



Located in St. Andrew's Presbyterian Church  
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<p><b>REGISTRATION AND ORIENTATION PACKAGE</b> (2023/24 school year)</p>
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Hello and welcome to Lilliput Land!

We have been Guelph's Downtown Nursery School for over 40 years. We are glad you've chosen to join our Lilliput family and we look forward to making your child's time with us one of fun, learning, and friendship. We offer a wonderful program for children aged 2-5 which runs from 8:45-11:45am Monday-Friday.

Our primary goal is to assist your child in his/her social development in our program. Daily routine, turn-taking and cooperative play are our key focuses. We were one of the first preschools to implement an emergent curriculum, following provincial education guidelines, so every day is filled with new and different experiences for your child.

Art, science, gross motor and dramatic play are just a few of the areas we have in our centre. Children are encouraged to try them all, but if a child does not show interest in one, she/he is welcome to participate in another activity - you may not have artwork to hang on the fridge every day, but you could hear a great story about a tower that was built or a new song we learned! We encourage you to talk to your child about their day and learn about the different experiences they will have.

We have put together this information package to better explain the daily activities and inner workings of a co-operative school. For further information about any of these topics, a copy of our **Policies and Procedures** and the school's **General Bylaws** are posted on our website.

**By choosing a cooperative preschool, you have an opportunity to create a truly special place for your child.**

**We look forward to sharing this opportunity with you!**

## **Information Package Contents:**

### **1. Registration Information and Policies:**

To enroll, please provide:

- All enclosed Registration Forms, including the Public Health form and Meridian PAD agreement if choosing to pay by AFT. Please pay attention to health card numbers and full addresses for home, work and doctor offices including postal codes; these are required to be completed in full.
- A cheque, cash, or e-transfer to [info@lilliputlandnurseryschool.ca](mailto:info@lilliputlandnurseryschool.ca) for the base registration fee of \$50.00 (new families) or \$25.00 (returning families) dated with today's date. If choosing email transfer please include your child's name in the message.  
\*\*All cheques are to be made out to *Lilliput Land Nursery School*\*\*
- Two copies of your child's up-to-date immunization record (or a completed exemption form from the Ministry of Education which can be obtained at the school and needs to be signed by a notary).
- Children are enrolled on a first come, first serve basis, when all the above criteria are met. Due to our mixed-age ratio, children between the age of 2-2.5 years old will only be offered space if there is availability. When these spaces are full, families may be placed on our waitlist in accordance to the waitlist policy. See pg. 16

### **Methods of Payment for Monthly fees:**

1. Automatic Funds Transfer: The preferred method of payment for recurring fees is an automatic funds transfer (AFT) whereby the fees are automatically withdrawn from your bank account on the 1<sup>st</sup> day of every month (September-June inclusive). To initiate AFT payments, parents need to fill out the for entitled Meridian Payor PAD agreement located later in this document.
2. Cheques: Although our preference is to move away from cheques, we are still accepting this form of payment if it is preferred by your family.

**Registration will be confirmed by email upon receipt of your completed forms.**

### **2. Details of Operation:**

Information concerning the hours of operation, holidays, fees and registration, and withdrawal.

### **3. School Snacks:**

Daily snack and allergy information can be found here.

### **4. Health and Safety of Your Child at School:**

This includes information about clothing, medical information, and a list of which symptoms necessitate keeping your child home from school.

### **5. Our Teachers and Curriculum**

This is a description of our staff qualifications as well as our Program Statement.

### **6. From the Board of Directors:** This describes parents' roles in fundraising, communications, and meetings.

### **7. Parent Jobs:** Detailed job descriptions are included with the registration forms; an additional overview is in the orientation section of the package.

**LILLIPUT LAND CO-OPERATIVE NURSERY SCHOOL  
REGISTRATION INFORMATION AND POLICIES**

2023-2024 monthly base-fees per child:

- \$104 for 2 mornings/week
- \$160 for 3 mornings/week
- \$260 for 5 mornings/week

2023-2024 monthly base-fee for 2  
siblings:

- \$208 for 2 mornings/week
- \$320 for 3 mornings/week
- \$520 for 5 mornings/week

School use only:

- ☐ Registration Form complete
- ☐ Emergency Form complete
- ☐ Immun. Record or Dr. note
- ☐ Anaphylaxis allergy?
- ☐ Reg. Fee dated today
- ☐ Reg. Fee waived
- ☐ Signed AFT or cheques
- ☐ Orientation package given

Registration date \_\_\_\_\_

Start date \_\_\_\_\_

Discharge date \_\_\_\_\_

**REGISTRATION FORM**

We would like: Mon/Tu/Wed \_\_\_\_ Thurs/Fri \_\_\_\_ M-F \_\_\_\_\_

Child's Surname: \_\_\_\_\_

Child's First Name: \_\_\_\_\_

Name the child goes by if different than above? \_\_\_\_\_

Birth date: (dd/mm/yyyy) \_\_\_\_\_ Born premature? \_\_\_\_\_

If so, what was their expected birth date? (dd/mm/yyyy) \_\_\_\_\_

Gender: \_\_\_\_\_

Address- including postal code: \_\_\_\_\_

**Guardian #1:** Name: \_\_\_\_\_

Address- including postal code: \_\_\_\_\_

Home Phone #: \_\_\_\_\_ Cell: \_\_\_\_\_

E-mail address (for Lilliput communication): \_\_\_\_\_

**Guardian #2:** Name: \_\_\_\_\_

Address- including postal code: \_\_\_\_\_

Home Phone # (if different): \_\_\_\_\_ Cell: \_\_\_\_\_

E-mail address (for Lilliput communication): \_\_\_\_\_

If neither guardian can be reached in an emergency, whom may we contact locally?

