

Charlotte Birchard Centres of Early Learning  
WWW.CBCEL.CA

# Parent Manual



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# PARENT MANUAL

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# Charlotte Birchard Centres of Early Learning

## 1. ORGANIZATION

The Charlotte Birchard Centres of Early Learning (CBCEL) is an incorporated non-profit, charitable organization.

The Westboro Children's Centre established in 1979 in Ottawa West, and the Greenboro Children's Centre established in 1989 in Ottawa South, are managed by a Voluntary Community Board of Directors consisting of parents, members of the community and staff.

Both Early Learning & Child Care Programs are licensed by the Ministry of Education Child Care Quality Assurance and Licensing under the Child Care & Early Years Act, 2014.

<http://www.ontario.ca/document/child-care-rules-child-care-and-early-years-act>

The Educators in each centre are Registered Early Childhood Educators (RECE) and members in good standing with the College of Early Childhood Education (CECE). They have a variety of experiences in working with young children.

## 2. OBJECTIVES OF THE ORGANIZATION

- ❖ To offer a high quality early learning and child care service to families
- ❖ To provide a caring and nurturing environment that supports children's learning development, health and well-being
- ❖ Offer play inquiry based learning approaches that capitalize on children's natural curiosity
- ❖ To value children as individuals and as active and competent contributors with their own interests and points of view
- ❖ To promote partnerships with families that strengthens the relationship between parent and Educator
- ❖ To educate parents and the public on the importance of a high quality early learning and child care
- ❖ To influence decision-makers on child care issues

## 3. OUR MISSION

To deliver high quality, developmentally appropriate early learning and care opportunities for children and their families with a commitment to inclusion; meeting the diverse developmental needs of all children. With the support of our community partners we strive to include all children and remove barriers that prevent children from actively participating.

# Charlotte Birchard Centres of Early Learning

## 4. PROGRAM STATEMENT

The Charlotte Birchard Centres of Early Learning has adopted the document '*How Does Learning Happen?*' Ontario's Pedagogy for the Early Years as the professional learning resource that provides us guidance in program development and pedagogy in our early learning and care programs. Goals for children, expectations for programs and questions for reflection are organized around four interconnected foundations of belonging, well-being, engagement and expression. An annual meeting is conducted where our Program Statement is reviewed, discussed and updated with staff's input. Staff, volunteers, and students review our statement after any modifications are made and sign the document.

We believe parents are an invaluable resource when it comes to their children. We value the knowledge and insight parents possess, as they are their child's primary and most influential teacher. We strive to create a strong and meaningful partnership between home and our Early Learning Centres.

Our programs have an open-door approach, we welcome families to visit any time during program hours. Parents bring a unique connection that helps foster family and community relationships, giving us an appreciation for family diversity. From the first introduction to a new family or to a family that has been with CBCEL for many years, we continue to look for new and different ways to build stronger connections with families.

During our gradual entry period, we begin the positive and engaging partnership with families. This period gives families the opportunity to participate alongside their child while gaining an understanding of their child's program that extends beyond the written word. Parents and Educators alike have the opportunity to observe, engage and ask questions that will contribute to a better understanding to how best support the child.

Our learning environments reflect the diversity of the children in our Early Learning Centre's and the world in which they live. Learning stories and photos are displayed throughout our programs to enhance connections; giving families and children a sense of belonging. To help foster and cultivate authentic relationships we extend invitations to families throughout the year to events such as our annual family breakfast and holiday art shows.

CBCEL uses an online tool (Storypark) to easily record and document children's learning and provides parents with an opportunity to connect with their child's experiences at the centre. Parents are encouraged to actively participate which can come in the form of offering insight to a story shared by an educator or sharing a story of their own; ultimately connecting home and centre based experiences.

# Charlotte Birchard Centres of Early Learning

We provide an early learning and care environment that is ideal for optimal early learning and development. Children are viewed as capable and competent co-learners; their natural curiosity and insatiable drive to explore their world are fostered and encouraged. Children are empowered explorers and are active participants in the development of the program's curriculum. Our Educators are responsive and supportive to the children's individual needs. Educators are actively engaged in play with children. Both Educators and environment provide opportunities for children to ask questions, problem solve, and communicate their ideas and thoughts by providing many different materials and opportunities to expand and extend their learning. We support and encourage children's choice and follow their lead to guide their interest, focusing on the whole child.

