



## History:

Owl Child Care Services of Ontario, hereafter known as “Owl”, is a non-profit, registered charity providing child care services under the direction of a volunteer Board of Directors. Owl grew from one centre, licensed for 24 children, in 1981 to our current capacity over 1,000 spaces across eight locations in the Waterloo Region. All centres are licensed annually by the Ministry of Education in compliance with the Child Care & Early Years Act.

Each centre has a purchase of service agreement with the Region of Waterloo. Owl has a competency-based, volunteer Board of Directors consisting of parent representatives and members of the community.

You are encouraged to participate by volunteering on a committee or by serving on the Board. Please ask for details about our committees and how you can be a part of your child’s early years’ experience. For additional information, please speak to your centre supervisor or visit our website at [www.owlchildcare.org](http://www.owlchildcare.org).

## Holidays

Owl will be closed during the following statutory holidays: New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day\*, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day. Owl is also closed between Christmas and New Year’s Day.

With the exception of our location on Lincoln Road in Waterloo, Owl offers a full-day program for school-age children on PA Days, and during Winter Break and March Break. These programs are also open to the general public. More information can be found on our website at: [www.owlchildcare.org/PA-Days](http://www.owlchildcare.org/PA-Days).

\* If Canada Day falls on a weekend, Owl will be closed the following Monday.

## Parent(s)/Guardian Responsibilities

### Custody Information

Parents must inform the centre supervisor if there is a court order or custody agreement involving your child. It is essential that we have a current copy of the court order or agreement on file.

### Emergency Contacts & Authorized Pick-Up List

Parents must keep the centre informed of changes in address, home and business phone numbers and a list of **who to contact in case of emergency**.

**In case of an emergency**, parents or the emergency contact will be phoned if your child becomes ill at the centre. If necessary, you will be asked to make arrangements to have your child picked up.

Staff will only release a child to individuals who are specifically listed as an authorized person for pick up on the enrolment form. Individuals on the list not known to Owl may have to provide photo identification. Owl does not assume responsibility for children after being dismissed to authorized individuals.

To add an individual to the authorized pick up list, please see the centre Supervisor. If it is necessary to add someone at the last minute, verbal requests will only be accepted if you have a code question and answer on your enrolment form. This allows us to identify that it is you making the request.

In the event a parent/guardian or other authorized individual arrives intoxicated or otherwise impaired, or an educator suspects this, the following steps will be taken:

1. The educator cannot and will not release the child to this individual.
2. The educator will call a cab for the individual to take home by his or herself, at their expense



3. If the individual refuses this offer and chooses to drive or refuses to leave, the police will be called and given the car's make, model and license plate number.
4. Notwithstanding the possibility of appropriate arrangements having been made for someone else to pick up and care for the child, the educator is legally required to contact Family and Children's Services for assistance.

### **Late Pick-Up Policy**

*It is essential that the teacher is aware when you arrive and when you pick up your child.* All Owl centres close at 6:00 pm. If a parent, or other authorized adult, is unable to pick up the child by 6:00 pm, alternate arrangements must be made in order to ensure children are picked up from the centre prior to the closing time. **Late pick up is not permitted.**

Please be aware of road conditions throughout the day (weather, construction etc.) and plan travel time accordingly. Families with children picked up after the 6:00 pm closing time are tracked and can expect the following:

- *First Late:* A call or email from the supervisor reminding them of the service hours.
- *Second Late:* A formal warning letter from the supervisor.
- *Third Late:* A third late may result in termination of care from the child care program or camp.

Should a child be left in care more than an hour after the program closes, with no communication from the parent or the emergency contacts listed, Family and Children Services will be notified by the educator.

### **Notice if not Attending**

All parents must advise the centre before 9:00 am. if your child will not be attending on that day.

During the school year, parents who have children attending elementary school must advise the centre before the afternoon bell if your child will not be attending that day.

Please note that if your child does not arrive at the centre when expected after school, Owl will attempt to contact you and/or confirm the child's attendance at school.

- If the child's whereabouts are not confirmed within 15 minutes, Owl will report the child as missing to the Waterloo Regional Police Service.

Therefore, notification should be provided in writing to the supervisor/ assistant supervisor. If leaving a message, do so in the general delivery mailbox (not the private supervisor's voicemail as he or she may not be there to pick up your message and pass it along to the educators).

For school-age families, failure to notify the centre that your child is not attending will be tracked and can expect the following:

- *First Incident:* A call or email from the supervisor reminding you of the policy requiring notification if your child is not attending.
- *Second Incident:* A formal warning letter from the supervisor.
- *Third Incident:* A third incident may result in termination of care from the after school.