Name: \_\_\_\_\_ Relation to child: \_\_\_\_\_

Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Authorized person(s) who may pick up child:

Name: \_\_\_\_\_ Relation to child: \_\_\_\_\_

Name: \_\_\_\_\_ Relation to child: \_\_\_\_\_

Name: \_\_\_\_\_ Relation to child: \_\_\_\_\_

Other children in family

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Previous experience in pre-school groups: \_\_\_\_\_

Special allergies/diet/rest/exercise details:

\_\_\_\_\_  
\_\_\_\_\_

Do you feel your child has exceptionalities? \_\_\_\_\_

Please provide a brief previous history of communicable diseases/chronic medical problems  
(e.g. diabetes/asthma/epilepsy), impairments (e.g. speech/hearing/vision): ☐ N/A

\_\_\_\_\_  
\_\_\_\_\_

Does your child require any medical treatments or emergency medications e.g., Epi-pen or inhalers)?

☐ Yes\* (list below) ☐ No

\_\_\_\_\_  
\_\_\_\_\_

\*If yes, please speak with the Supervisor to determine whether we will need an Individual Medical Plan for your child.

Please add any further information which may help us to understand your child, including any community partners you are involved with (ex. KidsAbility, Speech Therapy, CMHA, Infant development, CAS), whether you speak another language at home, recently moved, etc.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How did you hear about Lilliput Land?

\_\_\_\_\_

**LILLIPUT LAND NURSERY SCHOOL**  
**CO-OPERATIVE AGREEMENT**

This letter explains the responsibilities that come with joining a co-operative. A co-operative school is run by its membership. All families attending the school are responsible for its daily function and direction. Please read and sign below to indicate that you understand and assume the following commitments.

- **Parent Job:** This is the job that you agree to perform for the year, which is assigned at the beginning of the school year by the Job Coordinator. The goal is to match the job with your abilities and interests, with consideration given to your time schedule.
- **General Membership Meetings:** A membership meeting is held two times annually (Fall and Spring), to vote on current issues of the school and financial direction. Attendance at these meetings is mandatory. Additional meetings may be called as needed.
- **Withdrawal Policy:** The withdrawal policy is stated in this Registration & Orientation Package. Your signature below indicates that you have read, understood, and agree with this policy.

**Guardian 1:**

I, \_\_\_\_\_, have read the above duties and understand the commitment I am making in joining Lilliput Land Cooperative Nursery School.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

**Guardian 2:**

I, \_\_\_\_\_, have read the above duties and understand the commitment I am making in joining Lilliput Land Cooperative Nursery School.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

## GUARDIAN'S RESPONSIBILITIES AND CONSENTS

Please check appropriate boxes

### **Responsibilities of All Guardians**

- ☐ I will not bring open groceries, snacks, or drinks into the building as I understand there may be children with severe allergies in the classroom.
- ☐ I / We will wash my child's hands and face, change diaper and/or have my child use the toilet before entering the classroom.

### **Responsibilities of Guardians with an Anaphylactic Child**

- ☐ **This does not apply to my / our child.**
- ☐ I / We will inform Lilliput Land of my child's allergy
- ☐ I / We will complete an Individual Plan and bring in a photo of my child to be posted in the classroom.
- ☐ I / We will provide an EpiPen that stays at preschool and will be taken on school outings.
- ☐ If I / we take the EpiPen home and it does not return on my child's next school day, he/she will not be allowed to stay at the school.
- ☐ I / We will provide an EpiPen, asthma inhalers, other medications in a clearly labeled zip-lock bag with the child's name on the outside, the expiry date and instructions.

### **Responsibilities of Guardians of a child with special medical needs**

- ☐ **This does not apply to my / our child.**
- ☐ I/we will inform Lilliput Land of my child's medical needs
- ☐ I/we will complete an individual medical emergency plan and bring in a photo of my child to be posted in the classroom
- ☐ I/we will provide the school with all necessary medications every day, if the medications are not provided, he/she will not be allowed to stay at the school.
- ☐ All medications will be clearly labeled with the child's name and expiry date
- ☐ I/we will provide all necessary training to staff

### **Consent to Administer over-the-counter products**

- ☐ I/we hereby give permission for my child's teacher to apply sanitizer on my child's hands when handwashing is not an option
- ☐ I / We do not consent to the above.

### **Class Participation Consent**

- ☐ I / We hereby give permission for my child, \_\_\_\_\_, to take part in any portion of the school program conducted on the school day, including leaving the school premises on supervised field trips. (ex. Neighborhood walks)
- ☐ I / We do not consent to the above.

## **Consent to Release Photographs**

Please carefully review the following waivers and check the appropriate boxes (one box in each of section one, two, and three).

The use of photographs by Lilliput Land Nursery School of your child is at the discretion of the parent(s).

### **SECTION ONE**

☐ I give permission for a photo image of my child to be used on bulletin boards, displays and presentations within the centre, including the hallway.

or

☐ I **do not** give permission for a photo image of my child to be used on bulletin boards, displays and presentations within the centre, including the hallway.

### **SECTION TWO**

☐ I give permission for a photo image of my child to be used in group photos for weekly classroom updates to be shared with other families at the school.

OR

☐ I **do not** give permission for a photo image of my child to be used in group photos for weekly classroom updates to be shared with other families at the school.

### **SECTION THREE**

☐ I give permission for a photo image of my child to be used for promotional purposes on the Lilliput Land website and/or Facebook page

OR

☐ I **do not** give permission for a photo image of my child to be used for promotional purposes on the Lilliput Land website and/or Facebook page

## **Acknowledgement of Withdrawal Policy**

To withdraw a child from the school, the Membership Coordinator must have written notice at least 2 weeks in advance.

**The school does not refund fees for temporary withdrawals or periods of absence from Lilliput Land.**

**Guardian 1 Signature :** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Guardian 2 Signature :** \_\_\_\_\_ **Date:** \_\_\_\_\_

## MEDICAL EMERGENCY FORM

M	Tu	W	Th	F
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Lilliput Land requires an emergency form we can access quickly should an emergency occur. For safety reasons, your child may not stay at preschool until this form is completed in full.

