



Parent Handbook

**“Giving your child the care
they deserve”**

339 Wilson Street. E. Ancaster, ON

(905) 648-8778

Ancasterlittlegems@gmail.com

www.littlegems.org

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Introduction

Welcome to the Little Gems Family!

Ancaster Little Gems Children’s Centre Inc. (ALG), formally Ancaster Little Gems Children’s Centre has strived to provide quality, loving childcare in a home-like environment since 1988.

We offer a learning program that is consistent with Ministry of Education policies, pedagogy and curriculum and guided by the Child Care Early Years Act (2014).

ALG is a ministry licensed child centre that provides care in compliance with the Child Care Early Years Act (2014).

We currently provide care on a full-time and part-time basis for children 0-9yrs.

Program Statement

Ancaster Little Gems Children’s Centre Inc. (ALG), formally Ancaster Little Gems Children’s Centre has strived to provide quality, loving childcare in a home-like environment since 1988.

We offer a learning program that is consistent with Ministry of Education policies, pedagogy and curriculum and guided by the Child Care Early Years Act (2014).

It is our belief and goal to help each child realize that they are competent, capable, curious, and rich in potential. Our focus is to build a trusting relationship between the teachers, children, and their families.

ALG reflects on the document How Does Learning Happen? (HDLH) Ontario’s Pedagogy for the Early Years (2014). This document is a professional learning resource used by those working in childcare programs. HDLH is based on four foundations, which are essential for optimal growth and the well-being of each child. The four foundations will be evident in our goals and approaches to meet those goals.

We know that children develop and learn best through play and by pursuing their own personal interests. HDLH asks us to move away from adult chosen themes, and instead to follow the children’s interests and teach to their specific skills. Children excel when they are in a supportive and responsive relationship with adults. ALG strives to provide positive learning experiences in a safe and caring environment in which to grow and develop to their maximum potential.

Four Foundations of HDLH:

1. **Belonging** – Every child has a sense of belonging when he or she is connected to others and contributes to their world.

The children will be made to feel safe and welcomed to the program. Visits will be scheduled for the child and parent before starting the program to help make the transition as smooth as possible. Through HiMAMA connections are made between home and ALG. It allows families to participate in the child’s daily experiences, and it builds trusting relationships with the families.

2. Well-Being – Every child is developing a sense of self, health, and well-being.

The staff will provide a well-balanced program including indoor & outdoor physical activity, rest and quiet time. As well as, providing a nutritious menu selection.

HiMAMA allows educators to observe patterns in children’s health, eating, physical activity, and sleep.

3. Engagement – Every child is an active and engaged learner who explores the world with body, mind, and senses. We strive to provide an environment which will encourage children to engage in active, creative and meaningful play & exploration. We also encourage parents to be involved in our program by sharing their professions and life adventures. We always welcome suggestions and ideas. HiMAMA allows educators to plan environments and experiences based on the children’s interest and capabilities.

4. Expression – Every child is a capable communicator who expresses himself or herself in many ways. Our staff will listen and respect the child by giving them the time to express their thoughts, interests and emotions in their own way. HiMAMA enables educators to document children’s communication and ideas expressed and foster further expression.

ALG Goals and Approach:

The staff at ALG will promote the health, safety, nutrition and well-being of the child by providing a clean & safe environment, a well-balanced program with both indoor and two hours of outdoor physical activity, as well as a nutritious menu selection that is prepared in accordance with Canada’s Food Guide. All staff will be familiar with any medical conditions, allergies, food restrictions and preferences stated by the parents regarding diet and rest time.

The staff will support positive and responsive interactions among the children, parents, and other child-care providers. This will be achieved by having qualified and well-trained Early Childhood Educators provide positive learning experiences in a safe & caring environment. Staff will greet children and families by name in the cubby area upon arrival. Staff will make eye contact at drop-off and pick-up to assure the families that staff are aware of their arrival. At this time, staff will inquire with families of the child’s evening/morning. Staff will re-assure families and be supportive if there are any areas of concern. We encourage families to call in at any time to check on their little one. If the child is having difficulty separating, the child will be comforted with hugs and re-assurance that mommy and daddy will be back soon. The staff and child will wave good-bye from the window (or gate in the infant/toddler room). Staff will encourage and help the child get involved in an activity or join friends at the snack table.

Staff will actively listen and acknowledge the child’s feelings by allowing them the opportunity to express themselves during play or if in distress. They will assist children in communicating their feelings and re-direct undesired behavior using calm voices. Staff will acknowledge children’s accomplishments through use of encouraging words and positive reinforcement.

The staff will encourage the children to interact and communicate in a positive way and support their ability to self-regulate. Staff will acknowledge that each child is competent, curious and rich in potential. They will encourage children to communicate in a positive manner through proper modeling. Staff will also build relationships with the children and create environments that allow us to support the development of children's social competence and self-regulation.

The staff will foster the child's exploration, play and inquiry by providing an environment that will encourage children to engage in active, creative and meaningful play & exploration. Staff will observe and document the child's interests and activities provided will be based on those observations. Staff will ask age-appropriate open-ended questions, allowing the child an opportunity to respond. Questions that provoke thoughtful response will be asked to further broaden their ideas. Research on topics of interest can also be done as a group. Staff will extend play by assuring the environment is rich with materials to support the child's interests, such as,

props, pictures and materials. Staff will interact in a variety of activities, both indoors & outdoors, that encourages personal choice and active play. Play within a natural environment is more creative and imaginative which will help foster language and improve cognitive development.

