

Parent/Guardian Manual



REVISED
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PROGRAM STATEMENT

INTRODUCTION

The Nesting Nook strives to provide child care in the Binbrook Community that is loving, inclusive of families, differing abilities and offers an exceptional early childhood experience. The Nesting Nook acknowledges the unique spirit and infinite potential of every child and believes they are competent, capable, curious and rich in potential. The Nesting Nook will provide an environment that creates a sense of belonging, stimulates curiosity, and encourages children to explore their capabilities and expand their potential daily.

The Nesting Nook believes that to provide quality childcare, where children realize their full individual potential in all aspects, the child must be supported, through mind, body and spirit. The Nesting Nook delivers a holistic program that meets the diverse needs of each child. The Nesting Nook focusses on providing childcare that supports diversity and instills compassion.

The Nesting Nook supports and offers care for a variety of different families. We offer an inclusive environment for all children & families; inclusive of age, race, gender or other factors.

The Nesting Nook utilizes its resources to continuously improve the quality of the program and environment by ensuring that the materials are purposeful for the child, the community and the environment.

The Nesting Nook will support the educators and program staff on a journey of continuous learning and reflection to meet our goals.

HEALTH, SAFETY AND NUTRITION

Goal:

The Nesting Nook will support children in maintaining a healthy body, mind and spirit. Educators will strive to provide a childcare experience that fosters children's connections to themselves and each other.

Approach:

This will be achieved by providing nutritious, well-balanced meals and snacks prepared on site, by the cook.

Children will be served nutritious foods at least three times a day to ensure their bodies are nourished. Water and milk are served at all meal and snack times and are available throughout the day to ensure children stay well hydrated.

A sense of belonging will be achieved during mealtimes, as educators engage and eat with the children, creating a home like atmosphere.

Educators will help foster children's well-being by making sure a variety of activities are offered to the children, such as, yoga, dance, and sensory activities.

Goal:

The Nesting Nook will maintain a safe environment for children, families and staff.

Approach:

This will be achieved by maintaining daily, monthly and annual checks on indoor and outdoor environments, fire alarm tests, fire drills, emergency lighting checks and playground inspections by a third party. Daily and weekly sanitization occurs of toys, classrooms, shelves, bedding, cots, bathrooms and all floors and surfaces. All staff are Standard First Aid and CPR certified.

INTERACTIONS

Goal:

Children explore and thrive best in an environment that is loving and where they feel a sense of belonging. Belonging is fostered through strong positive relationships with parents, families, educators, peers and children. The Nesting Nook strives to provide a family centered, inclusive, cooperative, caring and friendly environment.

Approach:

Families are welcome to join the program during play, meal and snack times. We encourage families to have play visits and allow their children gradual entry time into the program.

The Nesting Nook will offer opportunities for families to be involved with their child, such as Holiday Parties, Fundraising, Open Houses and Graduation Ceremonies. We also encourage families to bring in family photos to display in their child's classroom.

Staff practice inclusive and positive interactions to build positive relationships with families and maintain open communication with parents about their child and their day at arrival and departure and through our communication app.

Goal:

The Nesting Nook will support children's behaviour to ensure the safety and well-being of all children and staff within the program. The educators will help foster self-regulation, self-help skills and promote collaborative problem-solving skills.

Approach:

Staff will use the following steps and strategies to help foster self-regulation and promote problem solving skills as well as follow along with the Tools for Life Socio- Emotional learning kit techniques.

1. Reason & Resolve:

- Using a calm tone of voice, children will be guided in exploring their behaviour and emotions using simple language.
- Children will be made aware of the behavior that was undesirable.
- Children will have the opportunity to express their feelings of the potential problem or issue at hand.

2. Positively Re-direct:

- A child's attention will be redirected towards an alternate activity or offered a new direction for the current activity.
- Children will have an opportunity to share ideas as to how they feel the problem or issue could be resolved.

3. Encouragement:

- When the children are modeling desirable behaviours, they will be encouraged to continue in a warm supportive manor.

LEARNING ENVIRONMENT**Goal:**

The daily schedule at The Nesting Nook will ensure children have a balanced day filled with opportunities to engage in positive interactions that help promote play, exploration and inquiry.

Approach:

The children will participate in indoor and outdoor time to explore and discover throughout the day. The educators will provide activities and materials based on the children's interests, and that will spark exploration and inquiry.

Goal:

The staff at The Nesting Nook will help provide child-initiated and adult-supported experiences. Each classroom will be designed to encourage child led activities that can be transformed into learning experiences.

Approach:

The educators interact with the children daily to observe their cues and interests. The staff will then supply materials and opportunities to extend their interests into learning experiences.

Goal:

The Nesting Nook childcare program will be guided by the *How Does Learning Happen* document (2014). Children will be encouraged to explore their environment and form authentic relationships with the world around them. Each classroom will encompass a sense of belonging.

Approach:

The classrooms will have learning areas/ activities such as dramatic play, science, sensory, creative expression, reading, quiet and social play spaces. All learning areas will be set up with equipment that is developmentally appropriate and in good condition. Every classroom has been designed to provide sight lines to ensure a safe and functional learning and teaching experience.

Goal:

The classroom schedule will be flexible based on the current climate of the classroom. Each child will have an opportunity for quiet time as needed, and a rest period during the day. Outdoor exploration will occur on a natural playground that sparks curiosity about the child's environment. The Nesting Nook will make every available effort to provide care that is inclusive to all children's needs.