Child's Name: \_\_\_\_\_ Birthdate (dd/mm/yyyy): \_\_\_\_\_

Address : \_\_\_\_\_ Postal Code: \_\_\_\_\_

<b>Guardian 1:</b> Name: _____ Home phone # _____ Work phone # _____ Cell # _____ Work Address _____ _____	<b>Guardian 2:</b> Name: _____ Home phone # _____ Work phone # _____ Cell # _____ Work Address _____ _____
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Local emergency contact (other than guardian):

Name: \_\_\_\_\_ Relation to child: \_\_\_\_\_

Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Physician Name: \_\_\_\_\_

Physician's Address: \_\_\_\_\_ Postal code: \_\_\_\_\_

Physician's Phone: \_\_\_\_\_

Allergies(specify): \_\_\_\_\_

Medical conditions we should be aware of (please specify)

Emergency Drugs/Treatments (e.g., Epipen/Inhalers):

In the event of a medical emergency, when family or alternate contact cannot be reached by phone, I/we \_\_\_\_\_ and \_\_\_\_\_ (Guardian Name/s) give permission to the teaching supervisor to accompany my child, \_\_\_\_\_ (Child's Name), to the nearest emergency treatment facility, to secure such emergency care as deemed necessary by the attending physician.

Guardian's signature : \_\_\_\_\_ Date : \_\_\_\_\_

Guardian's Signature : \_\_\_\_\_ Date : \_\_\_\_\_



**LILLIPUT LAND CO-OPERATIVE NURSERY SCHOOL  
PARENT JOB ASSIGNMENTS**

**Child's Name (First and Last):** \_\_\_\_\_

As Lilliput Land is a cooperative preschool, every family is assigned a job. We do our best to match you with a position that best suits your interests and time schedule. Please indicate below the roles you would be willing to take on. Since this form is used to delegate jobs within the school, **please indicate several areas** where you would like to be assigned. This will aid the Job Coordinator in making appropriate matches of parents to jobs. Numbers in brackets indicate the number of people who may be assigned to each position.

It would be helpful to know what skills you have that could contribute to running our cooperative preschool (e.g., legal, accounting, teaching, publicity, marketing, HR etc.) Please note below:

\_\_\_\_\_

- \_\_\_\_\_ **Board of Directors** Board positions include: President, Treasurer, Secretary, Membership Coordinator, Job Coordinator, Publicity Coordinator, and Fundraising Coordinator. Board members are required to have a valid Police Record Check
- \_\_\_\_\_ **Supply Teachers (4)** – Fill in for a teacher who is unable to attend class. One staff member must be present, and two parents are required to replace the absent staff member. Please see more details in the Orientation section of this package. (You must possess a cleared Vulnerable Sector Police record check, be certified in Standard First Aid and CPR Level C and have up to date immunizations to fill this role) \*This role is only needed when we do not have a supply staff on contract
- \_\_\_\_\_ **Snack Purchasing (8)** – Responsible for purchasing snack for the group from a list provided by the teachers with school funds.
- \_\_\_\_\_ **Cleaning Assistant (6)** – Work in conjunction with the teachers to assist in sanitation of classroom equipment as required (ex. disinfecting gym toys, organizing storage room) This will take up to 2 hrs. per session with a maximum of 2 sessions per year.
- \_\_\_\_\_ **Internet Coordinator (1)** – This person is responsible for making updates to the schools' website as needed and to liaise with the teachers to ensure our Kijiji ad is regularly refreshed (if needed)
- \_\_\_\_\_ **Calling Tree Member (3)** – Telephone an assigned group of parents to quickly communicate emergency information including school closures and evacuations.
- \_\_\_\_\_ **Calling Tree Coordinator (1)** – Alert members of the calling tree when the calling tree needs to be implemented.
- \_\_\_\_\_ **Childcare for General Meetings (4)** – Provide childcare during the General Meetings, along with another parent (regular meetings are September and June, and additional meetings may be called as required).

\_\_\_\_\_ **Parent Bulletin Board (1)** – Maintain and supplement the parent bulletin board with materials and resources for community events, related to education, workshops, support services, child care, advertising, etc.

\_\_\_\_\_ **Fundraisers (2-3)** – Under the direction of the Fundraising Coordinator, help raise money by organizing and/or assisting with fundraising events. This includes preparing Scholastics orders for parents. (As needed)

\_\_\_\_\_ **Repairing / Mending (1)** – Repair and / or assist with replacement of furniture, toys, and equipment at the school.

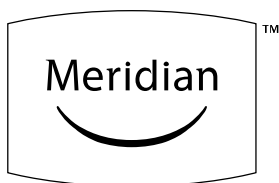
\_\_\_\_\_ **Library (1)** - Care for children's library, including inventory, repairing, weeding out, disposal and supplementing of books as needed.

\_\_\_\_\_ **Office work (1)** – Shred papers and photocopy as needed.

\_\_\_\_\_ **Laundry (5)** – Take laundry home every few weeks and return to the centre promptly.

If you are a returning parent, please list your current job \_\_\_\_\_

Would you like to continue with the same position? (please circle)      yes      no



## Payor's PAD Agreement

- Instructions** — 1. The Payee must retain this agreement for at least 12 months after the last Pre-Authorized Debit (PAD) is issued.  
2. The Payee can obtain additional information from CPA's Web site: <https://payments.ca/wp-content/uploads/2016/06/Businesses-Debit-En-1.pdf>  
3. The Payee will insert the number of days required to cancel a payment in the "Cancel Payment" section (max. 30 days).

