
- Occupational Therapy,
- Art Therapy,
- Behavioural Therapist,
- Snoezelen Multi-Sensory/Media Room,
- EarlyON Family Programming, and
- Anishinaabemowin Family Learning.

Rest Time

Children are provided with an opportunity to rest each day. Children who do not sleep, or wake up, are provided with quiet activities. Where cribs and cots cannot be placed 2 meters apart, children will lay down head to foot on their own crib or cot. Please send only blankets and sleep toys that can be laundered, as they will be washed at the center daily.

Visitors, Field Trips and Special Guests

At this time only essential visitors will be prohibited to attend the centre. This includes post-secondary educational placements. All special activities like field trips, special guests that do presentations, and non-essential visitors **will be suspended**. As the situation improves and health guidelines support such community activities will it be reconsidered. Children can continue to take walks around the COTTFN complex, or longwoods conservation areas as long as physical distancing is maintained from members of the community/public.

What Policies Remain in Place & Unchanged

Prohibited Practices

A prohibited practice is any behaviour by a staff, volunteer, or placement student that puts children at risk or that can inhibit a child's growth, self-esteem, or healthy development. EEY staff, volunteers and placement students are aware that the following practices are unacceptable at the EEY center.

- a) Corporal punishment
- b) Physical restraint of a child, such as confining a child to a highchair, car seat, stroller or other device for the purpose of discipline in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or others. It is used only as a last resort and only until the risk of injury is no longer imminent.
- c) Any form of abuse (physical, emotional, spiritual, sexual, or neglect)
- d) Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- e) Inflicting any bodily harm on children including making children eat or drink against their will.
- f) Deliberately using harsh or degrading measures or threats, 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
- g) Locking the exits of the childcare centre for the purpose of confining a 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.

Admission

After you complete a registration form your child will be placed on the waitlist that is kept in chronological order, based on the date and time that the form was received.

Determining placement priority when a space becomes available is based on the selection criteria below to ensure a fair and equitable process that aligns with the program statement.

- a) COTTFN family considered to be high-risk or in need
- b) COTTFN resident that is employed or in school
- c) COTTFN member (off-reserve) that is employed or in school
- d) Employee of Enji Maajtaawaad Early Years
- e) Other FN from surrounding areas where both parents are employed or in school
- f) First Come, First Serve

The wait list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the wait list will be provided to parents.

Resolving Concerns & Issues

Parents/guardians are encouraged to take an active role in our childcare 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, childcare providers and staff, that foster the engagement and ongoing communication about the program and the children. The Early Years team is 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 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.

Issues/concerns may be brought forward verbally or in writing. 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 three business days. 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.

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 Early Years Director.

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/childrensaid/reportingabuse/index.aspx>

Procedures:

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Early Years Director in responding to issue/concern:
Program Room-Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to the classroom staff directly or the Early Years Director	Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within 3 business days. Document the issues/concerns in detail.
General, Centre or Operations-Related E.g.: childcare fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to the Early Years Director	Documentation should include: <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. - 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 parent/guardian regarding next steps or referral.
Staff, parent, and/or Licensee-Related	Raise the issue or concern to the individual directly or the Early Years Director All issues or concerns about the conduct of staff, parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the Early Years Director as soon as parents/guardians become aware of the situation.	<ul style="list-style-type: none"> - Provide contact information for the appropriate person if the person being notified is unable to address the matter. - Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter.
Student- / Volunteer-Related	Raise the issue or concern to the staff responsible for supervising the volunteer or student or the Early Years Director All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at	<ul style="list-style-type: none"> - Document reasons for delays in writing. - Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Early Years Director in responding to issue/concern:
	risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern in writing to the Social Services Director.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch. Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Emergency Management

EEY has policies and procedures to prepare and keep children, staff, and families safe in the event of an emergency or natural disaster. All staff, volunteers, and students on placement are trained on emergency procedures before interacting with children and on an annual basis, including how to respond to personal injuries and medical emergencies, building emergencies (power failure, flood), fire drills and evacuation, inclement weather, threats from criminal activity (lockdown) and natural disasters.

In the event that your child is involved in an emergency you will be contacted directly by the EEY staff. If EEY is unable to reach you directly, the emergency contacts you have identified in your child's registration package will be contacted. EEY will post information on the FB page (Enji Maajtaawaad Early Years Program). Depending on the nature of the emergency, the EEY staff, and children may have to relocate to the COTTFN Community Center or Antler River Elementary School.



Extreme Weather

EEY will follow the guidelines provided by London Middlesex Health Unit during extreme weather conditions, advisories, or alerts (heat, smog or wind chill). It is the priority of all staff to keep children safe from serious adverse health effects such as frost bite and sunburn/heat stroke. EEY Educators will adjust the amount of time spent outdoors and provide alternative indoor play.

Child Care Fees & Waitlist

Infant and Toddler fees are \$60/mth with the payment requirement of first and last upon enrolment. Monthly fees of \$60 must be paid in full by the 7th of each month. No fees will be charged when placing your child on the center waitlist. At any time you may call the center to find out where your child is on the waitlist and given their approximate start date.

Late Pick-Up

A late fee of \$10.00 applies per child and must be paid in full before the child/ren are able to attend after being picked up late.

Placing your childcare space on hold

Families who are not ready for their child(ren) to return to care upon the reopening can place their childcare space on hold at this time. Fees will not be charged at this time. Space availability in the future will be dependent on current registration levels and groups size maximums.

Withdrawal Notification

Should you choose to withdraw your child we recommend providing 10 days of notice. This will ensure the return of your last month fees that would have been paid in advance during the enrollment process if you are an infant/toddler parent.

A child will be considered withdrawn from the center if contact has not been made with the family after the child has been absent for 10 consecutive days.

Questions or Concerns

If you have any questions, concerns, or would like to provide feedback on the policies and procedures put in place for Enji Maajtaawaad Early Years, please contact the Early Years Director at 519-289-0584, ext. 1.

Additional Links to Resources

How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)

- <http://www.edu.gov.on.ca/childcare/howlearninghappens.pdf>

College of Early Childhood Educators

- <https://www.college-ece.ca/en>