The staff will provide child-initiated and adult-supported experiences by observing, reflecting and assessing their program daily to ensure they are meeting the needs of the children individually and as a group. When the child's interest has been identified, staff will support those interests by providing age-appropriate activities: creative, sensory, gross motor, fine motor, stories, music, etc. Activities will be implemented individually, in small or large groups. When questions arise, staff will work together with the child to try and reach a conclusion. Staff will also assess the environment to ensure that it is set up based on the interests of the child and supported by all staff in the centre.

The staff will plan for and create positive learning environments and experiences in which each child's learning and development will be supported. A positive learning environment will be achieved by making the room inviting and encourage functional play. Furniture, activities, books and play materials are age appropriate. Adding family photos and displaying the child's artwork throughout the room will allow the child and families to feel a sense of belonging.

Diversity will be expressed through books; pictures on the walls; toys on the shelf; dolls, food and clothes of various ethnic backgrounds in the dramatic play; and a variety of multicultural music played throughout the day. Open creative shelf will allow the child to create and express themselves in their own individual way. A quiet area is set up to allow for a child to relax and have some space when desired.

Throughout the course of a child's daily routine, we offer experiences which foster growth in a child's social, intellect and emotional development. Children are given materials to explore the outdoors for a minimum of two hours a day. When out on neighborhood walks, children will collect items to bring back to class (i.e., sticks, pinecones, leaves, etc.), using some of those natural items for creative, sensory or science experiences. Creative materials will also be used

during outdoor play as well. Staff will bring ‘the outdoors in.’ Plants, flowers and natural items are displayed and added throughout the classroom in various centres.

Children receive adequate rest/sleep time based on what they require. They may have a soft toy or blanket to help with their rest period. All classes have a quiet/cozy area to allow the child for some alone time if desired. Staff will also take into consideration the individual needs of the child.

In order to foster engagement of and on-going communication with parents regarding the program and their children, ALG offers an open-door policy and welcomes parents to call, e-mail or come in at any time. We encourage parental involvement through annual BBQ’s and Christmas Open House, as well as, parent information meetings, program surveys, fundraising events, daily communication during drop-off and pick-up and electronically through our HiMAMA program. Children, parents and staff will receive assistance from

resources within the community if needed. We welcome community partners, such as, Early Childhood Integration Support Services, speech therapists, occupational therapists, etc.

The staff are supported in continuous professional development by being encouraged to attend workshops provided both as an in-service here at the centre, as well as, at ASCY and Ontario Early Years. We welcome high school co-op students and college field placement students, as well as various special guests from the area that provide support to the staff, children and families in relation to continuous professional learning.

To ensure ALG provides a safe and healthy environment to help maximize growth, the Director and/or Supervisor observes staff interactions with children.

The following practices are prohibited at ALG:

- (a) Corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching);
- (b) Physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent);
- (c) Locking the exits of the childcare centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency;
- (d) Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, scare or frighten the child or undermine their self-respect, dignity or self-worth;

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

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

In the event that the Director and/or Supervisor observe such behaviour, it will be addressed immediately according to the strategies outlined in the Policy of Contravention of Disciplinary Measures, found within the Policy & Procedure Manual.

Daily health checks are completed on children upon arrival and documented on HiMAMA. Documentation (with pictures) is posted around the classroom to reflect what is happening in the classroom at that time. The child's developmental skills are also documented on HiMAMA, and they assist staff with planning activities that will meet the individual needs of each child. Daily reports are sent out to parents through HiMAMA documenting the child's daily activities (i.e., meals, sleep, outdoor time, activity, notes, etc.).

A web board is used to display the children's interests. This web is dated and photographed as it changes, and it is reflective of what is happening in the classroom.

A Policy & Procedure Manual and the Program Statement is reviewed by all staff, students and volunteers upon hiring and annually thereafter, in addition, when any new policies or changes to existing policies are added. The Policy & Procedures Manual sets out the expectations for how staff, students or volunteers are to implement the approaches specified in the program statement, prohibited practices, and the strategies ALG will use to deal with contravention of the policies and procedures and in the event a prohibited act has been observed.

Records of compliance or contraventions will be kept on file for three years.

Our Staff:

Teachers at ALG meet the required qualifications for childcare with E.C.E (Early Childhood Education) or equivalent diplomas and are registered with the College of Early Childhood Educators. All our program teachers are Registered Early Childhood Educators (R.E.C.E). In addition, all teachers maintain current Standard First Aid and Infant/Toddler C.P.R. certificates.

Our teachers are dedicated to furthering their professional development by participating in workshops and other classes in order to remain informed on current children's issues.

Our Curriculum:

Our program is designed to enhance all areas of development: physical, social, emotional, cognitive, and language.

All activities are planned based on the children's interests.

ALG reflects on the document *How Does Learning Happen?* Observations and documentation help assist the teacher in planning the classroom activities.

Your child's teacher will provide activities and play experiences in the following areas:

- Fine/gross motor
- Dramatic play
- Sensory experiences
- Creative
- Circle

In addition to group play the Teachers also provide 1:1 learning experiences for your child.

