



PARENT HANDBOOK



 (807) 343-8369
 www.nanabijou.net
 965 Oliver Road, Thunder Bay
ON P7B 5E1





TABLE OF CONTENTS

WELCOME	5
Welcome to Nanabijou Child Care Program	5
PROGRAMS OFFERED	6
Licenced Child Care Programs Offered	6
HOURS OF OPERATION:	6
PARENT FEES.....	7
BOARD OF DIRECTORS.....	8
MISSION, VALUE AND PROGRAM STATEMENT	9
Our Mission	9
Our Values.....	9
Program Statement	9
GUIDING PRINCIPALS.....	10
Principals:.....	10
BELIEFS.....	10
THE REGGIO APPROACH.....	11
STRATEGIC PLAN	11
Nanabijou Childcare Centre's Strategic Plan 2025-2030.....	11
Our Four Strategic Directions for 2025-2030	11
COMMUNITY PARTNERS	12
ENROLMENT POLICY.....	12
Registration Visits.....	12
Extended Leave.....	12
Arrivals	12
Safe Arrival/ Reporting Child's Attendance.....	13
Departure	13
Change to Schedule	13
Child Pick Up Policy	14





Withdrawal.....	14
Conflict Resolution.....	14
EMERGENCY MANAGEMENT POLICIES	15
Fire Drills:	15
Snow Day Closure.....	15
Utility Failures	15
HEALTH POLICIES.....	15
Health Care	15
Ill Health	16
Allergies.....	16
Medication	16
Accidents/ Illnesses/ Incidents.....	17
Nutrition	18
Toys and Belongings	18
Field Trips.....	18
Clothing Requirements	18
Sunscreen	18
Diapers/Toilet Training	19
NO IDLING POLICY.....	20
BEHAVIOUR MANAGEMENT	20
Prohibited Practices.....	20
Supervision of Volunteers and Students.....	21
SOCIAL MEDIA AND COMMUNICATIONS	22
PROGRAM REQUIREMENTS FOR REST	22
Clarifying Guidance from the Ministry of Education.....	22
Nanabijou Childcare Centre Policy	23
WATER BOTTLE POLICY	23
FREQUENTLY ASKED QUESTIONS.....	23
APPENDICES	25





APPENDIX A: Wait List Policy.....	25
APPENDIX B: Fee Payment Contract	26
APPENDIX C: Program Statement.....	27
APPENDIX D: Application Request for Extended Leave	30
APPENDIX E Safe Arrival and Departure of Children and Visitors Policy	31
APPENDIX F: Application Request for Change Of Schedule	33
APPENDIX G: Conflict Resolution with Families	34
APPENDIX H: Anaphylactic Shock.....	35
APPENDIX I: Prohibited Practices.....	39
APPENDIX J: Supervision of Volunteers and Students.....	46
APPENDIX K: Social Media /Communications	48
APPENDIX L: Childcare Withdrawal Form	50



WELCOME

Welcome to Nanabijou Child Care Program

We are pleased to welcome you to Nanabijou Childcare Centre located on the beautiful campus of Lakehead University.

Inspired by two Lakehead University students and the continuous support of Lakehead University administration, Nanabijou Child Care Centre opened in January 1989. Over time we have expanded from a small classroom to a large organization, however our service continues to prioritize the students, staff and faculty of Lakehead University as well as the larger community of Thunder Bay. It is our mission to provide inclusive, affordable, licenced quality childcare. We are a non-profit organization and currently provide care for 101 children ranging from infancy to 4 years of age.

We value the individuality of each child and family and adapt to meet your needs. In a warm and caring atmosphere, we assist your child's physical, emotional, social and creative development. Our curriculum is based in play and augmented with field trips, daily activities, special visitors and outdoor experiences. Our emphasis is upon the process rather than the outcome. We encourage each child to take risks and try new ideas to build confidence and ability at their own speed. As a collaborative team, we ensure that every child is safe, has nutritious food throughout the day, and plays in a healthy and sustainable environment that encourages exploration and inquiry. Daily, we provide all children opportunities to learn, discover, and grow within our dynamic indoor and outdoor play spaces which includes all of Lakehead University campus.

Our Registered Early Childhood Educators practice daily observation, professional reflection, life-long learning and are driven to provide quality childcare. As Early Childhood Educators, the teaching staff have researched child development and continue on-going professional development as a commitment to the Ministry of Education's standards and annual evaluation.

Relationships and communication between children, families, educators and the environment are based on respect and acceptance. We hope you will become involved in all aspects of your child's experience at Nanabijou Child Care Centre. Nanabijou is guided by a volunteer Board of Directors and all parents are encouraged to participate either at the Board or Committee level. Your input is essential to our continued development and growth. Mutual support is a necessity from which we all benefit. We strive to provide a joy-filled, imaginative and creative experience for you and hope Nanabijou Child Care Centre will quickly become an extension of your family and home.





PROGRAMS OFFERED

Licensed Child Care Programs Offered

Admission is on a first come first served basis according to the application date on the Thunder Bay Childcare Registry. There is no fee to be a part of the waitlist but Nanabijou does charge a \$20.00 Registration Fee once a space has been offered and accepted. This charge is not a part of the Canada Wide Early Learning Child Care program (CWELCC). Please refer to [Appendix A](#) for the full Waitlist Policy.

Child Care is offered to children from birth through 4 years of age in separate Infant, Toddler and Preschool classrooms. Full Time and Part Time care is available in each program. To allow your child the opportunity to become familiar with the staff, children and routines in our Centre, **children must be registered for two full days per week as a minimum enrollment.**

HOURS OF OPERATION:

Daytime Programming – 7:45am to 5:45pm

The facilities of the Centre will be in operation Monday through Friday year-round, except for all Statutory Holidays, listed below, when our Centre will be closed. Under Ontario Employment Law, an employer has the discretion of when to provide the paid day in lieu of a stat that falls on a weekend. All closure signs will be posted with plenty of notice for families to make any alternate arrangements necessary.

Family Day	Good Friday	Easter Monday
Victoria Day	Canada Day	Civic Holiday (August)
Labour Day	Thanksgiving Day	Christmas Closure

***Nanabijou may also close periodically for professional development at the discretion of the Executive Director and Board of Directors. ***





PARENT FEES

Effective January 1, 2025

Age Group	Code	Fee per day
Infant Extended	INX	\$22.00
Infant Full	INF	\$22.00
Toddler Extended	TDX	\$22.00
Toddler Full	TDF	\$22.00
Preschool Extended	PSX	\$22.00
Preschool Full	PSF	\$21.26
Late Fee (on top of daily fee, same for all programs)		\$20.00

Fees are invoiced semi-monthly by email and can be paid by credit or debit or by sending an e-transfer to nanabijo@lakeheadu.ca. Please refer to [Appendix B](#) for Fee Payment Contract.

Refunds or credits are not available for family accounts under any circumstances.

All families must adhere to hours of care written in their fee contract. Children that are scheduled less than 9 hours, according to their contract, are considered full time “F”. Children that are scheduled more than 9 hours, according to their contract, are considered extended “X”. Fees are applied accordingly.

- A child will not be able to be dropped off earlier than the time indicated in the contract.
- If a child is picked up after the contracted time, **a late fee** will be applied.
- If a child is scheduled to stay longer than 9 hours, according to their contract, an extended care fee will apply.

Parents are required to notify the Business Administrator and/or Educators if a fee contract needs to be adjusted.

The accuracy of contract supports us to maintain appropriate ratio, routine and ensure the health and safety of all children.





BOARD OF DIRECTORS

The Board of Directors is the decision-making body of Nanabijou Childcare Centre and carries the legal responsibility of all Centre operations. As a non-profit organization, the parents of every child enrolled become voting members who, together, elect mainly from amongst themselves, a Board of Directors to represent their interest. Special talents or experience are not necessary; any contribution would be of benefit to the centre.

Every year, a Nomination Committee seeks out those who may be interested in a position on the Board of Directors. New members are voted in at our Annual General Meeting, normally held in March or April of each year. All parents are invited to attend our Annual General Meeting.

The four main areas on which the Board of Directors concentrates its efforts are: Finance Management, Human Resources, Policy Development and Review, and Program Evaluation. Information about the Board responsibilities and duties can be made available for your perusal.

Joining our Board of Directors ensures parent input in the legal, strategic business planning and operational aspects of our organization.

The Board of Directors of Nanabijou Childcare Centre requires a membership of nine and the licensing of our centre is dependent upon the participation of a full membership. Therefore, your commitment to attend the monthly Board meetings and be part of the decision-making team which guides and supports the staff will ensure that quality childcare is always a reality at Nanabijou Childcare Centre.





MISSION, VALUE AND PROGRAM STATEMENT

Our Mission

Nanabijou Childcare Centre is an inclusive community, centered around growth and shared discovery.

Our Values



Inclusive: We embrace inclusivity by celebrating and nurturing the uniqueness of every individual, unifying our community.

Shared Discovery: Shared discovery is a respect for the process of child inspired learning, supported by educators and celebrated by all.

Growth: We nurture the development of each child while empowering the growth of families, staff, and community.

