

Parent Handbook



Full-day Child Care

Infant, Toddler, Preschool



RisingOaks
Early Learning Ontario

Formerly Owl Child Care Services of Ontario

This information is available in alternate formats and/or with communication supports, upon request. Contact marketing@RisingOaks.ca for assistance.

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Who We Are



Welcome to RisingOaks

RisingOaks Early Learning is pleased to welcome you and your child to our program.

Since 1981, RisingOaks Early Learning (formerly Owl Child Care) has evolved from a single centre to a registered charity, led by a volunteer board of directors, operating eight centres across Waterloo Region. We offer care for children from birth to age 12.

With convenient locations, a rich history of success, a vision for the future, and our learning through play approach, RisingOaks is a centre of discovery you know you can trust for your child's early learning experiences.

All programs are supervised by Registered Early Childhood Educators (RECEs) who maintain current training in Standard First Aid and CPR.

All RisingOaks locations are licensed on an annual basis by the Ministry of Education's Licensing and Compliance Branch. A summary of our licensing visit can be found on the parent bulletin board at each centre.

The information in this booklet is to provide you with a better understanding of RisingOaks. If you have any questions, please ask the centre supervisor. He or she will be more than happy to assist you.

Thank you for choosing RisingOaks!

Our Values



CREATIVITY

As children learn how to learn through play, it naturally sparks a child's creativity. Discovering new ideas and concepts fosters their imagination.



LEARNING:

Our intuitiveness and expertise allow us to help children explore and develop their curiosity. Our expert educators identify each child's uniqueness and teach them the tools that help them reach their full potential.



COMMUNITY

Children, their parents, educators and staff belong here. We nurture our community so that everyone who is part of it feels at home. This creates a safe and harmonious place to learn.



ADVOCACY

As leaders supporting children's growth and development, RisingOaks continues to be a strong voice. We are dedicated to quality education, affordability, and accessibility for all learners.



LOVE

Every child is unique. Getting to know them, understanding them, connecting with them so that we can provide them with meaningful discoveries is what our educators and staff are committed to. We love what we do. It's as simple as that.

Programs Offered

Infant (birth to 18 months)

Toddler (18 months to 2.5 years)

Preschool (2.5 years to 5 years)

Before/After School (JK to age 12)

View of the Child

Our educators view children at all ages to be capable, competent, curious and rich in potential.

- We believe that children are capable of informed risk-taking and increasing independence within appropriate environments.
- We know that children are competent and able to question, examine and investigate a wide variety of topics and areas of interest.
- We value children's curiosity and sense of wonder and know that children learn valuable skills through play.

Program Statement

Our educators aim to achieve 9 program goals to support learning and development.



1. To promote the health, safety and well-being of children, ensuring individual needs are met, within RisingOaks' program.
2. To promote good nutrition and healthy eating habits for children.



3. To foster engagement and the development of positive, responsive relationships between children, families and educators.
4. To actively engage with community partners to enhance RisingOaks' program.



5. To give children a voice for self-expression, exchange of ideas and positive communication among their peers and educators.
6. To support the development of children's self-awareness, self-confidence, self-regulation and self-esteem.



7. To foster children's exploration, play and inquiry through a variety of child-initiated, educator-supported activities; including a mix of indoor, outdoor, active and quiet activities.
8. To create positive learning environments that support children in their learning and development based on their individual needs.









9. To enhance the quality of RisingOaks's program by supporting each employee in professional development and through on-going coaching and mentoring.

Families are encouraged to view the full Program Statement on RisingOaks's website www.RisingOaks'childcare.ca/program-statement. The online version of The Program Statement provides an overview of the following: Four Foundations, Pedagogical Approaches, Our Approaches to Achieve stated goals - including what you might see in our program and what we do behind the scenes. Alternatively, you can request a paper copy from the supervisor.

Areas of Learning

There are six primary areas of learning within our child care program. They are explained below.