Teachers record observations and periodic diagnostic assessments for children in their program. These evaluations are used for the purpose of program planning, and to identify children's strengths/needs and evaluating the programs for future excellence.

Service Accessibility:

ALG is committed to providing services that are accessible to all families that we serve regardless of fee subsidy status and/or special needs of the child and family. We support families of various racial, cultural, linguistic and socio- economic backgrounds. ALG strives to provide the best care for your child and aim to ensure that all children are treated equally, and all children's individual needs are met.

Wait/Cancellation list:

ALG maintains a waitlist for childcare spots. Families are made aware, at the time of registration on the waitlist, of the length of the waitlist and the availability of care. Families are encouraged to call the centre at any time to enquire about their place on the waitlist, ensure their file is kept up to date and active.

Families on the waitlists are notified based on the date they applied to the waitlist, what their childcare requirements are and space availability in the related program.

Families who have children who are currently enrolled at ALG will have priority should they require care for an additional child. When spots become available, they will be given the opportunity to take the spot. If they decline, we then move on to the waitlists.

ALG does not charge or collect a fee or deposit for the placement of a child on our waiting list.

As spaces in the program come available the wait list is reviewed and childcare spots are contacted based on the date in which the child was added to the waitlist.

Families are notified in the following order:

- The date the initial application for the wait list was made to the waitlists (i.e. when contact with ALG was made to provide the required information. This could be via phone or email).
- The family will be offered admission. If they no longer require enrollment, ALG will move forward to the next family based on the next application date.
- Families are removed from the waitlist(s) as they except or decline admission.
- Families are given a few days to return our call in the event we are unable to speak with them directly. We will make another attempt to contact the family after a few days. If we do not make contact after the first week, we move forward with the next family.

All Information collected for the ALG waitlist is collected and maintained in a manner that contains the privacy and confidentiality of the children listed on it but allows the position of the child on the list to be ascertained by the affected persons or families.

Registration Procedures:

To register your child at Ancaster Little Gems Children’s Centre Inc., the following steps will help speed up your registration process.

- When a childcare spot is available, we will gladly give you a personal tour. This can will be arranged between the parents and the Supervisor at an agreeable time.
- Come by the office to pick up a registration package or visit our web site at www.littlegems.org
- Return all completed forms to the office prior to child’s start date at ALG.
- A registration fee of \$50.00 (non-refundable) and security deposit of \$100.00 (non-refundable) will guaranty your child’s position at ALG.
- **Only after a deposit is received a position will be held for your child.**

Arrival and Departure:

ALG is open from 7:30am-5:30pm Monday through Friday.

To ensure that your child receives the maximum benefit of our curriculum, we suggest you have your child at the centre by 9:00 am.

The parent code on the door keypads are changed between 11:30 am and 2:15 pm to avoid disruptions during sleep-time. Should you have to pick-up your child during these hours, notify the office and we will meet you at the front door.

There is a late fee of \$15.00 for every 15 min. or part of after 5:30pm.

If you know you are going to be late please call the office so we can inform your child's teacher in order to alleviate any worry.

If a person other than yourself will be picking up your child, please notify the office so we can inform your child's teacher. Picture identification will need to be produced before your child will be released.

Late/Absence Policy:

If your child has not been dropped off by 9:30am and we have not received a phone call or email regarding an absence, we will be contacting you via email on HiMAMA. If you know ahead of time of an absence or being late due to an appointment, we ask that you notify the office, either through e-mail at ancasterlittlegems@gmail.com or by telephone (905) 648-8778. Parents can also mark their child absent for the day through HiMAMA.

We appreciate your co-operation with this safety precaution, we hope this will avoid any further incidents of young children being left in cars during extreme heat/cold weather conditions.

Orientation Policy:

Two weeks prior to starting at ALG, the Supervisor will schedule visits for your child to come in and become familiar with our facility and their new teachers. This is also a good time for parents to become comfortable with the office staff and our program, however we do understand, that many parent's schedules may not permit the extra time. We recommend two to three visits prior to starting at ALG. These visits must be scheduled through the office.

Special Inclusion:

We aim to ensure that all children are treated equally and that all children's individual needs are met.

Here at ALG we take extra effort to help children with Speech and Language delays.

Many of our staff have taken courses in sign language and/or the Hannen Speech and Language program. We also support families of various racial, cultural, linguistic and socio-economic backgrounds.

Behavior Guidance:

The teachers at ALG strive to achieve acceptable behavior through proper role modeling. Teachers use positive reinforcement to strengthen desired behavior. We provide the child with choices when appropriate and redirect undesired behavior. Teachers show children how to resolve their conflicts by providing the children with the proper words to use with their peers.

Monitoring of Prohibited Practices and Disciplinary Action:

ALG prohibits the act of any negative practices, which include but is not limited to the following:

- a) corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching);
- b) physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent);
- c) locking the exits of the childcare centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency;
- d) use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, scare or frighten the child or undermine their 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.

If the Director/Supervisor or anyone on the premises of ALG observe such behaviour, it will be addressed immediately according to the strategies outlined below.

