London Children's Connection INC.

LONDON CHILDREN'S CONNECTION

CHILDREN'S CENTRES PARENT HANDBOOK

for 2026-2027

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PROGRAM STATEMENT

To ensure that we provide high quality experiences for families and children, our programming and pedagogy is guided by the *How Does Learning Happen? Ontario's Pedagogy for the Early Years* (2014) document.

We believe that every child:

- Needs to have a sense of belonging and that they feel connected to others and are able to contribute to their world.
- Needs to develop a strong sense of self, health and wellbeing.
- Is an active and engaged learner who explores the world with body, mind, and senses.
- Is a capable communicator who can express themselves in many ways.

Within a warm, nurturing environment, children actively participate in positive, interactive experiences that are based on their current interests and real-life experiences. Our flexible, creative programs provide children with opportunities for decision-making and growth towards independence and responsibility.

We view children as resourceful, competent, capable of complex thinking, and rich in potential. By observing the children's interaction and language, we learn about their interests, experiences and needs. By recognizing and acting upon teachable moments, the program staff engage children in planning activities that are meaningful and relevant to their world. With the guidance of the staff, projects are chosen that generate a sufficient amount of interest and curiosity to provoke children's creative thinking and problem solving, and are open to different avenues of exploration.

Developing the ability to self-regulate is an essential part of a child's healthy development. Understanding and helping children to develop self-regulation skills, is a key component of the Children's Centre. Self-regulation develops over time with maturation, experience and nurturing adult support.

Self-regulation is the ability to effectively monitor and modify one's own emotions, to focus or shift attention, to control impulses and to tolerate frustration or delay gratification.

A child must be calmly focused and alert in order to learn, communicate and self-soothe effectively. Good self-regulation skills are important for a child's social-emotional development, as research has shown that children who can successfully self-regulate are more resilient, have better relationships with others, and better academic outcomes.

We value positive and responsive relationships with families. By engaging families in a meaningful way, this partnership ensures that we are able to focus on their child's social, emotional, physical, creative and cognitive development in a holistic way.

We work in partnership with school boards and special needs resource agencies, such as All Kids Belong, to meet the individual needs of children and their families. By working collaboratively with parents and resource agencies, we ensure that strategies are implemented that reduce or eliminate barriers, effectively support each child's unique needs and development, and are inclusive of all children, including children with individualized plans.

Our educators are warm, caring, qualified professionals who are carefully chosen through a selection process designed to determine their ability to meet the needs of children.

Educators participate in regularly scheduled professional learning opportunities throughout the year. Individually, and within learning communities, educators review, discuss, share and reflect on topics that are relevant to providing quality care for children and effective support for families.

PROGRAM STATEMENT GOALS AND APPROACHES

London Children's Connection's Program Statement is consistent with the Minister of Education's policy statement on programming and policy (0.Reg. 137/15), aligns with our policies and procedures, and is used to guide our work with children and families.

Children have a strong sense of self, health and well-being. Educators establish positive eating environments that are set up to promote social development. Children's allergies and dietary restrictions are respected and followed. Children are provided opportunities for flexible schedules built around their hunger cues and need for rest. Educators ensure hygiene, sanitation and infection control practices are followed.

Children are capable communicators who can express themselves in many ways. Children participate in positive experiences and are provided opportunities for decision-making and growth towards independence and responsibility. Children's interactions and language are observed in order to support their experiences, interests, needs and strengths. Families are valued through positive and responsive relationships. Children are observed to have meaningful interactions with educators. Children are able to express their thoughts, ideas and needs through a variety of mediums. Educators encourage deeper thinking by facilitating discussions, asking open-ended questions and providing children with a variety of materials that support creative growth. Children are able to explore within an environment that mirrors their needs, ideas, values, attitudes and culture. Their sense of belonging is supported by valuing each child's unique spirit, individuality and presence. Children and their families are valued as contributors with unique knowledge, experiences and strengths. They are welcomed into the program and are invited to participate in the planning and sharing of ideas and resources. Children see their lives, language and interests reflected in the program.

Children are supported in developing self-regulation skills. Children are observed to have meaningful interactions with staff where they are respected and able to maintain their dignity. Children are provided opportunities to make choices and encourage independence. Educators are responsive to children's abilities to self-manage behaviour, demonstrating a calm, supportive approach to guiding children. Educators support children by eliminating stressors/ transitions and being responsive to individual cues.

By recognizing and acting upon teachable moments, educators engage the children in planning activities that are meaningful and relevant to their world. Children are actively engaged learners who explore the world with body, mind and senses. Children are provided with opportunities to explore materials and initiate activities based on their own interests and ideas. Children are provided a variety of materials for indoor and outdoor play. Opportunities are available for flexibility with materials, allowing for indoor/outdoor materials to be interchangeable. Children are provided with open-ended materials that allow for the natural flow of creativity and the opportunity to make representations of what they understand or imagine.

Children actively participate in positive, interactive experiences that are based on their current interest and real-life experiences. Projects guided by educators that provoke children's curiosity, creative thinking, exploration and problem solving are open to different avenues of exploration. Programming and ongoing projects are generated from observations and children's emergent ideas and interests. Children are stimulated to think deeper and to develop curiosity based on the educator's use of teachable moments and open-ended questions. Educators are mindful of building relationships to meet the individual needs of the children.