	Developmental Domains	Skills (include but not limited to the following)
 Creativity/Innovation	Language/ Communication, Cognitive, Emotional, Physical	Drama, Painting, Patterns, Fine motor skills, Exploring new ideas
 Language	Language/ Communication, Cognitive, Emotional	Vocabulary, Active listening, Communication (oral and written), Expression of feelings, thoughts and ideas, Comprehension/ understanding
 Health & Physical Activity	Physical, Cognitive	Fine and gross motor skills, Importance of physical activity, Well-being, Sense of self, Health and disease prevention, Hygiene
 Numeracy	Cognitive, Communication	Number recognition and counting, Sorting, Pattern recognition, Problem-solving, Reasoning & analysis
 Personal & Social Development	Social, Emotional	Sense of self, Empathy, Relationship-building and cooperation, Conflict resolution, Independence, Leadership
 Science	Cognitive	Exploration and curiosity, Experimentation, Reasoning & analysis, Nature and environment, Technology

Membership

Membership is open to any individual, 18 years of age and older, who has a child in his or her care and custody who is enrolled in at least one (1) of RisingOaks's programs for which recurring monthly fees are paid to RisingOaks, and who is interested in furthering RisingOaks's Mission and Vision. Visit: www.RisingOaks.ca/membership

Accessibility

RisingOaks is committed to ensuring that its services are provided in an accessible manner and in a way that respects the dignity and independence of people with disabilities. To view RisingOaks's policies under the Accessibility for Ontarians with a Disability Act (AODA), go to: www.RisingOaks.ca/accessibility.

At RisingOaks, our educators work closely with special needs resource partners to ensure that the needs of all children are met. Should your child require additional support, the supervisor or RECE may speak to you about a referral to the special needs access point (SNAP).



Enrolment

OneList: Central Registry and Waitlist

RisingOaks Early Learning uses OneList Waterloo Region as its central registry and waitlist. OneList allows families to search for early learning and child care programs near their home or work and to join multiple waiting lists. Here is a brief overview of the process:

1. Register for OneList

- Search for child care centres near home or work.
- Place your child on the list for the centre or centres of your choice.

IMPORTANT: You only need to apply to one program at your child's current age. (i.e. If you apply to the infant program and do not get a spot, your application will automatically age promote to the next age group - the toddler program.) Please do not apply for the Infant, Toddler and Preschool programs at the same time as this affects the registration process.

2. Contact from centre(s)

- Acknowledgment email from RisingOaks
- Clarify care needs
- Book a tour of the centre

3. Waitlist Management

- As your care needs change or you accept a space elsewhere, please login to OneList to update your waitlist requests.
- Checking your status. Contact the centre to check on the status of your waitlist application.

4. Respond to space offers

- From time to time, the centre supervisor may email you to confirm if you are still looking for space. Please respond in a timely manner.
- Once a space is offered to you, you will be given a deadline to return your Application for Enrolment, customer deposit (50% of first month's fees) and other paperwork.

Enrolment Process

Parents are required to arrange an appointment for an initial tour of the centre and to review paper work. Children are invited to accompany their parents on the tour. RisingOaks also recommends that children come for a visit with their parent/guardian to the centre prior to beginning the program.

The following information must be completed and returned to the centre prior to enrolment. This is a requirement of the Child Care and Early Years Act (CCEYA).

- ✓ A completed Application for Enrolment form, including a wallet size photo of your child, signed by a parent/guardian.
 - This form is available online at: www.RisingOaks.ca/forms if you prefer to complete it electronically and save it for future revisions.
- ✓ An up-to-date immunization record.
- ✓ A signed copy of the Parent Policies.
- ✓ A signed copy of the Payment Policies.

Fees

- Upon enrolment, there is a \$20.00 non-refundable registration fee per child.
- Toddler and Preschool programs are available to parents on a full/part-time basis (minimum 2 days per week) with a set recurring schedule.
- Infant program is full-time, 5-days a week, only
- Fees are calculated on a daily basis and are charged based on scheduled days of care.
- RisingOaks does not issue credits or reduce fees due to sick days, vacation days, or any unexpected centre closures.
- Full or partial subsidies are available through the Region of Waterloo. Contact 519-575-4400
- Rates are determined annually and available at: <https://www.RisingOaks.ca/full-day-child-care-fees>

Methods of Payment

Pre-authorized Debit (PAD) is the primary method of payment. On a case-by-case basis, post-dated cheques or e-transfer may be approved.

What to expect

Hours of Operation & Closures

Monday to Friday. Most centres open at **6:30 a.m.** and close at **6:00 p.m.**; hours do vary by centre though, so please refer to page 24.