1. Anyone observing or hearing a prohibited practice being used will report their concern to the Director/Supervisor immediately.
2. The Director/Supervisor will complete a written objective account of the verbal information that was just presented to them. This written account is to be signed and dated as correct by the individual making the initial report.
3. The Director/Supervisor will investigate the report. Complete documentation will be part of the investigation process.
4. The Director/Supervisor will gather facts from any witnesses of the incident.
5. Any witnesses to the incident will write a description of the report, sign and date it.
6. The individual directly responsible for the incident will write a description of the report, sign and date it.
7. The Director/Supervisor will conduct an interview with the individual to discuss the report.

The Director/Supervisor will determine the course of action to be taken:

1. Verbal warning
2. Written warning
3. Dismissal

The Director/Supervisor and the individual will sign an agreement as to the course of action taken and any further action to be taken if a similar situation occurs.

Illness and Childcare:

How ill is too ill to come to daycare?

If your child has any of the following, we feel that they are best cared for at home.

- Diarrhea (not controlled by medication)
- Vomiting
- Fever (Temperature over 100° F or 38° C and not controlled by medication)
- Contagious infection

Should any of these symptoms present themselves during the day, we will call and ask that your child be picked-up.

We ask that they be fever/symptom free for at least 24 hours without the use of medication before returning to daycare. This will help reduce the spread of any illness.

Refer to appendix A & B found at the end of the Parent Handbook for further information regarding illness.

Medication Policy:

Purpose:

The purpose of this policy and the procedures outlined within is to provide clear direction for staff, students and volunteers to follow for administering drugs or medication to children at the child care centre and for appropriate record-keeping.

Where the term drugs and/or medications is used in this policy, the term refers to any product with a drug identification number (DIN), with the exception of sunscreen, lotion, lip balm, bug spray, hand sanitizer and diaper cream that is not used for acute, symptomatic treatment. For the purpose of this policy, drugs and medications fall into the following two categories, unless otherwise specified:

- Prescription, intended for acute, symptomatic treatment; and
- Over-the-counter, intended for acute, symptomatic treatment.

The policy and procedures support children's health, safety and well-being by setting out measures to:

- ensure children receive only those drugs or medications deemed necessary and appropriate by their parents;
- reduce the potential for errors;
- ensure medications do not spoil due to improper storage;
- prevent accidental ingestion;

- administer emergency allergy and asthma drugs or medications quickly when needed; and
- safely administer drugs and medications according to established routines.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for the administration of drugs and medication in a child care centre.

Parental Authorization to Administer Medication:

- Whenever possible, parents will be encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule.
- Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for Medication Administration form. The Authorization for Medication Administration form must be accompanied by a doctor's note for over-the-counter medications.
- The authorization must include a schedule that sets out the times the drug or medication is to be given and the amounts to be administered.
- Where a drug or medication is to be administered to a child on an "as needed" basis (i.e. there is no specific schedule or time of the day for administration), the drug or medication must be accompanied with a doctor's note outlining signs and symptoms for administering the drug or medication and the appropriate dosage. In addition, the Authorization for Medication Administration Form must clearly indicate the situations under which the medication is to be given as outlined in the doctor's note, including observable symptoms. Examples may include:
 - 'when the child has a fever of 39.5 degrees Celsius';
 - 'when the child has a persistent cough and/or difficulty breathing'; and
 - 'when red hives appear on the skin', etc.
- Prescription/over-the-counter skin products (with a DIN) that need to be administered for acute or symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for Medication Administration.

- As long as sunscreen, lotion, lip balm, bug spray, hand sanitizer and diaper cream are non-prescription and/or are not for acute (symptomatic) treatment, and due to their longer-term daily usage, these products:
 - must have a blanket authorization from a parent on the enrolment form;
 - can be administered without an Authorization for Medication Administration form; and
 - do not require record-keeping

Drug and Medication Requirements:

All drugs and/or medications to be administered to children must meet the following requirements:

- All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.
- All drug or medication containers must be clearly labelled with:
 - The child's full name;
 - The name of the drug or medication;
 - The dosage of the drug or medication;
 - Instructions for storage;
 - Instructions for administration;
 - The date of purchase of the medication for prescription medications; and
 - The expiry date of the medication, if applicable.
- The information provided on the written parental authorization must match with all the requirements listed above.
- Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labelled container, the child care centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.
- Over-the-counter epinephrine purchased for a specific child can be administered to a child with an individualized plan and emergency procedures for an anaphylactic allergy as long as

it is accompanied by a doctor's note and is clearly labeled with the child's name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration.

Drug and Medication Handling and Storage:

- All drugs or medications will be kept inaccessible to children at all times in a locked container or area (e.g. in a refrigerator, cabinet, cupboard or drawer). There are exceptions for emergency medications as outlined below:
 - Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children, including during outdoor play periods and off-premises activities.
 - Where a child has written permission to carry their emergency allergy or asthma medication, precautions will be taken to ensure that these medications are not accessible to other children (e.g., in cubbies or backpacks that are unattended).
- In case of an emergency, all staff, students and volunteers will be made aware of the location of children's emergency medications at all times.
- Emergency medications will be brought on community walks, evacuations and off-site activities.
- Any topical products or drugs/medication in the first aid kit will not be used on children to clean or treat wounds. Children's cuts and wounds will be disinfected in accordance with local public health recommendations.
- All drugs and medications for children will be stored in accordance with the instructions for storage on the label. Medication requiring refrigeration will be stored in the refrigerator in a locked container.
- Where drugs or medications are past their expiry date, they will be returned to the parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.
- Any drugs or medications remaining after the treatment period will be returned to a parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.
- Where attempts have been made to return a drug or medication to a parent and the parent has not taken the medication home, the person in charge of drugs and medications will

ensure that the efforts made to return the drug or medication have been documented in the appropriate staff communication book (e.g. daily written record), and the drug or medication be returned to a pharmacist for proper disposal.