Approach:

Outdoor time takes place for an hour each morning and afternoon and limited only to inclement weather. Outdoor time will allow each educator to engage in the children's interests and imagination. Children will have access to active and

tranquil moments to suit their individual needs while outdoors. Children will have their own cot for a rest period each day, to help them be calm and relax as they need.

COMMUNICATION

Goal:

At the Nesting Nook we value that family involvement is crucial to a child's development. The Nesting Nook will strive to seek out and utilize parental input. Educators will ensure adequate time is spent communicating with parents at arrival and departure times.

Approach:

Educators will have daily open communication with families about their child's day at arrival and departure time and ensure that children's HiMama report is accurate and complete. If more time is needed to discuss any further information, questions or concerns, the Supervisor will ensure proper coverage of staff to facilitate a proper meeting.

The Supervisor will have communication with families via email, HiMama and Facebook and phone call.

If a child is identified as requiring extra support, the Supervisor or Owner will be in communication with the parents. A support plan will be developed cooperatively, and referrals will be made. The Nesting Nook will make every available effort to provide care that is inclusive to all children's needs. In the rare occurrence that The Nesting Nook is unable to meet a child's needs, all efforts will be made to give parents a two-week window to find alternate care and support in accessing care that will meet their child's needs.

CONTINUOUS PROFESSIONAL LEARNING & TRAINING

Goal:

The Nesting Nook Operator and Supervisor will provide a supportive environment where staff will receive ongoing training and guidance to ensure their classrooms are a place with knowledgeable, informed, skilled and resourceful staff.

Approach:

The Nesting Nook staff are required to engage in continuous professional learning opportunities. This will be accomplished through self-reflection, on-going team meetings, workshops etc. All RECE staff are required to participate in the Continuous Professional Learning Program and be registered with the College of Early Childhood Educators.

Staff records will be kept to document completed training courses/ sessions. Suggestions for training will be a standard part of the supervision and monitoring process. The Supervisor will observe and keep record of the monitoring of best practice.

Staff and Team meetings occur monthly, except for the summer months. During this time, we discuss classroom and centre related needs, concerns, issues, resource share and self-reflection.

COMMUNITY

Goal:

The Nesting Nook would like to provide a point of access for services provided to families residing in the community. This will break down barriers that new and rural families face obtaining support services for their families and work towards a seamless system.

Approach:

The Nesting Nook will maintain an open-door policy with community partners to ensure children and families have access to and are receiving the required support. Educators are members of Affiliated Services of Children and Youth (ASCY). We also partner with Community Living Hamilton, Early Words, Ron Joyce Children's Health Centre as well as other children's health services when working with children with identified needs.

If community supports are in place for a family, The Nesting Nook will work hand in hand to create an inclusive and supportive environment for each family.

Children at The Nesting Nook will be encouraged to form a relationship with their community. This will be achieved through field trips, having guest visitors, and teacher fostered exploration surrounding community helpers. We have a partnership with the Binbrook Library, who come and visit multiple times throughout the year to offer story time, songs and finger plays.

DOCUMENTATION & PROGRAM REVIEW

Goal:

The Nesting Nook will document children's learning experiences, all reports, logs, inspections, and all necessary communications between staff, families and children.

Approach:

Educators are required to produce pedagogical documentation of the children's learning experiences. Educators are also required to post daily and weekly learning experiences and interactions on the HiMama app, as well as in their classrooms.

- Pedagogy is "the understanding of how learning takes place and the philosophy and practice that support the understanding of learning."

Logs are filled out daily for children's diapering, sleep habits, eating habits and any other needs as well as daily cleaning of the centre and roll call for entering and exiting the building.

Meetings and/ or important conversations between staff and/or parents are documented and kept on file.

Monthly staff meetings and individual teaching team meetings are conducted. Minutes are recorded and saved on file for monthly staff meetings. During these meetings, there is time for program review, personal self-reflection, professional learning, news and updates within the centre and community.

The Nesting Nook keeps all necessary documents, logs and files for 3 years. All Financial records are kept for 7 years.

An annual policy review is conducted each year by the Supervisor and Owner, to ensure they are current and up to date.

This Program Statement will be reviewed with and signed off by each staff member, student and volunteer prior to the commencement of their employment at the Nesting Nook and each time the Program Statement is amended. The Program Statement will be reviewed twice annually, being conscious and aware that we are following along with the How Does Learning Happen document (2014). The Program Statement will be appraised annually to determine if the Program Statement aligns with The Nesting Nook's values, beliefs, and reflects the current trend of ECE, Ministry guidelines and the Child Care and Early Years

Act. The Supervisor will share new information regarding the Program Statement with the staff.

OPERATION

Open 7:00am to 5:30pm

Monday through Friday - Year Round

Closed Public Holidays, (New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day). Additionally, The Nesting Nook will be closed the week of Christmas & Boxing Day.

PROGRAMS OFFERED

Full Day Childcare	7:00am to 5:30pm (includes two snacks and a hot lunch)
Part Time Childcare	Is available upon request and space availability. Priority will be given to children on the wait list for full time spots
Half Day Preschool	This program is offered 9:00am to 2:00pm Tuesday through Friday. It aligns with the school boards calendar. Children must be between the ages of 2.5 and 4 and toilet trained.
School Aged Program	This Program is offered 7:00 – 9:00am and 3:00- 5:30pm on school days. On Professional Development Days and School breaks (Christmas, March and Summer) the School age program is open 7:00am- 5:00pm

All children regardless of ability are eligible to register and participate in the program at The Nesting Nook. The Centre complies with the Ontario Disabilities Act and is fully accessible. All children will be involved in the daily routine and programming. There may be times when a child requires additional support from outside services to engage in all aspects of our programming. Please speak to our Supervisor if you would like some more information regarding this.