Closure Dates:

- Thanksgiving Day
- Christmas Day to New Year's Day
- Family Day
- Victoria Day
- Canada Day (if on the weekend, RisingOaks will close on the following Monday)
- Civic Holiday
- Labour Day

Children's Arrival/Departure

It is essential that the educators are aware when you arrive and when you pick up your child. Staff must mark all children in and out of care on our attendance rosters, so be sure to say hello when you arrive. Please note that a child will only be released to individuals on your Authorized Pick-up List. You may update this list at any time. Individuals picking up for the first time - or unknown to the educator - will be asked for photo ID.

Late Pick-up Policy

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.

Child Belongings

RisingOaks recommends that all children under 6 years of age have a change of clothes at the centre. RisingOaks provides bedding for rest times but children are welcome to bring a small cuddly. All items brought into the centre (e.g., clothing, cuddly, show and share items, water bottles etc.) must be clearly labeled with their name or initials. RisingOaks is not responsible for loss, theft or damage of personal belongings at the centre or while on a field trip.

RisingOaks runs a year-round fundraiser with Mabel's Labels where a portion of the proceeds go towards RisingOaks. These personalized labels are durable and dishwasher safe. To learn more visit www.RisingOaks.ca/donate

Children require appropriate footwear for the activities and weather conditions. Please note that while flip-flops and sandals are allowed inside and while on the playground, children must wear sandals with a back strap, running shoes or boots when on the playground climber and on field trips.

Diapers and wipes, if needed, must be supplied by the parent/guardian. For centre specific program requirements (e.g., infants) please contact the centre supervisor.

***All parents are asked to send in a reusable plastic bag. This will be used to**



Communication & Participation

At RisingOaks, we believe that parents/guardians play a vital role in child development. You are your child's first teacher. Educators value the partnership they build with the whole family. Parents are encouraged to share their skills and talents as a special guest or topic expert, to share their culture and to engage in dialogue about their child's development. In addition, parents (or extended family) may wish to volunteer in the program or on a field trip. A police Vulnerable Sector Check may be required. See Records Checks on page 21 for more details.

In all programs, educators will post documentation of the children's learning for you to see and explore on your own and with your child. Parents receive the following highlights of their child's learning at RisingOaks via email:

Infant & Toddler	Preschool	
Individual: Daily <ul style="list-style-type: none">• Food intake• Diaper changes• Sleep schedule• Learning activity	Individual: Monthly <ul style="list-style-type: none">• Personalized learning story	Group: Weekly <ul style="list-style-type: none">• Highlighting events and learning activities of the week.

Twice per year (in May and November), educators will provide a more formal update on your child's development. Parents are encouraged to share their own observations of their child's behaviour and development with the RECE and may request a parent/teacher interview at any time.

Annually, in the spring, RisingOaks conducts a Satisfaction Survey with all families to seek valuable feedback as part of our continuous improvement plan. Management and the Board of Directors review results and develop an action plan that is shared with families.

Be sure to [LIKE US](#) on Facebook to learn the latest on the learning taking place, event info., weather warnings, early learning discussions, what's going on with child care in our province and other exciting things happening at RisingOaks.

facebook.com/RisingOaks.ca



Parent Issues & Concerns Policy

- RisingOaks strives to provide a transparent process for parents/guardians, the educators and management to use when parents/guardians bring forward issues/concerns.
- In support of RisingOaks's Vision, Mission and Program Statement, all parties will foster positive and responsive interactions among the children, parents/guardians and child care staff. This includes fostering the engagement of and ongoing communication with parents/guardians about the program and their children.
- RisingOaks staff will be available to engage parents/guardians in conversations and support a positive experience during every interaction.

Reporting Parent Issues and Concerns

- Issues/concerns from parents/guardians may be brought forward verbally or in writing. Parents are encouraged to take advantage of the following channels to communicate your suggestions, concerns and/or seek clarification about RisingOaks's policies, procedures and practices as the need arises:

Type	Examples	Speak to
Program-related	absences, program activities, sleeping or food arrangements, toilet training, etc.	RECEs
Operational	schedule changes, fees, hours of operation, staffing, waiting list, menus, etc.	Centre Supervisor
Staff/Volunteer/Student Conduct	Any conduct concerns that may affect health, safety or wellbeing of a child.	Centre Supervisor

- Parents may also make a submission to our suggestion box at the centre entrance or online.
- Parents, at their discretion, may seek clarification from, or voice concerns to, the Executive Director at lprospero@RisingOaks.ca or by calling 519-894-0581, ext. 102
- All issues and concerns will be taken seriously 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.