Understanding that children's present and future well-being is influenced by their ability to self-regulate, our programs are set up to help children develop self-regulation capabilities by fostering positive interactions with one another. We arrange our environments to reduce the factors that may cause stress by offering an environment that encourages communication and self-expression (verbal and non-verbal expression). When working towards goals for children, educators move beyond preconceived expectations and outcomes and focus on how children learn. Regular observations, documentation and collaboration are key in program development.

Our programs provide environments and experiences that engage children in purposeful play; children are constantly creating, discovering, responding, improvising and expanding their knowledge base. Our natural playgrounds are also a perfect place for children to learn through creative exploration, play, inquiry, observation and imitation. Planting vegetable and herb gardens supports and encourages the child's own natural curiosity of the world around them.

We also provide children with an environment that is conducive to sleep, rest and relaxation for a duration of up to two hours.

Weekly specialized programs offered at the Westboro Children's Centre and Greenboro Children's Centre:

- Music and Movement with Jessie Dripin
- Yoga with Penny Pelton

Our early learning and care environments provide a place of wonder, exploration and discovery where children's early experience lasts a lifetime.

We offer two nutritional snacks a day and lunch for our toddler and preschool children. Children attending full day school receive a nutritional afternoon snack. Our menus are aligned with *Eating Well with Canada's Food Guide* and Section 4- *Nutrition of the Child Care Centre Licensing Manual*.

# Charlotte Birchard Centres of Early Learning

We seek partnerships with parents and our communities to further strengthen and develop our programs and supports to children and families. One of our community partners is from Children's Integration Support Services (CISS). CISS provides a range of supports to assist with the inclusion of children as well as be a resource for the programs and Educators. Fostering positive partnerships in our Westboro and Greenboro communities continues to be important to CBCEL. If requested, we will support/connect our families to community services such as the Snowsuit Fund, local Food Banks, health related services and others as needed. From time to time we will post information on our parent bulletin boards and make resources available to families.

We welcome suggestions from families for future community partners that families feel would be of meaning and value. Planned and spontaneous participation from families is welcomed.

We foster a supportive professional work place that respects collaborative communication. We provide opportunities for continuous professional growth, which includes reflective practices and quality assurance. Organizational or Centre specific meetings, as well as program team meetings, are held monthly.

All staff, students and volunteers will review and sign CBCEL's policies and program statement before the commencement of employment and annually thereafter.

Educators have scheduled a non-contact time to work on and complete program and learning assessments to support children and provide meaningful curriculum. Educators document and share children's learning with parents through Storypark and documentation panels and at an annual parent/educator meeting to discuss the child's development. Parent Educator meetings bring a personal connection for families to share in a safe and supportive environment.

All Educators adhere to Ontario's College of Early Childhood Educators Code of Ethics and Standards of Practice.

**For more information, please see the following links:**

<https://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

[http://www.children.gov.on.ca/htdocs/English/topics/earlychildhood/early\\_learning\\_for\\_every\\_child\\_today.aspx](http://www.children.gov.on.ca/htdocs/English/topics/earlychildhood/early_learning_for_every_child_today.aspx)

<https://www.storypark.com/>

## **INCLUSION**

CBCEL believes in an inclusive learning environment. With parental consent we can apply for support from Children's Integration Support Services (CISS). CISS provides a range of supports to assist with the inclusion of children to licensed child care programs (nursery schools, child



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care centres and home child care agencies) that integrate children with special needs within the City of Ottawa.

In consultation with the parent an Individualized Support Plan (ISP) is implemented to ensure the child succeeds and participates in a meaningful and purposeful manner.

As defined in the Child Care & Early Years Act, 2014, a child with special needs is a child with a physical, mental or developmental impairment that is likely to continue for a prolonged period of time as verified by objective psychological or medical findings.

## 5. EARLY LEARNING & CARE PROGRAMS

### Westboro Children's Centre

Toddler Program – 18 months to 2 ½ Years

Preschool Program – 2 ½ to 5 years

School Age Program - 3.9 to 12 years

- Kinder Program
- School Age Programs

### Greenboro Children's Centre

Toddler Program – 18 months to 2 ½ Years

Preschool Program – 2 ½ to 5 years

## 6. HOURS OF OPERATION

### Early Learning and Child Care Programs (18 mths – 5 yrs)

#### Westboro Children's Centre:

##### Hours of Operation for:

Toddler Program

Preschool Programs

7:30 am to 5:30 pm

Monday to Friday, year round

#### Greenboro Children's Centre:

##### Hours of Operation for:

Toddler Program

Preschool Programs

7:30 am to 5:30 pm

Monday to Friday, year round

### **School Age Care (3.5 yrs – 12 yrs) (Westboro Children's Centre Location only)**

#### Hours of Operation for:

- ❖ Kinder and School Age Programs

##### Regular hours of operation:

7:30 am to 9:00 am (10 or more children required for morning component to be offered)

2:30 pm to 5:30 pm Monday to Friday, year round

Monday to Friday during school months

# Charlotte Birchard Centres of Early Learning

Non-Instructional Days - Includes: PA Days and school breaks (Christmas & March Break)

7:30 am to 5:30 pm

We are a Third Party Operator for Hilson Avenue Public School. Consideration may be given to other community schools based on interest and space availability.