**Centre hours subject to change. Please inquire within for any changes.

AGES OF CHILDREN/ LICENSED CAPACITY

The Nesting Nook is licensed to care for:

- 15 children 18 months up to 30 months of age (3 children from this group may be as young as 15 months ensuring that they can participate in all aspects of the program)
- 32 children 2-1/2 years, up to and including 4 years of age.
- 15 children 4 years to 12 years of age.
- Up to 15 children 2-1/2 years up to 4 years of age during the half day preschool.

ADMISSION

Prior to admission an interview will be arranged with you and your child to familiarize your family with the surroundings, answer any questions and complete enrollment forms. Each child must have an enrollment package completed including a medical form that is kept on file at the centre. Each child must be immunized completely according to Public Health requirements. If your child is not immunized due to personal or religious reasons the forms required by Public Health will need to be filled out. Failure to comply with this government regulation may result in refusal of your child to attend the centre.

BASE FEE & NON-BASE FEE

Base fees are defined as any fee that is charged with respect to a child for child care, including anything a licensee is required to provide under the Child Care and Early Years Act (CCEYA) or anything a licensee requires the parent to purchase from the licensee. This includes our fee schedule as below:

Toddler: \$24.57 / Day	Before & After (Under 6): \$12 / Day	Before & After (Over 6): \$15 / Day
Preschool: \$22.68 / Day	Before Only (Under 6): \$11 / Day	Before Only (Over 6): \$7
Half Day Program: \$14.17 / Day	After only (Under 6): \$12 / day	After Only (Over 6): \$8
	Full Day School Age (Under 6): \$20.32 / Day	Full Day School Age (Over 6): \$43 / Day

Non-base fees are defined as any fees charged for optional items or optional services, such as transportation or field trips, or any fees charged pursuant to an agreement between the family and the licensee in respect of circumstances where the family fails to meet the terms of the agreement. For example, fees for picking up a child late as defined in the Child Care and Early Years Act (CCEYA).

WITHDRAWAL

Written notice of permanent withdrawal must be given two weeks in advance of the last day of attendance. If notice is not received, full program fees will continue to be charged, even if your child is not attending the program.

A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. Your child will be placed on a waiting list to re-enter the program. This includes summer withdrawals. It is the responsibility of the parent to make regular contact with the Supervisor regarding the availability of space.

The Nesting Nook reserves the right to terminate services if policies are not followed, fees are not paid or as per the Program Statement.

WAIT LIST

When the classrooms at The Nesting Nook are full, a wait list of families who would like a spot for their child will be managed by the Supervisor and Owner.

Priority will be given to families in the following order:

- Families currently enrolled with us who require additional days **or** who have siblings requiring a spot.
- Families requiring full time care
- Families requiring part time care.

At any time, families on our wait list can contact us to see what their status is, and the Supervisor or Owner will let them know where they are on the list without revealing any confidential information of other families on the list.

PAYMENT OF FEES

Parents and Caregivers have the option to pay by cash, cheque, money order or e-transfers. Please place payments in the locked box outside the office. If you would like to set up e-transfers please contact the Owner or Supervisor.

- Invoices will be emailed out at the end of the month for the following month. (IE July invoice emailed out by end of June)
- Fees must be paid bi-monthly or monthly, prior to your child's care. If paying bi-monthly fees are due the 1st & 15th of each month.
- Fees must be paid for days booked whether your child is in attendance or not.

Cheques returned N.S.F. will have a \$25.00 charge added. If two cheques are returned N.S.F. in a one year period, payment by cash, money order or certified cheque will be required.

Income tax receipts will be issued prior to February 28 for the previous calendar year and will be available for pick up at The Nesting Nook, so long as fees are paid and up to date.

Failure to make fee payments will result in the following:

- After 2 weeks without payment, the childcare space will no longer be available to the family.
- Unpaid fees will be sent to a collection agency.
- The family will be allowed to re-register their child after full fee payment is received and according to space availability.

CANADA WIDE EARLY LEARNING CHILD CARE SYSTEM (CWELCC)

The Nesting Nook has been approved to participate in the Canada Wide Early Learning Child Care (CWELCC) Program.

Effective January 2, 2023 all full day child care fees will be reduced according to CWELCC Guidelines. We will continue to update families as we receive more information.

LATE PICK UP

The Nesting Nook closes at 5:30pm. Failure to pick up your child before the centre closes will result in late fees. \$10 in late fees will be added in 10-minute increments. For example, if you are 5 minutes late \$10 will be charged. If you are 35 minutes late \$40 will be charged. This money is due in cash when the child is picked up. This money goes to the educator supervising your child after their regular work hours. Continued late arrival or refusal to pay the late fees may result in the loss of your child's space.

If a parent / guardian cannot pickup within a reasonable amount of time (15 minutes) we will move to the next parent / guardian or emergency contact person.

Please note that if attempts to contact parents and/or emergency contact people fail within a reasonable time, the Police will be contacted. If staff and Police are still not able to reach parents or emergency contacts the Children's Aid Society will be notified.

SAFE ARRIVAL POLICY

All enrolled children are to be dropped off to the Centre no later than 9:30am. Special circumstances may require a later drop off time. If you require a later drop time you need to speak with The Educator / Supervisor / Owner. The Nesting Nook will ensure that any child receiving care at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written [or verbal](#) authorization the childcare centre may release the child to. The centre will not release any children from care without supervision.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - o inform the Supervisor, Owner or Designate and they must commence contacting the child's parent/guardian no later than 10 am. Staff shall send a message communication using the Lillio App. If no response from family, let Supervisor, Owner or Designate know. If no response after 1 hour, Staff will begin calling Parent / Guardians.