Drug and Medication Administration:

- When possible, a child’s parent and physician should try to minimize the need for medication while in childcare. Medication can be ordered to be administered twice a day (in the morning before attending childcare and upon arriving at home after childcare). However, in some situations a child may require medication during care, and it will be administered at lunch (between 11:30am – 12:00pm).
- ALG will administer prescription medication to the child after and only after the child has been on the medication for 24 hrs.
- Drugs or medications will be administered according to the instructions on the label and only with written parental authorization.
- The Supervisor (or designated) in charge of medications will deal with all drugs and medications to reduce the potential for errors, whether on or off the premises. Where the person(s) is absent, they will delegate this responsibility to another individual. The name of the individual who has been delegated and the duration of the delegation will be documented in the appropriate staff communication book (e.g. daily written record).
- A drug or medication will only be administered from its original container as supplied by a pharmacist or its original package, and where the container is clearly labelled as outlined under the Drug and Medication Requirements section of this policy.
- A drug or medication will only be administered using the appropriate dispenser (e.g. syringe, measuring spoon/cup, etc.).
- To support the prompt administration of emergency medication:
 - Emergency medications may be administered to a child by any person trained on the child’s individualized plan at the childcare centre; and
 - Children will be allowed to carry their own asthma or emergency medication in accordance with this policy, the drug and medication administration procedures, and the child’s individualized plan, where applicable.
- Drugs or medications that are expired (including epinephrine) will not be administered at any time.

Record-Keeping:

- The Supervisor will sign the form when the medication has been given and make note of the time medication has been administered on HiMAMA for the parents to see.

- Records of medication administration will be completed using the Records of Medication Administration every time drugs or medications are administered. Completed records will be kept in the child's file.
- Where a child's medication administration form includes a schedule setting out specific times to administer the medication and the child is absent on a day medication would have been administered, the child's absence will be documented on the medication administration record to account for all days during the treatment period (excluding weekends, holidays and planned closures).
- If a dose is missed or given late, reasons will be documented on the record of medication administration and a parent will be notified as soon as possible as it may impact the treatment schedule or the child's health.
- Where a drug or medication is administered 'as needed' to treat specific symptoms outlined in a child's medication administration form or individualized plan and emergency procedures for an anaphylactic allergy (e.g. asthma, fever, allergic reaction), the administration and the reason for administering will be documented in the appropriate staff communication book (e.g. daily written record) and in the child's symptoms of illness record. A parent of the child will be notified.

Confidentiality

- Information about a child's medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Procedure:

Staff must:

- 1) Have the parents fill out the Medication Form.
- 2) Verify that the drug or medication:
 - is accompanied by a doctor's note (for over-the-counter medications);
 - is in its original container as prescribed by the pharmacist or in the case of over-the-counter medications is in its original package; and
 - is not expired
- 3) Obtain the appropriate dispenser, where applicable
- 4) Review the medication administration form and (and doctor's note, where applicable), and the label to verify that all sections are complete and accurate, and that the information in the authorization matches the medication label.
 - Where errors are found on the form or the label is incomplete, the form/medication must be returned to the parent to make and initial corrections;

- 5) sign the form once it is complete and accurate.
- 6) take the drug or medication and dispenser and store it in the designated locked storage space in accordance with the instructions for storage on the label; and
- 7) Place the medication in the locked box in the fridge and place the form on the Supervisor's desk.
- 8) Supervisor will administer the medication. The teachers will be made aware of the time the medication will be administered. In the event the Supervisor is away, the Director or designate will assume the responsibility of administering the medication. In the event that the Supervisor and the Director are both away, the Assistant Supervisor will assume responsibility of administering the medication.
- 9) The medication form needs to be initialed after the medication is given. The form is kept in the Medication binder found in the cupboard next to the refrigerator.
- 10) Make note of administering medication on HiMAMA.
- 11) The teacher must obtain the medication from the locked box for the parent at the end of the day.
- 12) Check to make sure you are giving the parent the correct medication.
- 13) If a child has Asthma and uses an inhaler frequently, an On-going Medication Form must be completed and kept in the classroom. Classroom teachers may administer inhaler after given proper instruction from the office. Staff will sign and date the Daily Medication Schedule, including the time the puffers were administered and the number of puffs. The administration of the puffers will be recorded on HiMAMA.

The following procedure will be used by the individual(s) named in the above medication policy to ensure that all prescription medications are administered in a safe manner:

- The label on the medication container must be checked against this form 3 times to ensure that no errors are made.
- Check to see when the medication was last administered. This will ensure that no one has already given the medication to the child. WASH YOUR HANDS!

There are three safety checks to be followed:

Check Number One:

- Choose the correct medication from the locked box in the refrigerator.
- Check the label of the medication with the information on the medication form.
- Shake the bottle if it is liquid.
- Remove the cap and place it topside down on the counter to keep it clean.