Environment: We cultivate a deep connection with nature where children learn the value of environmental stewardship by engaging in a mutual relationship with the indoor and outdoor world.

Kindness: Our daily practice is rooted in mutual respect, compassion, empathy, understanding, gratitude, and acceptance; strengthening our sense of community and creating a supportive environment for all to thrive.

Program Statement

Nanabijou Childcare Centre is an early learning program inspired by the Reggio Emilia approach to learning. At the centre of Reggio-inspired programming children's natural development and relationships with each other and their environment are key. Our educators partner with parents and guardians, involving them in every aspect of the Centre's operation and we strive to foster family engagement in the Centre through ongoing communication and invitations to participate in the Centre's activities, focus groups, professional development, and Board work. Our Educators are active participants in children's learning and activities and everything we do with the children





at the Centre can be a learning experience. Children are observed as they play and new possibilities are explored based on these observations to develop further investigation. Documentation is recorded daily both for the family's information as well as the Educators continued research with the children.

Please refer to [Appendix C](#) for the complete Program Statement.

GUIDING PRINCIPALS

We believe that children are competent, capable and rich in potential. In our programs we strive to set out broad goals for children organizing around the four foundations of belonging, well-being, engagement and expression, as outlined in the Ministry of Education's How Does Learning Happen? Ontario's Pedagogy for the Early Years. Nanabijou Childcare Centre has also embraced and adopted the Ministry of Education's Early Learning for Every Child Today (ELECT) framework. Included in the document are the principles and beliefs that guide practice in early years settings and guide the practice at our centre.

Principals:

1. Positive experiences in early childhood set the foundation for lifelong learning, behaviour, health and well-being.
2. Partnerships with families and communities are essential.
3. Respect for diversity, equity and inclusion is vital.
4. An intentional, planned program supports learning.
5. Play and inquiry are learning approaches that capitalize on children's natural curiosity and exuberance
6. Knowledgeable, responsive and reflective educators are essential.

BELIEFS

Nanabijou Childcare Centre believes that as a high-quality early childhood program we will:

1. Establish positive, responsive relationships with children and their families.
2. Value children as individuals and as active and competent contributors with their own interests and points of view.
3. Recognise the connection between well-being and social and cognitive development and the importance of focusing on these areas holistically.
4. Provide environments and experiences for children to explore ideas, investigate their theories and interact with others in play.
5. Engage with families and support each child within the context of their family, recognizing that family and child well-being are inextricably linked.





6. Provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice to support continuous professional learning and growth.

THE REGGIO APPROACH

The Reggio Emilia philosophy is an innovative and inspiring approach to early childhood education, which values the child as strong, capable and resilient: rich with wonder and knowledge. As a starting place, the philosophy believes in the innate curiosity of children and aims to assist them with understanding their world and who they are in it.

Image of the Child: At Nanabijou educator’s view children as citizens who hold amazing potentials for learning, who are full of knowledge, curious, and are valued in their own uniqueness. We recognize that children naturally look to connect with the world around them and we value that in our daily practice. Educators are connected and aware of children’s possibilities and base all their work with children on this foundation.

Environment as a Third Teacher: The environment in the classroom is referred to as the third teacher. It is set up intentionally by the educators to create interaction, autonomy, and as a place where children and educators research and live together day to day. The environment is adjusted and evolves in relation to projects, current interests and learning experiences of the children and educators.

STRATEGIC PLAN

Nanabijou Childcare Centre’s Strategic Plan 2025-2030

Inclusive Shared Discovery Growth Environment Kindness

Our Four Strategic Directions for 2025-2030

1. Explore New Opportunities for Growth
2. Streamline Office Processes to Increase Efficiency
3. Foster Meaningful Parent Engagement
4. Invest in Reggio Approach:





COMMUNITY PARTNERS

Nanabijou Childcare Centre works with various community partners including, but not limited to, the Ministry of Education, the Thunder Bay District Social Services Administration Board (DSSAB), Children's Centre Thunder Bay (CCTB), the Thunder Bay District Health Unit (TBDHU), and George Jeffrey Children's Centre. Supports are available for children and families who require additional help.

ENROLMENT POLICY

Registration Visits

Once your child has been registered you are welcome to set up 2 visit dates before their start date to help you and them adjust and feel comfortable with the centre and our educators. The first visit is when you and your child can spend time in the program together for approximately an hour. The second visit is when you can drop off your child to visit by themselves for approximately 2 hours.

Extended Leave

If parents' employment has been terminated or studies have concluded, they can fill out an application request for an extended leave from the Centre. Families granted an extended leave will be expected to pay a non-refundable fee of \$50.00 per month per child when they receive notice that their leave has been granted. Families must maintain communication with Nanabijou Child Care Centre, to reinstate their childcare.

Please refer to [Appendix D](#) for Application for Extended Leave Form.

Arrivals

Upon arrival, please ensure that your child is in the supervision of a staff member. Nanabijou Childcare Centre will not accept legal responsibility for a child whose arrival has not been recorded.





Safe Arrival/ Reporting Child's Attendance

A **Phone Call to (807) 343-8369 MUST** be made before **9:30am** from you if your child is going to be **late (after 9:30am) or absent** for any reason. You can leave a voicemail if no one answers or if it is after hours. In person communication with a staff member is acceptable and the message will be logged by the staff in the communication log book. If no voice message has been received, a staff member must phone the parent/guardian after 9:30am to establish the safety of the child. Regular fees will apply to absent days.

Please refer to [Appendix E](#) for the Safe Arrival/Dismissal Policy

Departure

When registering your child, we ask that you provide us with the name and phone number of at least one other person who can pick up your child if you are prevented from doing so. A child will not be released into the care of anyone other than a person(s) designated by that child's parent/guardian. When such a designated person arrives at the centre they will be asked for ID before they are allowed to leave with your child. **You MUST inform the educator when leaving with your child to avoid any confusion or a "missing child".**

Nanabijou Child Centre closes at 5:45 pm.

If you do anticipate being delayed, call the centre and arrangements must be made for someone else to pick up your child before 5:45 pm. The centre is closed at 5:45 without any staff on site available to stay later.

If you are late picking up your child and the daycare has not been contacted or another designated person can not be contacted, the Director, or staff member will wait an additional fifteen minutes. Without any communication from a parent or caregiver after 6:00 pm, Children's Services will be contacted, and the child placed in their care. It should be noted that such a course of events can be very stressful for a child.

Parents must communicate if they are running later than 5:45 pm. Late departures will be noted, and parents/guardians will be asked to sign our "Late Book". Each offense will result in **an additional \$20.00** late fee added to your next invoice. Late Fees are not part of the CWELCC program. Repeat offenders will be asked to leave the centre.

Change to Schedule

Your child's schedule is agreed on upon registration and if you would like to change the scheduled days in the future, you will need to submit an Application for Change to Schedule Form ([Appendix F](#)) for approval. This approval will only be given if space is available in your child's program.





Child Pick Up Policy

In order to protect the emotional and physical well-being of every child, staff are prohibited from allowing a child to leave unaccompanied with someone who appears to be under the influence of alcohol or drugs.

If a person authorized to pick up a child from the Centre appears to be under the influence of drugs or alcohol, staff will:

1. attempt to ensure that the person in question is not driving
2. contact a family member, friend or emergency contact person for alternate transportation and care for the child, and
3. notify the Executive Director or designate

Should this person refuse staff assistance, or an emergency contact person cannot be reached, staff will contact both the police and Children's Aid Society and inform the person that they have done so.

Withdrawal

Nanabijou Childcare Centre requires 30 days written notice (see [Appendix L](#)) when withdrawing your child from the centre. Failure to do so may result in penalty fees being charged.

Conflict Resolution

It is the policy of Nanabijou Childcare Centre to support open discussions between the Centre and parents/guardians through a fair and transparent process. By ensuring that there is a procedure for parents and families to raise issues and concerns both parties will achieve satisfactory resolutions with any conflict. The purpose of having a conflict resolution policy is to outline clear and consistent steps to ensure issues and concerns are addressed in a timely and transparent manner which will support communication and positive relationships between the Centre and its families.

Please refer to [Appendix G](#) for the Conflict Resolution with Families Policy.





EMERGENCY MANAGEMENT POLICIES

Fire Drills:

We have regular fire drills to familiarize the children with the sound of the alarm and our evacuation procedures. In the event of a fire, the staff will lead the children out of the building immediately, not stopping for coats or footwear. We consider this to be important in training children for an emergency. In the event of an emergency where staff and children must abandon the Centre premises, children can be picked up at the Lakehead University Field House.

Emergency Closure

In the event of severe weather conditions please listen to the radio stations for closure information. If Lakehead University announces closure, the Executive Director shall use her discretion in determining cancellation. Regular childcare fees will apply. There will be no reimbursement for snow closure days.

Regardless of the reasons, if the Lakehead University Grounds Department or Security Department in partnership with the Executive Department conclude that Nanabijou Childcare is unsafe to open for a day, all parents will be notified. Regular childcare fees will apply. There will be no reimbursement for snow closure days.

