



Butterfly Learning Centre Parent Handbook



30 Bathurst Drive, Waterloo, ON N2V 1V6

Phone: 519-880-9021

www.butterflylearningcentre.com

info@butterflylearningcentre.com



Welcome to the Butterfly Learning Centre!

This booklet is designed to provide information needed to help you and your child enjoy the many benefits of the services provided by the Butterfly Learning Centre.

Vision and Philosophy of Child Care at the Butterfly Learning Centre

In September of 2000, the Butterfly Learning Centre (BLC) Task Force felt that the time was right to initiate the development of a new learning centre for early childhood education to fulfil the growing need in our expanding community.

BLC is a non-profit, charitable corporation which shall provide childcare and shall continually strive to improve the learning and working environment of an early childhood education institution with the goal to enrich the learning experience of all children, families, and staff.

BLC's philosophy is to ensure that all of the children enrolled in the centre are given the best care possible. In addition to a safe and healthy environment, the program should also stimulate development in all areas.

Contact List & Extensions

When you call the centre – 519-880-9021 – you can immediately call to a classroom using one of the extensions below or you can press '0' and speak to anyone in the office.

Ashley Henderson , RECE– Executive Director ashley@butterflylearningcentre.com	Ext. 113
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Jamie Faulkner, RECE – Designate Supervisor jamie@butterflylearningcentre.com	Ext. 702
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Heather Thornton, RECE - Office Manager heather@butterflylearningcentre.com	Ext. 111
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Cuddly Caterpillars – Infant Room	Ext. 210
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Busy Bees – Toddler Room One	Ext. 211
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Curious Crickets – Toddler Room Two	Ext. 212
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Wiggly Worms – Preschool One	Ext. 201
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Sassy Spiders – Preschool Two	Ext. 202
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Loveable Ladybugs – Preschool Three	Ext. 203
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Dancing Dragonflies – Preschool Four	Ext. 204
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Kitchen	Ext. 222
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Butterfly Learning Centre - Program Statement

It is the belief of the Butterfly Learning Centre (BLC) that children are able to be the best version of themselves when they are given an intentional, caring and supportive learning environment guided by high quality professional Early Childhood Educators who understand and respect children as capable and competent learners. Our environment mirrors the Ontario framework set out in *How Does Learning Happen? Ontario's Pedagogy for the Early Years*.

Butterfly Learning Centre is licensed under the Ministry of Education's Child Care and Early Years Act.

Curriculum

Butterfly Learning Centre's curriculum is created with the intent to treat children as competent, capable, curious, and rich in potential. BLC follows an emergent curriculum philosophy and understands that learning is a partnership between the child, the family, and the Educator.

BLC believes in a play-based, child-directed, and adult-supported approach to learning that focuses on the development of the whole child. Our overall goal is to ensure a comfortable environment where children learn in a meaningful, non-judgmental, and safe way and where they feel a strong sense of belonging. The environment (both inside the classroom and outdoors) is viewed as an additional teacher, offering children inspiration and encouragement to explore the world around them. Lots of loose parts and free play allow for children to gravitate and explore as their interests guide them. Through play, we encourage children to interact and communicate in a positive way, supporting their ability to self-regulate by giving them the freedom to explore and build relationships with peers.

We rely on parent involvement and communication for the success of the curriculum, as we know it can play a vital role in the understanding of each child's interests and developmental level.

Community Involvement

The world around us plays a pivotal role in how we learn. BLC includes our local community to help expose our children to what's in our neighbourhood. We invite the outside world into the classroom through special visitors and we also venture out on field trips.

BLC has multiple relationships with local agencies that support individual child development and help with reaching developing milestones. These partners include Kids Ability, KW Habilitation, Autism Behavioural Services and more. BLC partners with Conestoga College ECE students, as well as University of Waterloo and Wilfred Laurier University students to support growth and learning in the field of child development. BLC participates in a quality initiative program, through Waterloo Region.

Staff

Butterfly Learning Centre prides itself on hiring high quality Educators. Through the hiring process, all our staff must pass a vulnerable sector police check, have current first aid and CPR, RECEs are registered with the College of Early Childhood Educators, and be held in the highest regard by references. Our educators are capable and competent and rich in knowledge and diversity. Each one brings something unique and special to their teaching. BLC provides ongoing professional development to support the life long learning our Educators strongly crave. We design and

implement professional development opportunities that support the career goals of the educators. We are fortunate to be in a community so rich in its offering of continuous professional learning sessions for our Educators to participate in.

Nutrition and Well-Being

Butterfly Learning Centre is proud to offer nutritious food to the children in our care. We use only fresh fruits and vegetable (and local whenever available) to provide high quality meals and snacks to the children. Our menu items are all prepared onsite to present homemade lunches to the children. We follow a 5-week rotating menu that switches between seasons to offer a diverse meal selection. Following the Canadian Food Guide ensures your child is receiving nutritious and quality food while in our care.

We understand that all children have needs that are as individual as they are. As a result, we provide rest/nap times each day, so the children can have the down time they need. Each child is provided with a bed/crib where they can rest or sleep. All bedding is laundered and disinfected weekly unless it is required more frequently. BLC provides bed sheets and blankets for all the children, but we welcome blankets from home as well.

Documenting and Reviewing the Impact of Our Program Statement

Butterfly Learning Centre recognizes that pedagogical documentation is a way for our Educators to learn about how children think and learn. Our Educators make daily observations of children in the program and use this information to enlighten their future planning.

The purpose of our documentation is to value children's experiences and help them to reflect back on those experiences in their learning environment; to learn together with the children while involving the meaningful adults in their life; to reflect and monitor appropriate development as the children grow; for Educators to co-plan learning with children; to keep an open and ongoing dialogue with families about children's learning experience; to provide a self-reflection opportunity for Educators, as they participate in continuous professional learning and by promoting responsive relationships. Documentation can be found in multiple locations throughout the centre, including inside the classroom, the halls, in portfolios and in annual progress reports.

Parent Involvement

Butterfly Learning Centre is always striving to ensure we stay current in the field of Early Childhood Education. Parent involvement is an instrumental part in our success. We believe in a partnership where parents and educators work together. We have an open-door policy and parents are encouraged to communicate with BLC staff. We have parents on the Board of Directors and meetings can be arranged between teachers and the management team as requested. Respect, empathy, trust and honesty are core values in all our interactions with families.

Butterfly Learning Centre's Program Statement is reviewed annually by the centre to ensure that it is aligned with the Minister's Policy statement on Programming and Pedagogy made under the Child Care and Early Years Act, 2014.

Butterfly Learning Centre's Core Values

To place the needs of children first and foremost in any decisions related to the business of operating a childcare centre.

To continually strive to improve the learning and working environment of an early childhood education centre with the goal to enrich the learning experience of all participating children, families, and staff.

