



# **ADNS Parent Handbook 2019-20**

**Allen-Detweiler Nursery School  
175 Rideau St., Kingston, Ontario  
K7K 3H6**

**Revised December 2019**

**ADNS is a co-operative nursery school that provides an innovative and specialized nursery school program in Kingston, Ontario.**

Established in 1967, the school is named in memory of two Kingston women — **Isobel Allen** and **Joyce Detweiler** — who dedicated most of their lives to children’s programs.

The school employs 3 teachers. **Lois Andrews RECE** is the Director and pre-school teacher. **Bonnie Nelson RECE** is also a pre-school teacher. **Mary-Kate Christopher RECE** is the toddler teacher. We periodically employ part-time teacher’s assistants.

ADNS is licensed by the Ministry of Education. Parents are involved in decision making, fundraising, they provide snack and are welcome to volunteer in the classroom if they wish.

### **1. Program Statement**

Allen-Detweiler Nursery School provides a happy, nurturing and safe environment for young children, where they can grow intellectually, physically and socially as they learn to live in the world around them. Our main emphasis is learning social skills through cooperative play and organized activities and to provide preparation for the school years.

“How Does Learning Happen?” Ontario’s pedagogy for the Early Years (2014), guides our programs, ensuring high quality experiences that lead to positive outcomes in relation to every child’s development, health and safety and well-being through play-based learning. We plan our programming with the view that children are **competent, capable, curious and rich in potential**. We also base our program around the four foundations of learning that are set out in “How Does Learning Happen?”

**Belonging**-every child has a sense of belonging when he/she is connected to others and contributes to their world.

**Well-Being**-every child is developing a sense, of health and well-being.

**Engagement**-every child is an active and engaged learner who explores the world with body, mind and senses.

**Expression**-every child is a capable communicator who expresses himself/herself in many ways. Our program goals and approaches are based on this knowledge of children and on the development of the whole child.

Our program statement is reviewed and revised annually if necessary to reflect our current goals from a programming perspective. As our Early Childhood Educators (RECE’s) continue to learn, we continue to improve, therefore our program continues to evolve and improve as well.

In order to plan our programming, our RECE staff members, set goals and strategies in the following areas:

i) **Community Partnerships:** Collaboration between staff, families and children is paramount and we strive to keep our doors open to all community partners, giving us all the opportunity to learn from and grow with each other. We also participate in Intergenerational Programming with the residents of Rideaucrest Home. This relationship helps to foster cooperation and interactions between the different generations, benefiting not only the children and staff of our nursery school, but also the residents and staff of Rideaucrest Home. Providing these experiences has value beyond the toddler and preschool years.

ii) **Family Engagement:** The staff at ADNS engages in effective communication with our children and families each day creating a welcoming environment, where everyone feels they belong and are part of the ADNS family. Parents are encouraged to contact us anytime if they have any questions or

concerns about their child or our program. Pedagogy documentation of classroom activities can be found on our classroom boards, providing a visual for parents of the children's thinking and learning. Our program plans and any other information relevant to our programs are posted on these boards and the other information boards in the hallway. Family members are encouraged to join the class and share talents, skills and knowledge as well as volunteer their time and energy to the operation of the nursery school.

iii) **Child-initiated experiences:** We employ an emergent curriculum which relies on cooperation between the staff and the children to come up with program plans. Our program offers interesting, engaging and open ended activities that are meant to allow the children to explore and experience what is around them. The experiences that our classrooms offer are often based on interests initiated by the children and supported by the adults. Our educators observe the children in their program and base their curriculum around what they see and hear in order to maximize child engagement and experience.

iv) **Play and Inquiry:** Children will be given the opportunity to explore, play, inquire and discover through the use of open-ended materials, sensory experiences, invitations to play and process based art experiences. We strive to plan for and create a positive learning environment and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized learning plans. We believe that children learn as a result of their own doing, through actions, relationships, inquiries, opportunities and repetition. A very important goal of play and inquiry is to inspire delight and develop curiosity and inquiry in the classroom, leading to a life-long love of learning.