Children are viewed as resourceful, competent, capable of complex thinking and rich in potential. Children will feel a sense of belonging, connected to others and that they are able to contribute to their world. Children are encouraged to feel powerful, independent, important and competent. They are provided with a variety of materials and experiences that offer opportunities for exploration and discoveries. Educators set up the environment to promote a variety of interests and skills to allow for choice and independence. Educators use pedagogical documentation as a means for reflection and programming.

Our indoor and outdoor environments allow for limited transitions, flexibility for rest periods and periods of uninterrupted play where safe risk measures are practiced. Opportunities for physical activity both indoors and outdoors are provided both morning and afternoon. Programming allows children the opportunity to sleep, rest or engage in quiet activities based on their individual need to regenerate or self-regulate. Educators reflect on the needs of the children and provide opportunities for individual and small group interactions.

Educators value positive and responsive relationships with families. Families are engaged in a meaningful way to ensure that educators are able to focus on the children's social, emotional, physical, creative and cognitive development in a holistic way. Children and families are welcomed into the program and are invited to participate in the planning and sharing of ideas and resources. Educators are mindful of building relationships to meet the individual needs of the child and family. By participating in ongoing communication with parents, educators exchange information and involve them in decision-making for their child. Educators document the child's day and share with families.

All children are valued and have opportunities to participate with their peers, in activities that promote their emotional, physical, social and intellectual growth and development. All children feel a sense of belonging and positive self-worth through respectful and supportive relationships. Educators work in collaboration with school personnel, Family Centres and community resource agencies, such as All Kids Belong, to meet the individual needs of the children and their families. By working collaboratively, we ensure that strategies are implemented that reduce or eliminate barriers and effectively support each child's unique needs.

Educators are warm, caring, qualified professionals, carefully chosen through a selection process designed to determine their ability to meet the needs of children. Educators remain current in their knowledge and skills by participating in continuous professional learning. Educators participate in regularly scheduled professional learning opportunities throughout the year. Individually or within specific learning communities, educators review, discuss, share and reflect on topics that are relevant to providing quality care for children and effective support for families.

Program Coordinators and designates document and review the impact of the approaches on the children and their families. Program Coordinators (or designates) conduct regular program visits to document, review and discuss with educators the impact of the approaches on the children and their families. Together, goals are set and next steps are planned to ensure the approaches are used. Parent feedback is gathered through quality assurance measures such as the "We Care" parent surveys.

ACCESSIBILITY AND INCLUSION

London Children's Connection (informally known as LCC) is committed to providing high quality, inclusive programs and practices that respond to the individual abilities and needs of every child. We know that children need to feel valued, have friends and feel that they belong. At LCC, we provide safe, caring environments where all children are valued and have opportunities to participate with their peers, in activities that promote their emotional, physical, social and intellectual growth and development. We foster each child's sense of belonging and feelings of self-worth through respectful and supportive relationships among staff, children, their families and the community.

LCC staff work in partnership with parents and special needs resource agencies, such as All Kids Belong, to meet the individual needs of children and their families. By working collaboratively with parents and resource agencies, we ensure that strategies are implemented that support each child's unique needs.

LICENSING

Licensing is obtained through the Ministry of Education (MEDU) to operate our Children's Centres. The program is inspected and licensed annually and a license is issued upon successful completion of the licensing procedure. More information about licensing is available on MEDU website at www.edu.gov.on.ca/eng/parents.

CHILD CARE EDUCATORS

London Children's Connection's warm and caring educators are selected through a group interview process. Candidates are reviewed and reference checks are completed. Approval by the Ministry of Education is required for Program Supervisors with site responsibilities. All new staff participate in a thorough orientation process. Each staff member is required to have a valid Standard First Aid certificate, Infant/Child CPR, immunization record, and a Vulnerable Sector Check prior to employment; thus providing highly competent and capable staff to ensure the quality care that the School Age Program has established for over 30 years. All staff hired with an Early Childhood Educator (ECE) diploma must be registered and in good standing with the College of ECE.

STAFF PROFESSIONAL DEVELOPMENT

London Children's Connection is committed to ongoing professional development and staff are supported in the implementation of our innovative approach to program planning, through imbedded professional learning and participation in ongoing professional development.

VOLUNTEERS AND STUDENTS

Volunteers and students may participate in a child care program by fulfilling the requirements of the Vulnerable Sector Check, participating in a Policy and Procedure review, and at the discretion of London Children's Connection. All volunteers and students participating in a child care opportunity will be supervised by staff at all times, and are not permitted to be alone with any child. All students and volunteers will participate in tasks and responsibilities that are directly related to their school curriculum / volunteer position.

PROGRAM HOURS

LCC Children's Centres operate every school day from 7:00 a.m. – 5:30 p.m.

The program closing time has been established in consideration for the children and the length of their day, and to correspond with parent's needs. If an unexpected situation arises and you are unable to pick up your child by 5:30 p.m., please arrange for another adult to do so. This person must be identified on your child's registration form.

CENTRE CLOSURES

Centre closures may result due to circumstances that are beyond our control (e.g. severe inclement weather conditions, power failure). For announcements of school closures, please visit our website at www.lcc.on.ca, or social media pages.