To establish, maintain and conduct a non-profit childcare centre licensed under the Child Care and Early Years Act for the education, care and guidance of children.

To establish, maintain and operate a non-profit childcare centre for physically, emotionally, developmentally, or financially disadvantaged children within the community.

To offer onsite training, practice, and experience to students of childcare educational programs.

To liaise with other charitable, educational, professional, or governmental agencies and organizations in developing childcare programs.

Responsibility for Operations

BLC is an independent organization formed of volunteers and professionals. The organization operates under the guidance of professional staff and a volunteer Board of Directors. The growth, development, administration, and quality control of the childcare program has the leadership of capable, experienced BLC personnel.

Accessibility Standards for Customer Service

In fulfilling our mission, Butterfly Learning Centre always strives to provide our services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allow them to benefit from the same services, in the same place and in a similar way to any other child, family, or staff. BLC will fulfill the requirements of Ontario Regulation 429/07 – Accessibility Standards for Customer Service. We will use all reasonable efforts to ensure that all policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity.

Professional Child Care Staff

BLC's childcare staff are carefully chosen, qualified professionals and are selected to meet the needs of the children in the care of BLC and their parents. All staff have their First Aid and CPR certificates and are required to participate in a minimum of 8 hours of professional development each year.

Curriculum

BLC has an Emergent-based curriculum. BLC also utilizes phonics programs and Second Step® which builds critical social and school-readiness skills that can help young children achieve more and get along with others.

How Does Learning Happen?

Butterfly's emergent curriculum is based upon a framework created by the Ministry of Education called "*How Does Learning Happen? Ontario's Pedagogy for the Early Years*." This document outlines four foundations of learning:

1. Belonging
2. Engagement
3. Expression
4. Well-Being

With these four foundations in mind, our RECEs plan and implement curriculum using your children's individual interests as the base.

Emergent Curriculum and Child Development

Emergent curriculum is a multi-layered process. We are focused on the child, while recognizing that families, educators, and the child's environments all play a key role in giving children a holistic learning experience.

There are five main areas that we use as a guide to ensure the curriculum addresses the full spectrum of child development. These areas come from the Ministry of Education's Framework for Ontario Early Childhood Settings, called the ELECT Document. In every activity, we look for the following areas:

1. Social
2. Emotional
3. Communication, language, and literacy
4. Cognitive
5. Physical

These five areas are indicated in each classroom's curriculum display. Our educators use these areas to watch that the children are meeting developmental markers.

Documentation

Portfolios

Each child at the Centre has a personalized portfolio. These portfolios can be found inside each classroom.

In each child's portfolio, his/her educator puts a variety of documentation, photos, and creations that the child has been crafting during his/her time at childcare. Of course, it's only a snapshot of their time, but it's a good way for parents to see what their child is up to during their time here and to track their ongoing development and progress. As well as a wonderful keepsake of their time at BLC.

Progress Reports

Each spring, Butterfly staff write a progress report for each child in the Centre. The child's report is written by one of their teachers, and outlines the child's development in some or all of the following areas:

- Small muscle development
- Large muscle development
- Ability to get along with others

- Attention span
- How he/she accepts redirection
- Conversation skills
- Fine motor skills
- Listening skills
- Language development
- Dressing abilities
- Toilet training
- Ability to feed self

These reports contain a wealth of information and insight from the child's educator, based on what they see when interacting with the child here at Butterfly.

Other Documentation

Each classroom features a curriculum wall inside the classroom or in the hallway to show parents in detail what is happening in each room. Here, teachers identify the 5 main domains in learning (social, emotional, communication, cognition, and physical) and show ways in which their classrooms support each area of learning.

Parents can also access monthly calendars and menus through our website. All families will be able to join the Lillio App for more documentation, reporting absences, classroom updates and messaging.

IMPORTANT: By creating an account, you are giving Butterfly Learning Centre staff permission to send you messages and photos through Lillio.

Child Care Programs offered by BLC

All BLC programs are full-day programs only. Part time and full-time spaces are available, 2-3 days/week (excluding Infant and Forest Programs, full time only)

Infant

Full time for children 0 months to 18 months of age.

Toddler

Full time or part time for children 18 months to 2.5 years of age.

Preschool

Full time or part time for children 2.5 years to 6 years of age.

Forest Program

Full time for children 2.5 years to 6 years of age.

Movement between Programs

Once your child is old enough to move into the next age group, we will offer you the next available space that meets your schedule in that age group. This can take time - not all children will move right away. Children in our centre remain in their younger age grouping until there is an appropriate space for them in the next age group, and families continue to pay for the program that they are currently in.

Program Goals and Objectives

To ensure a safe and healthy environment.

To provide an environment which supports the child's sense of well-being and competence as well as social and physical development.

To provide reliable and flexible care to meet the needs of working parents.

To provide consistent, nurturing, individual attention for the child.

To promote positive family relationships.

To provide case management for children with special needs, in co-operation with local agencies.

To provide a supportive working environment for staff, with opportunities for professional growth.

Child Guidance Principles

A positive approach is used to guide children. Each situation and child are dealt with individually. Methods include:

Redirection

Guiding a child into acceptable options when engaged in an unacceptable activity.

Natural or Logical Consequences

Attempting to make the child aware of the result of his/her actions.

Limit Setting

Boundaries are developed by the teacher for the children as a group and for individual children according to each situation.

Modelling

Demonstration of appropriate ways of interacting.

Offering Choices

Appropriate choices are outlined, and children are encouraged to make decisions for themselves.

Anticipating Trouble

Planning and preparing the environment.

Ignoring

Some inappropriate behaviour can be ignored with more emphasis given to appropriate behaviour.

Positive Reinforcement

Showing genuine approval when children are engaged in positive activity.

Prohibited Practices

Prohibited Practices

Young children benefit from an affirming approach that encourages positive interactions with other children and adults, rather than from a negative or punitive approach to managing unwanted behaviour. Rather than setting out practices to be used to manage children's behaviour, BLC has set out in our program statement how we will support warm, positive, supportive interactions and relationships between children, families, staff and the community.

The provision of prohibited practices forbids corporal punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. These practices are never permitted at BLC.

No employee, student or volunteer shall permit a child receiving care at BLC to experience any of the following while under the care of BLC:

- (a)** corporal punishment of the child;
- (b)** physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c)** locking the exits of the childcare 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 licensee's emergency management policies and procedures;
- (d)** use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e)** depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f)** inflicting any bodily harm on children including making children eat or drink against their will.