Utility Failures

In case of failure of electricity, water supply or heat, the Executive Director shall use her discretion in determining cancellation based on health and safety needs of the children.

HEALTH POLICIES

Health Care

Should a child become ill or exhibit symptoms of a communicable disease while at Nanabijou Childcare Centre, a staff member will contact the child's parent/guardian. The child will then be sent home to reduce the risk of infection for other children and staff.

A doctor's note may be used in the event of a lengthy illness or hospital stay to receive a reduction in fees. If a child is away from Nanabijou Childcare Centre due to medical reasons for a period in excess of 10 consecutive days, a parent may, upon presentation of a doctor's note, receive a fee adjustment for the period following the 10 consecutive days absent (beginning day 11) until the child's health allows his/her return to the centre.





Ill Health

Parents/Guardians must keep sick children at home to prevent the spread of illness at the centre. Children **MUST** be free from symptoms for 24 hours before returning to the centre. Please ensure you have back-up plans to accommodate any such spontaneous childcare needs. Obvious symptoms that indicate a child is ill are:

- A fever over 38 degrees Celsius and low energy
- Unexplained pain
- Cold with fever, runny nose and eyes, coughing and sore throat
- Sore throat, difficulty swallowing
- Rash or red eyes
- Headache, stiff neck
- Stomach-ache, diarrhea and/or vomiting
- Severe itchy body or scalp
- Known or suspected contagious illness, e.g. Chicken pox, mumps, measles
- Your child is lethargic and/or clingy and does not have the energy to fully participate in the daily program. This includes outdoor play.

Please inform staff if the child has been given over the counter or prescription medication overnight. Fever control medication should NOT be given to your child before coming to daycare.

Allergies

Parents **MUST** inform the staff of any food allergies or dietary restrictions at registration so plans can be made on how to best serve the dietary needs of the child. Because of severe allergies within the centre, we ask that you **DO NOT** send your child with any food from home unless otherwise approved as it could present a safety concern for other children in the centre.

Families that need to provide food from home due to severe allergies or health concerns **MUST** have permission from the office and all food must be safe for any of the other children in the program with allergies.

Please refer to [Appendix H](#) for Anaphylactic Shock Policy.

Medication

While we recommend that all medication be administered at home whenever possible, Nanabijou Childcare Centre will administer both prescription and non-prescription drugs to children, at the discretion of the Director and in accordance with provincial legislation.

This legislation requires that parents provide:





1. Written authorization forms (available at Centre), including reason for taking drug, dosage, time of day, and dates drug is to be administered as well as any possible side effects.
2. The medication **must** be in the original container, clearly labelled with the child's name, name of drug, dosage required, date of purchase and instructions for storage and administration of the drug.

All medications for children, including non-prescription drugs, but excluding emergency medication such as epi-pens or asthma inhalers, must be given to the administrative staff at Nanabijou Childcare Centre for storage inaccessible to children.

The office administration staff are the persons in charge of medication at our centre. They have been instructed to:

- Supply parents with the Medication Dispensing Forms and have them fill in the appropriate information.
- Place medicine in a locked box which is stored out of the children's reach.
- Ensure that medication is given at times and in amounts specified on the medication dispensing form, by herself or her designate.
- Ensure that completed record of Medication Dispensed is placed in the child's file for future reference.

Accidents/ Illnesses/ Incidents

Anytime a child becomes ill, has an accident or injury, or hurts another child, a report will be completed by the educator to be signed by the Parent/Guardian at pick up time. These reports shall give details about the injury, illness or incident and whether first aid was provided.

In the event of a life-threatening accident/injury or medical problem where the child requires immediate medical attention, the staff is instructed to:

CALL 911 and then:

1. Attempt to contact a parent/guardian.
2. Should the illness/injury/accident appear to be non-life threatening, but serious enough to possibly require medical attention, staff will provide immediate first aid:
3. Attempt to contact a parent/guardian to take the child for medical attention or attempt to contact the parent/guardian through the child's designated emergency contact, who may also take the child for medical attention.
4. If we cannot contact the parent/guardian or emergency contact, we will do any or all the following: call the Nurse's Registry, call an ambulance and/or have the child escorted to the Emergency Unit of the hospital in the company of a staff member by taxi.





Nutrition

One nutritious meal and two snacks will be served at our centre daily. A menu will be posted so that you are aware of your child's daily diet. This is also helpful to avoid duplication at home. All food is stored and prepared in accordance with the steps set out under the headings of Infection Control and Safe Food: Storage and Preparation taken from the Thunder Bay District Health Units Day Care Manual. Nanabijou Childcare Centre's kitchen is inspected quarterly by the Thunder Bay District Health Unit.

Toys and Belongings

To prevent a situation of lost or damaged toys, Centre staff request that personal possessions remain at home.

Field Trips

Under the supervision of a staff member, children may be taken for walks on the Lakehead University Campus. Trips on campus do not require separate parental/guardian permission as this is included on our registration form. Trips off campus will require parental/guardian permission. Permission forms will be handed out prior to each activity, outlining the details of specific trips. Please ensure that you return the signed form to avoid unnecessary disappointment of your child not participating.

Clothing Requirements

Your child should wear comfortable clothes suitable to the weather and the seasons. The clothes should be easily laundered as play may involve glue, paint, pizza sauce or mud. At least one spare change of clothes is essential. Running shoes are encouraged. **All clothes must be labelled with the child's name as we are not responsible for lost clothing.**

Thunder Bay has a variety of weather weekly, sometimes daily, so the clothing your child has available in their cubby for the weather is essential for the educators to dress them appropriately for outdoor play. Our programs spend a minimum of 2 hours per day outside, weather permitting, so warm, comfortable, waterproof clothing must be provided daily. This includes snowsuits, rainsuits, snow boots, rain boots, hats, neckwarmers and mittens.

Sunscreen

Nanabijou Childcare Centre recommends that you apply an 8-hour water resistant sunscreen to your child each morning before coming to the centre. Staff will re-apply as needed throughout the day. Parents must bring a bottle of their own sunscreen from home to leave in their child's cubby.





Diapers/Toilet Training

Parents must provide diapers, wipes and any powder or diaper cream needed. When toilet training, it is the responsibility of the parent/guardian to supply an adequate supply of training pants and spare full sets of clothing (underwear, pants, shirt, socks and shoes). Parents are responsible for laundering these items and returning them clean each day.





NO IDLING POLICY

Employees, parents/guardians and visitors are asked to turn off their vehicles while in the Nanabijou parking lot, whenever possible, to reduce everyone's exposure to harmful emissions. These fumes from idling vehicles can exacerbate asthma and allergies and increase the risk of lung cancer as well waste fuel and contribute to climate change. Please help us provide a safe, healthy environment for our children and choose sustainable, environmentally friendly practices.

BEHAVIOUR MANAGEMENT

Guidance strategies will be appropriate to the developmental level of the child and used in a positive and consistent manner.

Staff will assist the child to learn appropriate behaviours. Educators will encourage children to identify situations and feelings which promote the need for disciplinary actions and encourage self-help skills in redirection of negative feelings to an appropriate outlet and appropriately avoiding or handling of each situation should it arise again. In the event behaviours are of a concern to the child's development, Staff will meet with Parents/Guardians. This meeting will be a conversation to share information and create possible guidance strategies to be used at home and in the childcare setting.

At Nanabijou Childcare Centre every effort is made to encourage respect in each child for a) themselves, b) others and c) property. Should any child display unacceptable behaviour deemed by the Director to be beyond the expertise of the Centre Staff to control, recommendations will be made in writing for the Parent/Guardian to a) consent to work in cooperation with the Centre Staff, Resource Teacher and applicable community agencies in order to develop an Individual Program Plan which addresses the child's specific needs; or b) withdraw the child from Nanabijou Childcare Centre to enable them to enroll their child in an alternate facility where the child's individual needs may be met.

Whenever possible, parent/guardians will be given sufficient notice to make alternate childcare arrangements however, if a child's specific behaviour poses a direct threat to the safety of the other children or staff, the parent/guardian may be required to immediately withdraw the child from the Centre at the Director's written notice.

Please refer to the Prohibited Practices Policy in [Appendix I](#).

Prohibited Practices

Nanabijou Childcare Centre and its Educators will NOT engage in the following Prohibited Practices:





- Corporal punishment of a child
- Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of preventing a child from hurting themselves or someone else
- Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision
- 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 their self-respect, dignity or self-worth
- Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- Inflicting any bodily harm on a child including making a child eat or drink against their will

Supervision of Volunteers and Students

Nanabijou Childcare Centre engages in mentoring students and volunteers frequently throughout the year and every employee, student, and volunteer must read and sign the Supervision of Volunteers and Students Policy annually ([Appendix J](#)).

1. Every volunteer or student at the Centre will be supervised by an employee at all times.
2. Volunteers and students are not permitted to be left alone with any child at the Centre.
3. Direct, unsupervised access is not permitted for persons who are not employees of Nanabijou Childcare Centre. No child is directly supervised by a person less than 18 years of age.
4. Volunteers and students are not counted in the staffing ratios. Volunteers and students are assigned a supervising mentor/staff member throughout their placement.