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

FEE SUBSIDY

The Nesting Nook values that all children should have access to a quality early childhood program regardless of their family's socio/economic location. A childcare fee subsidy is available to qualified families through The City of Hamilton. All interested families should speak with the Owner/ Supervisor of The Nesting Nook who can direct the family to the appropriate website. The application process is done with The City of Hamilton, not with The Nesting Nook.

HOLIDAY/SICK DAYS/VACATION

The Nesting Nook will be closed for all public holidays. Regular fees will be charged for these holidays. The Nesting Nook may designate other days in place of the holiday when it falls on the weekend.

Families are required to pay for days they have regularly scheduled when their child is ill or absent. The Nesting Nook will not be offering vacation time. Your regular fees apply if your child is absent due to family vacation.

CHILD CARE CENTRE CLOSURES

Every attempt will be made to provide care even during inclement weather, power failures, etc. However, The Nesting Nook reserves the right to close the centre if circumstances dictate. Centre closures will be posted on The Nesting Nook's Facebook page, and through the HiMama/Lillio app. Parents will be called to come pick up their child if the centre closes during operating hours.

Regular fees do apply for all children that are regularly scheduled for that day.

LICENSING

In Ontario all Child Care Centres must be licensed by the Ministry of Education. This licensing process is to ensure that the basic standards are met regarding premises, staffing, health, fire safety, equipment, program and accommodation. The Ministry of Education inspects each centre periodically throughout the year. Also, local Fire and Health Departments regularly visit and approve the premises.

STAFFING

All Program Staff at The Nesting Nook are overseen by Registered Early Childhood Educators. All staff are required to complete a Police Check that includes a Vulnerable Person's Sector Screen. All staff are trained in Standard First Aid and CPR. All Registered Early Childhood Educators and Program Assistants are supervised by our Program Supervisor.

EMERGENCY EVACUATION PROCEDURES

For the safety of all children attending The Nesting Nook, an evacuation procedure is practiced once per month. Evacuation Procedures are posted in every room. When picking up your child, please follow the evacuation procedure if the alarm rings. The Fire Department visits periodically to ensure that regulations are completed. Our emergency evacuation location is *St. Matthews Catholic Elementary School*, located at 200 Windwood Drive.

If an evacuation occurs, The Nesting Nook will contact all families once the centre is evacuated and the staff and children are safe at our emergency location. The staff will stay with the children until they are all safely picked up. The Nesting Nook staff follow our Fire Safety and Emergency Evacuation Policy and Procedures.

PARENT PARTICIPATION

Parents are welcome to participate in programs at The Nesting Nook.

- All families are encouraged to attend specialized programming events (i.e. Holiday Party, Preschool Graduation, etc)
- All parents are encouraged to participate in fund raising initiatives taking place at The Nesting Nook. Fundraising dollars are used to enhance the program.
- Parents who wish to volunteer at The Nesting Nook or participate in field trips will be required to submit clear police check that includes a vulnerable person screen prior to volunteering. Please speak to the Supervisor or Owner regarding volunteer opportunities. Advised to speak with Supervisor / Owner before beginning process of police check.

PARENT COMMUNICATION

The daily exchange of information between staff and parents is of the utmost importance in providing quality care for your child. Please feel free to speak to staff about your child and their needs. Do not hesitate to ask questions about your child's day.

There is a communication board at the entrance that will be used to post important information, events, menus, community happenings.

There is an open-door policy at The Nesting Nook. You may come in at any time to visit or observe the routine of the day. You only require an appointment if you wish to speak at length with the Supervisor or Staff.

If you have any concerns about The Nesting Nook at any time, please contact our Owner or Supervisor. Your child's safety and happiness are of the utmost importance to us and all concerns will be dealt with promptly and parents will be informed of the actions taken.

** Parent participation will be dictated based on Public Health requirements.

PARENT ISSUES AND CONCERNS POLICY

PURPOSE

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

GENERAL

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

All issues and concerns raised by parents/guardians are taken seriously by our Owner and Supervisor and will be addressed within 24-48 business hours. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally, in writing or on our HiMama app. 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 12 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

CONFIDENTIALITY

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

CONDUCT

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

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor and/or Owner. Services can be terminated immediately if deemed necessary by the Owner.

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/childrensaidthereportingabuse/index.aspx>

PROCEDURES

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly or - the supervisor or owner. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 1-2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or owner. 	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1-2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Staff-, Duty parent-, Supervisor-, and/or owner-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the supervisor or owner. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Student- / Volunteer- Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the supervisor and/or owner. - All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. 	

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

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

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

Contacts:

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

Kimberly Kaine Smith (Owner/Operator)
 Emma Forrest (Center Supervisor) 905-692-0665

PARENT/GUARDIAN CODE OF CONDUCT

At the Nesting Nook we welcome parent/guardian involvement. We believe a strong relationship with the families we serve is in every child's best interest. To ensure our relationships with every family adds to the positive atmosphere of the centre we ask that every parent/guardian adhere to the following code of conduct:

- Parents/Guardians will behave in a manner that is respectful towards every child, family member and staff member.
- Aggressive behavior will not be tolerated at any point in time, this includes any aggressive language or raised voices.
- If a person attends the centre and behaves in an aggressive manor they will be asked to leave. Said person will be suspended from attending the centre for a period determined by the Supervisor/Operators. Said person may return to the centre after the suspension period is completed and a meeting has occurred to discuss the situation. Any further aggressive behavior will result in said person being banned from attending the centre. Services can be terminated immediately if deemed necessary by the Owner.
- Parents/Guardians will work in partnership with the centre to enhance every child's learning and positive experience.
- There will be no smoking permitted on the centre's premises at any time.
- Parents/Guardians are expected to participate in frequent ongoing communication surrounding the care of your child.