Contravention of Prohibited Practices

1. Anyone observing or hearing a prohibited practice being used shall immediately report to the Executive Director or, in their absence, the Supervisor or the Designate. The reporter, or anyone else having knowledge of the incident shall maintain the strictest confidentiality and the incident shall only be discussed further with the Director and or Supervisor or Designate.
2. The Director will complete a written, objective account of the verbal report, to be signed by the person reporting.
3. The Director will immediately advise the President of the Board of the report. The Director will also determine if Family and Children's Services (or appropriate agency) should be notified. Subject to the involvement of F.A.C.S, the Executive Director will determine the appropriate course of action.
4. An investigation may require observation, private discussion with the staff involved, and in some cases, other staff. Complete documentation will be part of the investigation process. In some cases, it may be necessary to suspend the employee during the investigation, prior to disclosure of the complaint to the employee.
5. Depending on the outcome of the investigation, several courses of action are possible:
 - If the investigation is inconclusive, the Executive Director will continue to monitor the activity of the employee providing further documentation.
 - If the investigation proves that the initial report was unfounded, no further action will be taken.
 - If the Director finds the report to be based on fact, disciplinary action will be taken in accordance with the severity of the situation.
 - If the Director is reported to be using a prohibited practice, the Board President, and Board of Directors will conduct the investigation and take appropriate action.
6. In severe situations, the Executive Director may immediately suspend an employee. Immediately after such a suspension, the Executive Director shall advise the Board President if there is evidence that indicates that harsh discipline was used, or that a child was sexually abused in any way, the employee will be dismissed immediately. The reason for the dismissal will be noted in the employee's personnel file and notification will be sent to the appropriate agencies.
7. In less severe situations, the employee will be interviewed by the Executive Director and Supervisor or Designate. The employee will be placed on probation and encouraged to develop positive practices through self development and/or training. The employee will be advised in writing at the time of the interview that prohibited practices must not be used, stating specific practices. This written advise will form part of the employee's personnel file.
8. If a second instance of the use of the prohibited practice is substantiated, the employee will be dismissed. The reason for the dismissal will be noted on the employee's record and depending on circumstances, written advice may be sent to the Province and Toronto Children's Services.

Contravention of Policies and Procedures

Program Statement Implementation Policy

Our centre has a Program Statement that is consistent with the Minister's policy statement on programming and pedagogy referred to in *How Does Learning Happen?* The Program Statement reflects the view of the child as being competent, capable, curious and rich in potential. Our Program Statement describes the goals that guide our program for children and the approaches that will be implemented in the program.

- The leadership team will ensure that the educators, volunteers or students are fully aware of, and fully understands the Program Statement and its implementation as well as the policies.
- Our program uses pedagogical documentation to illustrate how the approaches are being implemented into the program. This will provide evidence that the approaches in the Program Statement are being implemented (e.g. learning stories, child portfolios, Parent Portal)
- Our daily practices, program plans and classroom environments are aligned to the Program Statement. The leadership team will use observations, interactions, and conversations to monitor and ensure that our educators, students and volunteers are engaging with the children in a positive and supportive manner, and to provide them with the relevant feedback when necessary to increase their awareness of their interactions with the children in their care.
- Contravention of the Program Statement and Policies will be documented in the appropriate staff file and may result in disciplinary action. This Policy must be reviewed with staff, volunteers and students, prior to commencing employment and on a minimum of an annual basis or when any changes take place. Records pertaining to the monitoring of our Program Statement and policies are retained for a minimum of three years.

DOCUMENTING AND REVIEWING THE IMPACT OF OUR PROGRAM STATEMENT

Butterfly Learning Centre recognizes that pedagogical documentation is a way for our RECEs to learn about how children think and learn. Our RECEs make daily observations of children in the program and use this information to enlighten their future planning.

The purpose of our documentation is to value children's experiences and help them to reflect back on those experiences in their learning environment; to learn together with the children while involving the meaningful adults in their life; to reflect and monitor appropriate development as the children grow; for RECEs to co-plan learning with children; to keep an open and ongoing dialogue with families about children's learning experience; to provide a self-reflection opportunity for RECEs, as they participate in continuous professional learning and by promoting responsive relationships. Documentation can be found in multiple locations throughout the centre, including inside the classroom, the halls, in portfolios and in annual progress reports.

Butterfly Learning Centre's Program Statement is reviewed annually by the Board of Directors to ensure that it is aligned with the Minister's Policy statement on Programming and Pedagogy made under the Child Care and Early Years Act, 2014.

Duty to Report

Every person in Ontario is required under the Child and Family Services Act (CFSA) to report his or her belief that a child may be or needs protection to a Children's Aid Society, Family and Children's Services, a Catholic Children's Aid Society or the Jewish Family and Child Services.

Child and Family Services Act 1984 Section 72 (1) Item: Professional or Official Duties, Suspicion of Abuse or Child Protection Concerns:

Despite the provision of any other Act, a person referred to in subsection 4, who, during his or her professional or official duties has reasonable grounds to suspect that a child is suffering or may have suffered from abuse, shall forthwith report the suspicion and the information upon which it is based to a Children's Aid Society.

Child and Family Services Act Section 72 (2): Ongoing Duty to Report:

The duty to report is an ongoing obligation. If a person has made a previous report about a child and has additional reasonable grounds to suspect that a child is or may be in need of protection, that person must make a further report to a Children's Aid Society.

Child and Family Services Act Section 72 (3): Persons Must Report Directly:

The person who has the reasonable grounds to suspect that a child is or may be in need of protection must make the report directly to a Children's Aid Society. The person must not rely on anyone else to report on his or her behalf.

Reporting of Child Abuse:

It is the legal responsibility of every person who performs professional or official duties with respect to a child, to report abuse or any suspicions of child abuse encountered in the course of one's work, to the Children's Aid Society. This responsibility is extended to include any volunteers, students or support staff that have contact with the children. Persons failing to report suspicion of child abuse are subject to legal action and a fine if convicted. Suspected cases of child abuse by a staff member of the day nursery must be reported to the Ministry of Education, as well as the Children's Aid Society.

What does "Duty to Report" mean to my Family?

Duty to Report means that every staff member at BLC has a legal responsibility to report any and all suspicions of child abuse or neglect. While it is our duty to report suspicions, it is the responsibility of Family and Child Services (F&CS) to investigate. The results of this investigation are confidential between Family and Child Services and the family involved. The staff at BLC contacts Family and Child Services directly to report a suspicion. The staff of BLC will not contact the family involved to discuss suspicions before calling F&CS or contact the family to notify them that a report has been made.

Serious Occurrence Reporting

Butterfly Learning Centre (BLC) is responsible for delivering services that promote the health, safety, and well-being of children. BLC is accountable to the public and to the Ministry of Education to demonstrate that our services are consistent with relevant legislation, regulations, and policies.

Serious occurrence reporting is one of many tools that provides BLC with an effective means of monitoring the appropriateness and quality of service delivery. A serious occurrence is a report that is made to the Butterfly Learning Centre's licensing body, the Ministry of Education. Examples of Serious Occurrences include: any death of a child while participating in a service at BLC, a life-threatening injury, a call made to 911 for a child who is in the care of BLC at the time the call or mistreatment of a child while at BLC, a situation in which a child is missing or temporarily unsupervised or an unplanned disruption of normal operations at BLC.