v) **Promotion of health and safety, nutrition and well-being:** ADNS prides it's self on being a nut-free program. We have a healthy snack and lunch policy for all families to review to ensure that snacks and lunches provided meet the guidelines of Canada's Food Guide. All of our staff has Standard First Aid with CPR/AED Level C training: this includes training in Epi-Pen use, to meet the needs of all our children. We follow the KFL&A Public Health Unit guidelines for childhood illness.

vi) **Positive communication:** Children are encouraged to use positive communication with their peers and others in the school community through modeling, positive reinforcement and immediate feedback. Children are encouraged to expand their emotional literacy and self-regulation skills to accomplish interaction goals.

vii) **Positive and responsive interactions:** We believe that positive reciprocal relationships between staff, children and families are necessary in order for the children to be given the highest quality care. Families should feel a sense of welcoming and belonging in the classroom and feel that they can approach our staff at any time. We strive to build positive relationships through open communication, authentic responses and social inclusion.

vii) **Create a positive learning environment:** We believe that the learning environment should be considered the third teacher in the child's classroom after the families and the educator. The learning environment will be set up in such a way that child-initiated and child-directed activities can occur by allowing the children freedom to explore and interact with their environment. The learning environment will support each child's learning and development through observation of each individual child and responsiveness to their needs and interests.

ix) **Incorporation of a variety of types of play:** Our program involves a focus on both quiet and active play which accomplishes the development of the whole child while also giving each child the opportunity to experience and explore their interests. Each program day involves gross motor activities, group and individual experiences, opportunities for self-expression and quiet reflection.

x) **Continuous professional learning:** Lois, Bonnie, and Mary-Kate are Registered Early Childhood

Educators (RECE's) with the College of Early Childhood Educators in Ontario. They have a Code of Ethics and Standards of Practice that must be adhered to, to be allowed to use this designation. As educators they realize that continuous learning is essential to quality programming. In their profession they are constantly learning and they are committed to ongoing professional learning outside of their regular work hours. Professional learning opportunities include online research, attending workshops, seminars, focus groups and conferences as well as other professional training opportunities.

xi) **Documentation of impact:** Our educators are constantly observing the children in our program to learn more about what they enjoy, how they are most engaged and their developmental progress. These observations can be seen by our families through our pedagogical documentation, learning stories and planning webs on our parent boards in the entrance hallway. Parents are always welcome to ask their child's RECE, about this information. We work diligently to provide an excellent first school experience for the children. We take pride in creating a well-rounded, interesting and exciting experience for the children for whom we are privileged to spend our mornings with!

### **Program Statement Implementation Policy:**

All staff, students and volunteers will read the Program Statement and sign off in the Policy and Procedures Binder prior to employment or prior to interacting with the children. Also when the statement has been modified, or on an annual basis. The Director will review all sign offs by staff, students and volunteers and sign the review sheet to indicate that the process has been completed. These records will be retained in a secure place for three years.

The staff will create a play based, learning environment, that incorporates various open-ended activities based on the knowledge the children are competent, capable, curious and rich in potential.

Each class room will maintain a binder containing observations, plans and documentation to support our Program Statement. The teachers in each room will create pedagogical documentation that will be posted on the classroom bulletin boards, in the entrance hallway. This makes the children's thinking and learning visible for parents to see.

The director and staff will meet on a regular basis, to establish a clear understanding of the program statement, and to support each other with the delivery of the program statement. If the director feels that staff are struggling with the implementation of the whole program statement or a certain area of it. The director may arrange a one on one meeting with that staff member, have staff meetings on a more regular basis or arrange for professional development with the help of an outside individual who has expertise in our field.

The director and staff will use the documents "How Does Learning Happen?" Ontario's Pedagogy for the Early Years (2014), "Think, Feel, Act" and "Excerpts from Elect", to help guide and support our programming. At staff meetings we will review reflection exercises in "How Does Learning Happen?" the director and staff will attend all pertinent Professional Development that is available to help enhance our learning and understanding of Emergent Curriculum and "How Does Learning Happen?" and any other information sessions that are deemed appropriate.