### Payee

(The "Payee" is the business or entity being paid)

Name of Payee: **Lilliput Land Co-operative Nursery School Inc.**  
Street Address: **161 Norfolk Street**  
City: **Guelph** Province: **Ontario** Postal Code: **N1H 4J7**  
Telephone: **519-767-0148** E-mail: **info@lilliputlandnurseryschool.ca**

### Payor

(The "Payor" is the person whose account will be debited for payment)

Name of Payor: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

#### Financial Institution (the "Processing Institution")

Name of FI: \_\_\_\_\_  
Address: \_\_\_\_\_

#### Account Information (Attach voided cheque –OR– take to your financial institution for completion)

Account Info: \_\_\_\_\_  
Branch Transit N° Institution ID Account N°

### Payment Details

#### Payment Type

The goods or services being purchased with this PAD Agreement are for (check one):

☒ Personal –or– ☐ Business use.

4 7 0  
CPA Trans. Code Description of PAD

#### Amount

☒ Fixed (enter amount) ▶ \$ \_\_\_\_\_  
☐ Variable (enter max. amount) ▶ \$ \_\_\_\_\_

#### Timing

☐ Weekly, starting ▶ \_\_\_\_\_  
☐ Bi-weekly, starting ▶ \_\_\_\_\_  
☒ Monthly, starting ▶ \_\_\_\_\_  
☐ Sporadic  
☐ ▶ \_\_\_\_\_ (Specify other set intervals)  
☐ ▶ \_\_\_\_\_ (Specify set dates)

### Authorization

I/We acknowledge that this agreement is provided for the benefit of the "Payee" and "Processing Institution" and is provided in consideration of the Processing Institution agreeing to process debits ("PADs") against the Account with the Processing Institution in accordance with the Rules of the Canadian Payments Association (the "CPA Rules").

By signing this agreement, I/we acknowledge having received a copy of this agreement, including the terms and conditions below, and I/we acknowledge having read and understood its contents. I/We agree to be bound by this agreement, including the terms and conditions below.

I/We warrant and guarantee that the person(s) whose signature(s) are required to sign on the Account have signed below.

#### Pre-Notification Waiver

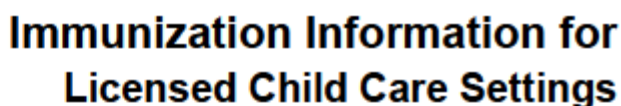
☐ I/we waive any and all requirements for pre-notification of debiting, including, without limitation, pre-notification of any changes in the amount of the PAD due to a change in any applicable tax rate, top-up, or adjustment.

\_\_\_\_\_  
Date Signature of Account Holder

\_\_\_\_\_  
Date Signature of Joint Account Holder (if applicable)

#### Cancel Payment

**Note:** You may revoke this authorization at any time in writing via email to [info@lilliputlandnurseryschool.ca](mailto:info@lilliputlandnurseryschool.ca), subject to providing notice of 5 business days. For more information on your right to cancel a PAD Agreement, contact your financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca).



*Please check off the box that best describes your child:*

- Child's information (please print name as it appears on school registration):*

Name of Doctor: \_\_\_\_\_ Doctor's Phone #: (\_\_\_\_) \_\_\_\_\_

Home/Cell Phone #: ( ) \_\_\_\_\_ Work Phone #: ( ) \_\_\_\_\_

**Please make sure that the record also contains your child's name and birth date.**

## 2) DETAILS OF OPERATION

### Hours

Monday, Tuesday, Wednesday, Thursday, and Friday 8:45 am to 11:45 am

Please let the teachers know before 9:00 am if your child will not be attending class by calling or emailing the school. If your child is ill, please list symptoms on voicemail or through email.

**\*It is essential that you inform the teachers if someone other than a parent or guardian is picking up your child.** If they are picking your child up for the first time, they must bring ID. Your child will be released only to the people indicated in your registration information. Please inform the Supervisor in writing if this information changes. All children must be signed in and out of the classroom at pickup and drop-off times.

### Lateness

If possible, please arrive promptly at 8:45 am, as class begins at 8:50. We understand that this may be a challenge for some families, if you will be arriving later than 9:15 let us know so we can listen for the buzzer.

Because of insurance requirements, children must be picked up by **11:45 sharp**. There will be a 5-minute grace period after which additional non-base fees may be charged for the teachers' time.

### Holidays

Lilliput Land runs from the second Monday in September to the second last Friday in June. The school follows the same holiday schedule as the Upper Grand District School Board (UGDSB). **We remain open on PD days.** Lilliput Land is closed on statutory holidays, over the December break as observed by the UGDSB school board, and during March break.

### Winter

Lilliput Land may be unable to open when the weather is severe. **If the UGDSB has closed elementary schools to in person learning, Lilliput Land will also be closed.** When only the school buses are cancelled, Lilliput Land will remain open. Cancellations are noted on the Lilliput Land's phone message, through email, and on **CJOY 1460 AM** or **Magic 106.1 FM**.

### Activities off the Premises

Occasionally we may go on field trips or walks in the neighborhood with the children. We will not do so without informing the parents in advance and asking for parent volunteers. Anyone who wishes to participate as a volunteer on fieldtrips must possess a cleared Vulnerable Sector Check.

## **Fees and Registration**

The monthly base-fee structure is as follows:

- 2 days/week: \$104.00/month
- 3 days/week: \$160.00/month
- 5 days/week: \$260.00/month

New registrants starting mid-month will pay a pro-rated amount.

### **Payment Options for School Fees**

Registration non-base fees are \$50 for new families or \$25 for returning families and must be paid to guarantee a spot for the school year. The registration fee can be paid through email transfer to [info@lilliputnurseryschool.ca](mailto:info@lilliputnurseryschool.ca) or via cheque written out to Lilliput Land Co-Operative Nursery School, 161 Norfolk Street, Guelph, N1H 4J7. If sending via email transfer, please ensure that you specify your child's name in the message.