When a serious occurrence is reported to the Ministry by Butterfly Learning Centre, parents will be notified by a Serious Occurrence Notification Form on the Parent Board in the front entrance.

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

Confidentiality

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

Child Care Policies

Hours of Operation

BLC will currently be operational from 8:00am to 5:00pm.

BLC will be closed on days listed below. If Statutory Holidays fall on a weekend, BLC will be closed the next business day as per the following list.

Centre Closed

Butterfly Learning Centre will be closed to the following observed holidays:

New Year's Day - Included in Christmas Closure – Jan 1, 2025

Family Day – Friday Feb 17, 2025

Good Friday – Monday April 18, 2025

Easter Monday (Staff Professional Development Day) – Monday April 21, 2025

Victoria Day – Monday May 19, 2025

Canada Day – Tuesday July 1, 2025

Civic Holiday – Monday Aug 4, 2025

Labour Day – Monday Sept 1, 2025

Thanksgiving – Monday Oct 13, 2025

Christmas Closure – Monday Dec 22, 2025 – Monday Jan 5, 2026

Christmas Break Closure – BLC will close during the December/January school holiday break. Specific dates will be announced well in advance of the closure each year. Dates/days may vary from year to year.

We also close for 1 or 2 additional days to allow staff to participate in professional development during workday. Families will be given sufficient notice once the dates have been decided.

Inclement Weather

Although BLC is committed to providing reliable childcare, it is our policy to close the centre due to inclement weather. If a weather emergency occurs, where it is impossible for staff to reach the centre safely in the morning or return home safely at the end of the day, a decision may be made to close the centre at the discretion of BLC's Executive Director. An email will be sent to parents by 7:00am should the centre close due to inclement weather. Parents can also check our website at www.butterflylearningcentre.com, BLC Instagram_page and listen to local radio stations to learn about closures. Should the Waterloo Region District School Board and/or the Waterloo Region Catholic School Board be closed for inclement weather, BLC will also be closed.

****Full fees are billed regardless of days missed due to illness, vacation, inclement weather, Christmas break and/or statutory/observed holidays.**

Absence

Parents must notify the centre before 10:00am if the child will not be attending on that day. If you leave a message, please be detailed, and leave specific symptoms if your child is sick.

Safe Arrival and Departure Policy

PURPOSE AND SCOPE:

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

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

POLICY:

1. Butterfly Learning Centre will ensure that any child receiving childcare at the centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided, with written authorization, that Butterfly Learning Centre may release the child to.
2. Butterfly Learning Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision. Staff will follow the procedures for safe departure as set out below
3. Butterfly Learning Centre will contact parents/guardian if a child does not arrive in care as expected staff must follow the safe arrival procedures set out below.

PROCEDURE:

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program educators in the room must:
 - Greet the parent/guardian and child.
 - Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardian will be picking up, the staff must confirm that the person is listed on the child's vital form, or where the individual is not listed, as the parent/guardian to provide authorization for pick-up in writing (e.g., note or e-mail).
 - Document the change in pick-up in the daily written journal. (Include authorized person first and last name)

Sign the child in on the classroom attendance record and Lillio.

Where a child has not arrived in care as expected

1. Where a child does not arrive at Butterfly Learning Centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, sent a Lillo message, an e-mail to the office, or advised the closing staff at pick-up), the educators in the classroom must:
 - Inform all educators in the classroom, and office personnel (Executive Director, Supervisor, Designate Supervisor, or Office Administrator) and they must begin contacting the child's parent/guardian no later than 10:00am. Educators will call parent/guardian, if no answer, leave a voicemail asking for a call back with the reason for the child's absence. A message can then be sent via Lillo asking the parent/guardian to please reply with a reason for the child's absence from childcare.
 - Educators will reach out to the second parent/guardian listed. First, they will call if no answer leave a voicemail asking for a call back with the reason for the child's absence. A message can then be sent via Lillo asking the parent/guardian to please reply with a reason for the child's absence from childcare.
 - If no contact has been made with parents/guardian listed on the child's vital form and voicemails and Lillo message have been sent, educators will repeat the process of contacting parents/guardian on the child's vital form after 30 minutes.
 - Once an hour has passed and all parents/guardians have been contacted twice, educators will reach out to emergency contacts listed on the child's vital form.
 - Voicemails will be left stating the reason for the call and a call back is needed stating the reason for the child's absence from childcare.
 - Contact with an adult must be made to confirm the absence.
 - If there is no contact made with parent(s)/guardian, or emergency contacts on the child's vital form, educators must let an office personnel know (Executive Director, Supervisor, Designate Supervisor, or Office Administrator)
 - An office personnel will then reach out to parent(s)/guardian on the child's vital form via phone. If no answer office personnel will leave a voice message stating the reason for the call and that we must have a call back stating the child's reason for the absence within 30 minutes or a call will be made to the local police department for a wellness check.

2. Once the child's absence has been confirmed, the program educator will document the child's absence on the attendance record and any additional information about the child's absence will be written in the daily journal.

Releasing a child from care

1. The educator who is supervising the child at the time of pick-up will only release the child to the child's parent/guardian or an individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the educator does not know the individual picking up the child (i.e., parent/guardian or authorized individual).
 - Confirm with another educator or staff member that the individual picking up is the child's parent/guardian/authorized individual.

Where the above is not possible, ask the parent(s)/guardian/authorized individual for photo identification and confirm the individual's information against the parent(s)/guardian/authorized individual's name on the child's vital form or written authorization.

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

1. Where a parent(s)/guardian has previously communicated with staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up. If it is 30 minutes past the pickup time communicated to educators, the classroom educator will contact the parent(s)/guardian via phone, if no answer a voicemail will be left, educators will then send a message via Lillo and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent(s)/guardian, staff must call again and leave another message. Where the individual picking up the child is an authorized individual and their contact information is available, the educator shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - Where the educator has not heard back from the parent/guardian or authorized individual who was to pick up, the child and staff will wait until the program closes and then refer to procedures under "where a child has not been picked up and the centre is closed."
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Where a child has not been picked up and the centre is closed

1. If no adult has called to warn of his/her late arrival, begin calling each parent/guardian's number to determine if someone is en route. Two staff will remain at the centre. One staff will ensure the child has a snack and activity while the second staff calls parent(s)/guardian(s).
2. After 15 minutes, if no parent(s)/guardian(s) can be located, emergency contacts listed on the child vital information form will be called.
3. If a child has not been picked up and we have not heard from a parent/guardian, or emergency contact after 30 minutes, we must assume an emergency or accident has prevented contact/pickup. The staff on duty will notify the Executive Director or Office Personnel to discuss further action.