July and August Summer Program

7:30 am to 5:30 pm Monday to Friday

**Observation of the opening and closing times is essential. Early Childhood Educators are not available prior to 7:30 am and after 5:30.**



## **7. WAITING LIST POLICY**

The Charlotte Birchard Centres of Early Learning uses the City of Ottawa Child Care Registry and Waitlist to access the names of families that have applied online and selected one of our sites as an early learning and care option.

Subsidized families are admitted based on their 'accepted' status and priority ranking as determined by the City of Ottawa.

Full fee families are admitted based on the completion of the registration package along with a deposit.

Full fee families are selected according to the date of online application. Families currently enrolled in one of our centres and have a child on the City of Ottawa Child Care Registry and Waitlist will have prioritized placement. Internal families will hold the order in which they applied to the City of Ottawa Child Care Registry and Waitlist and will be offered admission according to that order.

Parents will receive a phone call and/or an email indicating upcoming availabilities. We will continue to access names, offer families tours and placement until a family has accepted the available spot. Admission is considered complete once the Centre's registration package and deposit has been returned within three business days of the offer.

Please note: Packages returned after 3 business days may no longer be eligible for the space originally offered.

Applicants may be removed from our waiting list after 3 unsuccessful attempts of contacting a family.

A families' status will be made available to them upon request.

<https://onehsn.com/Ottawa>

Phone: Service Ottawa 3-1-1

# Charlotte Birchard Centres of Early Learning

## 8. FULL AND PARTIAL SUBSIDY

Both centres have a Purchase of Service Agreement with the City of Ottawa which allows us to enroll children in subsidized spaces. Parents can apply for a subsidy through the City of Ottawa and they will determine eligibility.

<http://ottawa.ca/en/residents/social-services/daycare/daycare-services>

## 9. CRITERIA FOR ADMISSION

The child will be accepted in the program when:

- ❖ The child accompanies parent(s) on a visit
- ❖ The child is at an appropriate age
- ❖ The program meets the child's needs
- ❖ The child is able to function within a group setting
- ❖ The parent complies with the centre's orientation procedures and general policies
- ❖ Registration package is completed with deposit and returned by a predetermined date

## 10. HOLIDAYS & CENTRE CLOSURES

The Centres will be closed as follows:

New Year's Day	Civic Holiday (August)
Family Day (February)	Labour Day
Good Friday	Thanksgiving Day
Easter Monday	Christmas Day
Victoria Day	Boxing Day
Canada Day	Week between Christmas and New Year's
One Vacation week in Summer - July 2 – July 6, 2018	Dec 24, 2018 to Jan 1, 2019
One other day in lieu of November 11 and any other day proclaimed by the governor in council as a National or Provincial Holiday.	

## 11. EMERGENCY CLOSURES

It may be necessary to close the Centres for emergencies such as snowstorms, power failures, etc. CBCEL will communicate emergency closures by the following measures:

- Announcement on Centre's voice mail
- Email (please ensure Centre has updated contact information)

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## 12. FEES

Fees are based on the cost of 254 operating days of the Early Learning Centres. No refunds can be given for absent days and vacations.

All families will be required to provide a 10-day fee deposit (see box below) with a completed registration package in order to secure a child care space with CBCEL. Once a registration package is given to a family it must be returned to CBCEL within 3 days (registration period/date) along with the 10-day deposit dated for the date of registration to secure a child care space and will be deposited immediately. This 10-day pre-payment deposit will be applied towards the first month fees. Families will receive a Statement of Account with the remaining balance owing. In the event that a family may need to cancel the prearranged child care with CBCEL, a minimum of 10-days' notice (excludes weekends, statutory holidays & closures) **must be given in writing**. If ample notice is not given the deposit will be forfeited, as CBCEL will be required to find another family to fill the spot.