If during the program hours the centre is not able to operate due to power failure or similar circumstances, you will be contacted immediately. Refunds will not be issued for school closures that are beyond our control.

PROGRAMS

An **Infant program** is offered at Cedar Hollow, Summerside, Westmount, White Oaks and White Pine Children's Centres for children ranging in age from **0–18 months**. The individual needs of each child are met promptly and sensitively, through an abundance of cuddles and stimulating learning experiences. Secure emotional attachments and strong, nurturing relationships are developed between children and program staff.

LCC's **Toddler program** offers care for children ranging in age from **18 months to 2 ½ years**. The individual needs of each child are met through the development of strong, nurturing relationships. As well as being exposed to many exciting activities daily, the children learn self-help skills such as dressing, eating, and toileting.

LCC's **Preschool program** offers care for children ranging in age from **2 ½ - 5 years**. In LCC children's centres, staff embrace the emergent curriculum approach to early childhood education. This is a child focused and teacher framed approach to learning. Within a warm, nurturing environment, children participate in positive experiences which are based on their current interest and real-life experiences. LCC programs are flexible and creative and provide children opportunities for decision making and growth towards independence and responsibility.

In order to accommodate each child's needs, LCC's home-like environments provide a variety of stimulating and rich learning centres, which include: writing, creative arts, sensory play, discovery, dramatic play, reading, blocks, woodworking and computers. Ample time is provided in the learning centres to ensure children have enough time to develop their ideas and work on their skills.

SAFE ARRIVAL AND DEPARTURE

Parents have the primary responsibility for ensuring their child arrives safely at the program.

Children must ***always*** be accompanied by an adult when arriving or departing from the centre.

ABSENCES

If a child does not arrive at the centre and the parent has not given prior notice of the absence, staff will take the following steps:

- Circle the space on the Sign In/Out document in red pen
- Within a half hour of the child's expected time of arrival, check the centres phone for a message from the parent.
- Contact the parent by phone or email.
- If the parent cannot be reached, a message will be left for them to contact the centre as soon as possible.
- If the parent has not been reached within half an hour, call the emergency contacts
- Follow the usual Sign In and Out procedure for documenting attendance (refer to staff manual)

After 3 incidents of the parent not contacting the centre regarding a child's absence, the Coordinator will call the parent to review the policy and find a mutually convenient way to ensure communication of absences.

LATE PICKUP

Parents are responsible for ensuring that their child is picked up by 5:30 pm. If an unexpected situation arises and parents are unable to pick up their child by 5:30 pm, they must arrange for another adult to do so.

If at 5:30 p.m., a parent has not arrived to pick up their child, the following steps will be taken:

5:35 p.m. Staff will call the parent. If the parent does not answer the phone, the staff will leave a voice message requesting the parent call the program cell phone.
Staff will provide an activity and offer a snack, ensuring the child is comfortable.

5:40 p.m. If the parent has not responded to the staff, the emergency contacts listed on the child care will be called.
The custodian will be informed of the situation.

5:45 p.m. The Program Coordinator and The Program Manager will be consulted regarding next steps.

Children will not be left unattended or released into the care of an unauthorized person. (See *Unknown Adult Comes to Pick Up*).

If the Custodian asks the staff to leave the building, staff will not comply. When the child is picked up, the staff will inform the Program Coordinator.

UNKNOWN ADULT COMES TO PICK UP CHILD

A child may only be released to persons who have been named on the child's registration form, which has been signed by the parent. If this person is unknown to the staff, their picture identification will be requested.

The parent/guardian must give written permission for any person that is not listed on the child's registration form to pick up their child. If an adult comes to pick up a child and their name is not on the registration form, the following steps will be taken:

1. The staff will inform the adult that there is no written permission to release the child to them.
2. Staff will call the parent to inform them of the situation.
3. In case the parent gives direct instructions to release the child to the adult who has come to pick up their child, the following steps will be taken:
    a) The parent's verbal confirmation will be documented in the Daily Journal
    b) The parent will be asked if they would like to add this person to the child's registration form
    c) The adult will be asked for photo identification
4. If the parent cannot be reached, or the parent is unable to come to the program, the emergency contact person(s) will be called and asked to come to pick up the child.

5. Under no circumstances is the child to be left with the adult during this process. If the adult insists upon taking the child before parental consent is received, the parents will immediately be contacted to inform them of the situation.

Note: Anytime this situation occurs, the Program Coordinator (or designate) will be immediately contacted.

APPROACHES FOR GUIDING CHILDREN'S SUCCESS

LCC aims for the children and staff to have a safe and enjoyable time in program. LCC establishes reasonable limits for behaviour which are consistently monitored by all staff. These limits are appropriate to the developmental level of the child and consider the health, safety, and the rights of all individuals. A positive approach is used to guide the children, and each situation and child is considered individually. LCC methods include: redirection, logical and natural consequences, limit setting, modeling, providing choices, anticipating situations, recognizing appropriate behavior and involving children in conflict resolution.

ILLNESS OF A CHILD

If a child becomes ill during the program and is unable to actively participate in program activities, they will be isolated from the rest of the group. Care will be provided until a parent/guardian can be contacted and the child can be taken home. If LCC is unable to contact the parent/guardian, staff will telephone the emergency contacts on the child's registration form and request that the child be picked up from the centre. Staff would then continue to try and contact the parent/guardian to inform them of the situation.