4. Executive Director or Office Personnel will call parent(s)/guardian(s). If there is no answer a message will be left advising that if a response is not received within 30 minutes (totaling 1 hour after centre closure), police and/or Family and Children's Services will be contacted.
5. Once the parent arrives, fill out Late Fee Form and have the parent sign it. Give the form to the Executive Director or place in office mailbox.
6. Executive Director will determine if a fee will be charged to the family at a rate of \$5.00 per minute. If a Late Pick-up Fee is charged, it will be added to the monthly invoice.

Orientation to Program

Parents are encouraged reach out to the centre and arrange a tour once they have been offered a spot in one of our programs. All paperwork must be completed in full and returned to the centre by the due date indicated.

Butterfly Learning Centre has a strong open communication policy and welcomes phone calls to your child's educators. All classrooms have a phone with voicemail, and parents are welcome to speak with their child's teachers at any time.

Supervision of Volunteers and Students

Butterfly Learning Centre (BLC) may have volunteers and/or Early Childhood Education students working within the organization along with staff throughout the year. At all times, volunteers and placement students must be under the direction and supervision of BLC staff.

No child or children will be supervised by any person less than 18 years of age. No child or children will be supervised by someone who is not an employee of BLC. Only employees of BLC will have direct unsupervised access to children.

The Executive Director/Supervisor is responsible for the implementation, review and evaluation of the supervision of volunteers and students. The Executive Director/Supervisor is responsible for orientation procedures to help students and volunteers understand the operation of the program and the expectations for their placement/volunteer experience.

Meals and Snacks

The children are served hot lunches and nutritious snacks. A 5-week, rotational seasonal menu that follows the Canada Food Guide will be posted.

It is BLC's policy to avoid any form of nut or nut by-products within its meals or snacks because of serious allergies that children enrolled in the centre may have. As we rely on third parties to supply ingredients which are incorporated into our meals and snacks, we request that the same be respected by our suppliers. We also require that parents of children enrolled in the centre be sensitive to this issue and not send their children to the centre with any product that may contain any form of nut or nut by-product.

If a child has food allergies and/or food restrictions, parents are responsible to provide appropriate food substitutes as necessary. Parents of children with allergies or food restrictions must fill out a Food Restriction Form and identify foods on the menu that their child cannot eat.

Any food brought to the centre must be clearly labelled with your child's name and be "ready to serve" from a thermos or plastic container. All food must be given to the kitchen; food cannot be left in the cubbies.

Parents of young infants (under one year) are required to supply their own baby food, milk, and prepared formulas in sterilized bottles, properly labelled with their child's name. Children under one year cannot eat BLC food. Children may be integrated into the BLC menu once they reach one year of age. Written feeding instructions are requested for young children and must be updated as your child's menu expands.

There is no financial reimbursement for food not provided by Butterfly Learning Centre.

Birthdays

Due to serious allergies in our centre, we cannot allow families to bake items to share with their child's class on their birthday however if families would like to purchase a treat to share, please speak to one of the educators.

Field Trips and Off-Site Activities

As part of the curriculum, field trips and other off-site excursions are planned periodically throughout the year. Parents will be notified in advance of field trips and will be required to give written permission for their child(ren) to attend on a case-by-case basis. We welcome parents to volunteer for our off-site trips. All parent volunteers are required to have a current vulnerable sector check completed.

Smaller off-site activities such as neighbourhood walks are also part of our curriculum planning. Parents are required to sign a permission form to cover all such informal excursions prior to enrolling their child(ren) as such activities are not always planned in advance.

Pick Ups

For the protection of all concerned, you must notify the staff if someone other than yourself will be picking up your child at the end of the day.

Only you or a person specified as your emergency contact or pick up authority may pick up your child from BLC unless you have notified the centre ahead of time. If someone other than you will be picking up your child for the first time, please let them know that their ID will be checked by either the office or your child's classroom teacher.

If a parent or pick-up person arrives intoxicated, or if this is suspected by a teacher, the teacher will ask the person to wait while the other parent or the emergency contact person will be called to pick up the child. If the parent refuses to wait for the other person, and leaves with the child, the police will

be called, given the car license number, and informed of a suspected impaired driver. BLC staff would have a duty to report this incident to Family and Child Services.

Parking

We know that parking can be tricky here at Butterfly as our lot is small and can be busy at popular drop-off and pick-up times. Please ensure your children to use the sidewalks to approach the front doors rather than walking up the middle of the parking lot. Be aware of the children and families in the lot and drive slowly

Parking in the handicap parking is not permitted without a valid permit

Please DO NOT park next door at Nuvation, even for quick drop-offs and pick-ups. You may see some BLC staff parking there, as a few staff have permission to do so in designated spots. Please help us be good neighbours to our friends at Nuvation by respecting this request.

Children in Cars

We understand how time consuming and difficult it can be when trying to get children and infants in and out of car seats in a timely manner. We appreciate the extra effort needed to care for more than one small child at a time however it is never okay to leave a small child unattended in a vehicle even just for a minute as something unforeseen could happen. This also puts BLC staff in a difficult situation as we are legally mandated by our Code of Ethics to report any instance in which we are aware of children/infants being left unsupervised. If you find yourself in an extreme situation and you are unable to manage picking up your child while attending to another one, please let us know and we will work together to find a solution to this issue.

Custody Arrangements

If your child has formal custody arrangements, BLC requires that you provide notarized copies of these arrangements for your child's file. Should your child's custody arrangements change at any time while attending BLC, you are required to provide BLC with notarized copies of those documents as soon as they are available.

Failure to provide these documents in a timely manner places your child and BLC in a difficult situation and may result in the loss of your childcare space at BLC.

Late Pick Ups

A late fee (non base fee) of a **\$5.00 per minute per child** will be charged after centre closes. The fee will be charged to the parents' account and withdrawn along with fees. Parents who are consistently late (3 times or more times) may be asked to withdraw their child from the centre with 30 days notice and all fees paid during this time. If you are going to be delayed (weather, car trouble, etc.) please call BLC as soon as possible to minimize the worry of your child and staff.

Immunizations

The Child Care and Early Years Act requires that prior to admission, each child be immunized as recommended by the Region of Waterloo Public Health. Should you choose not to immunize your child for medical, religious, or conscientious reasons, there are temporary exemption forms available. Updated immunizations should be copied for your child's file each time they are received.

Illnesses

It is never a happy situation when your child is ill; not for you or your child. As staff greet you and your child every day, they will make observations about your child's general health and may also ask you questions. The staff will be trying to ensure that your child is well enough to participate fully in our program as well as not being infectious to others.

Since regulations require daily outdoor play for each child, it is our policy that a child who is too ill to fully participate in all programs is to remain at home. A child cannot be kept inside during outdoor playtime since we do not have sufficient staff to provide individual supervision to an ill child.