Program fees are payable by the first day of the month and can be submitted one of three ways:

1. Automatic Funds Transfer: The preferred method of payment for recurring fees is an automatic funds transfer (AFT) whereby the fees are automatically withdrawn from your bank account on the 1<sup>st</sup> day of every month (September-June inclusive). **Parents need to fill out a PAD agreement.**
2. Cheques: Although our preference is to move away from cheques, we are still accepting this form of payment if it is preferred by your family. They can be made out to Lilliput Land Co-operative Nursery school

If you have any questions about program fee payments, do not hesitate to reach out to our treasurer at the email above.

Tuition fees are subject to change upon voting by the Board of Directors and parents, and approval by the County. **Fees are not calculated on a per diem basis, and no refund is made if a child is sick, is on vacation, on statutory holidays, or if the school is cancelled due to inclement weather or an emergency.**

### **NSF Cheque Policy**

Cheques dishonored for insufficient funds will be subject to a \$25.00 non-base fee service charge. Should any two cheques be returned NSF, all remaining tuition fees must be paid by certified cheque or money order.

### **CWELCC**

Lilliput Land Co-operative Nursery School is enrolled in the CWELCC (Canada Wide Early Learning Child Care) program.

# Wait List Policy

Lilliput Land Cooperative Nursery School  
Reviewed March 9, 2021

## **Purpose of the Policy**

To ensure there is a clear understanding of how the waitlist works and how parents can access information pertaining to their space on the list.

## **Wait List**

If we are full on the day(s) desired, parents can choose to be placed on our wait list. There is no fee to be placed on the list, it is offered on a first come, first serve basis. Because of our mixed-age ratio, spots will only be offered to children between the age of 2- 2 ½ if available. When a spot becomes available for the specific day(s) required, parents will be notified in the order their name appears on the list in keeping with ratios. The registration coordinator in consultation with the supervisor is responsible for keeping the list up to date.

Parents may contact the registration coordinator through email to inquire as to where their child's name appears on the list at any time, the address is [lilliputlandmembership@gmail.com](mailto:lilliputlandmembership@gmail.com)

The registration coordinator will need your child's birthday, full name, and guardian contact information to be placed on the list.

## **Holding a space**

Children are enrolled on a first come, first serve basis. If your child can not start on the day of registration, but you would like to assure they have a space you can choose to pay the full monthly fee to hold the space until your child can attend. Alternately you can choose to be placed on the waiting list in the hopes the space will still be open when you would like your child to attend. (ex. A registration form is filled out in September but you would like the child to begin attending in October)

## **Withdrawal**

To withdraw a child from the school, we must have written notice at least 2 weeks in advance. Notice can be emailed to [info@lilliputlandnurseryschool.ca](mailto:info@lilliputlandnurseryschool.ca)

**The school does not refund fees for temporary withdrawals or periods of absence from Lilliput Land. This includes weather closures and illness.**

## **3) SCHOOL SNACK**

Lilliput Land provides a nutritionist approved snack daily. Menus are posted on the parent board in the hallway. Water is always available; children may bring water bottles from home.

## **FOOD ALLERGY & SNACK PLAN**

**Allergies** – Lilliput Land asks that common allergens of EGG, SOY, PEANUTS & TREE NUTS are always kept out of the school. If there are additional allergies within the school during the school year, this will be communicated by email and posted on the parent board.

Lilliput Land is located inside a church, and as such we **cannot** guarantee a nut free environment. We are a nut aware classroom but cannot guarantee there will not be nuts within the shared space.

Wherever possible the child care service will minimize exposure to known allergens by the following:

- All parents/guardians will be advised of specific food allergies in the classroom and how they can assist the child care service minimize the risk of exposure to known allergens.
- A child at risk of food anaphylaxis should only eat snacks that have been prepared at the child care service under strictly supervised conditions. Children should not swap or share food, food utensils and food containers.
- All food served at the school will be from the approved menu and will be checked for allergens before being allowed in the classroom, foods containing a known allergen will not be served or placed on the menu.
- Snacks from home will only be permitted if is a medical reason. For example, a child with Celiac disease may bring their own crackers if they are labelled with the child's name and do not contain any allergens which may affect others in the program. The food will not be shared with others.
- As per the cooperative nature of Lilliput Land, parents on snack duty will only purchase snack from an approved list provided by the school

## **4) THE HEALTH AND SAFETY OF YOUR CHILD**

### **Personal care and items**

Please advise the teachers of your washroom/diapering routine. Diapers and wipes may be kept at the school in the individually labelled boxes in the washroom. Please check to assure your child has a supply of at least 2 diapers per day.

In your child's bag, which can be left on their hook for the morning, please provide an entire change of labelled clothing, including socks and underwear. Bring **clean indoor shoes daily** for your child to wear within the classroom for the duration of the year. If a parent or caregiver needs to enter the classroom, please remove your outdoor footwear.

### **Health**

Before your child is admitted to the school, a medical form is to be completed, up to date immunization needs to be provided or, you must provide a Ministry of Education mandated exemption form, which must be signed by a notary. You can obtain a copy from the school. Children cannot start in the program without providing proof of immunization.

### **Special Medical Needs**

It is the responsibility of the parents of a child with special medical needs to inform the teachers of the child's needs and to complete an Individualized Plan for a Child with Medical Needs for their child. This includes anaphylaxis allergies.

### **Illness**

To reduce the health risk to others, it is necessary that parents keep a child exhibiting signs/symptoms of illness at home. Lilliput Land must consider not only the health of the individual child, but also the health of the other children in care and our staff.

Symptoms which should exclude a child from attending include:

- Fever (armpit) temperature of 37.8 degrees Celsius accompanied by general symptoms such



as listlessness, sore throat, or earache

- A common cold with listlessness, runny nose, and eyes, coughing and sore throat
- Pain – any complaints of unexplained or undiagnosed pain
- Difficulty in breathing – wheezing or persistent cough
- Headache and stiff neck
- Infected skin or eyes, or an undiagnosed rash
- Severe itching, dry skin on either body or scalp if caused by head or body lice or scabies
- Unexplained diarrhea or loose stool
- Nausea or vomiting
- Known or suspected communicable disease

A child must be kept at home when the child:

- Is suffering from one or more of the above symptoms, OR
- Is not well enough to take part in the regular activities of the program

Readmission criteria are set forth by the Wellington-Dufferin-Guelph Public Health Unit and should be used to ascertain the ability of a child to return to group care.