Head Lice is a common nuisance that can spread quickly from person-to-person through direct hair to hair contact, or by sharing items such as hats, hairbrushes and headphones. In order to prevent the spread, if there is an active case of head lice found in the program, the child's parent will be contacted to come and pick up their child. Once the child is treated, they may return to the program. LCC encourages parents to check a child's head regularly to help prevent the spread.

London Children's Connection follows the guidelines as set out by the Child Care and Early Years Act (2014) and the Middlesex-London Health Unit (MLHU). Please refer to the MLHU's "Guide to Common Childhood Infections" to help stop the spread, available on their website at: https://www.healthunit.com/wp-content/uploads/2025/11/guide-to-common-infections.pdf.

HEALTH AND ADMINISTRATION OF MEDICATION

All prescription medication must be in the original container with a prescription label that is clearly marked with the child's name, date, name of medication, and the instructions for storage and administration. Program staff will only administer medication according to the instructions on the prescription label. Program staff will not accept a non-prescription topical cream if the contents include an identified allergen for any child enrolled in the program. Homemade treatments, essential oils, or topical creams will not be administered.

A medication form must be completed and signed by the parent /guardian prior to administering medication to a child. Our staff will document and initial: the dosage, time given, and any side effects observed each time medication is administered. Please ensure that the medication is passed directly on to the program staff for safe storage.

All ongoing medication information must be reviewed, signed and dated by the parent annually, or if changes are made, to ensure the information is accurate and up to date. We may ask you to follow specific guidelines to ensure the safety of all children in our care.

Emergency Medication: If a child requires an emergency medication, the medication must always be accessible in case of an emergency. Parents will be contacted and the child will not be accepted in the program if this medication is not on site.

REGISTRATION OF A CHILD REQUIRING AN ACTION PLAN

At the time of initial registration of a child with a chronic or acute medical condition (e.g. anaphylaxis, asthma, seizure disorder, diabetes, or any other chronic or acute medical condition), the Program Coordinator, in conjunction with the parent, will complete, sign, and date an Action Plan. The plan is reviewed, signed, and dated by the parent annually, or if changes are made.

Prior to the child commencing care, the Program Coordinator (or designate), will review the Action Plan with the program staff.

Upon arrival to the program site, all supply staff, students, and volunteers will review the plan.

The parent and/or Program Coordinator may request that a copy of the plan be posted in additional areas.

If a child requires the administration of emergency medication, the parent must complete a Medication Authorization and Administrative form, and a Release and Authorization for Self-Administration of Prescription Medication form (if applicable).

ANAPHYLAXIS

Reference: Child Care and Early Years Act (2014)

Allergic reactions can range in severity from uncomfortable to severe. Some allergies can be fatal. These severe reactions are called anaphylactic reactions. Anaphylactic reactions may begin mildly with itching around eyes and mouth, flushing, hives or a cough. However, in some cases, symptoms can increase quickly to include swelling of the mouth and throat, difficulty breathing, nausea, vomiting, weakness and confusion. All of this can occur in minutes and immediate medical relief is necessary. Due to the unpredictability of reactions, early symptoms should never be ignored, especially if the person has suffered an anaphylactic reaction in the past.

If a person with an allergy expresses any concern that a reaction might be starting, the person should always be taken seriously. When a reaction begins, it is important to respond immediately, following the instructions in the child's **Anaphylaxis Action Plan.**

If the emergency medication is not brought to the centre with the child, the child cannot attend.

Allergy medications are considered an emergency medication and should not be locked up unless the child is absent from the centre.

London Children's Connection recognizes the importance that children with life-threatening and severe allergies have a safe environment in which to participate fully. All possible strategies to reduce the risk of exposure to the allergens will be practiced. It must be noted, however, that it is not possible to reduce the risk to zero.

ANAPHYLAXIS ACTION PLAN

Once the parent and Program Coordinator complete, sign and date an Anaphylaxis Action Plan, the parent will advise the Program Coordinator (or designate) on the steps to take in the event that their child has an anaphylactic reaction.

Prior to commencing care, the Program Coordinator, will train the program staff on the steps to take in the event of an anaphylactic reaction. During their initial orientation and annually thereafter, all program staff are trained on how to use an epinephrine device.

If a child requires the administration of emergency medication, the parent must complete a Medication Authorization and Administration form.

All ongoing medication information and Action Plans must be reviewed, signed and dated by the parent annually, or if changes are made, to ensure the information is accurate and up to date. We may ask you to follow specific guidelines to ensure the safety of all children in our care.

Preschool and Toddler Aged Children

All food served is provided by LCC. The Program Coordinator will identify any exceptions. Dietary Planners purchase, prepare and provide nutritious meals and snacks that incorporate family cultural preferences, and that are in accordance with Health Canada: Eating Well with Canada's Food Guide. Menus include a variety of new and familiar, healthy, and appealing foods. Children are provided with a nutrient rich diet that is low in potentially harmful ingredients such as trans-fats, sodium and added sugar.

All food is stored, prepared and served so as to maintain maximum nutritive value. A rotational menu is planned and posted for reference. As some children enrolled in the program may have life-threatening food allergies, outside foods may not be brought into the centre. Parents will review the rotational menu and inform the Coordinator if there are any items that will cause a child to have an anaphylactic reaction. Every effort will be made to substitute the food with a similar food that does not contain the allergen.