SOCIAL MEDIA AND COMMUNICATIONS

Nanabijou Childcare Centre strives to maintain a positive image in the community, and has adopted this policy to ensure that our staff members, students, volunteers, board members and parent/guardians are aware of their responsibility to maintain a positive image as a representative of our organization, and use social media responsibly and appropriately.

This policy is not intended to interfere with the private lives of our staff members, students, volunteers, board members and parent/guardians, or impinge their right to freedom of speech. This policy is designed to ensure that Nanabijou Childcare Centre's image and branding are maintained and remain impugned.

Please read the full policy in [Appendix K](#).

PROGRAM REQUIREMENTS FOR REST

Child Care Centre Licensing Manual, Ministry of Education, January 2024.

Ontario Regulation 137/15

47(2) Every licensee shall ensure that the program in each child care centre it operates is arranged so that,

- (a) Each child in a licensed toddler or preschool group who receives child care for 6 hours or more in a day has a rest period each day not exceeding 2 hours in length; and
- (b) Each child in a licensed toddler, preschool or kindergarten group is permitted to sleep, rest, or engage in quiet activities based on the **child's needs**.

The intent of this regulation is to make sure that a portion of a child's day at a child care centre is reserved for rest and relaxation to balance all of the activity and play that children do during the rest of the day.

Clarifying Guidance from the Ministry of Education

While the need for rest and sleep varies greatly at different ages, and even among children of the same age, rest is an important part of the day for all children. Programs take into consideration instructions given by parents regarding their child's sleep and rest period. These instructions are followed as closely as possible but they also need to take into consideration the needs of the individual child. Where a parent indicates that a child does not need to sleep, the staff should respect these directions, but parents are reminded that the program is required to allow the child to sleep, rest, or have quiet time according to the child's needs.





Nanabijou Childcare Centre Policy

If a child at Nanabijou is not sleeping they are permitted to get up after 1 hour, or less, of quiet rest. If a parent would like to alter this routine they must provide written instructions. Such changes must be mutually agreed upon by parents and caregivers and that such a change is in the best interest of the child. Nanabijou Childcare Centre educators will not force a child to sleep, nor will they keep a child awake if the child is falling asleep on their own.

WATER BOTTLE POLICY

Nanabijou Childcare Centre does allow children to bring water bottles, especially during the hotter months. These bottles must be clearly labelled with your child's name and must be left in their cubbies where they can access it throughout the day. Because of Health Unit regulations, we cannot store these water bottles in the classrooms, and we do not have the staff or the time to sanitize everyone's water bottles after every snack and/or meal. Therefore, it is the parent's responsibility to take the water bottle home daily and return it sanitized the next day. If a child is thirsty, they can ask for water at any time throughout the day.

FREQUENTLY ASKED QUESTIONS

Q: Where do I find out information about my child's day? How do I know what to bring and how will I know if they are running low on supplies?

A: All the programs at Nanabijou have a dry erase board that the educators update daily with routine information such as diaper changes and sleep times. Programs will leave a note on your child's cubby if they require more supplies or alternate clothing. The best way to learn about your child's day is to engage in conversation with the educators.

Q: How sick is too sick to come to daycare?

A: "Too sick" can mean two things; a) your child's illness is contagious or in the infectious stage or b) your child is lethargic and/or clingy and does not have the energy to fully participate in the daily program. This includes outdoor play. Please note that when your child's group is outdoors, so is his/her caregiver. Nanabijou does not have the space nor additional staff to care for ill children. Symptoms of common childhood illnesses re fever, greenish discharge from nose, sticky discharge from eyes, or any unexplained rash.





Q: Can my child come with Tylenol or Advil?

A: Children can come with pain medication if it is for relief from a diagnosed or existing condition such as ear infection, teething or injury. If your child has a fever, it generally means they are sick and/or contagious, and they need to stay home until 24 hours after their fever breaks.

Q: Does my child play with the other children?

A: Children go through many stages of play from infancy to preschool including solitary play, onlooker play, parallel play and associative play. Group childcare at Nanabijou allows your child to develop these play skills naturally and the educators will always let you know if they are concerned about your child's social play development.

Q: Why is my child biting?

A: Biting is a typical behaviour in early childhood and generally occurs because language and communication skills have not developed yet. Biting is generally reactive and can occur during many emotions including anger, frustration, sadness and even excitement. The educators will work with you and your child, implementing strategies that will increase language and communication skills and emotional regulation. Generally biting is no cause for alarm.

Q: Can I come during the day to visit my child?

A: Nanabijou has an open-door policy and welcomes families to visit anytime they want. We encourage all parents to spend time in the programs reading to the children, playing with the children, or even bringing in a special activity to do with the children.





APPENDICES

APPENDIX A: Wait List Policy

Policy Title: Wait List

Date Approved: 2016
Reviewed: January 23, 2025

This policy ensures that no parent/guardian is charged for the opportunity to place a child on the Centre's waiting list for an unsecured spot in the Centre. It also ensures that wait lists are administered in a transparent manner.

This policy does not prohibit the Centre from charging an enrollment fee once a child has been offered a secured spot at the Centre. The charge for a secured spot at the Centre will be \$20.00.

Before being considered for a spot at the Centre, parents/guardians must register their child/children on OneList, the community waitlist found at www.thunderbaychildcare.ca. There is no charge to register on OneList.

As many variables impact the waitlist, providing a specific number is not feasible. Nanabijou will ensure individuals are contacted in a timely manner regarding available spots.

When space becomes available, Nanabijou will contact you and you must complete the required documents before space is secured.

- **First priority** is given to families wishing to enroll a sibling of a child **currently** attending the Centre.
- **Second priority** is given to families who are **current** students and represented by LUSU (Lakehead University Student Union). Proof of student status may be requested upon registration.
- **Third priority** is given to staff of Nanabijou and LUSU. Proof of employment status may be requested upon registration.

A family will be removed from the Wait List if the parent/guardian refuses a spot.

A family will be removed from the Wait List if a parent/guardian does not get back to the Centre within three business days of being offered a spot, either by phone or email.

Nanabijou is an inclusive childcare provider and there is no tolerance for discrimination during enrollment for any reason.





APPENDIX B: Fee Payment Contract

FEE PAYMENT CONTRACT

Nanabijou Childcare Centre charges a **\$20.00 Registration Fee** for each child as space into the program is accepted and will be added to your first invoice.

Nanabijou Childcare’s invoices are issued twice monthly by email. Invoice #1 covers the period 1st – 15th of the month and invoice #2 covers the period 16th – last day of the month. Payment of all childcare fees is due before the end of the next billing period.

Invoices which have not been paid after 30 days will be stamped PAST DUE and must be paid immediately. Invoices which remain outstanding for 60 days will have a reminder letter attached stating that if payment is not received immediately services could be suspended until payment is made. Invoices that are outstanding after 90 days will have a letter attached stating that the account will be sent to collections if payment is not received immediately, and services will be suspended until payment is received.

Cash or Cheque Payments are **not** accepted at the Centre. Payments can be made by debit, credit card or E-Transfer to nanabijo@lakeheadu.ca.

If childcare fees are paid through a subsidy contract, either full subsidy or partial subsidy, any charges incurred that are not covered by the subsidy contract will be billed at full fee rates to the parent/guardians on file.

If any invoices remain outstanding for 90 days, a termination of services will be issued, and the account will be sent to collections and any legal fees and/or court fees will be the sole responsibility of the parents/guardians listed in the registration file.

An Income Tax Letter will be issued to all families in January every year.

=====

Child’s Name: _____

Email Address for Invoices: _____

My schedule is as follows and will be billed accordingly.

MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY

DROP OFF TIME: _____ **PICK UP TIME:** _____

My first day of childcare is: _____ and my invoice will begin on this date.

Parent Signature: _____





APPENDIX C: Program Statement

NANABIJOU CHILDCARE CENTRE (NCC) 2016 PROGRAM STATEMENT

Nanabijou Childcare Centre is an early learning program inspired by the Reggio Emilia. Located on the beautiful grounds of Lakehead University and nestled along the river and amongst the trees, our Centre is committed to being a steward of the land and environment and to teaching the children at our Centre to “live in harmony with the natural world.” We are located on the traditional land of the Anishinaabe people, those of Fort William First Nations and other nations of the Robinson Superior Treaty of 1850. “For the Anishinaabe people, the Nanaboozhoo (as known as Nanabijou) is an important cultural character. He is a shapeshifting spirit who teaches right from wrong through his adventures while offering lessons of harmony with the natural world. As he now sleeps on the horizon of Lake Superior, he continues to protect his people’s most important treasure for future generations” This vision is embraced by our Educators; we support children daily and actively engage with their world. It is the children that are our most important treasure to protect as our future generation.

We provide a home away from home for children. Our team of dedicated Early Childhood Educators provide a safe, inclusive, healthy, nurturing, learning environment for children and their families. Our Centre cares for children from infancy to four years old. Adopting the Reggio Approach, is a commitment to provide children with positive relationships in order to set the foundation for lifelong learning, individual expression, belonging and well-being. To do so our partnerships with families and communities are critical.