If we have a communicable illness in the centre, postings will be placed on the front door for two weeks after the last known episode to inform parents of what to watch out for with their own children. If your child is seen by a doctor and diagnosed with a communicable illness, please let the office know as soon as possible. **Pregnant women** should be extremely vigilant with regards to these notices, and, if comfortable, should tell the office about their pregnancy early so that we can notify you in the case of a communicable illness that can affect your pregnancy.

Keeping BLC children, staff and families safe and healthy is our top priority. When staff are contacting parents or guardians regarding an illness or injury, the mistreatment of staff (i.e., yelling, belittling, demeaning, threatening, intimidating and physical harm) either verbally or in writing will NOT be tolerated. Such behaviour/ treatment could result in the termination of care at BLC.

The following are our illness policies:

Diarrhea

If a child has one episode of diarrhea while at day care, the staff will watch for other signs of illness. If no more diarrheas occur and the child does not appear to be ill, the staff will inform the child's parents of the single episode at the end of the day. However, if the child appears ill or has a fever, the staff will contact the parents to come and pick up their child. If a child has more than one episode of diarrhea during the day, the child will be separated from his/her group and the parents will be notified to come and pick up their child. Children must be kept at home until they have not had an episode of diarrhea for at least **48 hours** and any other symptoms have disappeared. This time period is at the discretion of the Executive Director and/or the Ministry and Public Health. During times of increased cases the time period may change.

Vomiting

If a child vomits while at day care, the staff will separate the child from his/her group and contact their parents to come and pick them up. Parents are asked to keep their child at home until the child has not had an episode for at least **48 hours** and any other symptoms have disappeared. This time period is at the discretion of the Executive Director and/or the Ministry and Public Health. During times of increased cases the time period may change.

Fever

A body temperature of more than 39 C / 101 F that persists for 30 minutes or more indicates illness. Behaviour is the best indicator of fever and infection. If the staff observe a change in your child's usual behaviour (i.e. listlessness, crankiness, aggression, drowsiness etc.) coupled with a temperature of 39 C/101 F, they will separate your child from his/her group and contact the parents to come and pick him/her up. Children can return to the centre once they have not had a fever for 24 hours and have not received any fever reducing medication. This time period is at the discretion of the Executive Director and/or the Ministry and Public Health. During times of increased cases the time period may change, and children may not return to the BLC until they have been symptom free for 48 hours.

Suspected Pink Eye (Conjunctivitis)

Conjunctivitis can be viral or bacterial. Unfortunately, only a doctor can determine which is the case for your child. A child with red, swollen and/or draining eyes will be separated from his/her group and parents will be notified to come and pick up their child. Parents are asked to keep their child at home until a doctor has been seen and, if recommended by the doctor, eye medication has been administered for 24 hours.

Unexplained Rash

A child who develops a rash must be seen by a doctor before returning to childcare. A child with a rash will be separated from his/her group and parents will be notified to come and pick up their child. Parents are asked to keep their child at home until a doctor has been seen and the rash has been monitored for 24 hours. Child must remain home for as long as the doctor recommends. Children with open sores or rashes may not attend program until all sores have scabbed over.

Medication

BLC will administer prescription and non-prescription (including holistic) medication to children, in accordance with Provincial Legislation. This requires parents to provide:

- Parents written authorization, including the dosage and exact times any drug is to be given.
- Medication in the original container, clearly labelled with the child's name, the name of the drug, the dosage, the date of purchase and the instructions for storage and administration of the drug.
- Medication must be given directly to a staff member and not left in the cubby area.

If all the above administering requirements are not adhered to, our staff will not administer the medication for the safety of all involved.

Acetaminophen/Ibuprofen may only be given when ordered by a doctor for an existing condition, or in the case of infants for teething pain. It will not be given to reduce a fever in order to keep a child in care who otherwise would be at home or visiting a doctor. Children who have received pain relief or fever reducing medication within the past 12 hours must remain at home until such medication is no longer needed.

Our staff follow the '5 Rights' of medication administration: Right Child, Right Medication, Right Time, Right Dosage, Right Route. We have a two-step procedure to make sure that Medications are not missed by writing the child's name and time of medication delivery on a white board in the room, and through documentation on our Medication Administration Form – which is signed by two staff members each time the medication is administered. If you have any questions about Medication Administration – please ask the Executive Director.

Clothing

Appropriate clothing for the season is always necessary for comfortable play and activity. Please ensure that an extra set of clothing is left within your child's cubby at the centre. Labels help both the children and staff to identify belongings. Parents should also bring a rest/sleep toy and a sleep blanket. Items brought to the centre should be labelled with your child's name. Any centre clothing that you borrow must be cleaned and returned to the centre as soon as possible.

Personal Property

The Butterfly Learning Centre is not responsible for the loss of personal property. **Please clearly label any personal property with your child's name.** If you are not able to locate your child's belongings, please check the Lost and Found or speak to a staff member. It is requested that special or valuable items and toys be left at home. Occasionally, books, media, and other educational items may be shared at the teacher's discretion. Since we focus on positive play, please support BLC by keeping 'aggressive' or 'violent' type toys and media at home.

Diapers

If your child is in diapers, an adequate supply of diapers is to be kept at the centre, along with any wipes, or ointments/creams to be used. All items must be marked with your child's name.

Cloth diapers are allowed at BLC. Families using cloth diapers must bring in a separate, washable container for wet/soiled diapers to be kept. Wet/soiled cloth diapers must be taken home each night.

If a child is in training pants, several pairs must be kept on hand at the centre, along with changes of clothing in case of accidents.

BLC does not provide extra diapers, if a suitable amount is not supplied and your child has run out, you will be asked to pick up your child or drop more diapers off to the centre. Staff will remind parents when supply is getting low.

Behaviour Code

BLC has established a Behaviour Code to provide clear expectations regarding appropriate behaviour of preschool aged children. If a child is demonstrating harmful/ disruptive behavior or behaving in a way that goes against BLC's Behaviour Code, your child could be sent home for the day, withdrawal from the classroom and/or centre.

Centre Conduct

Our centre maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

The mistreatment of staff (i.e., yelling, belittling, demeaning, threatening, intimidating and physical harm) either verbally or in writing will NOT be tolerated and could result in the termination of care.

Internet Safety

The Butterfly Learning Centre seeks to continually update our computer technology for the children in our programs. Along with this technology comes access to the internet. It is therefore necessary to put some guidelines in place to protect the children in our care who are able to access the internet independently. To this end we have installed filters to screen certain internet sites should someone try to access them. Children's use of the computers in all our programs are under adult supervision.

Emergency Policy and Procedure

BLC has an emergency policy and procedure that parents will be contacted by email and/or phone in case of an emergency.

Fire and Tornado Drills

BLC staff, volunteers and children practice Fire and Tornado Drills on a monthly basis.