SEPERATED PARENTS / MULTI HOUSEHOLD FAMILIES

At the Nesting Nook we understand that some families may be separated / divorced / have multi house families. We require in writing any court ordered custody arrangements or any parenting agreements that involve the pickup of the child enrolled. To change any information for the enrolled child we require written request, information / approval from both parents / guardians. This includes changes to day schedule, withdraw, care instructions etc.

SCHOOL AGED PROGRAMS

It is **EXTREMELY IMPORTANT** that you notify the Supervisor if your child is not coming to the centre after school. We begin an immediate search for your child if they are not at the pickup location or arrive off the bus. The child's school and/or bus company will be called and staff will call parents at the emergency contact numbers.

****If staff cannot get any information regarding the whereabouts of your child, the police will be contacted****

Failure to notify the Supervisor if your child is not coming to the centre after school will result in the following

1st offense – Warning

2nd offense - \$50.00 fine

3rd offense - \$100.00 fine

4th offense – withdrawal of child from the program.

When a child is missing even for a brief period it will be reported to the Ministry of Education as a Serious Occurrence.

FIELD TRIPS

Permission slips for walking neighbourhood trips will be handed out upon registration and kept on file. Permission slips for all other trips will be required prior to the trip.

- Information regarding individual trips will be supplied as the trip is planned
- If a trip is planned, parents have the right to request that their child remain at the centre rather than going on the trip. This will be contingent on space at center depending on ratios for that day
- Parents should speak to the centre Supervisor if they have any concerns about a planned trip
- The adult/child ratio will be dependent on the trip. It will never be less than ministry directed ratios
- Some trips may require a small fee to cover the cost
- Parents who wish to volunteer on field trips must have a completed Police check.

SUPERVISION POLICY FOR STUDENTS AND VOLUNTEERS

The Nesting Nook appreciates the effort and contributions made by all students and volunteers. To ensure the safety and protection of students, volunteers and the children we care for, the following will be adhered to.

1. Volunteers and students do not count in the adult to children staffing ratios.
2. Volunteers and students must be always supervised by a staff member.
3. Each student or volunteer will be assigned an RECE staff as their site mentor.
4. The RECE will help orient the student and volunteers into the program, role model good practice, and answer any questions they may have during the duration of their placement.
5. No child will be supervised by a person under 18 years of age.
6. All students and volunteers will complete an orientation session and tour the premises prior to commencing their hours. This orientation and tour will be completed by the supervisor or operators. A full review of The Nesting Nook's Program Statement, Policies and Procedures will be a part of the orientation session. All students and volunteers will sign to document that they have reviewed each policy.
7. Any long-term volunteers will review the Policies annually. Students and volunteers will sign off that they have reviewed the Policies each time it is reviewed.
8. Students and volunteers will review the Anaphylaxis Policy and individual plans for a child with anaphylaxis. The emergency procedures will be reviewed by all volunteers and students. The plans will be reviewed before they begin providing care and at least annually afterwards. All students and volunteers will sign off that they have reviewed the policy, plans and procedures each time they are reviewed.
9. Each student or volunteer will also sign off on any other child's individualized plan.
10. All volunteers are required to provide a Criminal Reference Check with a Vulnerable Sector Screen. Students may use the Criminal Reference Check required by their school program prior to being placed. These CRC's may not be any more than 5 years old. If the CRC is more than 6 months old they are required to sign an Offense Declaration.
11. All long-term students and volunteers will review the Student and Volunteer Supervision Policy annually and sign off that it has been reviewed. Staff will also sign off and be in agreeance annually.
12. Student and Volunteer roles within the program include, but are not limited to:
 - a. Assisting with general day to day classroom duties

- b. Monitoring health and well-being of the children
 - c. Interacting with children, staff and families.
13. The Supervisor's role with student and volunteer includes, but is not limited to:
- a. Assure all Policies, Procedures and Individualized plans are reviewed prior to placement and on an annual basis thereafter.
 - b. Give a tour and orientation of the centre.
 - c. Will observe the student and volunteers within the classroom settings and discuss their progress with their assigned RECE.
 - d. Act as a mentor for the student and volunteers and keep an open-door policy if they ever feel they need to come and discuss issues, concerns or seek for feedback.

CLOTHING

Parents/Guardians are asked to send a spare change of clothing for their child. Please send in a full set including socks and underwear that is clearly labelled. The Nesting Nook is not responsible for any lost or damaged clothing. Any soiled clothing will be sent home to be washed. When spare clothing belonging to the centre is put on your child, please wash and return the articles the next day.

Your child should be dressed in clothing that is appropriate for physical activity, outdoor play, the weather, seasons, painting and other various crafts.

Please send your child in appropriate footwear. Running or rubber soled shoes are best for playing at the centre. Slippery shoes can cause accidents. Please send your child with a pair of indoor shoes daily as well as their outdoor pair.

Please ensure all clothing is practical for child's daily routines. All clothing should be easy for the child to handle in the washroom.

Please label all articles of indoor/ outdoor clothing.

TOILET TRAINING

Toilet training can be a very exciting time for a family. At the Nesting Nook we strive to make this transition a positive one for the child and the family. Parents and staff will work together to develop a consistent method that best suits your child's needs. During this time please ensure your child has at least three extra changes of clothing in their supplies.