Why is this necessary?

When a child is expected but does not arrive to the program, the educator must inform the supervisor and call the parent, all while remaining in ratio per Ministry requirements. If the parent cannot be reached, the educator must take a group of children (in order to stay in ratio) down to the school office to inquire if the child was at school that day. If the child was at school, the educator must then try to contact the parent and possibly the emergency contacts once again. All of these steps take time away from the program and are unnecessary.

### **Clothing & Personal Property**

The centre is not responsible for the loss of personal property. It is very helpful if items your child brings to the centre are **clearly labeled** with initials or their last name. You may wish to consider ordering labels from Mabel's Labels via Owl's fundraiser. Please bring an extra set of clothing, clearly labeled, to be available at the centre. Remember to dress your child appropriately for both indoor and outdoor activities. If you are not able to locate your child's belongings, please check the Lost and Found or speak to your child's teacher.

### **Health Related Policies**

If your child is not well enough to participate in all areas of the program, your child will not be permitted to attend the centre that day. If he or she becomes ill during the program and is not able to participate in all areas of the program, you will be contacted to pick up your child. They should remain home until they are 24-hours symptom-free.

When several children are sick, particularly with vomiting or diarrhea, public health may declare the centre in outbreak. When that happens, children who are exhibiting symptoms will need to be picked up and kept home until they are 48-hours symptom-free.

### **Administration of Medication**

Owl's educators are able to administer both prescription and non-prescription medication. It is preferable however that the children receive all medication at home, if at all possible.

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

*Non-Prescription Medication* must be provided in the original container with the child's name on it. As per Ministry requirements, the expiry date must be recorded. A parent/guardian must complete the *Consent to Administer Non-Prescription Medication form* provided by Owl. This form must be initialed by staff at time of administering medication and by the parent/guardian at pick up time verifying their knowledge that the medication was given.

All medication must be taken home by the parent each night except in the case of medications required for life threatening situations (for example: asthma medication, Epi-pens, etc) or pain reliever (for example: infant Tylenol) for infants. These medications must be checked monthly for expiration dates.

Children in attendance must be able to participate in the whole program. Owl will contact a parent to have a child picked up if they are unable to participate due to illness.

### **Allergy Safe - Anaphylaxis**

Owl has designated all of its locations as "Allergy Safe" and will not knowingly serve nut products. Anaphylactic reactions to other substances (for example: eggs) will be dealt with on a case by case basis.

As a result, parents should not send snacks that knowingly contain nuts or any other substance that may be identified by Owl from time to time. Specific information will be provided to parents/guardians should there be a child with a life-threatening allergy at your centre.

## **Head Lice**

Head lice is not considered a communicable disease and head lice infestation does not spread disease, but it can be transmitted through head to head contact with an infested person or through contact with personal objects (for example: combs, hats, etc.). In order to minimize the spread of head lice in the child care centre, parents will be notified if head lice is found in your child's classroom. This notification will ask all parents of children in that room to thoroughly check their child's hair for lice or nits (eggs) and to return the Parent/Guardian Head Lice Response form.

If your child has been found to have head lice, he or she may return to the program after you have confirmed that a head lice treatment has been applied. Parents must then thoroughly check their child's hair daily for two weeks. All other parents are advised to check their child's hair weekly as a precaution.

## **Immunization Records:**

Parents are responsible for keeping all immunizations up-to-date and recorded with the child care centre. Failure to maintain your child's immunizations could result in mandatory absence from the program.

## **Program-Related Policies:**

### **Child Care Curriculum**

The curriculum is outlined in Owl's Program Statement along with our program goals. You can find this interactive document on our website at [www.owlchildcare.org/Program-Statement](http://www.owlchildcare.org/Program-Statement).

Children are actively encouraged to participate in the whole program. The children participate in outdoor play for one hour in the morning and one hour in the afternoon (30 minutes for the before/after school program). While gross motor play may be offered indoor due to inclement weather, our programs go outside in light rain and snowfall so please ensure they have clothing and footwear for all types of weather.

Depending upon the age of your child, field trips and special visitors or activities may be scheduled throughout the year as part of your child's learning experience.

### **Food from Home**

There may be times when it is necessary to send food from home due to allergies, religious reasons or if your child is a picky eater. If this is necessary, please speak to the centre supervisor about a Food Agreement.