Exceptions from this policy may include children enrolled with multiple life-threatening food allergies that cannot be accommodated in the centre, as well as infants who are not yet on table foods.

If a parent prefers to prepare and bring foods from home for their child's lunches and snacks;

- All foods provided by the parent must be labelled with the child's name, the name of the enclosed contents, and the current date.
- All foods will be stored in a manner to ensure maximum nutritive value.

Infants

- Each infant under one year of age is fed in accordance with the written instructions from their parent.
- Parents will supply all foods while their infant is eating only pureed foods, baby formula and/or infant cereal.
- All foods provided by the parent must be labelled with the infant's name, the name of the enclosed contents, and the current date.
- Once the infant no longer requires pureed foods and/or formula, table foods and whole milk will be provided by the centre.
- Parents are required to try all new foods three times at home, before it will be served to their infant.
- Parents will be informed if a child with a life-threatening allergy is enrolled in your child's program. You will be asked to follow certain guidelines or restrictions to avoid supplying food related to the child's allergy, to ensure the safety of all children in the program.

STRATEGIES TO REDUCE THE RISK OF EXPOSURE

London Children's Connection recognizes the importance of having a safe environment for children with life-threatening and severe allergies. All possible strategies to reduce the risk of exposure to the allergen(s) will be practiced. It must be noted, however, that it is not possible to reduce the risk to zero.

- Parents must inform the Program Coordinator and program staff of all potential allergens that may cause their child to have an anaphylactic reaction. This information should be clearly noted on the Anaphylaxis Action Plan for the specific child.
- The child's parent will review the program menus (if the child has a food allergy), highlighting the food items that may cause an anaphylactic reaction.
- Avoidance of the specific allergen is the only way of preventing allergic reactions. All staff must take every reasonable precaution to ensure that the Centre is free from the allergen(s) (e.g.: latex, food source). Information regarding the allergen(s) will be shared through postings.
- LCC staff, supply staff, students, volunteers, parents and school staff (if applicable) are informed that a child with an anaphylactic allergy is registered in the centre. Staff, supply staff, students and volunteers from all programs on site must review the Anaphylaxis Action Plan for the child.
- Food served to the children is provided by LCC, with the exception of infants, not yet on table foods. Direction from the Program Coordinator will be provided for exceptions.
- Signage is posted at all entrances to the centre informing parents/visitors/school staff/students/volunteers, that a child with a potentially life-threatening allergy is enrolled in the program.
- Surfaces used to prepare or serve food are disinfected by program staff, using the approved disinfectant.
- Hands are washed before and after serving and eating lunches and snacks.
- Staff will monitor the outdoor play space and encourage children to stay away from any area where there may be a concern with stinging insects.
- Snack outdoors requires special attention if a child with an anaphylactic allergy to insect stings or bites is registered.

FOOD AND NUTRITION

Healthy Eating Policy

London Children's Connection promotes healthy eating by providing nutritious and safe foods in a supportive environment by role modeling healthy eating behaviours and by engaging, supporting and educating parents and staff.

Our programs provide a safe, clean and pleasant setting for children and adequate time is allowed for eating. Program staff use these eating times as opportunities to teach nutrition and food concepts.

Dietary Planners prepare and provide nutritious meals and snacks that incorporate family and cultural preferences and that are in accordance with Health Canada: Eating Well with Canada's Food Guide. Menus include a variety of new and familiar, healthy and appealing foods. Children are provided with a nutrient-rich diet that is low in potentially harmful ingredients such as trans-fats, sodium and added sugar.

EMERGENCY MEDICAL ATTENTION

The health, safety, and well-being of the children in LCC care, is the highest priority. In the case of illness or injury to a child, the staff of London Children's Connection will immediately proceed in obtaining emergency medical treatment as deemed necessary. Parents/guardians will be notified immediately in such an emergency.

In order to ensure the safety of a child with life threatening medical conditions, it is imperative that parents / guardians provide complete and accurate medical information upon registration, as well as advise the program of any changes in a child's health.

EMERGENCY EXPENSES

Emergency expenses, such as any expense incurred in handling an emergency illness of a child, will be the responsibility of the parent /guardian. Each program staff maintains a valid Standard First Aid and Infant/Child CPR certificate therefore they are trained in emergency first aid practices. You will be informed of all accidents, as well as requested to review and sign an Injury Report. Please inform the program staff immediately if medical treatment was sought after an injury in our program.

OUTDOOR LEARNING

Experiences in nature are very important to the development of young children. They enhance physical health, intellectual development and emotional well-being, and increase focus and academic achievement. Learning outdoors provides opportunities for curiosity and wonder, and provides a different and meaningful learning environment.

Our daily program schedule allows children the opportunity to participate in outdoor activities every morning and afternoon. To help your child feel comfortable and ready to explore and learn in the outdoors we ask that you provide appropriate clothing for the weather each day (e.g. rain boots, raincoats and splash pants for wet days: snow pants, boots, hats, extra mittens, etc. for cold, snowy days).

It is advised to keep an extra set of clothing on site for your child so that children have the freedom to explore and create while eliminating the stress of getting dirty or wet. All items must be clearly labeled with your child's name. Every effort will be made to locate misplaced or missing items; however, we cannot be responsible for lost items.