Responding to Parent Issues and Concerns

- Every issue and concern will be treated confidentially to the extent possible. Information may be shared with the centre supervisor and/or senior management to assist in a resolution. 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.
- An initial acknowledgement or response to an issue or concern will be provided to parents/guardians within two business days with a follow up conducted within 10 business days.
- The supervisor, together with senior management – where applicable, will determine if a full internal investigation is warranted.
- A parent/guardian who is not satisfied with resolution of their issue or concerns has the right to escalate their concern to any of the following:
- The Board Chair by emailing: boardchair@RisingOaks.ca
- Ministry of Education: 1-877-510-5333; information.met@ontario.ca
- College of Early Childhood Educators 1-888-961-8558; discipline@college-ece.ca
- Family and Children's Services: 519-576-0540

Respectful Conduct

- RisingOaks 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, educator or management feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or executive director.

Public Duty to Report Suspected Child Abuse

- 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 Family and Children's Services directly.
- Persons who become aware of such concerns are also responsible for reporting this information to Family and Children's Services 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/childrensaid/reportingabuse/index.aspx>

Field Trips/Off-Site Excursions

As part of its program, RisingOaks offers field trips for children in our **preschool** programs. Parents/guardians are required to sign permission forms after reviewing the field trip information sheet that contains details regarding the transportation, activities, risks and safety management strategies. To learn more about **Safety First!** – a risk management guide for off-site activities, visit: www.RisingOaks.ca/safety-first.

Children in our **infant and toddler** programs often go on walks and take advantage of what the surrounding community has to offer (e.g., parks, stores etc.).

Collection of Personal Information

Upon enrolment, you will be provided with a copy of RisingOaks's Privacy Statement to inform you about RisingOaks's practices related to the collection, use and disclosure of personal information which may be collected by us through participation in our programs. The Privacy Statement is in compliance with Canada's Personal Information Protection and Electronics Documents Act (PIPEDA). It can be found on our website at www.RisingOaks.ca/privacy.

As a parent/guardian, you may have access to review your child's file in the presence of an RisingOaks employee. You may also submit a Request for Access & Release of Personal Information should you require records or a letter regarding your child's development or program participation.

Image Release

In the course of our program, photos, videos and other forms of documentation are collected and used. Upon enrolment you will be asked to review and sign an Image Release. This outlines your options for consent for RisingOaks to use such images internally within the program or externally for marketing, including photos we share on Facebook about the children's activities. You may change your consent at any time.

Health & Safety

Outdoor Play

How Does Learning Happen? references outdoor play expert Richard Louv who states:

“Activities in outdoor spaces that are designed to inspire investigation with bodies, senses, and minds improve children’s physical health and emotional well-being and enhance their capabilities for self-regulation, creative problem solving, and communication. Children’s self-discipline, self-awareness, and ability to focus also improve, as does their development of social skills such as cooperation and flexibility.”

Research continues to tout the benefits of outdoor play and creating a connection with nature. Outdoor play inspires investigation of mind, body and senses. It not only improves physical health, but also promotes emotional well-being and increases self-regulation skills. Through outdoor play, children learn social skills such as cooperation, flexibility and problem solving. Children in full-day programs spend a minimum of 1 hour outdoors in the morning and again in the afternoon.

Weather can sometimes limit time outdoors; however, children should come prepared to spend time outdoors rain or shine. Sometimes the most fun and learning is had jumping in a puddle after a rainfall. If outdoor time is not an option due to the weather, children will engage in gross motor activities inside whenever possible.



Nutrition

RisingOaks serves a morning and afternoon snack plus a nutritious lunch prepared fresh onsite daily by our in-house cook. Weekly menus are developed in consultation with Canada's Food Guide to Healthy Eating and reviewed by a Registered Dietician. Menus are available on our website at www.RisingOaks.ca/weekly-menus and posted in the child care centre to assist parents in planning meals at home.

Due to severe allergies, all RisingOaks locations are designated as Allergy Safe. Educators, in partnership with parents, do their utmost to ensure children with allergies are kept safe. Allergy lists are posted in the food preparation areas and serving areas.