The following practices are not supported or tolerated by our Program Statement or ADNS.

-Corporal punishment of a child;

-Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing the child from hurting himself, herself or someone else, and is used as a last resort and only until the risk of injury is no longer imminent;

- Locking the exists of the child care 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;
- 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;
- Depriving the child of basic needs, including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

Failure to comply with the Prohibited Practices Policy may result in one or more of the following:

- 1) Verbal Warning
- 2) Written Warning
- 3) Immediate Dismissal

Immediate dismissal will occur if the contravention of the policy is considered to be of a severe nature. This will be up to the discretion of the Director and /or the Board of Directors.

## **2. Program**

### **Admission and Discharge Policy**

ADNS runs two concurrent programs. The Toddler Program, is for children 18 months to 2.5 years and the Preschool Program, is for children 2.5 years to 5 years. Children are able to attend school for 2 to 5 mornings per week. Registration for our school year start in September begins March 1st for families already enrolled at ADNS. Registration opens to the public on April 1<sup>st</sup>. Open Houses are scheduled during April for families to visit the school and meet our teachers. Registration remains open and is based on availability in our programs. We strongly encourage families not able to attend Open House to contact the Director to arrange a tour of the school to become familiar with our program and staff. Admission includes completion of a registration form, a medical form, other forms deemed necessary by the Director, and if applicable, Anaphylaxis information. Families are also required to provide a copy of their child's up-to-date immunization record. Families are free to withdraw their child at any time from the program by submitting one month written notice or one month payment in lieu of notice to the director. ADNS reserves the right to terminate services if procedures are not followed and if fees are not processed promptly.

### **Hours of Operation:**

Regular school hours: 9:00 am to 11:30am

Extended hours: 8:30 am to 12:30 pm (Preschool children only) Children who stay until 12:30 are required to bring their lunches.

### **Daily Schedule:**

8:30 am to 10:00 am: Free Play including craft time for Preschoolers

9:00 am to 10:00 am: Free Play for Toddlers

10:00 am to 10:30 am: Tidy up and Bathroom Time for Preschoolers

Gym for Toddlers

10:30 am to 10:45 am: Snack Time

10:45 am to 11:05 am: Circle Time/Intergenerational Program for Preschoolers: Crafts, Diaper Checks, Bathroom Time for Toddlers.

11:05 am to 11:30 am: Gym for Preschoolers; Circle Time for Toddlers

### Fee's per month

#### Toddler (age 18 months-2.5 years)

Days/week	Regular Hours
2	\$187
3	\$280
4	\$374
5	\$468

#### Preschool ( age 2.5-5 years)

Days/week	Regular Hours	Extended Hours
2	\$178	\$262
3	\$268	\$393
4	\$357	\$524
5	\$447	\$619

**A \$60 registration fee is due at the time of registration.**

#### Fee Assistance

A fee subsidy is available to eligible families through the City of Kingston. For more information please see the school's Director.

#### NSF Cheque Policy

If ADNS receives notice from the bank of an NSF cheque, the following will apply:

- Full payment of outstanding fees are due immediately.
- In the event the ADNS receives two or more notification of an NSF cheque all subsequent payments must be paid in cash. Payments by cheque will no longer be accepted.
- An additional charge of \$25.00 will be added to all NSF cheques.

#### Snack Cups

Children must bring their own labeled unbreakable cup to school for snack .Cups should be placed in the designated area in the classroom. Due to health regulations, the cups may not be washed at school, so please take them home for washing at the end of the school day.

#### Clothing

Dress your child in clothing appropriate for inside play. Their clothes should be able to withstand the occasional stain of glue, paint, etc. Running shoes are preferred, for safety reasons. In case of accidents, please supply your child with a labeled change of clothes each day, to be left in their backpack. Walking trips are often planned in the warmer Spring months, so please ensure your child

has sunscreen applied before school and a hat is available.