Please refrain from bringing in any food that directly contains nuts. If your child has a nut-based snack for breakfast, please thoroughly wash their face and hands prior to coming into the child care centre. For special occasions (e.g., Valentines, Halloween), parents are invited to send a non-food treat (e.g., stickers, pencils) to share with their child's class – if you wish. If sending a treat for your child's birthday, it must be store-bought, include the original ingredients list, not contain nuts or warnings of "traces of nuts".

## **Centre Closures:**

Due to inclement weather, all Owl centres will close on days when both the Catholic and Public School Boards close their schools. An announcement will be made on local radio stations that the centres will be closed, or you will be contacted if the centre closes during the day. Owl will make announcements regarding any Owl closures on its website and the following radio stations:

- KOOL FM (105.4)
- CHYM FM (96.7)

- DAVE FM (107.5)
- 570News (570 AM).

### **Catholic and Public School Bus Cancellations:**

In the event that buses are cancelled due to inclement weather, but the schools are open, Owl's programs will operate. In this case, your school-age child will only receive child care at their regularly scheduled time.

### **Income Tax Receipts**

Income tax receipts for Child Tax Credits will be issued before the end of February of the following year. It is your responsibility to ensure Owl has your current address. Your Income tax receipt will be mailed to the last known address. A charge of \$25.00 will be levied to produce a duplicate receipt if yours is lost or we were not informed of an address change.

### **Termination of Child Care Spaces**

Owl reserves the right to terminate a child care space for the following reasons:

1) Non-Compliance with Parent and/or Payment Policies:

Failure to comply with any of the above policies, including any payment provisions outlined in the Payment Policies, may, in Owl's sole discretion, result in termination of your child care space, in addition to any other available legal remedies. A decision to terminate a child's space will be made on a case-by-case basis and in consultation with the parent.

2) Behaviour-related

This termination policy is meant to protect the child, educators and other children from physical and/or mental stress brought on by the social and behavioural difficulties experienced by a child. Educators will review Owl's Behaviour Code and Summary of Offences and Consequences with the family (and with children who are aged 6 to 12). A decision to terminate a child's space will be made on a case-by-case basis and after discussion with the parents and possible third party resources involved in your child's care.

3) Workplace Harassment:

Owl believes in providing and maintaining a work environment in which all employees are free from violence, threats of violence, intimidation, bullying, unkind comments and other disruptive behaviour or actions which belittle, threaten, offend, embarrass, humiliate or diminish another's self-esteem, whether deliberate or unintentional, including sexual harassment and discrimination. Such actions are not tolerated, will be addressed immediately and may result in the termination of child care spaces or other consequences (for example: police contact).

***Owl reserves the right to make additions or changes to these policies at their discretion. Notice of 30 days will be given informing the parents of any changes.***

## Parent/Guardian Acknowledgement

I am the legal guardian of the child and have the authority to enter into this agreement. I have read, understood and agree to abide by the above policies. I hereby consent to the collection, use and disclosure of my personal information or that of my child/ward, by Owl Child Care Services of Ontario as specified in Owl's Privacy Statement (available at [www.owlchildcare.org](http://www.owlchildcare.org) or from your centre supervisor), which I have fully read and understand.

\_\_\_\_\_  
Parent/Guardian's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian's Signature

\_\_\_\_\_  
Date

*One parent/guardian signature is acceptable, except where a court order/agreement exists that require both signatures.*

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

### Checklist:

Before your child can start any Owl program the following must be on file at the centre in accordance with the Child Care & Early Years Act. Please use the information below as a checklist for yourself.

- A completed Application of Enrolment Form, signed by a custodial parent or guardian.
- A signed copy of this Parent Policy and a signed copy of the Payment Policies
- An up to date immunization record.
- A wallet size picture. This picture should be updated every year or two if your child does not have his or her photo taken as part of Owl's photo day each Spring.
- A \$20 non-refundable Registration fee.
- A Customer Deposit equal to two weeks of fees. For full-time families, this is your daily fee x 10 days. For part-time schedules, this amount is pro-rated (e.g., if your child is scheduled for 3-days per week, 3 days x 2 weeks x the daily fee). This non-interest bearing deposit will be applied to your account upon receiving notice of your child's withdrawal or termination.
- A \$25 Security deposit for each key fob to be assigned to your family to gain access to the centre.
- Other documentation that may be required:
  - o Custody order or agreement
  - o Information regarding any support plans or safety plans used for your child by the school or another agency.

### For Office Use:

- Signed Payment Policy Received (all pages)     Security Cardholder Agreement on file  
 Custody Order on file     not applicable     uploaded to Sandbox Date: \_\_\_\_\_ By: \_\_\_\_\_