Communication/Centre Involvement

The directors and staff at BLC feel that communication between Registered Early Childhood Educators and parents is of the utmost importance. It is important for parent's peace of mind to receive regular information about their child's experiences. As well, parent participation and input are valuable to the child and the centre. This is not always possible in the rush of morning drop-offs and evening pick-ups. The centre provides the following opportunities to ensure communication between parents and staff:

Open Communication

Our qualified Registered Early Childhood Educators are committed to building a strong and supportive relationship with parents to enhance the care and learning of the children. Parents are welcome to ask questions and offer suggestions to further the growth of BLC.

Parent Issues and Concerns Policy and Procedures

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the childcare licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each childcare centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Policies

General

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Executive Director/ Supervisor and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx) (CAS) directly.

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

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>



Procedures

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

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
	parents/guardians become aware of the situation.	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Executive Director/ Supervisor.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Butterfly Learning Centre 519-880-9021

Executive Director- Ashley Henderson 519-880-9021 ext. 113

Designate Supervisor: Jamie Faulkner 519-880-9021 ext. 702

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

College of Early Childhood Educators (416) 961-8558

Family Participation

Parents and children are invited to attend evenings of fun and excitement offered throughout the year. Parent workshops may be offered from time to time.

Board of Directors

Parent input is always encouraged and necessary to proactively meet the needs of the children, families, and the staff. Parent participation at the board level, on committees and at community events is a positive way to support BLC. The Board of Directors consists of parents and community members, who meet once a month.

Evaluations

A yearly program evaluation will be distributed for parents to offer suggestions and feedback on the services provided by the Butterfly Learning Centre.

Staff are committed to providing an environment which fosters children's growth and learning and respond to the needs of parents as well. If a parent feels their child's needs are not being met, they are encouraged to speak directly to the Executive Director.

Fundraising

Butterfly Learning Centre may conduct fundraising events throughout the year. These fundraising events assist directly with providing a quality program at BLC and require family participation to be successful.

Butterfly Learning Centre welcomes donations! Any monetary donations will receive a charitable tax receipt.

We would be happy to accept gently used clothing (especially in larger sizes - 4+), and books. All used items should be clean, from smoke-free homes, and in good condition. Unfortunately, we do not take donations of stuffed animals, or any plastic toys manufactured prior to 2011.

Company Donations

If your company would like to make a corporate donation to Butterfly Learning Centre, please contact us at info@butterflylearningcentre.com. In many cases, BLC can issue a charitable tax receipt for donations.

To respect and support every individual's privacy, and to protect all parties involved, we cannot share any information about children in our care, their families, or any individual on staff.

Media Releases/Camera

It is expected that every child enrolled in the centre has a signed consent form authorizing the photography of their child, either digitally or in print, to be used for parental reports and internal promotion of the centre. Should BLC wish to use your child's picture for the external promotion of the centre, individual written permission must be received prior to the photograph's usage. No full names will be given to any outside media.

Secure Access / Key Fobs

All exterior doors and access to the centre are locked. Families are provided with 2 key fobs to access the centre from 8:00am to 5:00. Additional keys may be purchased for \$40.00 each (non-refundable).

When you come to the centre to drop off or pickup your child, please swipe your key each time you arrive. This will log your entry to the centre and confirm exact date and time of each event.

Please do not allow unknown visitors to follow you through the door once your entry is confirmed. Also, do not give your key to anyone else.

If you happen to lose your key fob, please notify the centre immediately in order to maintain the security of the building. A replacement recoded key fob will be billed at \$40.00 per key.

All security keys given must be returned to the BLC if your child is withdrawn from the centre or if there is a termination of your childcare space. Security Deposit cheques will be issued once all keys registered to your family are returned. Failure to do so will result in a charge to your account of \$40.00 per key (non base fee) or a complete forfeit of your security deposit if not returned within 6 months of your child(ren) leaving BLC.

Fees

Fees are billed via invoice and are billed a month in advance. Full fees are to be paid regardless of days missed due to illness, vacation, inclement weather and/or statutory holidays. Invoices are sent via email a week before the end of month to one identified parent/guardian. Each month's fees are withdrawn by automatic Electronic Funds Transfer from your bank account on the first of the month.

Replacement Tax Receipts/Replacement Cheques

If you require a replacement tax receipt or a replacement cheque for any reason, there will be a \$25.00 replacement charge (non base fee) for administrative and banking fees.

Missed or Returned Payment

If payment is not received on the due date, first of each month, the fees will immediately become outstanding, and the parent will be deemed to have received notice of the outstanding fees. If the fees remain outstanding for more than 30 days, the centre will have the right to immediately terminate the childcare services for that particular child(ren). Any outstanding fees, if not received by the end of the month or arrangements made with BLC office staff, may jeopardize the continuation of childcare services. BLC reserves the right to submit any outstanding fees of 60 days or more for collection, along with any administrative and collection fees associated.

There will be a \$30.00 charge (non base fee) for all returned Non-Sufficient Funds payments. Fees that are regularly returned NSF (3 or more) could jeopardize your childcare space(s). This is at the discretion of the Executive Director.

Should you leave the centre with outstanding fees on your account you will forfeit your security deposit in its entirety.

Fee Schedule

Butterfly Learning Centre has opted into the Canada Wide Early Learning and Child Care Program (CWELCC). Childcare fees will be reduced for children 6 and under in phases set out by the Ministry of Education.

Fees at BLC were reduced by 25% in December 2022 with families being reimbursed 25% of their fees paid from April 2022 to November 2022 either by a credit to their childcare account or by cheque. In January 2023 childcare fees were reduced by an additional 37% bringing the total reduction to 52.75%. Fee were once again reduced in January 2025 to \$22.00/ day regardless of the age.

Butterfly Learning Centre and the Board of Directors reserve the right to choose to opt out the Canada Wide Early Learning and Childcare Program. If this choice is made, a notice of 30 days will be given to inform families of our change in participation and changes to fees.

Fees as of January 2025

PROGRAM	FULL TIME (Per Month)	PART TIME (Per Day)
Infant (Full time program only)	\$478.50	
Toddler	\$478.50	\$22.00
Preschool	\$478.50	\$22.00
Preschool Forest Program (3.5-6 yrs) (Full time program only)	\$478.50	

Enrollment

Once a space has been offered to a child, a deposit of \$275.00 is required 48 hours after confirmation to secure the spot (\$250.00 refundable, \$25.00 non-refundable). All registration information must be completed and applicable monies received by BLC before your child can start at the centre.

Security

The \$250.00 refundable portion of the security deposit will be returned by cheque provided BLC receives 30-days written notice of withdrawal, all security keys returned and no monies are still outstanding on your BLC account. If 30 days' written notice is not provided to Butterfly Learning Centre, your security deposit, in its entirety will be forfeited. *****Security deposit cheques will only be issued once and will not be reprinted if security keys are not returned within 6 months of withdrawal and/or cheques are misplaced/outdated.**

If you accept a space at BLC and circumstances change prior to your child's start date therefore you withdrawal from the centre, a \$75.00 administration fee will be deducted from your security deposit and a cheque for \$175.00 will be issued within 30 days of your written withdrawal.