Food from Home

Due to the risk of cross contamination, we ask that you do not bring food from home into the centre. If your child is arriving in the morning and is still having snack, please finish it in the car. The educators will offer them RisingOaks's morning snack upon arrival.

On your child's birthday, if you wish to share something with the children, you are encouraged to consider food alternatives such as a special craft, stickers or pencils. If a food treat is your preference, speak to the centre supervisor first so we can consider any allergies in your child's room. Should an exception to our "no food from home" policy be made, please note that food sent in, must be store bought, have an ingredients label and not contain nuts or a warning that it may have come in contact with nuts.

Food Substitutions

If your child has food allergies, sensitivities or restrictions, please speak to the centre supervisor about a Food Agreement and/or providing food substitutions. Terms and conditions apply.

Preventing Child Illness

Although some illness is inevitable in group care, our educators try to minimize this by practicing good hygiene, sanitizing toys and equipment regularly, and making daily health checks. We encourage children to participate in tidying and organizing their environment. Educators will model and support children with procedures for routine hand washing when entering the classroom from being outside, before and after food preparation, handling and eating, as well as toileting.

When a Child is Ill

All children in attendance must be able to participate in all areas of the program, including outdoor play. If a child becomes ill, parents/guardians will be contacted to make arrangements for their child to be picked up if necessary. In order to minimize the spread of contagious illnesses we kindly ask that parents/guardians keep their children home if they are not feeling well.

RisingOaks follows exclusion guidelines for communicable diseases as set out by the Waterloo Region Public Health Unit. Fact sheets are posted in the centre when there is confirmation of a communicable disease (e.g., chicken pox).

Any incidents of **vomiting** or **diarrhea** must be reported to the centre. Children should remain home until they are symptom-free for **24 hours**; **48 hours** if there is an outbreak.



Head Lice

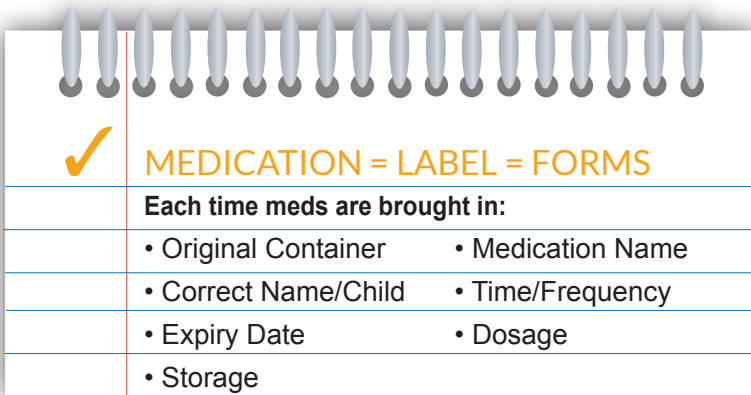
Pediculosis (**head lice**) is not a regulated public health condition and, although easily spread, is not considered a communicable disease. Head lice can be transmitted through head to head contact with an infested person or through contact with personal objects (e.g., combs, hats, etc.).

- If you suspect that your child has head lice, we ask that you let us know as soon as possible. If live lice or nits (eggs) are found, administer a treatment, (available over-the-counter at your Pharmacy or through a service). The child should not return to the child care centre until a treatment has been applied. Parents are also advised to continue to check their child's hair – and that of all family members – daily for 14 days to minimize the spread.
- If an educator suspects head lice, they may contact you to request permission to check your child's hair in a private location and report their findings to you. If live lice or nits are found, your child will not be excluded from the program. The educators will adjust the program, removing dramatic play clothing and hats, etc. to reduce the risk of spreading. Depending on the severity of live lice found, the educator may request an early pick up so that treatment can begin immediately.
- When lice is suspected and/or confirmed, a notice will be sent home to all parents in that group with a request that they check their child's hair thoroughly and report back using the Head Lice Parent Response form.

For more information, please view the exclusion guidelines for the Region of Waterloo at: http://chd.region.waterloo.on.ca/en/healthyLivingHealthProtection/resources/PreventionManagement_ExclusionGuidelines.pdf

Administration of Medication

RisingOaks Early Learning is 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. If your child requires medication by injection (e.g., insulin), please speak to the centre supervisor as additional terms, conditions and training on your child's Individual Care Plan is required.