Check Number Two:

- Read the label again before pouring the medication from the container.
- Measure accurately pouring away from the label to keep the label clean and easy to read. A calibrated spoon, medicine cup or dropper should be used for accurate measurement.

Check Number Three:

- Read the label again after pouring the medicine.
- Return the medication to the refrigerator and lock it.
- Take the medication, with the medication form as its source of identification, to the child.
- Always keep the medication with its source of identification.
- Identify the child. If there is any doubt in your mind e.g. (new child), check with another staff member.
- Gain the child's confidence and explain what you are going to do.
- Let him participate as much as is appropriate. (He can choose the drink he takes after it).
- Praise him for taking his medication well.
- Give him his drink if otherwise contradicted. It's best not to give milk.
- Immediately chart on the medication form your signature and the time the medication was administered.
- Make note of when the medication was administered on HiMAMA for parents to see when it was last given.
- Leftover medications should be hand delivered to the parent or discarded with the parent's permission.
- Any accidental medication error should be reported to the Supervisor/Director and parent. Appropriate accident forms should be completed.

**ALL MEDICATION IS TO BE GIVEN TO THE OFFICE SO IT MAY BE STORED APPROPRIATELY.
(Only the Owner Operator, Supervisor or Assistant Supervisor is permitted to administer medication)**

Mealtime and Nutrition:

Two snacks and a hot lunch are served in all the programs throughout the centre. Our meals are prepared in accordance with Canada's Food Guide, and prepared fresh daily onsite.

Snacks and lunch are social times in which conversation is encouraged. Teachers and children sit around the table in a family style seating arrangement. Prior to meals grace is said as a group. Children are encouraged to taste food but NEVER forced to eat. Food is never withheld from a child for disciplinary reasons.

Mealtimes:

Morning snack is served at approx. 9:00am.

Lunch is served at approx. 11:20 - 11:45am.

Afternoon snack is served at approx. 2:15pm.

Although we have the above schedule children in our infant program are fed according to their own schedules if needed.

Our centre is *PEANUT FREE* to the best of our ability.

Due to the number of allergies throughout the centre, NO outdoor food is allowed in the classrooms. Staff are all trained to administer Epi-Pens in the event a child suffers from a life-threatening allergy.

Outside Time:

Weather permitting; the children will be outside for two hours per day. Please bring the following to daycare:

SUMMER:

Hat, Sunscreen, Swimsuit & Towel, Water Shoes, Indoor Shoes or Slippers

WINTER:

Hat, Mittens (2 pairs), Snowsuit, Boots, Indoor Shoes or Slippers

FALL/SPRING:

Splash Pants, Boots, Mittens, Indoor Shoes or Slippers

**** Always bring extra clothing in case of accidents****

Sleep Time:

In compliance with the CCEYA, ALG provides a 2-hour soothing rest period for your child. Rest period is approx. 12:15pm-2:15pm. Infants sleep according to their own schedule.

If your child does not sleep or rest for the full time provided, they may participate in a quiet activity (books, coloring, puzzles, etc.), with a teacher until the remaining children are awake.

The CCEYA requires children from the ages of 0-6 years to have a minimum rest period of 1 hour per day. ALG supplies blankets for all children. If you wish, you can bring in a small sleep toy that must be kept in your child's backpack. No large items due to space restrictions will be allowed during sleep time.

To ensure the safety and well-being of all infants younger than 12 months, they will be placed for sleep in a manner consistent with the recommendations set out in the "Joint Statement on Safe Sleep: Preventing Sudden Infant Death in Canada. An infant under 12 months will be placed in their crib on their back to sleep. If an infant is able to roll from their back to stomach or side, they will not be repositioned. Sleep positioners will not be used.

Serious Occurrence Notification Plan:

ALG's main priority is to promote the health and safety of our children. The staff work to maintain a safe and nurturing environment, however, despite all safety precautions serious occurrences can occur.

All serious occurrences are reported online using the Child Care Licensing System (CCLS). There are five categories of serious occurrences that must be reported to the Ministry:

1. the death of a child who received childcare at a home childcare premises,
2. abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a home childcare premises or childcare centre,
3. a life-threatening injury to or a life-threatening illness of a child who receives childcare at a home childcare premises or childcare centre,
4. an incident where a child who is receiving childcare at a home childcare premises or childcare centre goes missing or is temporarily unsupervised, or
5. an unplanned disruption of the normal operations of a home childcare premises or childcare centre that poses a risk to the health, safety or well-being of children receiving childcare at the home child care premises or child care centre

In keeping with the new policy, which was effective November 1, 2011, by the Government of Ontario, ALG will post information regarding serious occurrences that occur. A Serious Occurrence Notification Form is posted in a visible area to parents for 10 days.

Absent / Sick Days:

Parents are responsible for full fees on days that your child is absent or sick from daycare.

Vacation Policy:

Parents are responsible for full payment for any vacation taken throughout the year.

Statutory Holidays:

ALG will be closed to observe the following Holidays:

Statutory Holidays			
New Year's Day	Family Day	Good Friday	Easter Monday
Victoria Day	Canada Day	Civic Holiday	Labor Day
Thanksgiving Day	Christmas Day	Boxing Day	
Parents are responsible for full fees for these days			

Fee/Rate Schedule:

Effective March 28th, 2022, O. Reg 137/15 under the Child Care and Early Years Act, 2014 (CCEYA) has been amended to provide a regulatory framework for the Canada-Wide Early Learning and Child Care System (CWELCC) in Ontario.