During summer months, children must wear a hat, preferably with a wide brim or neck flap to protect their sensitive ears and neck. To reduce the risk of injury as children participate in outdoor activities, children must wear secure footwear such as running shoes or sandals with a full ankle strap and rubber grip bottoms.

We request that you provide a bottle of sunscreen to the program to help ensure that your child is protected from the harmful rays of the sun. Due to allergies and skin sensitivities, the sunscreen must be in the original container, and clearly labelled with your child's name on it. We recommend using a broad spectrum UVA and UVB sunscreen, with SPF 30 or higher. Please ensure your sunscreen does not contain any nut ingredients. As there is a waiting time for sunscreen to become affective, we request that you apply sunscreen on your child, prior to coming to the program. Also, please send your child with water bottle, clearly labelled with your child's name.

EXCURSIONS

Excursions may take place throughout the year to special places of interest. Notice will be posted in advance of the excursion, informing you of the destination, time and date. You will be required to sign a permission form allowing your child to participate.

PERIODS OF REST

The well-being of all children in our programs is supported through programming that supports each child's varied psychological and biological rhythms by providing materials, time and space for active play, rest and quiet time.

Rest is an important part of the day for all children. The need for sleep and/or rest time varies greatly among children. Preschool and toddler aged children may sleep for up to two hours daily. If children are unable to sleep after half an hour they can get up from their cots to participate in quiet activities for the remainder of the period. Children enrolled in a kindergarten program are permitted to sleep, rest, or engage in quiet activities, based on their individual needs.

All infants under 12 months of age will be placed on their back for sleep, until they are able to roll from their back to their stomach or sides on their own. Any request to place an infant in a different position for sleep (e.g.: on their side or stomach) will require a written letter from the child's physician.

Please inform the Program Coordinator of your child's sleep preferences and/or required accommodations. We work in partnership with parents to ensure that the duration of each child's rest period while participating in our program, does not disrupt normal sleep patterns at home.

MATTERS OF CONCERN – A Solution Focused Approach

We work in partnership with parents, school personnel, and community partners to meet the individual needs of children and their families. We value positive, respectful, and responsive relationships and foster engagement and ongoing communication with parents about their children and the program.

Open communication with parents is essential to a quality child care experience. Program staff will discuss your child's day with you and will ask for your feedback to ensure your child has a positive experience in our program. All issues and concerns brought forward are taken seriously and every effort will be made to address and resolve issues and concerns as quickly as possible. An initial response will be provided within two business days.

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

London Children's Connection strives to meet the needs of all children and families enrolled in our child care programs, however, in certain situations it may become necessary for a discussion regarding alternate child care options. London Children's Connection does not make this decision lightly and makes every reasonable effort to meet each child's individual needs so that they can participate in a meaningful, purposeful, and successful manner in the program.

Depending upon the nature of your concern, please follow the steps below:

Nature of Issue/Concern	***Steps to Report Issue/Concern***
Program: ***e.g. schedule, sleep arrangements, toilet training, programming activities, feeding arrangements***	1. Raise the issue/concern directly with program staff. 2. If the issue cannot be resolved, contact the Program Coordinator.
General Operations-Related: ***e.g. child care fees, staffing, waiting lists, menus***	Raise the issue/concern directly with the Program Coordinator.
Staff, Student, Volunteer	1. Raise the issue/concern directly with the individual. 2. If the issue cannot be resolved, contact the Program Coordinator. All issues or concerns about the conduct of staff, students or volunteers that puts a child's health, safety, or well-being at risk should be reported to the Program Coordinator as soon as it becomes apparent.

DUTY TO REPORT

The duty to report is an ongoing obligation. If there are reasonable grounds to suspect that a child is or may be in need of protection, by law, a report must be made to the Children's Aid Society (CAS). The duty to report overrides the provision of any other provincial statute.

SHARING OF PERSONAL INFORMATION

London Children's Connection values and respects the confidentiality of all families in our programs, however, outside agencies such as Children's Aid Society, the Ministry of Education, and the Middlesex-London Health Unit have the authority to ask for information about children participating in licensed programs. If asked by an authority, we will provide information as required.

PARENT COMMUNICATIONS

INFORMATION REQUIRING YOUR ATTENTION

Any information requiring your attention will be emailed to the email address you have provided under Parent/Guardian #1. This important information will help keep you aware of upcoming events and deadlines. Please ensure that you identify lcc.on.ca emails as a safe sender, to avoid the email going to junk mail.

CHANGES IN REGISTRATION INFORMATION

Any changes to the contents of the registration package must be relayed immediately to the Program Coordinator. Your child's safety in the event of an emergency could depend on the accuracy of this information, for example emergency contact information, address etc. When changes occur, you will be requested to sign and date the updated form as a verification of accuracy.

PARENT INVOLVEMENT

Parent involvement is welcome in all aspects of the program. Feedback through questionnaires and daily communication with the program staff are valuable methods of contributing to the quality of your child's care. We encourage you to consider participating on our Board of Directors or Program Advisory Committee.