### Westboro Children's Centre:

#### 10-Day deposit fees

Toddler Program - \$609.10

Preschool Program - \$472.50

Kinder Program - \$245.10

School Age Program - \$237.30

### Greenboro Children's Centre:

#### 10-Day deposit fees

Toddler Program - \$609.10

Preschool Program - \$472.50

### Westboro Children's Centre:

Toddler Program - \$1290.00 per Month  
Preschool Program - \$1001.00 per month  
Kinder Program - \$519.00 per month  
School Age Program - \$497.00 per month

### Greenboro Children's Centre:

Toddler Program - \$1290.00 per month  
Preschool Program - \$1001.00 per month

**Please Note:** Fees are generally set for the fiscal year January to December. A Pre-Authorized Debit Agreement form is provided for families to complete and submit along with a void cheque for monthly fees. Each month's fees must be paid on the **first day of each month**. A minimum of 10 days' notice in writing must be given to CBCEL should a family wish to cancel the A Pre-Authorized Debit Agreement.

- ❖ Children who enter a program partway through a month will have their fees pro-rated
- ❖ Fees have been pro-rated and based on 254 service days (includes all statutory holiday) a year

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## **Overdue Payment of Fees**

A total of three (3) statement of accounts will be issued to families with any outstanding balances.

- 1<sup>st</sup> Notice – Reminder
- 2<sup>nd</sup> Notice – Child care space may be at risk if payment is not received immediately
- 3<sup>rd</sup> Notice – Notice of discharge

At any time during the above process, the parent or guardian may approach the Executive Director, [ExecutiveDirector@cbcel.ca](mailto:ExecutiveDirector@cbcel.ca), to come to an agreement and schedule as to how and when the outstanding balance of their account will be cleared.

## **NSF Payments**

Parents or guardians will be charged \$20.00 for insufficient funds. This fee is to cover administration and bank charges.

## **13. CRITERIA FOR WITHDRAWAL**

The child is no longer able to continue in the program when:

- ❖ The child is beyond program age
- ❖ The program does not meet the needs of the child
- ❖ The child is unable to function in a group setting
- ❖ The parent does not accept or abide by the policies of the program

In the event a child does not meet the criteria for continued enrolment in the program the centre may assist the family in pursuing other early learning and child care options in the community.

**Parents must give a minimum of 30-days' notice of withdrawal in writing or payment in lieu of notice.**

Please note: Families wishing to withdraw their children for the Summer with the intention of returning in the Fall will need to re-register their child on the Centralized waiting list. Families will be contacted based on space availability and waiting list application date; families will then be asked to pick up a registration package from the office. Confirmation of space will be made once the registration package and deposit have been returned in the predetermined time frame. Spaces cannot be held/saved throughout the summer without fee payment.

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## 14. HEALTH REGULATIONS

An up to date "Record of Immunization" must be completed and returned to the centre prior to the child entering the program.

The City of Ottawa's Public Health Nurse is available for consultation by phone for both the parents and staff. The telephone number for the Public Health Department is (613) 580-6744.

## 15. PROHIBITED PRACTICES AT CBCEL

***CBCEL does not permit;***

(a) corporal punishment of the child;

(b) physical restraint of the child, 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 child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision

(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.

## 16. GRADUAL ENTRY PERIOD - Does not apply to Kinder and School age programs

In order to promote easy entry into a program a gradual entry procedure is followed. It is required that a parent remain with the children for the first day, and possibly for part of subsequent days.

**Day 1:** Parent/guardian and child arrive at 9:30 a.m. and both leave at 11:15 a.m.

**Day 2:** Parent/guardian and child arrive at 9:30 a.m.

Parent/guardian leaves shortly after and returns after lunch - 12:00 p.m.

**Day 3** Parent/guardian and child arrive at 9:30 a.m.

Parent/guardian leaves shortly after and returns by 3:00 p.m.

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Should a parent/guardian not be available for the orientation he/she may delegate this responsibility to another person.

A little time invested at this stage will make your child's introduction to the centre a more enjoyable experience. It will also allow the parents/guardians to become familiar with the Educators and the program routine.

Ongoing communication with our CBCEL families is appreciated and encouraged; however we recognize that our Educators are busy with the children in program and are unable to give you undivided attention. Therefore, if you are a new family and feel you would like more information about your child's progress in settling into his or her program you can request a meeting with your child's Educator and the Program Supervisor after the child has been in attendance for 4 weeks. This time frame allows the Educators an opportunity to develop a relationship with your child and make observations on your child's progress.

## 17. SCHEDULE EXAMPLE

Schedules vary from time to time according to the needs of the children and program variations (see Parents Bulletin Board).