### **Parking**

ADNS at the back of Rideaucrest Home. To access the school parents are asked to drive down North St. and around to the back of Rideaucrest. There is a parking lot that parents can park in while dropping off their children. Please be mindful of the spots that are reserved for other people. **Please remember** this is a drop off/pick up area. Drive slowly and be mindful of the children. If you are volunteering for the morning, please use the pay parking lot on the north side of Rideaucrest off of Rideau St.

### **School Closings**

On days of inclement winter weather it may be necessary to cancel classes. As a general rule, if the local school buses are canceled, the school will be closed. However, the Director and President of the Board do make the final decision. If the weather appears poor, please call the school. An updated message will be available by 8am on the answering machine at the school.

### **Parent-Teacher Interviews**

If you wish to discuss your child's progress at any time, please make an appointment with your child's teacher. Interviews can then be carried out when your child and other families are not present.

### **Activities off of Premises**

Occasionally the teachers will take the children outside for walks in the beautiful green space surrounding our building. Please make sure to include a hat in your child's backpack. In the Spring, field trips are sometimes planned for the children in the preschool class. All parents are strongly encouraged to attend and must provide written permission to the school for their child to attend these outings. Parents must also have a satisfactory CPIC/VSC for these outings.

### **Communication**

ADNS communicates school related information through the following means:

**-Bulletins Boards:** Information is posted regularly outside the in the hallway. In accordance with our *Serious Occurrence Policy*, any serious occurrence will be posted to the bulletin boards within 24 hours of the event. **Newsletter**-a newsletter is created monthly and sent via e-mail to all families. **ADNS website**-the school has a website, where we post snack schedules, events, past newsletters and more. Parents can also ask for information to be posted there.

### **Monthly Board Meetings**

Meetings are held at the discretion of the Executive Committee and all parents are encouraged to attend. Dates and times will be posted well in advance on the bulletin board, in the Newsletter, on the ADNS website and/or via e-mail notices. The school's Annual General Meeting will be held in September.

## **3. Family Responsibilities**

As parents of a child at ADNS, you are members of a parent led co-operative nursery school. The very existence of the school depends on your commitment and dedication throughout the school year. The parent body works together toward common goals, the most important of which is to provide a happy, safe, satisfying preschool experience for our children.

**Your annual responsibilities in the co-op are:**

-Snack Day

- Volunteering for one of a number of positions
- Participating in school activities and events as able

### **Volunteering**

As a co-op, the costs of operating the school are kept down by employing our parents in volunteer roles. As a member of ADNS, each family must take on one volunteer position. The school offers various volunteer opportunities, including:

#### **A. Membership on the Board**

The Board is responsible for hiring teachers, applying for grants, budgeting, marketing and fundraising. The Executive Committee along with the Director carry out these and other duties. However, it is the Executive Committee, and hence, the members of ADNS, who bear final responsibility for the school. Board Members are also expected to attend monthly Board Meetings.

A number of positions, each with its own set of responsibilities, must be filled each year, including:

- President
- Vice-president
- Treasurer
- Secretary
- Registrar
- Marketing
- Communications
- Silent Auction Event Liaison

#### **B. Fundraiser Organizers**

ADNS carries out multiple fundraisers throughout the school year including Wilton cheese sales, coffee sales, Christmas wreath and planters sales and others at the boards discretion. Each of these fundraising initiatives requires a volunteer to oversee it's marketing, ordering and distribution.

#### **C. Silent Auction Event**

ADNS generally holds one main fundraising event per year. Volunteers for this event are part of a committee who organize the entire event. The main responsibility for this committee is coordinating the event, typically including a silent auction or raffle

#### **D. Family Involvement**

Involvement by all families at ADNS is essential for the effective operation of the co-operative. The quality of the Nursery School is directly related to the efforts and commitments of all the school members. We encourage families to contribute wherever they can, both financially and with their time. Parents and caregivers are always invited to circle time to share a special skill or experience with the class. We have fundraising activities throughout the school year which help us to keep up with the cost of operating. Parents wishing to volunteer in their child's classroom must be trained by the Director in the administration of and Epi-Pen, have read all pertinent policies and have provided the Director with a clear CPIC/VSC. Parents **will not** be permitted to volunteer in the classroom until all these criteria have been met.