✓ **MEDICATION = LABEL = FORMS**

Each time meds are brought in:

• Original Container	• Medication Name
• Correct Name/Child	• Time/Frequency
• Expiry Date	• Dosage
• Storage	

Prescription Medication must be provided in the original container, with the prescription label on it indicating the child's name, name of medication, dosage of medication and instruction for storage and administration. A parent/guardian must complete the Administration of Medication form provided by RisingOaks. 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. A parent/guardian must complete the Administration of Medication form provided by RisingOaks. This form must be initialed by staff at time of administering medication and by 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 (e.g., asthma medication, Epi-pens, etc) or pain reliever for infants (e.g., Infant Tylenol). These medications will be checked monthly for expiration dates. All medication will be stored as directed and is kept in a locked container at the centre.

Positive Guidance Techniques

RisingOaks Early Learning strives to promote and support appropriate and positive interactions that contribute to and sustain a safe, inclusive, and accepting learning environment.

Guidance techniques are related to the needs of the children in support of self-regulation and provide guidance strategies for children's behaviour to assist children in developing self-control, self-confidence, self-discipline, sensitivity in their interactions with others and ultimately social problem solving skills.

The following are taken into consideration when guiding children's behavior:

- Appropriate to the developmental level of the child
- Used in a positive and consistent manner
- Designed to assist the child to learn appropriate behaviour
- Discussed with a parent(s)

"When there is a connection, there is less need for correction and directing." (Dr. Jean Clinton; Think Feel Act 2013)

Supervision of Students and Volunteers

RisingOaks has a purpose and obligation to ensure the safety and well being of its vulnerable clients as well as the security of its operations. As such RisingOaks outlines its requirements for records checks, orientation and supervision of students and volunteers.

A clear police Vulnerable Sector Check (VSC) is required for students and volunteers, including those serving on RisingOaks' Board of Directors, who are 18 years and older.

An Offence Declaration is required for all students and volunteers who are 13 years and older upon the start of their placement or volunteer commitment.

Direct unsupervised access to the children (that is: when an adult is alone with a child other than their own) is not permitted for persons who are not employees of RisingOaks. Only employees will have direct unsupervised access to the children in RisingOaks' care.

No child will be supervised by a person under 18 years of age and placement students and volunteers are not counted in staffing ratios to meet minimum requirements of the Child Care & Early Years Act (CCEYA).

Students and volunteers receive an orientation to - and are required to adhere to - RisingOaks's program philosophy, policies, procedures and practices.

Students and volunteers are supervised by a registered ECE (RECE) at all times when providing care and guidance to the children. Failure to adequately supervise a student or volunteer may be deemed to be professional misconduct under the Early Childhood Educators Act (2007) and be reported to the College of ECEs.

Prohibited Practices

Under the Child Care and Early Years Act, the following are considered prohibited practices:

- a. Corporal punishment of a child;
- b. Physical restraint of a child, such as confining a child to a high chair, stroller or other device for the purpose of discipline or in lieu of supervision, unless used to prevent the child from harming himself or someone else.
 - Used only as a last resort and until the risk of harm is no longer imminent.
- c. Locking the exits of the centre for the purpose of confining a 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;
- d. Use of harsh or degrading measures or threats or derogatory language directed at a child 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 a 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.

RisingOaks — via the centre supervisors — regularly monitors its programs and observes RECEs. Any use of these practices is investigated and may result in progressive discipline, up to and including termination. If you observe such practices, please immediately report them to the centre supervisor.



Serious Occurrences

In spite of effective supervision and all the best precautions, serious occurrences (e.g., life-threatening injury or illness, fire or other disaster on premises.) can sometimes take place. All serious occurrences are reported to the Ministry of Education. A Serious Occurrence Notification Form will be posted at the centre for 10 days following a serious occurrence to support increased transparency and access to information for parents. This posting will give parents brief information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

Injury & Incident Reporting

In spite of effective supervision practices and all the best precautions, an incident or injury may still occur. When minor incidents (e.g., scrapes, bumps, behavioural concerns) do occur, the educators will reassure the child, provide first aid if needed and complete an Incident Report or a Notice of Inappropriate Behaviour (NIB) form. These reports explain the incident in detail. You will be asked to review it upon pick up and to sign the Report acknowledging its receipt. A copy will be provided or emailed to you.