Nanabijou Childcare Centre is an inclusive environment and recognizes that each child and family is unique and we remain flexible to adapt to every child’s needs. Our Centre, as an extension of the family and home, ensures that every child is safe, has nutritious food, and plays in a healthy and sustainable environment that encourages exploration and inquiry.

Relationships and communication between and among children, families, Educators and the environment are based on respect and acceptance and we value the relationship that exists between our Centre and our Lakehead University and Lakehead University Student Union partners.

And finally, our professionally trained Early Childhood Educators practice reflection and life-long learning as they provide quality child care. The City of Thunder Bay is a diverse community, as is the Lakehead University student body, faculty and staff. Our Centre provides childcare in an environment that is inclusive and respectful of the needs of the child and the family. Children play and learn in an environment that not only values but celebrates their differences and contributions.

Nanabijou Childcare Centre is inspired by the Reggio Emilia Approach to learning. At the centre of Reggio-inspired programming children’s natural development and relationships with each other and their environment are key. Our Educators partner with parents and guardians, involving them in every aspect of the Centre’s operation and we strive to foster family engagement in the Centre through ongoing communication and invitations to participate in the Centre’s activities, focus groups, professional development, and Board work. Our Educators are





active participants in children's learning and activities. Everything we do with the children at the Centre can be a learning experience. The classroom is everywhere. Children are observed as they play. Possibilities are explored based on these observations to develop further investigation. Documentation is recorded daily both for the family's information as well as the Educators continued research with the children. By reflecting on their observations Educators are able to incorporate the children's thoughts, ideas and activities into the curriculum. Educators meet weekly to analyze their observations and plan curriculum based on the children's spontaneous play, exploration, social concerns, academic curiosity or even serendipitous events and topics that catch the attention of the children, families and the teachers. Children's projects, art and photos are displayed in order to document their thoughts and the progression of their learning and exploration of ideas. By making the children's thinking "visible" parents, guardians and teachers are drawn deeper into the children's thoughts and ideas and shows children that their work is valued.

Families are our partners; they are involved in every aspect of the Centre. Our Educators share updates of each child's day at the Centre through conversation, pictures on the walls, and portfolio updates. Family members are welcome at the Centre at any time and staff strive to make everyone feel welcome.

Our daily routine includes indoor and outdoor play, several meals together, care and rest. There are many opportunities for children to be active inside and outside, as well as times to be still. The environment provides opportunities for discovery, mastering skills, being creative and inquisitive.

Children also have quiet areas filled with personal items as they need quiet moments; including space to nap. For children who do not nap there are quiet activities to support their ability to relax. Our learning environment is always changing based on listening and responding to the children's interests and cues. If we observe and listen, children let us know what they need; rest, food, affection or play. Our Educators promote developmentally appropriate expectations to support and guide children's behaviour. We view children as competent and capable to reach their individual potential. We role model with children to help them develop and advance self-regulation. In keeping with our policy to support positive guidance techniques; we interact with each child appropriate to their behaviour and age while following our organization's values of respect, listening, and appreciation of each other. We look to families to help by modelling these values as well.

Nanabijou Childcare Centre is committed to health, safety and nutrition requirements recommended by the Thunder Bay District Health Unit and the Child Care and Early Years Act. Staff must follow all policies and procedures. The Centre's Health and Safety representatives work with staff, administration and a Board sub-committee to ensure the health and safety of the facilities for everyone that uses them. Concerns and changes to policy and practice are discussed at monthly staff meetings.

The Centre's cook and the Executive Director ensure that we follow the Canada Food Guide and our menus, which are posted monthly, are reviewed by the Health Unit at least once a year. Children have healthy food and beverage choices offered throughout the day.

The Centre welcomes community partners such as students and faculty from Lakehead University and Confederation College, as well as other Early Childhood Educators, Resource Consultants from Children's Centre Thunder Bay, and other professionals involved with our





children and families. The children are always excited to discover the larger, wider world around them and so we explore the University campus and grounds, the river and the community garden nestled in the trees outside our doors. Sometimes the children jump on the City bus to get to the University, sometimes we walk and sightsee along the way. The Centre supports two-way continuous professional learning; we learn from the students and faculty at the university, the college and our professional community partners, as they learn from us. It is these community partners that continue to support our Educators to engage in research and professional learning.

As Educators we are continuously inspired by the children and their curiosities. As a team, it is essential that we reflect regularly to learn from one another. We recognize that we are mentors in the community and advocates for young children. We ask for feedback and guidance to enhance our goals and skills. We participate in local, regional, provincial and international professional development opportunities and share our knowledge with others.

Nanabijou Childcare Centre will continually evaluate our organization with annual parent/guardian questionnaires, focus groups on specific issues related to the Centre and one-on-one meetings with families. We conduct annual employee performance reviews and check in quarterly with staff regarding their education/professional development plans. Our Centre's Board established a strategic plan that embraced, as the Centre's principles and beliefs, the Early Learning Documents from Ontario's Ministry of Education; How Does Learning Happen? The Early Learning for Every Child Today (ELECT); and the Think, Feel, Act. These documents are available on the Ministry of Education website at www.edu.gov.on.ca





APPENDIX D: Application Request for Extended Leave

APPLICATION REQUEST FOR EXTENDED LEAVE

If parents' employment has been terminated or studies have concluded, they may complete an **Application Request for Extended Leave** from the Centre.

Name of Child: _____ Program enrolled in: _____

Parent/Guardian: _____ Phone #: _____

Family Email: _____ Time off requested: _____

Last day: _____ Return Date: _____

- Studies Concluded on _____
- Employment Terminated on _____

Reason for Request: (please supply details of end of studies or termination of employment and dates)

The request will be submitted ideally **four weeks prior to the dates needed**. Failure to do so may result in fees being applied. Families granted an Extended Leave will be expected to pay a **non-refundable fee of \$50.00 per month per child** when they receive notice that their Leave has been granted. Families must receive written approval from the Executive Director before assuming they have the time off. Families must maintain communication with Nanabijou Childcare Centre, to reinstate their child care.

Please submit the following form to nanabijou.scheduling@lakeheadu.ca

Parent Signature: _____ Date: _____

Reviewed By: _____ Date: _____

Approved By: _____ Date: _____

Marcia Arpin Executive Director





APPENDIX E Safe Arrival and Departure of Children and Visitors Policy

Policy Title: Safe Arrival and Departure of Children and Visitors Policy

APPROVED: January 22, 2024

Statement of Intent

This policy aims to outline the safe arrival and departure of children in and out of the setting. It also states the procedure to follow when a visitor attends the setting. Nanabijou Childcare Centre has adopted this policy in accordance with the Ministry of Education and to maintain the highest standards of care and safety to the children, their families, and the staff.

Methods Used:

- Parents will adopt consistent drop off and pick up routines and identify these times in their child's registration package. If the time is later than 9:30am consistently, a letter can be written by the parent to omit them from daily phone calls to report their later arrival.
- A daily inspection must be completed by the Health & Safety officer to ensure all exterior doors to the property are checked and always supervised.
- All exterior doors are kept locked and secured during the day so no visitors can gain unauthorised access to the premises.
- All children and adults accompanying them must be greeted by staff. The Educator must introduce themselves to the parent or caregiver by name.

Safe Arrival of Children

At 7:45am Nanabijou Childcare is open for families to arrive. A staff member will use attendance forms to log each child's arrival. Children **MUST** be logged on the attendance as they enter the classroom with the time of their arrival.

If a child does not arrive by 9:30am to Nanabijou Childcare Centre on their scheduled day, the Parent Co-Ordinator will phone the parent to establish immediate verbal communication and determine a time of expected arrival. All communication must be documented.

If a child is to be absent from the day, the parent is expected to phone the centre to report the absence. Voice recognition must be established; therefore, HiMama messages and emails are not excepted. Voice mail is acceptable.

Safe Departure of Children

A staff member must sign out each child as they depart. If an adult arrives to collect a child that is not someone who the Educator has met, then the staff will check the emergency contact booklet for parental consent. If parents have not given written permission, then the child will not be released into the adult's





care. Parents must be contacted to collect the child or provide verbal consent. All children must leave by 5:45pm.

**A log of any conversations with parents regarding safe arrival and departure will be kept within the setting's communication book.

Visitors to the Setting

If a visitor arrives at the setting their identification must be checked to verify who they are. While their identity is being verified the visitor **MUST** remain outside of the building. Once their identification has been verified, visitors can be let into the building.

All visitors **MUST** sign into the communication book.

Visitors must be always accompanied by a staff member when in the setting and if coming into the setting to work directly with the children.

When the visit is finished the visitor must sign out on the logbook and be escorted from the building.

Lock Down Procedure

If a visitor to the setting is attempting to gain entry without permission, staff must calmly move all children to the classrooms ensuring they have checked the bathrooms. The children will remain in their classroom. If children are outside and unable to safely come inside, they will be escorted to Lakehead University Wolf Den for refuge. Staff must telephone the police (911) for assistance. The staff must write witness accounts as per serious occurrence policy.