If families feel they cannot fulfill their volunteer obligations, they can choose to "opt out" by paying a fee of \$450 at the beginning of the school year.



#### **4. Policies**

##### **Snack Policy**

On your "Snack Day" you are required to provide snacks for 20 children in the Preschool Program or 9 children in the Toddler Program, in accordance with the ADNS Snack Policy included in your registration package. Snacks must be well-balanced (cover 2 or more food groups) and healthy (low sugar, salt and fat) Please ensure they are not free/allergy free. Please also avoid cantaloupe and pineapple. Snacks may not be washed, cut or prepared in any way at home. All fruit, vegetables, cheese etc. must be washed and cut at school.

##### **Lunch Policy**

Parents are responsible for providing their child's lunch if they are staying for extended hours. Parents must ensure that their child's lunch is nut free/allergy free and meets the guidelines of the Canada Food Guide. Lunches should include items from each of the food groups. Some examples include: whole grain breads, fruit, vegetables, milk, cheese, yogurt, pasta,

and cold meat. Please do not include foods that are high in sugar/fat or that are low in nutritional value: chips, candy, high sugar drinks etc. Lunches must be labelled and left in the basket in the hallway. Lunches, should include an ice pack. In the event you forget your child's lunch, the parents are responsible for coming back with a lunch before 11:30 or picking up their child at 11:30. ADNS does not provide lunches. Food allergy lists are posted in the classroom and on the parent board in the hallway, please keep us updated regarding your child's food allergies.

##### **Sick Policy**

As part of our Sick Policy mandated by the KFL&A Health Unit children with diarrhea and/or vomiting must not attend nursery school for at least 48 hours after these symptoms have ended. Also children must be "unmedicated fever free" for 24 hours before returning to school.

##### **Immunization Policy**

Under the Child Care and Early Years Act, children attending a licensed child care program must have up-to-date immunizations or a valid exemption. If you are unsure if your child's immunizations are up-to-date bring your child's record to the KFL&A Health Unit at 221 Portsmouth Avenue in Kingston. The immunization nurse will review your record and let you know if any immunizations are required. A copy of your child's immunization record must be given to the Director prior to their first day of school and any time your child receives a new immunization.

##### **Anaphylaxis Policy**

ADNS has an anaphylaxis procedure that will be addressed with all families at registration and/or orientation. Please inform the school if your child has an allergy that could result in anaphylactic shock. If this is your family, a parent must fill out an Anaphylaxis Emergency Plan (AEP) including a photograph, a doctor's signature and complete all medication forms. The parent will also provide the school with an Epi Pen, with a pharmacy label, with the child's name, name of medication, the doctor's name, directions for administering and storage, date of purchase and expiry. If an Anaphylactic child does not have an Epi Pen at school they will not be allowed to stay that day.

## **Medication**

ADNS will only administer medication that is prescribed by a physician and with a parent's proper written authorization on the ADNS Medication forms.

## **Supervision of Students and Volunteers**

ADNS welcomes student's and volunteers to participate in our programs. Students and volunteers are never left alone with the children, never counted in the staffing ratio and no one under the age of 18 is allowed to supervise a child. All students and volunteers are screened and oriented to the program.

## **Criminal Reference Check Policy (CPIC)/Vulnerable Sector Check(VSC)**

The Ministry of Education and the City of Kingston requires that all licensed agencies demand CPIC/VSC's from all persons working with children. In keeping with this policy, all staff, volunteers and ECE students involved with ADNS will be asked to provide a satisfactory CPIC/VSC to the school before they are allowed to be with the children.

To obtain a CPIC/VSC, you can visit the Kingston Police Station at 705 Division St. and apply in person (the wait time is about 30Mins) or you can visit the Kingston Police Force website to order your CPIC/VSC on line. The fee is \$30 and I.D, is required. In cases where a volunteer cannot obtain a CPIC/VSC in a timely manner i.e where fingerprints are required you will not be able to volunteer with the children until your document has been received.