If medical attention is required, the educators will consult with you and/or call for emergency services as needed.

If you take your child to see a medical professional (e.g., doctor, dentist) in response to an incident that occurred at RisingOaks, please follow up with the centre supervisor to confirm the details of that visit and any medical treatment provided. The Incident Report may need to be updated and the supervisor can inform the educators of any recommendations or accommodations required for a safe return to the program.

Emergency Management

RisingOaks has a policy on unexpected centre closures. In adverse weather conditions, parents are advised to listen to local radio stations and monitor RisingOaks' website or Facebook page for notices of an unexpected centre closure. Should a closure be necessary mid-day, educators will contact parents by phone to notify them of the early closure and request pick up.

RisingOaks' educators are trained in emergency preparedness and response in relation to fire, tornado and lock down procedures. Throughout the year, children and educators will participate in fire, lock-down and tornado drills and discuss our procedures. Each centre has a designed gathering area to use during an emergency evacuation. A roll call is conducted by the educators to confirm that all children and staff are accounted for. Parents are notified by a written posting and/or through email of various drills or false alarms.

Should an emergency situation arise that requires the children and staff to vacate the building for a longer period of time, it may be necessary for the group to move to the designated emergency shelter; typically it's a neighboring school. Once children have been reassured and settled, educators will contact parents by phone to advise of the need for an early pick up and advise of the location. Additional communication and updates may be provided by email from the centre or RisingOaks' administration office.

During ongoing emergency situations (e.g., lock down, tornado), RisingOaks will make every effort to provide timely communication with parents via phone and/or email. Parents are advised to limit phone calls to the centre during an ongoing emergency situation to leave lines open for emergency personnel. An alternate number may be provided to support communication during such situations.

PROGRAM CHANGES

Program and Schedule Changes

Should you require a change in schedule for your child care needs, please speak to your centre supervisor immediately. The ability to switch days or to add days of care is subject to availability.

Withdrawal of Child Care

Withdrawing from Infant, Toddler and Preschool programs requires notice of 20 business days. This includes families who have pre-enrolled but have not yet started.

Fees are owing for the duration of the notice period. Customer deposits will be credited to the account and any necessary adjustments (i.e., outstanding balances or additional credits) will be made.

Termination of Child Care

Many supports are put into place to create a happy and successful placement for all children. RisingOaks' priority is for the safety of all children in its programs. RisingOaks 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 (e.g., police contact).

Failure to comply with RisingOaks policies, including payment provisions, may, in RisingOaks' sole discretion, result in termination of space in the child care centre. Please review our Payment Policies, Parent Policies and our website.

Centre Locations

John Sweeney

185 Activa Avenue,
Kitchener

(519) 742-6291

Ages: 18 m to 12 y

Hours of Operation:

6:30 am - 6:00 pm

St. Brigid

50 Broom Street,
Ayr

519-394-2273

Ages: birth to 12 y

Hours of Operation:

6:30 am - 6:00 pm

Lincoln Road

145 Lincoln Road,
Waterloo

(519) 746-1124

Ages: birth to 5 y

Hours of Operation:

7:00 am - 6:00 pm

St. Matthew

405 Pastern Trail,
Waterloo

(519) 885-0512

Ages: 18 m to 12 y

Hours of Operation:

6:30 am - 6:00 pm

Our Lady of Fatima

55 Hammet Street,
Cambridge

(519) 220-1148

Ages: 18 m to 12 y

Hours of Operation:

6:30 am - 6:00 pm

St. Luke

550 Chesapeake Drive,
Waterloo

(519) 747-0054

Ages: 18 m to 12 y

Hours of Operation:

6:30 am - 6:00 pm

Saint John Paul II

75 Pebblecreek Drive,
Kitchener

(519) 894-0563

Ages: birth to 12 y

Hours of Operation:

6:30 am - 6:00 pm

St. Nicholas

525 Laurelwood Drive,
Waterloo

(519) 883-1998

Ages: 18 m to 12 y

Hours of Operation:

7:00 am - 6:00 pm

Admin: 2-10 Washburn Drive, (519) 894-0581

Hours of Operation: 9:00 am - 5:00 pm