Assistance with Fees

BLC has a subsidy agreement with the Region of Waterloo. Information regarding Fee Subsidy and approval can be obtained through the Region of Waterloo.

Families receiving subsidy through the Region are responsible to ensure subsidy is in good standing and any information needed by the Region to do so, is received prior to their subsidy end date. BLC is not responsible to notify or remind families of an approaching end day to subsidy rates. Should subsidy end or be terminated, families are required to pay all current fees upon their due date.

Withdrawal of a Child from the BLC or Reduction of Days of Care

One month's written notification is required for withdrawal of your child from the centre. If a child is withdrawn without written notice, a full month's fees will be charged, and the Security Deposit will be forfeited. If your child is withdrawn at the request of Butterfly Learning Centre, 30 days' written notice will be given whenever possible. 30 days' written notification is also required should you reduce the number of days of care necessary for your family.

September Withdrawals

The policy that states BLC requires a minimum of 30 days written notice for withdrawals does not apply for children withdrawing from BLC care June to September, in order to attend Kindergarten in the fall. In this case, the following rules apply:

BLC will send out a Summer Vacation and Fall Schedule form to all parents February/March. This paperwork must be filled out and returned to the Centre no later than the deadline outlined on the form and must include the withdrawal date for any kindergarten eligible children.

If a parent is planning on withdrawing their child to attend Kindergarten, the latest date that they may withdraw is the last Friday prior the Labour Day Holiday. If they plan to withdraw at an earlier date other than the Friday before Labour Day, they must indicate this date on their Summer Vacation and Fall Schedule form. If no other date is indicated on this form, it will be assumed that the child is attending BLC until the last Friday before the Labour Day Holiday and the parents will be responsible for paying for childcare fees until that date.

No changes to withdrawal dates will be accepted after the deadline indicated on the Summer/Fall form.

Termination of Child Care Space

Your child's space may be terminated for the following reasons:

Non-Compliance with General Policies and Payment Provisions

Failure to comply with any of the above policies, including any payment provisions, may, at the BLC's sole discretion, result in immediate termination of the space, in addition to any other available legal remedies.

Behaviour Related

This policy recognizes that a childcare centre is not always appropriate for all children. This could be because of physical or mental disabilities, or behaviour problems. This termination policy is meant to protect the children and staff of the centre from physical and/or mental stress brought on by the social and behavioural difficulties experienced by some children. A decision to terminate a child's space will not be made unless all alternate avenues have been exhausted.

The following points will be considered:

- Verbal and/or physical abuse of staff and/or children by the child in question.

- An inability, by the child in question, to follow rules and routines, therefore consistently disrupting the program.
- Written complaints about the child in question from parents of other children in the centre.
- Inappropriate or disturbing behaviour exhibited by the child's parent.

The following procedure will be used in deciding to terminate a childcare space: An initial meeting will be scheduled with the respective parent(s) to clearly outline the issue at hand. The issue will be recorded and articulated to parent(s) by staff members for up to a one-month period. If the parent(s) are able to follow through on recommended practices, then staff will assist them in making contact with the appropriate agencies. The Board of Directors will be informed of the procedures and kept updated throughout the entire process. If the documentation determines it to be necessary, the Executive Director of the centre (along with the staff) will meet again with the parent(s) to discuss the issue. If the issues at hand continue, one month's notice termination will be given in writing by the Executive Director of the Butterfly Learning Centre.

If you have any further questions or concerns that are not outlined in this booklet, please do not hesitate to contact us.

Staff Treatment

The mistreatment of staff (i.e., yelling, belittling, demeaning, threatening, intimidating and physical harm) either verbally or in writing will NOT be tolerated and could result in the immediate termination of care. Termination is at the discretion of the Executive Director. Fees will not be reimbursed if childcare is terminated.

Waiting List Policy

PURPOSE AND SCOPE:

The purpose of this policy is to outline how Butterfly Learning Centre (BLC) determines the order in which children are offered admission to the centre and how wait list status will be made available.

Butterfly Learning Centre will support prospective families on the wait list with accessibility of information on their status on Onelist in a way that maintains the privacy and confidentiality of all families and children.

POLICY:

1. BLC does not require a waiting list fee or deposit from families seeking care.
2. BLC's waiting list is managed through the Region of Waterloo OneList. All families who wish to join the waiting list must register at <https://regionofwaterloo.onehsn.com/>.
3. BLC will work to ensure OneList is up to date as possible by sending out e-mails to families on the wait list to see if they would like to remain on the list or be removed. This will happen every 6 months
4. BLC has a priority waiting list and offers out spaces based on that priority and application date.
5. Applicants can review their wait list status by calling 519-880-9021 or emailing info@butterflylearningcentre.com
6. Applicants can enroll their child for a minimum for 2 days per week up to 5 days per week.

PROCEDURE

1. Applicants will be placed on the wait list in the following priority:

1. BLC staff
 2. BLC current families
 3. BLC past families
 4. GHD employees
 5. Nuvation Employees
 6. OneList waitlist by enrollment date
2. When offering out childcare spaces BLC will follow priority ranking and application dates.
3. When an applicant's application is next for a childcare space the supervisor will send an e-mail to the family with an offer of a childcare space and the family will have 24 hours to accept or decline the offer.
4. When an applicant accepts a childcare space, they are moved into the placed applications portion of OneList.
5. If an applicant declines an offer for a childcare space, they are asked if they would like to remain on OneList or be removed. If they would like to remain the supervisor will make a note in the add/view comments portion of OneList. If an applicant has requested to be removed the applicant will be removed.

General Liability Waiver

At Butterfly Learning Centre the safety and well-being of your child(ren) are our primary concern. BLC is licensed by the Ministry of Education and annually inspected. We are also regularly inspected by Public Health and the Region of Waterloo Quality Initiative.

By registering, you agree to release and discharge Butterfly Learning Centre and its employees from all liability claims, damages, expenses, costs and causes of action in respect of death or injury to the child that occurred by reason of or during the child's participation in the childcare, except in situations of demonstrable negligence.

Confidentiality

We are obligated to maintain the confidentiality of information obtained during professional dealings with children and families, as outlined in the College of Early Childhood Educators and Ontario's Code of Ethics.

We use ChildCarePro – an online database management system to maintain our child and employee files. Due to the sensitivity of your data, ChildCarePro provides three levels of security: unique facility, username and passwords, SSL certificates with a 256-bit encryption and a secure hosting environment (similar to an online banking environment).

Butterfly Learning Centre ...

“Our home away from home!”