## **Emergency Management Policies and Procedures**

ADNS has a policy that provides clear direction for the director and staff to follow during emergency situations. If immediate contact with the parents/guardians is necessary each family will be notified by a phone call. Otherwise information will be posted on the door and an e-mail will be sent to all families. Parents /guardians are welcome to read the complete policy by asking the director.

## **Prohibited Practices**

The following Prohibited Practices are not permitted to be used by any individual on premise including staff, students, volunteers and parents.

-Corporal Punishment of a child

-Physical restraint of a child, such as confining a child to a highchair, car seat, stroller or other device for the purpose 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 as a last resort and only until the risk of injury is no longer imminent.

-Locking the exits of the child care centre or home daycare premise 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.

-Use of harsh or degrading measures or threat 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.

-Depriving the child of basic needs including, food, drink, shelter, sleep, toilet use or bedding.

-Inflicting any bodily harm on the children including making children eat or drink against their will.

## **Monitoring Procedures**

Every employee, volunteer, and student will be observed, usually on a daily basis by the director

where time permits. A more formal observation will take place monthly with a summary of these observations. Concerns, if any will be recorded in the individuals file. These observations will assist in ensuring that all policies are being followed. If any contravention is observed, the Board of Directors will be informed and the following Contravention Policy will be followed.

- 1) Verbal Warning
- 2) Written Warning
- 3) Immediate Dismissal

**Immediate dismissal will occur if the contravention of the Policy is considered to be of a severe nature. This will be up to the discretion of the Director and/or the Board of Directors.**

## **Parent Issues and Concerns Policy and Procedures**

### **Purpose:**

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

### **Definitions:**

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

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

### **Policy:**

#### **General:**

Parents/guardians are encouraged to take an active role in our nursery school 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, child care providers and staff, and foster the engagement of an 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 the Director and if deemed necessary the Board of Directors 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 maybe 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 five(5) business days. The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues/concerns will be fair, impartial and respectful to all 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 (i.e. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities of the Children's Aid Society).

#### **Conduct:**

Our nursery school 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 (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/childrensaid/reportingabuse/index.aspx>

**Procedures**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
<p><b>Program Room-Related</b></p> <p>E.g: schedule, toilet training, indoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to the classroom staff directly or the director.</p>	<p>Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within five (5) business days.</p> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>the date and time the issue/concern was received;</li> <li>the name of the person who received the issue/concern;</li> <li>the name of the person reporting the issue/concern;</li> <li>the details of the issue/concern; and</li> <li>any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, etc.</p>	<p>Raise the issue or concern to the director or a member of the Board of Directors</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent (s)/guardian(s) who raised the issue/concern.</p>
<p><b>Staff-, Director, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to the individual directly or the director.</p> <p>All issues or concerns about the conduct of staff, that puts a child’s health, safety and well-being at risk should be reported to the director as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent (s)/guardian(s) who raised the issue/concern.</p>

**Student/ Volunteer Related:** Raise the issue or concern to, the staff responsible for supervising the the volunteer/student or to the Director.  
All issues or concerns about the conduct of students/ volunteers that put's a child's health, safety and well-being at risk should be reported to the Director as soon as parents/guardians become aware of the situation.

**Escalation of Issues or Concerns:**

When 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 the ADNS Board of Directors.

Issues or 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 or concerns may also be reported to other relevant regulatory bodies (i.e. 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:**

Lois Andrews, RECE, -Director 613-549-8427

Kingston Frontenac Lennox Addington Public Health 613-549-1233

College of Early Childhood Educators 1-888-961-8558 or [www.college-ece.ca](http://www.college-ece.ca)

Ministry of Education, Licensed Child Care Help Desk 1-877-510-5333 or [childcare.ontario@ontario.ca](mailto:childcare.ontario@ontario.ca)

## **Contacts**

**School phone: 613-549-8427**

**ADNS website & calendar:**

[www.adnschool.com](http://www.adnschool.com)

**Director's email:**

[director@adnschool.com](mailto:director@adnschool.com)

**Board of Directors email:**

[board@adnschool.com](mailto:board@adnschool.com)