STATUTORY HOLIDAYS / PROGRAM CLOSURE DAYS

Our program observes the following statutory holidays:

New Year's Day	Family Day	Good Friday	Victoria Day	Canada Day
Civic Holiday	Labour Day	Thanksgiving Day	Christmas Day	Boxing Day

In addition, the centre is closed for a few extra days during the Christmas Break (dates vary year to year, and notice will be given in advance), and for an organization-wide professional development day on Easter Monday.

LCC may also be closed for community professional learning events. You will be informed of these days well in advance.

VACATION TIME

If your child is enrolled in the Children's Centre program for a consecutive period of 12 months, you will be entitled to take two weeks' vacation without charge. You are encouraged to take vacation time in blocks of not less than five (5) days. It is our intent to encourage families to take advantage of some quality vacation time together each year. Please note that eligible/no charge vacation days not used by anniversary date cannot be carried forward.

MONITORING COMPLIANCE AND CONTRAVENTIONS

On a monthly basis, the Program Coordinator or designate visits the program to observe and document compliance with the implementation of program policies and procedures, Program Statement goals and approaches and Individual Support Plans. Follow up support is provided as required.

PROHIBITED PRACTICES

Under no circumstances are any of the following permitted:

a) Corporal punishment of a child.

b) Physical restraint of a child, such as confining a 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 until the risk of injury is no longer imminent;

c) Locking the exits of a child care centre or home child care premises for the purpose of confining a child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management procedures.

d) Use of harsh or degrading measure or threats or use of derogatory language directed at or in the presence of a child that would humiliate, shame or frighten a child or undermine his/her self-respect, dignity or self-worth;

e) Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;

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

g) Sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the Early Child Educators Act, 2007.O. Reg 137/15, s.48; O. Reg 126/16, s.34; O. Reg. 197/26. s.15.

FIRE DRILLS

Fire drills are practiced once per month. Fire drills are recorded and initialed by the Program Coordinator. Posted by each exit door, is a detailed outline of the emergency procedures followed in case of evacuation of the centre, as well as the evacuation site. Please familiarize yourself with this information.

VISITING ANIMALS AND RESIDENT PETS

The Thames Valley District School Board and London District Catholic School Board do not allow dogs on school property.

Service animals that accompany persons with disabilities shall be permitted entry to all services and facilities that are open to the public. If it is not readily apparent that an animal is a service animal, London Children's Connection may request a letter from a physician or nurse confirming that the person requires the animal for reasons relating to their disability.

EMERGENCY MANAGEMENT

An outline of the emergency procedures that are followed in the event of evacuation, as well as information regarding the evacuation site, is posted in each program room. Please familiarize yourself with this information.

If an evacuation occurs (e.g. false fire alarm) and the program can remain on site, parents will be verbally informed upon arrival to pick up their child. If an evacuation requires the program to move to the emergency evacuation site, parents/guardian's will be informed by phone as soon as it is safe to do so.

SERIOUS OCCURRENCE NOTIFICATION

The safety and well-being of your children is our highest priority, however, in spite of all the best precautions, incidents can sometimes happen. A Serious Occurrence Notification Form will be posted in a visible area on site, for 10 days, when an incident occurs that is deemed a serious occurrence, as per the MEDU's definition. A serious occurrence does not mean that the program is out of compliance with licensing requirements or that the children are at risk at the centre.

SMOKE-FREE ONTARIO ACT

The Smoke-Free Ontario Act requires licensed school age programs to comply with this regulation; therefore, no person may smoke or hold lighted tobacco, smoke or hold lighted medical cannabis, smoke or hold a designed product or substance, or use an electronic cigarette/vape, in any location where child care is provided by London Children's Connection, whether or not children are present.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

London Children's Connection fully supports the Accessibility for Ontarians with Disabilities Act (AODA). Should you require assistance in accessing information regarding our programs and services, please contact your Program Coordinator.

REGISTRATION AND FEE INFORMATION
CHILDREN'S CENTRES

FEE INFORMATION

As a non-profit organization, fees are in place to help cover the operating costs of the program. The fee includes all statutory holidays and the professional learning day scheduled for staff on Easter Monday.

PAYMENT METHODS

Payment for your child's enrollment is due in advance of care.

1. A completed Pre-Authorized Debit (P.A.D.) form is required at the time of registration. Automatic withdrawals for your child's monthly child care fees will be processed the first business day of each month during the school year. The September P.A.D. will be processed on the first day of school.

2. If Pre-Authorized Debit is not possible, a series of post-dated cheques must be submitted prior to your child's start date. Cheques are to be dated for the first of each month.

Services may be terminated by the Centre if policies are not followed, fees are not paid, or if the program is unsuitable for your child.

REGISTRATION PROCEDURE

We request that you visit the centre prior to enrollment in order to meet with the Program Coordinator, review your registration forms and observe the program. Your child should accompany you to familiarize him or her with the staff and the surroundings. The full registration package must be completed prior to your child participating in the program. Payment arrangements for the school year must accompany the registration package in order to process your child's enrollment. Payment is required for all statutory holidays, as well as for all days your child is scheduled to be in care. The set fee includes statutory holidays.

Parent / Guardian #1 on the registration form is the designated parent / guardian who will receive all written correspondence. This parent will also be issued the annual income tax receipt by the end of February. Should you request a duplicate income tax receipt beyond the past calendar year, a fee will be charged.