Currently, ALG Inc. is enrolled in the CWELCC.

The tables below list the rates per category of care and the associated fee schedule of payments. Rates are per day, per child.

When a new placement has been offered and accepted in one of our programs, parents are required to pay a **non-refundable** registration fee of \$50.00 per child and a \$100 deposit which is applied to the first month's childcare statement.

Parents are required to provide the Supervisor or Director with four (4) weeks written notice of a child's withdrawal from the program. Should you withdraw and then wish to register the same child(ren) at a later date, a non-refundable administration fee of \$25.00 will be applied.

The expenses of ALG programs continue during periods of absence and parents are required to pay for care when their child is absent from the program (e.g., illness, vacation, etc.)

There are **no fee deductions for statutory/civic holidays or if closures due to inclement weather (please see Statutory Holidays Pg. 20 and Inclement Weather pg.23 for further information).**

ALG Inc. utilizes an age-based fee schedule. Our fees are based on your child's age and may not reflect the group your child is placed in. This fee schedule reflects funding agreements with the City of Hamilton.

Child Care Fees are applied to age groups as follows:

Program/Age	Daily Rate	CWELCC Discount	Parent Daily Rate
Infant (less than 18 months)	\$ 72.00	52.75%	\$34.02
Toddler (18 – 30 months)	\$ 65.00	52.75%	\$30.71
Preschool (30 months - 6 years)	\$ 57.00	52.75%	\$26.93
Before/After School	\$ 28.00	52.75%	\$13.23
Before School	\$ 12.00	52.75%	\$12.00 (min daily rate)
After School	\$ 16.00	52.75%	\$12.00 (min daily rate)

PLEASE NOTE:

- Rates are **currently discounted by 52.75%** due to the CWELCC funding.
- A surcharge of \$2.00 per day for children over the age of 2.5 that are not toilet trained will be added.

Method Payment of Fees:

All Fees/Payments are paid through HiMAMA.

Parents are to set up payments through HiMAMA by:

Step 1: Click on 'More' followed by 'Invoices'

Step 2: Select 'Add a preferred payment method' and insert your payment details

Step 3: If you want you can, turn on autopay, and invoices will be paid on the invoice due date.

Monthly statements will be sent out through HiMAMA, the last week of each calendar month.

Please note:

** Late payment subject to interest charge of 3% will be charged.

** Rates are subject to change as conditions may require. Parents will receive at least three weeks notice of any change in rates.

Field Trips and Outings:

ALG takes part in walking trips and community walks and planned activities off the premises. (There are no trips taken that require transportation). A consent/permission form is included in your registration package.

Smoke-Free Environment Policy:

In accordance with the *Smoke-Free Ontario Act, 2017*, Ancaster Little Gems Children's Centre is a Smoke-Free Environment. The act prohibits smoking or holding lit tobacco in a childcare centre, whether children are present or not. Staff, students, volunteers, parents or anyone coming onto the premises while smoking will be asked to leave the premises immediately.

As of October 17, 2018, smoking of medical and recreational cannabis and the use of electronic cigarettes (containing any substance) is prohibited in the same places where smoking tobacco is prohibited under the Smoke-Free Ontario Act.

The sale of tobacco or vapour is also prohibited in a childcare centre.

In accordance with the Childcare Early Years Act, 2014, ALG must be smoke-free at all times. In order to abide with these regulations no smoking or vaping on the property including while in your car is prohibited.

Staff, students and volunteers are notified upon hiring of our Smoke-Free Environment Policy. There are five No-Smoking/Vaping signs posted on our exterior building doors visible for all to see, as well as one in the staff bathroom.

Emergency Management Policy:

ALG has an emergency management policy, which covers, but not limited to the following: fire, gas leak, utility failure, criminal activity, lock down, winter storm, imminent weather, first aid incident, child abuse, missing child, and serious violent activity in the vicinity of the centre.

In the event that one of the above noted emergencies occur, all parents will first be notified through HiMAMA.

Should there be no connection to the internet, parents will be notified by phone.

If the centre is required to evacuate the property, staff and children will walk over to the either the Hamilton Public Library (Monday – Thursday) or St. Andrew’s church on Sulphur Springs Road (Friday).

The Director/Supervisor will then contact parents through HiMAMA to inform them of the situation.

Staff will follow emergency response procedures outlined in this document by following these three phrases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are always supervised.

Incident Weather Policy:

In the event of impending severe weather conditions, Ancaster Little Gems will monitor the weather warnings. Ancaster Little Gems will only close due to severe weather conditions, if both the Catholic and Public-School Boards announce that schools will be closed. If busses are cancelled, but school remain open, Little Gems will remain open as well.

Parents are asked to stay tuned to the Hamilton and area TV and radio stations for weather reports and School Board announcements. We will also send out a notification through HiMAMA and will record a notification on our answering machine.

The following is a list of Hamilton and area media outlets that will report on School Closures:

95.3 Fresh FM / Y108 FM
 CKOC 1150 / K-Lite 102.9 FM
 CKPC 1380 AM / Jewel 92.1 FM
 CHCH TV Morning Live (Channel 11)
 CBC Hamilton www.cbc.ca/hamilton

If ALG remains open during winter weather, please be aware that many of our teachers have long drives into the centre, so our staffing could be affected first thing in the morning. We will do our best to take care of your needs, but safety is our utmost concern.