Please speak to your child's Educator if you want to start potty training at The Nesting Nook.

When clothing is soiled it will be handled as per the local Health Departments guidelines. Clothing will be rinsed and placed as is into a sealed plastic bag. This bag will be placed into your child's cubby to be taken home that day.

A chart is kept in the classroom bathroom for parents to monitor the progress of their child, as well as the use of the HiMama app.

PERSONAL BELONGINGS

Children are welcome to bring a favorite soft toy or blanket for sleep time. Please discourage your child from bringing any other personal possessions such as toys to the centre. The Nesting Nook is not responsible for any lost or damaged items brought to the centre. If your child brings a personal belonging it should be clearly labelled with your child's name and left in your child's cubby box.

ARRIVAL

When dropping off your child at The Nesting Nook please ensure the following procedure is adhered to:

- Enter the centre with your child
- Assist your child in putting their coat and belongings into their cubby
- Accompany your child into their classroom
- Be sure staff are aware that your child is now present. Staff should acknowledge your child's presence
- Child must be signed in by staff
- Never leave your child unattended anywhere in the centre
- We ask all children to be dropped off by 9:30am for daily activities, staff numbers and lunch planning.

DEPARTURE

When picking up your child from The Nesting Nook please ensure the following procedure is adhered to:

- Enter the classroom your child is in
- Inform the teacher you are taking your child
- Child must be signed out by staff
- Help your child with their coat, packing bag etc.
- All items must be removed from the cubby everyday as per the fire regulations
- Accompany your child out of the centre
- Do not leave your child unattended anywhere in the centre

RELEASE OF CHILD

Child must be accompanied to and from the centre by a parent or guardian. If for any reason the parents or guardian is not picking up your child that day you must notify the Supervisor verbally or in writing as to whom your child will be released to. This person must be on or added to your child's list of people whom are eligible to have your child released to them.

When a staff member is unfamiliar with the person picking up a child they will request identification. Please remind all people picking up your child that they will need to show proof of identity. This is for your child's protection. Teachers change during the day due to shifts, supply teachers, etc. so please be prepared to show identification.

Please notify the Supervisor of any special custody arrangements established by the courts for your child. Please be aware that the Nesting Nook cannot withhold release to any parent without copies of a court ordered custody arrangement that precludes access to a parent.

No person under 16 years of age can pick up a child from the centre. If you are sending someone aged 16 to pick up your child, a permission slip must be completed and kept in the centre's office.

The staff at the Nesting Nook will make all attempts to deny access to any person attempting to pick up a child if they are obviously impaired by drugs or alcohol. The staff will offer assistance by calling a taxi or friend but if the person resists or is a potential danger to the other children or staff at the centre, the child will be released and the Police will be called.

PARKING

Parking is located on the West side of the building. Please drive slowly and with caution.

Please do not park in a numbered spot, as these are rented out to the tenants above.

Please note it is illegal to leave any child unattended in a vehicle. When travelling with multiple children all must leave the vehicle and enter the centre upon pick up and drop offs. This includes children sleeping in car seats. Thank you for your understanding.

HEALTH

The Nesting Nook will strive to provide a clean healthy environment for the children in our care. We ask that families partner with us to share the common goal of keeping children healthy. The following section will outline how you can participate in helping us achieve this goal.

Prevention: Please ensure you have given all information regarding your child's health, medical history, medications and allergies to the centre Supervisor. Be sure your child is immunized according to schedule. If your child is sick arrange alternative childcare. Please advise the Supervisor if your child has been exposed to any of the following:

- Bacterial Meningitis
- Chicken Pox
- Diarrheal diseases such as Shigella, Campylobacter, Salmonella, Giardia and E. Coli
- Hepatitis A
- Measles/Mumps/Rubella (German Measles)
- Pertussis (Whooping Cough)
- Head Lice

Please keep your child at home if they develop any of the following symptoms:

- Fever, undiagnosed skin rashes, vomiting, diarrhea, red or discharging eyes or ears
- Unusual irritability, fussiness or restlessness
- Acute cold, nasal discharge or coughing

Keeping your sick child home will help to break the cycle of illness. Keep your child at home and inform the centre immediately if your child is diagnosed as having any of the following:

- Chicken Pox
- Diarrhea
- Head Lice
- Vomiting
- Rashes
- Bacterial Meningitis
- Fever
- Pink Eye

The centre Supervisor will inform you if a communicable disease occurs in the centre. Any outbreaks as declared per Public Health's guidelines will be posted in the centre. If an outbreak is considered severe the Health Unit will provide further direction.

The Nesting Nook supports quality nutrition, physical activity and mental/spiritual health. We aim to provide the environment that supports a healthy immune system.

Occurrence: If your child becomes ill while at The Nesting Nook the following procedure will take place:

- Your child will be isolated from the other children (they will be welcome to relax in the office supervised by our centre Supervisor/Owner)
- Parents will be notified that your child is ill and it is necessary to come pick them up immediately
- Other parents in the centre will be notified if exposure to a communicable disease has occurred.
- Exposed children who have not had the disease will be observed for symptoms during the incubation period. Please do not return your child to the centre until they are symptom free and able to participate fully in all aspects of the program including outdoor time. Your child must be vomit free for 24 hours, fever free and have had a solid bowel movement before returning to the centre.

If a child develops any of the following symptoms while in the program, a staff member will contact the parent/guardian to make arrangements for the child to be picked up.

- 2 or more diarrheas

- Fever of 101.0°F or higher
- Vomiting
- Severe Pain
- Unusual Rash
- Discharge from Eyes
- Persistent Cough
- Lethargy/ unable to participate in the program.