APPENDIX F: Application Request for Change Of Schedule

APPLICATION REQUEST FOR CHANGE OF SCHEDULE

Please submit the following form to your Educator.

Name of Child: _____ **Program enrolled in:** _____

Parent/ Guardian: _____ **Phone #:** _____

Request for changes in your child’s schedule requires **2 weeks written notice**. Failure to do so may result in fees being applied.

Original schedule (circle the days that apply):

MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY

New schedule proposed (circle the days that apply)

MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY

Parent Signature: _____ **Date:** _____

APPROVED SCHEDULE (circle the days that apply):

MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY

Start date: _____

Reviewed by: _____ **Date:** _____

Approved by: _____ **Date:** _____

Marcia Arpin, Executive Director

This application will be kept on file





APPENDIX G: Conflict Resolution with Families

Policy Title: Conflict Resolution with Families	Date	Approved: 2016
--	-------------	-----------------------

It is the policy of Nanabijou Childcare Centre to support open discussions between the Centre and parents/guardians through a fair and transparent process. By ensuring that there is a procedure for parents and families to raise issues and concerns both parties will achieve satisfactory resolutions with any conflict. The purpose of having a conflict resolution policy is to outline clear and consistent steps to ensure issues and concerns are addressed in a timely and transparent manner which will support communication and positive relationships between the Centre and its families.

Procedure:

If a parent/guardian has an issue or concern they should discuss it directly with the staff person involved, in a quiet and confidential manner. If the parent/guardian is not satisfied with the outcome of the communication, then they can discuss the issue with the Executive Director/designate. At that time, it will be determined if the issue or concern can be addressed informally with the individuals involved or if a more formal meeting is required.

Any formal meetings will be scheduled (date, time and location) to accommodate the family. All communications will be respectful and conducted in a calm and quiet manner. An investigation may be needed to seek further clarification, which may or may not involve an outside agency such as Dilico, Children's Centre Thunder Bay, the Thunder Bay District Health Unit, the Ministry of Education, etc. If an outside agency is to be involved the Executive Director/designate will make the appropriate contacts.

It is the Centre's goal to resolve parent/guardian concerns and will continue to meet until the parties agree on a resolution or until the parent/guardian chooses to withdraw from the discussions or pursue another avenue. Once an issue or concern has been dealt with and the parent/guardian feels satisfied with the outcome, the matter is seen as resolved and closed. It will not be raised again unless the agreement/resolution has been breached.

If a parent/guardian is not satisfied with the outcome of their meeting(s) and/or discussion(s) then they may raise the matter with the appropriate authority.

Documentation

Notes will be taken to ensure clarity and the direction to be taken to resolve the conflict. All parties involved in the conflict will sign the notes of all meetings and where there is agreement, the agreed to resolution(s). If an agreement is not reached the notes will reflect this and both parties will sign off to that effect.

Copies of written strategies, outcomes and resolutions will be given to all parties involved. A copy will also be retained in the child's file, if applicable.





APPENDIX H: Anaphylactic Shock

Policy Title: Anaphylactic Shock

Date Approved: 2016

Updated: July 27, 2022

If in doubt ALWAYS administer an epinephrine pen. There is no risk if given unnecessarily

Emergency Medical Procedures

1. Call 911
2. Administer emergency medication.
3. Calm and reassure the child/person.
4. Call emergency contacts.
5. If reaction is from an insect stinger, remove the stinger by scraping it away with a finger nail or plastic card – DO NOT use tweezers – squeezing the stinger can release more venom.
6. Help prevent shock by putting the child/person's feet up and covering them with a blanket.

This policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and awareness to parents, staff, students, volunteers, board members and visitors at the Centre.

What is Anaphylactic Shock?

Anaphylaxis or anaphylactic shock is a severe, life-threatening allergic reaction. It can be related to food, insect stings, medicine, latex, or exercise. Reactions usually begin within minutes of exposure and can progress rapidly for hours. Anaphylaxis always requires emergency intervention even when treated promptly by injection of emergency medication.

When a child enrolls with an anaphylactic allergy

The Anaphylactic Policy will be reviewed by parents, staff, students, volunteers, board members upon enrollment of a child with an anaphylactic allergy.

Strategies to reduce the risk of exposure to anaphylactic causative agents may include:

- a. Certain foods will be avoided on the menu
- b. Certain food/materials will be avoided for craft and sensory activities
- c. Risk reduction strategies for stinging insects, or latex
- d. Only purchased foods containing secure ingredient labels will be allowed to be shared and/or distributed

A Communication Plan will provide the following information:

- a. Signs/information of all children's allergies will be posted in a designated area accessible to all parents (i.e. Parent Information Board) (Appendix C)
- b. This policy will be outlined in the Parent Manual
- c. A list of known allergies of children will be posted in food preparation area, eating areas and activity rooms





- d. When caterers are used at the Centre the caterer will be advised of the food/causative agents not to be used in food prepared for the Centre.

The Centre will develop a child's individual plan and emergency procedures

- a. The parent/guardian of a child with an anaphylactic allergy will provide input on the child's plan, including the emergency procedure by completing the Child's Individual Plan Form (Appendix A)
- b. The information collected on the Child's Individual Plan Form includes:
 - i. A description of the child's allergy
 - ii. Monitoring and avoidance strategies
 - iii. Signs and symptoms
 - iv. Action to be taken by staff
 - v. Consent from parent/guardian that allows staff to administer medication
 - vi. Emergency contact information to be updated as required
- c. The Child's Individual Plan Form is to be reviewed by staff upon employment and annually
- d. The Child's Individual Plan Form is to be reviewed by all students and volunteers, including parent volunteers.
- e. The child's parent/guardian will advise the Centre of any change to the child's individual plan or treatment or if the child has outgrown an allergy and no longer requires medication.

In-Service of Anaphylaxis Policy and Procedure

The Executive Director or Designate will review with all staff¹, students² and volunteers³ annually or more frequently if needed the Anaphylactic Shock Policy and Procedures. The Executive Director will also meet with the parents of children diagnosed with and/or upon diagnosis of Anaphylaxis.

Staff in-service will occur once a year and/or more frequently when required and will include:

- An overview of anaphylaxis.
- Signs and symptoms of anaphylaxis shock.
- A demonstration on the use of epinephrine. Staff will have the opportunity to practice using an auto-injector trainer (device used for training purposes) and are encouraged to practice with the auto-injector trainer throughout the year, especially if they have a child at risk in their class.
- Specific roles of administration in providing plan of administering medication to anaphylactic children.
- A review of procedures staff are to follow when a child is experiencing anaphylactic shock.
- Information/resources available to staff to ensure a safe environment for children

Where a child has an anaphylactic allergy, staff are provided with training from the Executive Director or designate on the procedures to be followed in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer medication. The Executive Director or designate will provide training to parents, students and volunteers as required. (Appendix B)

Emergency Allergy Medications

It is the parent's/guardian's responsibility to ensure their child attends the Centre with an epinephrine auto-injector and an appropriate number of epinephrine auto-injectors shall be available for on and off premise activities (i.e. field trips)





Parents with anaphylactic children **MUST** complete an Individual Anaphylaxis Emergency Plan and Procedure Form for each child prior to being admitted to the Centre. (Appendix A)

Parents with anaphylactic children **MUST** provide **one** dedicated prescription auto-injector pen for each child that will remain at the Centre at all times. This pen will be taken on every outing with the children.

All staff will receive training on emergency procedures and auto-injector pen use.

Auto-injector pens and asthma inhalers **MUST** be provided to the Centre's staff prior to the start of their child's participation in any of the programs being offered by the Centre.

Auto-injector pens and asthma inhalers are stored in a basket located in a cupboard above the Teacher's shelf in each playroom. All cupboard doors and baskets containing emergency allergy medications are labelled Emergency Allergy Medications.

All medications **MUST** be provided to the staff in a clearly labelled bag with the following information:

- a. Child's full name
- b. Expiration date of medication
- c. Clearly labelled with instructions for use

Staff will review each child's individual protocol prior to commencing employment and yearly thereafter or when there are any changes in the child's medical requirements/needs. A review and signature form including the date and the person completing the review will be required.