#### Exclusion

Teaching staff has the right to ask you not to leave your child at school if she/he appears to be seriously ill. This is done in the interest of the health of all the children and staff at the school. If a child becomes ill at school, they will be separated from the other children, parents will be contacted and required to pick up their child as soon as possible. **Please ensure that the supervising teacher always has an up-to-date contact number to reach you, if we are unable to get ahold of you, we will call the emergency contact listed.**

Your child should be free from acute symptoms of illnesses above for at least **24 hours** before returning to school; 48 hours for vomiting and/or diarrhea. Should your child be prescribed medication for an illness, please do not return your child to school until at least **24-48 hours** after starting the medication based on doctor's recommendation. **NO** medication of any kind will be administered to your child by the teaching staff unless it is life-saving medication that is included in the Individualized Plan for a Child with Medical Needs. If your child has been prescribed medication, please administer the dosage before coming to school.

**Other reasons for exclusion:** The child's unable to participate in child care program activities with reasonable comfort, or a child who requires more care than staff can provide without compromising the health and safety of the other children in their care.

#### Serious Occurrences

The teaching staff follow the detailed policy and procedures of the Ministry of Education in dealing with any serious occurrence or accident. In the case of an occurrence, government policy requires that licensed child care centers post a "Serious Occurrence Notification Form" within the centre in a visible area (in Lilliput's case, the Notice Board outside the classroom) for 10 days after the date of any occurrence. This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. For additional information on the Requirement to Post Serious Occurrences, please refer to our website.

#### Emergency Management Policy and Procedures

The teaching staff follow the detailed policy and procedures set out in the Emergency Management Policy and Procedures regarding any emergency at the centre. In the event an emergency occurs, parents will be notified by telephone by the Calling Tree Designate or staff.

### **Fire Safety**

Fire Drills are held once a month, and the plan of evacuation is posted both inside the classroom and in the hallway. In the event of an evacuation from the classroom, there are 2 exit points, the main stairwell and down the corridor heading South.

### **Developmental Screenings**

Staff members may utilize a developmental screen (ASQ) at specific chronological ages.

The purpose of this screen is to:

1. Identify the developmental levels of the children so that the curriculum can be reflective of the individualized needs of the children;
2. Identify challenges of children who may require further testing, medical evaluations, or referral for additional support services.

The screen is confidential, and parent's will be informed when it is done. We may also send the questionnaire home for parents to complete. The completed questionnaire will be kept in the child's file.

### **Enhanced Support Services**

Enhanced Supports Services is a team of community service agencies that work with families and child care staff to ensure inclusive practices in the classroom. Inclusion Support Services is a partnership of:

- County of Wellington Children's Early Years Division
- [Kidsability Centre for Development](#)
- [Canadian Mental Health Association Waterloo Wellington](#)
- HERE 4 Kids 1-844-454-3711 - operated by Canadian Mental Health Association-Waterloo-Wellington.

We often have visitors from these agencies in to observe and support within the classroom.

## **5) OUR TEACHERS AND CURRICULUM**

Lilliput Land Cooperative Nursery School employs one Supervisor/Teacher and one Teacher, who both have their Registered Early Childhood Educator (RECE) certification. All staff, including parent-supply teachers, are required to complete Vulnerable sector criminal reference check and meet the immunization requirements as outlined by the Public Health Officer. Staff are also certified in standard first aid, including infant and child CPR.

Lilliput Land has implemented an Emergent Curriculum. We focus on a child's interests rather than the teachers. Children learn because of their own doing - through actions, relationships, inquiries, opportunities, and repetition. The most important goal with curriculum is to inspire delight, curiosity, and inquiry in the classroom, leading to a long-term love of learning. The Emergent Curriculum approach creates activities based on the child's daily interests and our teachers will enhance and document their experiences by taking pictures, writing documentation, and most importantly observing and discussing with one another.

It is our goal as teachers to foster relationships with the children and families here, our most important role is to help the children grow socially among their peers in a safe and nurturing setting.

# Program Statement

December 2022

Lilliput Land Cooperative Nursery School ("Lilliput Land") provides a positive and safe environment for the children in our care, in which they can grow intellectually, physically, emotionally, and socially.

## **Children are competent, capable, curious, and rich in potential**

Our primary goal is to assist each child in developing a sense of belonging, self, community, health, and well-being. We want the children in our care to achieve self-discipline and self-control, while keeping in mind that each child is a unique individual who brings their own experiences and abilities to the program. All children, including those on specialized IEPs, deserve to be encouraged to try new things and to explore their developing sense of self. Play-based classroom activities which are child-initiated and adult-supported provide the platform for flourishing imaginations and budding friendships. Our programming is reflective of the need to provide stimulating and developmentally appropriate challenges for the individual child in a warm, secure environment.

Our daily routine incorporates:

- dramatic play
- language and literacy
- active play
- quiet activities and spaces
- visual arts
- music
- science/math
- a healthy snack

Teachers may vary this routine depending on the needs of the group. On a day where the children are more active, we may engage in more gross motor play. If there is a need, we may split the class into two smaller groups for the morning and focus on quieter activities. Our room is set up so the children may move freely from one area to the next according to their needs. We have quiet areas as well and group spaces for the children to explore. Toys are rotated often to allow for exploration of materials and foster a sense of inquiry.

Lilliput Land Nursery School incorporates the four foundations of learning: Belonging, Well-being, Engagement, and Expression as found in the pedagogical document *How Does Learning Happen*, into our everyday program.

**Belonging** – refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

**Well-being** - addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

**Engagement** – suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

**Expression** – or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language rich environments support growing communication skills, which are foundational for literacy.<sup>1</sup>

## **Behaviour Guidance**

We believe children have the right to quality care which is safe and healthy and provides learning opportunities that promote their growth and development.