WITHDRAWAL FROM THE PROGRAM

Two weeks' notice of withdrawal is required by notifying your Program Coordinator. A refund will be issued for any resulting overpayment, provided the required two weeks' notice is given. In lieu of notice, two weeks' fees will be required. For parents enrolled in our Pre-Authorized Debit (P.A.D.) plan, notice of your child's withdrawal must be received by the 15th of the month to ensure cancellation of your next scheduled automatic withdrawal.

Services may be terminated by LCC if policies are not followed or fees are not paid.

A space cannot be guaranteed if you wish to temporarily withdraw your child. In the event of a temporary withdrawal, your child's name will be placed on the waiting list for the program.

CHILD CARE FEE SUBSIDY

If you are currently receiving child care fee subsidy, assistance will continue based on approval from your subsidy provider (City of London).

You must notify your subsidy provider:

- To arrange approval if your child will be absent five (5) or more consecutive days (illness or vacation).
- To arrange approval for consistent absent days (e.g. every Friday).
- To arrange approval for a change in your child's enrollment, transfer to another school, program or care provider.
- When you withdraw your child from care.
- If there are changes to your address, phone number or employment information.

Our office will then be notified by your subsidy provider regarding your eligibility for such absences, changes or withdrawals.

Note: If you do not receive prior approval for any of the above situations, subsidy will not pay for these absent days or changes, and you will be responsible for paying all full fees to London Children's Connection directly. Refer to the information sheet that you received from your subsidy provider for further details.

Siblings do not automatically receive child care fee subsidy. If your Program Coordinator has contacted you to confirm your request for sibling care, you should contact your subsidy provider, who will confirm eligibility. Your Program Coordinator will be notified by your subsidy provider regarding your eligibility.

Interested in Child Care Fee Subsidy?
Application forms are available from London Children's Connection Main office, the City of London website at www.london.ca/childcare or by calling the City of London at 519-661-4834 or County of Middlesex at 519-434-7321.

WAITLIST POLICY

London Children's Connection supports the utilization of London's centralized on-line child care waitlist (OneHSN). To provide families with quick, easy access to the OneHSN waitlist, LCC provides a direct link on our website. If parents require support to help them navigate through the waitlist site, LCC staff are available to assist them by contacting us at (519) 471-4300.

When registering children in our programs, we first look to meet the needs of the families currently registered (transfers between LCC programs, siblings, and/or moving children from one age group to another).

Once parents have completed the on-line waitlist, Program Coordinators are notified of the request by email.

Parents are welcome to call if they have questions, or to enquire about their status on the waitlist. Confidentiality is maintained at all times.

Space Acceptance and Waitlist Removal
Program Coordinators review the waitlist regularly and as opportunities to fulfill new applicants needs become available, families are notified in order of application submission date and the ability to meet requested child care needs. Parents are welcome to call if they have questions, or to enquire about their status on the waitlist. Confidentiality is maintained at all times.

Parent Notification Process

Email #1

When a space becomes available, the Program Coordinator will contact the family by **phone** to make an offer.

If the parent is unsure: The Program Coordinator will let them know that they will be sending a follow up email, informing them that we require confirmation of acceptance within 2 business days. If the parent does not require a space at this time, they will be given the option to:

- Make a change to their preferred start date
- Remove name from the waitlist

If the parent does respond within the given time, we will proceed to email #2.

If the parent does not answer when the call is made: The Program Coordinator will leave a voice message to let them know that they will receive a follow up email offering them a space, and informing them that we require confirmation of acceptance within 2 business days. I the parent does not require a space at this time, they will be given the option to:

- Make a change to their preferred start date
- Remove name from the waitlist

If the parent does respond within the given time, we will proceed to email #2.

Email #2 (Reminder)

If the family does not respond to email #1, they will receive a Reminder email (#2), requesting a confirmation of acceptance within another 2 business days. If the parent does not respond within the given time, we will proceed to email #3.

Email #3 (Final Reminder/Removal from the waitlist)

If the family does not respond to email #2 within 2 business days, they will receive email #3, letting them know that this is the final reminder. If we do not hear from them within the next 2 business days, their name will be removed from the waitlist.

Families will be required to re-register on the waitlist if removed.

BASE FEE SCHEDULE FOR 2026/2027

INFANT CARE Available at Cedar Hollow, Summerside, Westmount, White Oaks and White Pine Children's Centres	**$473.00/ month**
TODDLER CARE	**$473.00/ month**
PRESCHOOL CARE	**$473.00/ month**

Non-base fees: An administrative fee of $25.00 will be charged for a request for each duplicate income tax receipt beyond the current calendar year. Requests from legal representatives for documentation such as attendance sheets will be charged $25.00 per child, per calendar year, per location

Canada-Wide Early Leaning and Child Care

We are pleased to share that London Children's Connection is participating in the Canada-Wide Early Learning and Child Care system, which has reduced child care fees for families with children under the age of six.

RESOURCE LINKS

Middlesex-London Health Unit:
http://www.healthunit.com

Ministry of Education Information on Child Care:
http://www.edu.gov.on.ca/childcare/

How Does Learning Happen? Document:
https://www.ontario.ca/page/how-does-learning-happen-ontarios-pedagogy-early-years

Familyinfo.ca

Health Canada:
https://www.canada.ca/en/health-canada.html