Roles and Responsibilities

1. Parent/guardian of a child with an anaphylactic allergy:
 - a. Identify their child's allergies and needs to the Centre's Executive Director
 - b. Provide the Centre with up-to-date auto-injectors
 - c. Participate in the development of an Individual Anaphylaxis Emergency Plan for their child
 - d. Provide food from home (if applicable)
 - e. Provide support to the Centre and staff as required
2. Office Staff
 - a. Ensure parents/guardians have completed all the necessary consent and authorization forms
 - b. Ensure the implementation of policies and procedures for reducing risk in the Centre
 - c. Work closely with parents/guardians of the child with known risk of anaphylaxis
 - d. Notify staff of the Child with known risk of anaphylaxis, the allergens and the treatment
 - e. Ensure all staff, students and volunteers have received instruction in the use of the auto-injector.
 - f. Inform all parents/guardians that a child with an anaphylactic allergy is in direct contact with their child and ask for their support and cooperation
 - g. Ensure staff, students and volunteers review and sign the Anaphylactic Policy and the Child's Individual Plan upon employment and annually thereafter.
 - h. Ensure safety procedures are developed for field trips and extracurricular activities.
 - i. Ensure allergy list is posted in all rooms.
3. Staff/Providers
 - a. Enforce children not to bring food/lunches/snacks from home





- b. Ensure children do not share utensils or containers
- c. Ensure the child with an anaphylactic allergy only eats the food specifically provide to them
- d. Reinforce handwashing to all children before and after eating
- e. Facilitate communication with parents/guardians
- f. Ensure auto-injector pens are accessible at all times (indoors and outdoors)
- g. Designated staff responsible for administering medication will ensure the auto-injector pens are updated when expiring
- h. Know what their role is when an anaphylactic allergy emergency occurs

Anaphylaxis Emergency Response Plan

If there is ANY suspicion that an anaphylaxis reaction is occurring follow the plan of action as stated on the child's Individual Plan. If an auto-injection pen is required:

1. One staff member (staff #1) will administer the auto-injection pen (epinephrine) and remain with the child
2. Another staff member (staff #2) will call for an ambulance – dial 911
3. Staff #2 will contact the child's emergency contacts
4. A third staff member (staff #3) will remove all other children from the area

Administering an auto-injection pen

1. Pull off the epipen auto injector blue safety cap
2. Jab black tip into outer thigh until the unit activates and a click is heard. This may be done through clothes if necessary
3. Hold the pen in place for 10 seconds

If in doubt ALWAYS administer an epinephrine pen. There is no risk if given unnecessarily

If an ambulance has not arrived in 15 minutes and there are recurring symptoms, or no relief, administer a second auto-injection pen.

It is recommended that the child go to the hospital even if the symptoms seem to go away after the first injection. There may be a delayed reaction and the child will need hospital observation.

A staff member should accompany the child to the hospital. Staff to child ratios MUST be maintained.





APPENDIX I: Prohibited Practices

Policy Title: Prohibited Practices

Date Approved: 2016

This policy prohibits physical punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. It sets out clear direction regarding prohibitive practices to support the overall well-being of children. These practices are never permitted in the Nanabijou Childcare Centre.

Staff, students and volunteers are prohibited from engaging in discipline prohibited practices as outlined below. Non-compliance is a serious occurrence and will result in disciplinary action, up to and including dismissal.

Discipline Prohibited Practices

1. Corporal punishment of the child.
2. 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.
3. Locking the exits of the Centre 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 Centre's emergency management policies and procedures.
4. Use harsh, 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 a child or undermine his or her self-respect, dignity or self-worth.
5. Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. Inflicting any bodily harm on a child including making children eat or drink against their will.

Contravention

Any staff, student or volunteer who observes another staff, student or volunteer engaging in discipline prohibited practices should ask those involved to stop what they are doing. The intervening person shall attend to any immediate needs of the child/children involved and then advise the Executive Director/designate.

The Executive Director/designate will immediately undertake an investigation to substantiate the allegations. At this point the Executive Director/designate has the authority to relieve staff, students and volunteers of their duties.





If a staff, student or volunteer has violated the Discipline Prohibited Practices, the Record of Violation of Behaviour Management Practices form (Appendix A) will be completed by the Executive Director/designate.

If the staff, student or volunteer's actions are considered a serious occurrence the Executive Director/designate will ensure that the Serious Occurrence form is completed and forwarded to the Program Supervisor of the Ministry of Education.

Staff, students or volunteers who report violations of this policy shall be protected from recrimination or harassment.

Acceptable Prohibited Practices Strategies

The goal of discipline is to teach a child safe, socially and developmentally appropriate skills and abilities to increase self-control and self-esteem. A positive environment, created by skilled ECE staff who provide consistency, structure and appropriate intervention strategies, will encourage self-control and skill acquisition for children.

Disciplinary measures, through the use of behaviour management strategies, are used to prevent unacceptable behaviour and avoid crisis situations.

Principles of Positive Discipline

1. Children need to be aware of expectations and be capable of achieving them.
2. Expectations of children must be age appropriate but congruent with the child's individual development needs.
3. Expectations and rules are structured and implemented consistently.
4. A positive climate is created to encourage a feeling of safety and security for children.
5. Childcare space is sufficient for the number of children enrolled and is organized in a way which promotes good mental health and diminishes potential for problems.
6. Schedules, routines and transitions are established, with some degree of flexibility, to provide children with clear guidelines about what is expected and when.
7. Restful and quiet activities are available throughout the day to allow for a child to self-segregate.
8. Toys and materials are in good supply, proper repair and age appropriate to encourage children to engage in appropriate play.
9. Behaviour is considered to be communication and the result of developmental or emotional struggles.
10. Staff's response to behavioural difficulties encourages self-control on the part of children. To do so, staff must remain calm, non-punitive and non-rejecting in their responses.





11. When a child is out of control, staff will apply external limits until the child regains control over their own behaviours.
12. Small efforts at gaining control on the part of the child will be acknowledged.
13. Behavioural interventions are consistently applied in attempts to teach and promote healthy social and emotional development.
14. Behaviour is considered within a normative developmental perspective.
15. Behavioural interventions should begin with the least intrusive method when possible.
16. The child's strengths are capitalized upon and used to decrease inappropriate or problematic behaviour.
17. Discipline must benefit the child, not the adult, and all strategies are exhausted to avoid power struggles with children.

When the need arises, children will be disciplined in a positive manner, at a level that is appropriate to their ages and developmental stages.

Acceptable Behaviour Management Strategies

Acceptable behaviour management strategies include, but are not limited to:

1. Clear expectations. Unacceptable behaviour is clearly defined to the child in a manner consistent with their ability to comprehend.
2. Choices. The child is provided with acceptable choices to assist them to develop decision making skills and pro-social behaviour.
3. Redirection. Distract a child from objectionable pursuit by directing their attention toward a positive activity.
4. Planned ignoring. Staff chooses to ignore a child's negative behaviour, when safety is not in question, in an attempt to have the child seek attention positively.
5. Caring gesture. Extra attention, encouragement and support is given when a child is experiencing emotional distress.
6. Humour. Developmentally appropriate comic relief is used, without sarcasm, to ease a tense situation.
7. Hurdle helping. Identify when a child is having difficulty, respond quietly and unobtrusively, with assistance with the task prior to frustration setting in. Focus is on the task, not the misbehaviour.
8. Removal of triggering object. Remove objects that trigger negative behaviour or responses of a child prior to the behaviour occurring.





9. Limits. Implement guidelines, rules or boundaries that can be adjusted from staff to staff but do not affect the safety of a child.
10. Controls. Implement rules that never vary due to issues of safety.
11. Logical consequences. Consequences are imposed by staff upon the child. The consequences correlate to the difficult or inappropriate behaviour. (i.e. the child assists in the repair of damaged property)
12. Natural consequences. The child is informed of the natural results of unacceptable behaviour and, when safe and appropriate, these consequences are allowed to occur.
13. Time away. When a child is unable to regulate themselves, and is posing a safety concern to self or others, a brief, quiet time away from activities is implemented until the child can control themselves. The child will be monitored closely and messages of care and concern will be delivered until the child demonstrated self-control prior to re-joining the activities. This strategy will not be used punitively. Immediately after the child has regained self-control, they will be re-integrated into the group.

In the event that behaviour problems are significant in nature, staff shall record in the child's file what behaviours occur and what behavioural interventions are used. This information can be discussed in multi-disciplinary meetings, including but not limited to the resource teacher, parent/guardian, staff and management to assess, develop and implement additional behaviour management strategies.

Parents/guardians will be advised that having the child remain in the Centre would require an IEP and intervention of a Resource Teacher and appropriate community services.

Removal of a child from the Centre

Should a child's behaviour problems be deemed to be beyond the expertise of the Centre, staff, pose a risk of safety to the child or infringe on the rights of another child to participate in a safe and secure childcare environment, recommendations will be made in writing to the parent/guardian to withdraw the child from the Centre and enrol with another agency who may be better suited to meet the child's and family's needs.

When possible, the family will be given sufficient notice in which to find alternative arrangements.

Monitoring Prohibited Practices

The Executive Director/designate is responsible for monitoring, on a regular basis, all programs to observe how staff conduct themselves with the children to ensure staff, volunteers and students are following behavioural management practices.

The following measures are in place

To help ensure that only preferred behavioural management practices are used:





1. A comprehensive discussion with each staff, student and volunteer's behaviour management philosophy is held during the initial screening of each person to ensure compatibility with the Centre's philosophy and the Child Care and Early Year Act.
2. The Executive Director/designate will observe each staff at least four times per year and complete staff performance appraisals at least once per year.
3. All concerns and complaints regarding behaviour management practices made by anyone including staff, students, volunteers, parents/guardians and others will be addressed and acted upon by the Executive Director/designate. A log of the monitoring of behaviour management practices will be kept (Appendix A). This log will be kept in a secure location and kept for two years from the date of the last entry.