To ensure a child's safety and well-being and to foster social and emotional development, it is necessary at times to impose limits or set standards of acceptable behaviour. Teachers are guided by their knowledge and understanding of a child's growth and development, as well as an understanding of the individual child.

Appropriate guidance of the children's behaviour occurs in an environment where a trusting and caring relationship has been established between teacher and child. This is achieved by getting down to the child's level, showing genuine interest and warmth and by viewing the children and their feelings as important and worthy of respect.

The role of the staff is to support a child's sense of being valued while providing opportunities for the child to learn appropriate ways to interact with others. Promoting positive self-esteem helps children to become emotionally healthy and self-confident. Once trust and a sense of security is

established, the children will feel safe to express themselves, knowing that there are supportive and understanding adults who can be counted on.

Children are given the opportunity to express their emotions and are guided in appropriate ways of communicating their wants and needs to others. Adults empathize with the children and try to interpret their feelings and motives. We empower children with the tools for self-regulation by teaching them to acknowledge their feelings and offering positive ways to deal with big emotions. Ex. Taking deep breaths to calm down, or going for a jump on the trampoline when they're feeling overwhelmed.

Child guidance is maintained through careful, active supervision, setting clear limits and giving age- appropriate explanations. Teachers approach discipline in a positive manner, using praise and attention to encourage desirable behaviours. Teachers treat each child as a unique individual and are fair and consistent. They will encourage children to accept the consequences of their behaviour and engage in problem solving alternatives where age appropriate.

Methods used include:

1. **Redirection:** guiding a child into acceptable options
2. **Natural and Logical Consequences:** making the child aware of the results of their actions
3. **Setting Limits:** teachers develop boundaries for the children, either as a group or individually according to the situation
4. **Modeling:** demonstrating appropriate behaviours to the children
5. **Providing Choices:** teachers outline appropriate choices and children are encouraged to make decisions for themselves
6. **Anticipating:** teachers plan and prepare the environment in such a manner to avoid conflict

## **Prohibited Disciplinary Practices**

### **Ontario Regulation 137/15**

48(1) No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (a) corporal punishment of the child;
- (b) 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;

(c) locking the exits of the child care centre or home child care premises 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;

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) inflicting any bodily harm on children including making children eat or drink against their will.

(2) No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides home child care or in-home services at a premises overseen by a home child care agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care.

## **Our Staff**

### **Are highly qualified:**

The two lead teachers at Lilliput Land are registered with the College of Early Childhood Educators (CECE), have up to date vulnerable sector police record checks, food safety training and Level C first aid/CPR training. All staff meet the requirements of the Ministry of Education and have extensive experience in the field of early education.

### **Are facilitators:**

We are committed to planning and creating a safe, warm, nurturing, child-centered learning environment and experiences in which each child's individual needs for learning and development will be supported. We encourage children to be creative, active, and engaged learners through interaction with and exploration of their daily environment. Teachers observe the children's interests and needs and provide new experiences and activities daily, often scaffolding on to the interests of previous days. We may add new materials to the block area or perhaps change the layout of the entire room, we strive to be flexible and adaptable to the needs of the group and individuals within the class.

### **Are committed learners:**

Each staff commits to at least 20hrs of professional development a year, whether it be through online classes, seminars and workshops or book studies, they are constantly learning.

## **Communication with Families**

Lilliput Land Nursery School has an open-door policy. We work to provide positive and responsive interactions among the children, family members, community partners, and all Lilliput Land staff. Communication between staff and family members regarding the program and their child's activities within the classroom weekly in our newsletter. Parents are

encouraged to talk to staff regarding any matters they wish to discuss either in person, over email, or by phone. We update our public Facebook page on an ongoing basis with pictures of our activities within the classroom to keep parents as well as the community informed of our programming.

## **Community**

Through our partnership with Enhanced Support Services, we provide information on community programs to further assist and support the children and their families as required.

We occasionally enjoy visits from members of the community which support our interests in the classroom. We also encourage family members to come in and share any talents they may have with us. We may have a firefighter visit the class to talk about fire safety or a parent join us and share an instrument or read a special story. On our parent board outside the classroom, we also post community event information.

We encourage a feeling of community with all our Lilliput families by having special family events throughout the year. Parents can participate with their children and get to know the other families through these events including our year end picnic. We also send home questionnaires with the children to get a better understanding of their home life and ask families to bring in a photo to post on our family tree within the classroom.

## **Documenting and reviewing**

We understand that pedagogical documentation is a way for our staff to observe how children think and learn. We make up to date observations of children in the program and use this information to inform our future planning. Our intention is to find the meaning in what children do and experience and reflect that back to the families. You may see notes posted around the classroom with observations and quotes from the children, these help our staff keep track of all the amazing activities and conversations the children are having. From there, we can see patterns and make connections. We take a lot of pictures and post them for the children to see and reflect on.

## **Program Assessment and Reflective Practices**

Educators reflect and assess the program and environment daily to ensure they are meeting the individual needs of the children and the group. They also provide an environment that is set up according to the interests of the group and make changes as needed. Our community partners support ongoing training opportunities for our educators. Registered Early Childhood Educators are expected to participate in the CPL (continuous professional learning) modules through the CECE. We are committed to our growth as educators.

This program statement will be reassessed and expanded once yearly at a minimum; staff will be asked to sign off annually acknowledging they have read the document. Parents will always be informed when changes have been made to the document.

These program principles are aligned with “*How Does Learning Happen? Ontario’s Pedagogy for the Early Years* (2014)” and supported by the Lilliput Land Policies, which detail our procedures to ensure the health, safety, nutrition, and physical and social well-being of our children.