7:30 – 8:30 am	Free play
8:30 – 9:00 am	Morning Snack
9:00 – 10:15 am	Art/Planned Programming/Circle Time
10:15 – 11:30 am	Outdoor Play
11:30 – 12:00 pm	Lunch
12:00 – 2:00 pm	Rest Time/Quiet Activities
2:00 – 2:30 pm	Quiet Activities (Manipulatives & Quiet Art)
2:30 - 3:00 pm	Afternoon Snack
3:00 – 4:00 pm	Outdoor Play
4:00 – 5:30 pm	Free Play

\*\*\*\*\*Subject to Change, Per Childrens' Needs\*\*\*\*\*

The programs provide for a minimum of 2 hours of outdoor play activities each day, weather permitting. Parents must provide suitable and extra clothing for active play and varying weather conditions. Additional changes of clothing are needed in case of soiling or wetting. Labeled clothing is helpful.

## 18. FIELD TRIPS/SPECIAL GUESTS/EVENTS

For the JK/SK Extended Day and School age programs field trips are a regular feature of our program and are taken throughout the year to special places of interest. There are two types of field trips that we take the children on. The first type is a local informal trip, such as a walk around the neighbourhood. For this type of trip, parents will sign a general



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permission form at registration time which will cover all our informal trips. The second type of field trip involves transportation services such as public transportation or a chartered bus. For safety reasons of not being able to properly secure very young children into a bus seat, Toddler and Preschool Programs will not be going on field trips using public or school bus transportation. We will offer similar experiences on-site; bringing special guests into our centres.

Parents of kinder and school age children will be informed of all bus excursions in advanced and a consent form will have to be signed for each trip. Parents choosing not to have their child participate will be required to make their own alternative care arrangements at their own cost for the duration of the field trip. Children joining the group at the off site location must have prior approval from the centre's Program Supervisor.

Parents are always welcome to accompany their child on our trips. For transportation planning purposes, we require advance notice. A current police check for the vulnerable sector for participating parents will also be required prior to the event.

## **19. MEALS**

A warm nutritional lunch and morning and afternoon snacks are provided.

All food is prepared and cooked on the premises. The menu is posted on the Parent Bulletin Board.

All food is chosen on the basis of its nutritional value and with the food preferences of children in mind. All meals, snacks and beverages chosen meet the recommendations set out in the Health Canada documents "Eating Well with Canada's Food Guide".

We must be informed in writing of any allergies, dietary restrictions or medical needs for your child.

### **\*\*The following paragraph only applies to the Westboro Children's Centre families\*\***

In the Kinder and School Age programs, afternoon snacks are provided. On PA Days, March and summer breaks morning and afternoon snacks are provided along with milk to drink at lunch time. Lunch is the responsibility of the parents/guardians.

### **BAG LUNCH POLICY for WESTBORO CHILDREN'S CENTRE SCHOOL AGED CHILDREN**

1. Parents must ensure that their child's lunch is peanut and nut free (other allergies in your child's program may apply), nutritious and meets the guidelines of the Canada Food Guide. Lunches should include items from each of the food groups. A few examples of recommended food items are:

FRUIT

GRANOLA

COLD MEAT

CHEESE



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WHOLE WHEAT BREAD  
YOGURT

MILK  
WATER OR NATURAL JUICES

PASTA

VEGETABLES

**Please do not** include foods which are low in nutritional value and/or high in sugar content such as: POTATO CHIPS, SODA POP, CANDY, CHOCOLATE BARS etc.

**\*\*Please** check food labels before sending lunches. It is important that lunches are nut and peanut free.

2. Lunch containers must be labelled with child's name.
3. Food allergy lists are posted in the room where the lunch program takes place. We ask parents to keep us updated in writing regarding your child's food allergies and or restrictions.

**\*\*Please sign and return the "Bag Lunch" acknowledgment form located at the back of this Parent Manual\*\***

## 20. REST PERIOD

The need for rest and sleep varies greatly from child to child; however, rest is an important part of the day for all young children as children benefit from periods of rest and relaxation to balance their active day. The rest period is conducive to sleep and children may nap for up to two hours or engage in quiet activities.



A favorite blanket or stuffed toy from home is most welcome.

## 21. ATTENDANCE

Children that arrive prior to 9:15 a.m. can take full advantage of the educational program. A child's consistent late arrival may hinder his/her ability to adapt socially and emotionally in the program. Regular attendance of your child is expected as it generally promotes better adjustment to a program. However, if your child is unable to attend the Centre due to illness or vacation, please notify the Centre in the morning between 9:00 and 9:30. Notification of summer/winter vacation plans are appreciated.