Record Retention

All records involving the review and sign off of prohibited practices policy and procedures, as well as the monitoring of behaviour management practices will be kept in a secure location and kept for two years from the date of the last entry.

Review and sign-off

Employees, volunteers and students working directly with children must review all policies and procedures, including the prohibited practices policy, prior to the beginning of employment or placement; and annually thereafter, and must sign and date the Prohibited Practices – Statement of Understanding (Appendix B).





APPENDIX I.A

**PROHIBITED PRACTICE
STATEMENT OF UNDERSTANDING**

I, _____, have reviewed and agree to abide by the Prohibited Practice Policy and Procedures which outline the permitted and prohibited practices to child guidance and discipline.

I understand that contravention of Prohibited Practice Policy and Procedures is a serious matter that will warrant implementation of disciplinary measures, including consideration of dismissal.

Name of Employee, student or volunteer	Initial signing date
Name of executive Director/designate	Date

Annual Review of Prohibited Practice Policy and Procedures

<u>Signature of Staff</u>	<u>Signature of ED/Designate</u>	<u>Review Date</u>





APPENDIX I.B

CONTRAVENTION OF PROHIBITED PRACTICES RECORD

Name of Staff Member: _____

Name of Executive Director/designate: _____

Date of Occurrence: _____ *Time of Occurrence:* _____

Contravention of Policy Behaviour: _____

Risk or Harm to Child: _____

Witnesses: _____

Executive Director's Findings: _____

Disciplinary Action Taken:

Did this incident result in filing a Serious Occurrence: Yes ___ No ___

If yes, date Report filed: _____ Executive Director's Signature: _____

_____ My signature on this form acknowledges that I have been shown the completed form and am aware that it will be filed in my personnel file for a minimum of two years. This report is for documentation purposes and is not an admission of guilt.

Signature: _____

Date: _____





APPENDIX J: Supervision of Volunteers and Students

Policy Title: Supervision of Volunteers and Students

Date Approved: 2016

Replaces: July 2011

This policy will be reviewed with employees before they begin their employment and annually afterwards; and with volunteers and students who will be providing care and guidance before they begin placement and annually thereafter. This review will be signed and dated (Appendix A).

Additional policies including behaviour management and anaphylactic policies and procedures will be reviewed with volunteers and students providing care and guidance before they begin placement and annually thereafter. Reviews will be signed and dated.

The Nanabijou Childcare Centre's criminal reference check policy applies to all employees, students and volunteers with the exception of students who are under the age of 18 and placed by an educational institution, (i.e.: high school co-op students).

The Executive Director/Designate is responsible for the implementation, review and evaluation of this policy.

Procedures

Every volunteer or student at the Centre will be supervised by an employee at all times.

Volunteers and students are not permitted to be left alone with any child at the Centre.

Direct unsupervised access is not permitted for persons who are not employees of Nanabijou Childcare Centre. No child is directly supervised by a person less than 18 years of age.

Volunteers and students are not counted in the staffing ratios. Volunteers and students are assigned a supervising mentor/staff member throughout their placement.

Roles and Responsibilities

The Executive Director/designate will be responsible for:

- conducting the orientation process using the orientation checklist
- developing the expectations, roles and responsibilities of the student/volunteer
- assigning a mentor(s)/staff member(s) to supervise student(s) and volunteer(s) at all times and to ensure neither student(s) or volunteer(s) is left alone with any child
- inform parents/guardians of volunteers and students in placement at the Centre





- training for mentors/staff members on their roles and responsibilities
- monitoring the behaviour management practices of students and volunteers

The supervising mentors/staff members will be responsible for:

- reviewing the expectations, roles and responsibilities with the student/volunteer
- supervising the students and volunteers to ensure neither are left alone with any child
- fulfilling the administration requirements of such placements
- communication with other staff members and the Executive Director/designate

The students and volunteers will be responsible for:

- reviewing and signing off on all policies and procedures relevant to the placement
- adhering to the policies and procedures of Nanabijou Childcare Centre
- fulfilling the objectives and responsibilities of their role
- fulfilling administrative requirements of such placements
- ensuring that they are supervised by an employee at all times
- ensuring they are not left alone with any child at the Centre.



APPENDIX K: Social Media /Communications

Policy Title: Social Media /Communications

Date Approved: 2016
Updated: March 2024

Nanabijou Childcare Centre strives to maintain a positive image in the community, and has adopted this policy to ensure that our staff members, students, volunteers, board members and parents/guardians are aware of their responsibility to maintain a positive image as a representative of our organization, and use social media responsibly and appropriately.

Nanabijou Childcare Centre staff members, students, volunteers, board members and parents/guardians that maintain personal social media pages (e.g. Facebook, Instagram, X, Snap Chat, TikTok, LinkedIn, etc.) are expected to comply with the guidelines set out within this policy.

Staff, students, volunteers, board members and parents/guardians are reminded that they continue to act as representatives of Nanabijou Childcare Centre outside of regular business hours, and should conduct themselves in a manner that is appropriate. As our staff members, students, volunteers, board members and parents/guardians regularly interact with children, they are expected to hold themselves to a high-level of conduct, as they are viewed as role-models.

Nanabijou Childcare Centre staff members, students, volunteers, board members and parent/guardians that maintain personal social media pages or accounts are required to comply with the following guidelines as they relate to their association with Nanabijou Childcare Centre:

1. Staff members, students, volunteers, board members and parents/guardians using social media are advised to maintain strict privacy settings on their personal accounts to ensure that any materials contained therein are not accessible to minors or the public at large. This measure is recommended to avoid potential misconceptions regarding staff behaviour, actions, comments or posts that occur outside of their employment or child involvement at Nanabijou Childcare Centre.
2. Staff members, students, volunteers, board members and parents/guardians using social media are directed to avoid adding minors to their accounts. This will eliminate the possibility of any unintended dissemination of information, and will reduce the likelihood of allegations of inappropriate behaviour or relationships.
3. Use of social media during regular working hours shall not have a negative impact on user productivity or efficiency. Please be advised that excessive use of social media for personal reasons is a misappropriation of company time and resources, and may be subject to disciplinary action.
4. Use of personal social media may not conflict with any of Nanabijou Childcare Centre's existing policies whatsoever. This includes (but is not limited to) the Cell Phone Policy, Confidentiality Policy and Social Media Communications Policy.
5. Employees, students, volunteers, board members and parents/guardians are prohibited from disseminating any private organizational information therein, or any negative comments regarding the Nanabijou Childcare Centre.
6. Posts involving the following will not be tolerated and will subject the individual to discipline, up to and including expulsion of your child or termination of your employment:





- Proprietary and confidential Centre information;
 - Discriminatory statements or sexual innuendos regarding co-workers, management, clients (children and/or parents); and
 - Defamatory statements regarding the Centre, its employees, and clients.
7. Employees, students, volunteers, board members and parents are expected to comport themselves professionally both on and off duty. Where a staff member or parent/guardian publicly associates him/herself with the Centre, all materials associated with his/her page may reflect on the Centre. Please be advised that inappropriate comments, photographs, links, etc. should be avoided.
 8. Centre policies governing the use of our logos and other branding and identity apply to electronic communications, and only individuals officially designated may “speak” (whether orally or in writing) on the Centre’s behalf.
 9. The Centre’s systems may not be used for any illegal activity including downloading or distributing pirated software or data.
 10. The Centre reserves the right to take disciplinary action against an employee if the employee’s electronic communications violate Centre policy.

This policy is not intended to interfere with the private lives of our staff members, students, volunteers, board members and parents/guardians, or impinge their right to freedom of speech. This policy is designed to ensure that Nanabijou Childcare Centre’s image and branding are maintained, and remain impugned.

All staff, parent/guardians, board members, students and volunteers will review this policy annually.





APPENDIX L: Childcare Withdrawal Form

CHILDCARE WITHDRAWAL FORM

*Nanabijou Childcare Centre requires **30 days written notice** when withdrawing your child from the centre. Failure to do so may result in penalty fees being charged.*

Name of Child: _____ **Program enrolled in:** _____

Parent/Guardian: _____ **Phone #:** _____

Last day of attendance: _____

Reason for Withdrawal:

- Relocating to a new area
- Financial reasons
- Dissatisfaction with services
- Child no longer requires childcare
- Enrolling in a different childcare center
- Health reasons
- Other (please specify)

Parent Signature: _____ **Date:** _____

Please send the completed form to nanabijo@lakeheadu.ca or deliver it to our office.

Received By: _____ **Date:** _____

Approved By: _____ **Date:** _____

Marcia Arpin Executive Director





HOURS OF OPERATION

Open 7:45am to 5:45pm Monday - Friday

Closure Family Day - Good Friday - Easter Monday
Victoria Day - Canada Day - Civic Holiday
Labor Day - Thanksgiving Day - Christmas

Nanabijou may also close periodically for professional development at the discretion of the Executive Director and Board of Directors.

CONTACT US

-  (807) 343-8369
-  www.nanabijou.net
-  965 Oliver Road, Thunder Bay
ON P7B 5E1