## **6) FROM THE BOARD OF DIRECTORS**

### **Your Role in the School**

By choosing a cooperative school, you are agreeing to participate in the life of the school, and to assist the teachers in the operation of the school. This is done through attending membership meetings, taking on a specific parent job or being available to help when required, and of course by being an active and engaged part of your child’s school experience.

### **Membership**

Recruiting new families that will benefit from all that our school offers is an ongoing priority. The most important and effective way that we publicize our wonderful school is by **word of mouth**, so please let everyone know how much you and your child love Lilliput Land. Share our website address, invite prospective families to call and arrange a drop-in visit, and spread the word!

### **Fundraising**

The school relies heavily on fundraising. Everyone is highly encouraged to contribute by taking part in our fundraising initiatives. In the past, we have held fundraisers through Chapters, Scholastics, the Bookshelf and by having Spaghetti Dinners.

### **Communications**

We provide weekly email updates on what is happening in the classroom. Please check the **Notice Board** outside the classroom for the monthly snack calendar, community updates and other helpful information. Updates and information are also available at [www.lilliputlandnurseryschool.ca](http://www.lilliputlandnurseryschool.ca) and on our Lilliput Land Nursery School closed Facebook group.

Parents are encouraged to discuss any concerns or issues with the teachers or Board members. No concern is too small or insignificant, and you can be assured that what you share will be kept in confidence. If you wish to raise an issue anonymously, please use our **Suggestion Box** located in the hallway.

### **Meetings**

Membership meetings are another important means of communication. It is at these meetings that decisions affecting the school are discussed, and when your vote on key issues will be required. As a member of the Cooperative, you are required to attend

#### **General Meetings:**

1. Orientation Meeting at the beginning of the school year in the fall
2. Year-End Meeting in early summer, when next year’s Board of Directors is elected
3. New Year meeting, primary focus of preparing for our spring fundraiser (if required)
4. Additional meetings as required.



Also, all members are welcome, but not required, to attend the **monthly Board meetings**. Dates and agendas for all meetings will be sent out via email. For detailed information about rules and protocols for school meetings, please see the school's Bylaws.

## 7) PARENT JOBS

By choosing a cooperative school, you have an opportunity to create a truly special place for your child by participating in the life and operation of the school. In the job list and suggestions, you will see there is a job for every talent, time allowance and energy level. We also welcome community members who have interests/expertise of benefit to the Co-op to volunteer.

Board positions are elected at the June General Meeting for the upcoming school year. At a minimum, President, Treasurer, and Membership Coordinator must be elected. Parent jobs will continue to be filled throughout the summer and at the September General Meeting.

\* New jobs may be created based on the school's needs, or the skill set of our parents. If you have a skill you would like to share, please let us know!

### Parent Supply Teachers/Volunteers/Students

Supply teachers may fill in for a teacher who is unable to attend class. One staff member must be present, and two parents are required to replace the absent staff member. A Vulnerable Sector police reference check is needed and can be obtained at the City of Guelph Police Service, 15 Wyndham St S, 519-824-1212. Please provide the school with your receipt for reimbursement.

<http://www.guelphpolice.com/records-check/>

They can take up to 3-4 weeks to process, so please apply ASAP!

Parent supply teachers are also required to have an up-to-date immunization record. Up to date records include MMR and tetanus immunizations. A copy of these records will be kept on file at the school. Alternately, you can sign a waiver of immunization that must be notarized which is available at the school. Parent volunteers must also be certified in Standard First Aid and CPR Level C.

Please note that your own child may come with you on your volunteer day if:

- The class size that day, including your child, falls within ratio (please speak to the teachers for details)

Volunteers/student teachers will never be left alone with the children, will always be in the presence of a full-time Lilliput staff and will be required to read and sign off on all policies before engaging with the children.

Should a program volunteer, student and/or duty parent fail to comply with the policies of Lilliput Land; the following steps will be taken by the Board:

- A verbal warning
- A written warning

- Formal notice that he/she will not be welcome as a duty parent or volunteer in school events where children are present.

For more information, please see the Supervision of Volunteers and Students Policy and Procedures on our website.

## Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Lilliput Land Nursery School

Date Policy and Procedures Established: September 2017

Date Policy and Procedures Updated: December 11, 2018

### 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 or 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 (e.g. program room staff).

## Policy

### General

Parents/guardians are encouraged to take an active role in our child care centre 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 and 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 Lilliput Land Nursery School 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 may be brought forward by parents, verbally or in writing. Responses and outcomes will be provided by the Supervisor or a representative of the Board of Directors, 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 7 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 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

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:
<b>Program Room-Related</b>  E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> or <ul style="list-style-type: none"> <li>- the supervisor or licensee.               </li></ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised or</li> <li>- arrange for a meeting with the parent/guardian within 7 business days.</li> </ul> Document the issues/concerns in detail. Documentation should include: <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> </ul>
<b>General, Centre- or Operations-Related</b>  E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the supervisor or licensee.               </li></ul>	<ul style="list-style-type: none"> <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>
<b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> or <ul style="list-style-type: none"> <li>- the supervisor or licensee.               </li></ul> 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.	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 7 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> or <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> 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.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

**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 County of Wellington Children's Early Years Division.

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:** [insert information, e.g. agency/organization contacts, supervisor and/or individual who oversees the programs, ministries and local authorities, professional membership bodies]

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

Site Supervisor: Brandy Cannady, RECE 519-767-0148

Licensee Contact(s): President of the Board of Directors: [info@lilliputlandnurseryschool.ca](mailto:info@lilliputlandnurseryschool.ca)

Public Health Wellington-Dufferin-Guelph: 1-800-265-7293

Local Police Department: 519-824-1212

Local Fire Services: 519-824-3232

College of Early Childhood Educators: 1-888-961-8558

County of Wellington Children's Early Years Division: 1-800-265-7294 x 3095

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<sup>i</sup> Ontario Ministry of Education (2014). *How Does Learning Happen? Ontario's Pedagogy for the Early Years*. Queen's Printer for Ontario. 7-8.