Outbreak Occurrence: All infectious diseases are immediately reported to Hamilton Public Health. The Nesting Nook will follow all recommended procedures and protocols made by Public Health.

In the case of an outbreak (10% of total daily enrollment with 2 or more of the same symptoms) parents will be notified via email correspondence and a posting at the entrance to the centre. Public Health will be notified and The Nesting Nook will follow all recommended procedures and protocols made by Public Health.

To help monitor illnesses and outbreaks daily health checks are conducted on the children. If staff are ill, it is logged by the Supervisor or Owner in the office to help maintain an up-to-date record of symptoms and illnesses centre wide.

The Nesting Nook adheres to the following guidelines for illness.

C°	F°	Recommended Action/Diagnosis
37.22	99.0	Normal
37.50	99.5	Take note of the fever. Monitor behavior & watch for an increase.
37.77	100.0	Take note of the fever. Monitor behavior & watch for an increase.
38.33	101.0	Parents should be called. The child needs to be picked up.
40.0	104.0	Parents need to be called. Medical attention is required.

Illness	Symptoms	Infectious Period	Return Date
Cold	Stuffy or runny nose, sneezing, watering eyes	Varies	When the child can participate in all parts of the program.
Flu	Sore throat, muscular aches, fever, chills, vomiting, diarrhea	Varies	When the child can participate in all parts of the program.
Diarrheal Diseases	Abnormal loose stool (may contain blood), cramps, vomiting	As long as the child has diarrhea, they are contagious	Diarrhea can be infectious. 24 hours after the diarrhea has completely stopped.

Strep Throat	Red and painful throat. Fever, swollen neck glands, white patches on tonsils.	Until treated	48 hours after antibiotic treatment has begun
Pink Eye	Redness, itching, pain, discharge from the eye, swelling of the eyelid	For duration of illness or until 24 hrs after treatment has started	24 hours after treatment has started, only if discharge has ceased
Impetigo	Spreading sores, which can develop golden color crusty areas. Little dot-like sores spread around the original sores. Can appear on the face, hands, legs, feet, and buttocks.	From onset of rash until 24 hrs after the start of the antibiotic treatment	24 hours after the antibiotic treatment has started
Chicken Pox	Fever, raised red itchy spotlike rash that turns into blisters then scabs. Mainly on the face and body.	Up to 5 days before the rash appears until all blisters have scabbed over	When all the chicken pox have scabbed over and there are no new blisters
Head Lice	Itchy scalp, small silvery eggs (nits) attached to the base of the hair near the root, esp. at nape of neck and behind the ears	Until properly treated	When nits and eggs are no longer present.
Whooping Cough	Cold with runny nose and cough. Cough spasms become progressively worse. Vomiting or loss of breath, "whoop" may be present	From onset of symptoms until 3 weeks after onset of coughing	After 5 days of antibiotic treatment
Fever	Usually a sign of infection	N/A	Until fever is gone.
Vomiting	Vomiting, cramps, diarrhea	As long as the child is vomiting, they are contagious	24 hours after the vomiting has completely stopped.

ANAPHYLAXIS POLICY

At The Nesting Nook we strive to create the safest environment possible for the children in our care. Every effort will be made to create an allergy safe environment. Anaphylaxis is a potentially life threatening severe allergic reaction that can be caused by food, insect stings, medicine, latex, exercise, etc. The Anaphylaxis Policy is intended to help support the needs of all persons with a severe allergy and provide information on anaphylaxis and awareness to parents, staff, students and visitors at the childcare centre.

The Nesting Nook understands that it is a team effort to minimize the risk of exposure to allergens by creating an allergy safe environment whenever possible. The success of this policy requires the on-going involvement and vigilance of staff and parents. Parents should teach their child about their allergies, reinforce avoidance of allergens, and discuss all forms of treatment.

The Nesting Nook will adhere to the following:

1. The Nesting Nook will aim to provide a “nut free” environment. This includes all peanuts, tree nuts or food with trace nut products. No food will be brought to our program unless it is approved by the Supervisor. This includes cakes, cupcakes and holiday treat bags.
2. All meals and snacks will be prepared on site at The Nesting Nook. Anaphylaxis forms will be posted in the kitchen. If a child has an allergy or restriction, alternatives will be prepared/ provided in collaboration with the child’s parent/ guardian. Any specialty food items requested that would not typically be supplied by The Nesting Nook will need to be supplied by the parent/guardian and labelled with the child’s name and be nut free. All items supplied will need to comply with the Anaphylaxis Policy and be approved by the Supervisor/ Owner.
3. Appropriate measures for children with severe anaphylactic dairy allergies will be addressed in the classroom by ensuring the other children wash their hands after drinking milk/having dairy, ensuring the child is kept away from spilt milk and by washing with soap and water and disinfectant all table top surfaces, chairs.
4. The Nesting Nook staff will order and utilize only latex free gloves.
5. The playground will be inspected for insects and pests daily and recorded on our Playground log. Should an area of concern be identified, this area of the playground will be sectioned off or the use of the playground will be restricted until pest control is able to resolve the situation.
6. Upon enrollment, parents will complete a

- Medical/Emergency form including all known allergens, consent for emergency medical treatment and consent to administer the Epi-Pen.
7. Any child with known allergies will have an Anaphylaxis form completed including the child's picture. The form will include the Child's name, Doctor's name, address, telephone number, allergy list, symptoms, signs, medications, where it is stored, expiry date, and 1-3 emergency contact people. The Anaphylaxis form will be displayed in the kitchen, the child's classroom and in all classroom emergency binders. The original copy will be kept in the file cabinet under the child's name in the staff office.
 8. The Epi-Pen is to be placed in a clearly marked pouch/ bag in the classroom. The Epi-Pen is to remain with the teachers and group or on the child at all times (e.g. playground, trips, walks, etc). The Epi-pen must be kept easily accessible by staff, however must be inaccessible to children.
 9. Teachers, volunteers, and the cook will be notified of all children with allergies upon the child's enrollment.
 10. Epi-Pen training occurs during First Aid training. The staff will review the allergy list, medical and emergency information, pictures, and how to use the Epi-Pen upon hiring and at least yearly.
 11. Every staff and volunteer will review where Epi-Pens are stored prior to commencement of employment or volunteer service.
 12. Parents will be asked to also train/provide input on individual administration of the Epi-Pen and their child's individual plan to the Supervisor. The Supervisor will then train all staff, students and volunteers prior to the child's attendance at the program. This training process will be signed off on by parents on the child's individual plan form.
 13. The Individual plan for a child with anaphylaxis and the emergency procedures in respect of the child (allergy list, medical form, emergency form, anaphylaxis form – emergency contacts and photo) will be reviewed and signed by all the staff, students and volunteers before they begin their employment and at least annually afterwards.

SLEEP TIME & SUPERVISION POLICY

During the full day program at The Nesting Nook there is a rest period where the children may sleep or rest as per each child's individual needs.

Each family, during enrollment, will supply The Nesting Nook with the necessary information pertaining to their child's sleep preferences. Families will also have an opportunity to review their child's sleep schedule during transitions to another classroom.

The children at The Nesting Nook will each be assigned their own individual cot, labelled with their name. The bedding on the cot will be washed weekly and each cot will be wiped down and sanitized on a weekly basis. If a child becomes ill during this time, their bedding will be washed, and the cot will be sanitized. If a child shares a cot with an alternating child, they will be supplied with different bedding when in attendance and the cots will be wiped and sanitized in-between use.

During this sleep period staff are required to monitor each child for any disruption of their sleep or significant changes in their sleep patterns. At least one staff will be always present in the classroom and in clear view of all children. Staff will also conduct direct visual checks every 15 minutes for Toddlers and every 25 Minutes for Preschool. During the visual checks staff will get down to the child's level and check for any indicators of distress or unusual behaviours. Staff will sign off every time a check is completed on each child. Staff will record how long each child slept or rested and post it on the HiMama app for the parents to refer to each day. Staff will also communicate to parents if there was any significant changes or disruptions in a child's sleep pattern that day and record it on the child's individual health check.

BITING

As your child grows they may experience biting in some way or another. Many children experiment with biting. Some children just want to see what it feels like to bite someone. Others may be reacting to the discomfort of teething. A bite may or may not be associated with an angry mood. Several young children bite because they are over stimulated, under stress, frustrated or angry. Young children cannot always find the words to express their strong feelings. Please keep in mind that some children go through a biting phase. It is quite normal and is not anyone's fault. Together parents and staff need to work together to uncover what is behind the biting behavior. Together we will try to figure out when the biting occurs and what leads up to it. When a bite occurs, the staff will:

- Step in with a quick and appropriate response

- Remove the biter from the situation and let the child know that this behavior hurts their friends
- Clean the bitten area with soap and water
- Apply ice or a cold cloth to the bite
- Call or message via HiMama / Lillio to inform you of the bite
- Inform the parent of the child who bit
- Help determine what is causing the biting
- Share techniques we use to stop the biting from occurring
- Share articles surrounding biting with parents

If a bite breaks the skin and blood is drawn, staff will inform both parents and suggest that both parties consult a doctor.

PROHIBITED PRACTICES

The Nesting Nook follows best practices in childcare. The following are strictly prohibited practices.

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

PETS AND ANIMALS

For the well-being of all children at The Nesting Nook no animals are to be in the centre unless a visit has been arranged by the Supervisor. If animals are part of the programming:

- They will remain confined to their pens or cages or handlers
- Staff will be responsible for feeding the pet and cleaning its habitat
- Staff and children will wash their hands thoroughly after contact with the animal, its cage or its food
- Dogs and cats must have current rabies vaccination certificates

HEALTHY BAGGED LUNCH GUIDELINES

The Nesting Nook promotes the healthy development of all children, recognizing the importance of a balanced diet. To keep up with this expectation, when bagged lunches are necessary, the guidelines are:

Parent and Guardian's Responsibilities

- The bagged lunch adheres to Canada's Food Guide.
- Lunch is provided in a labelled lunch bag with an ice pack.
- Foods that may have come in contact with nuts are not allowed in the child's lunch.
- Parent's can seek more information from Canada's Food Guide from the link below <https://food-guide.canada.ca/en/>

Staff Responsibilities

- All surfaces will be cleaned with soap and water and disinfected with Quatz before and after the children have their lunch.
- Staff will ensure they wash their hands before assisting children with their lunches.
- Staff will ensure children wash their hands prior to eating lunch.
- Staff will monitor lunches to ensure no food arrives at the centre that contains nuts or does not adhere to the Anaphylactic Policy.
- An alternate lunch will be provided if a child forgets their lunch. A courtesy call to the parent or guardian will be made and the food served will be recorded in the log book.
- Staff will encourage children not to share lunches.
- Staff will supervise closely any child that has a life-threatening allergy by sitting next to them or across from them during lunch time if required.

- Staff will monitor each child's lunch. Should a child's lunch consistently not adhere to Canada's Food Guide then they will work with the parent to help provide information on ideas for packing health lunches.