Centre Closure Due to Power Outage:

If ALG should lose power at some point of the day, we may have to close the centre. The first notice will go out through HiMAMA approximately an hour and a half after the power is lost stating what the potential plan will be. If power is not restored by a given time, we will send a second notice stating the time the centre will be closing. Board of Health will contact us within two hours of power failure to discuss our plan of action.

In the Event of an Evacuation:

In the event of an emergency and the centre must be evacuated, the staff and children will make their way over to either the Hamilton Public Library (Monday – Thursday) or St. Andrew’s Church on Sulphur Springs Road (Fridays). The Owner Operator/Supervisor will contact parents through HiMAMA to inform parents of the situation. Should there be no connection to the internet, parents will be notified by phone.

Policy for the Supervision of Students & Volunteers:

ALG will ensure that direct unsupervised access (i.e., when the individual is alone with a child) is not permitted for persons who are not employees of the centre; including all students and volunteers as required under section 11.1 of Ontario Reg. 137/15.

If you would like to review the full Supervision Policy for Students & Volunteers please contact the office at 905-648-8778.

Enrollment and Service Termination:***Enrollment Fee:***

At ALG we charge a \$75.00 registration fee (non- refundable) upon registering. A deposit of \$100.00 (non-refundable) will hold your spot until your child’s start date. The \$100.00 will be applied to your first week’s fees.

Service Termination:

ALG requires four weeks written notice of withdrawal of your child from the program. If notice is not given, you will be responsible for four weeks fees.

Lost and Found:

There is a lost and found located in every room of the centre. Please check the lost and found in your child’s room on a regular basis.

Any items left at ALG after 30 days will become the property of the centre.

Personal Belongings:

Please be certain to label ALL your child's belongings to help prevent loss. Mabel's Labels is an on-going fundraiser here at ALG. Simply go onto the Mabel's Labels website and look up Ancaster Little Gems.

https://mabelslabels.ca/en_CA/fundraising/support/

ALG understands that children enjoy sharing their own belongings from home and to allow for this staff may schedule Show & Tells days. We would prefer that home toys not be brought into the classroom as it may get lost or causes issues amongst the children.

**** ALG does not accept responsibility for any lost or broken items****

CUBBIES: Please clean out your child's cubby at the end of your child's week.

Parent Involvement:

Parents are welcomed to get involved with different aspects of ALG:

- Fundraising activities
- Christmas open house
- Family BBQ
- Attend parent meeting
- Providing classrooms with beautiful junk (i.e. fabrics, buttons, thread spools, any natural materials such as wine corks, seashells, special rocks, etc.)

Conflict Resolution Policy (Parent Issues/Concerns):**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

Policy:

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. At ALG 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.

In the event of a parent issue or concern, ALG will support open discussions through a fair and transparent process. ALG will ensure any issue or concern will be taken seriously and addressed in a timely manner.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. The Director and/or Supervisor will ensure that the person who raised the issue/concern will be kept informed throughout the resolution process.

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

ALG 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/childrensaidthereportingabuse/index.aspx>

Procedure:

We have an open-door policy at ALG, please feel free to call the Director or Supervisor at any time (905)648-8778. You may also stop by the office or send an e-mail at ancasterlittlegems@gmail.com

In the event that a concern is brought forward at the program level, the staff member will notify the office of any concerns that have been brought forward by a parent. If the matter is not able to be resolved at the classroom level, we then ask that the parent speak with the Director and/or Supervisor and the issue will be addressed within 24 hours. Concerns can be brought forward verbally or in writing.

If a resolution cannot be achieved immediately, a timeline of an expected response will be given to the parent.

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

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

Concerns and Suggestions:

If you have any concerns:

- Please feel free to call the office or E-mail us ancasterlittlegems@gmail.com

"Open Door" Policy:

ALG understands how difficult it can be to be away from your child. We understand that as a parent, the success of your day depends on the success of your child's day. So please feel free to call and we will gladly go check with the classroom teachers to see how your child's day is doing.

Parking:

ALG has "on site" parking. Please park your car in such a way that it enables others to enter and leave the parking lot in a safe and swift manner. Take your time coming into and leaving the parking lot and avoid making additional parking spaces (i.e. fourth spot by the Little Gems sign).

Always accompany your child in the parking lot. We are asking that parents take no more than 10 minutes during drop-off and pick-up to help eliminate congestion in the parking lot. Please, ***never leave your car running while unattended***. Cars have been known to slip into gear and cause horrible accidents. ***Siblings are not to be left in the car while dropping off/or picking up a child attending ALG.***

*** Thank you for choosing Ancaster Little Gems Children's Centre. We know you and your family will enjoy your time with us. ***

Illness and Childcare

How ill is too ill to come to school?

If your child has any of the following, we feel that they are best cared for at home.

- Diarrhea
- Vomiting
- Contagious infection
- Temperature over 100 Fahrenheit - 38 Celsius

When will you need to pick up your child due to illness?

You will receive a call from us asking for you to pick up your child;

If your child becomes ill while at Little Gems

If they have vomited

If they have had three soft Bowel Movements

If they have a temperature of 101 Fahrenheit - 38.4 Celsius

Please Note:

You will not be able to bring your child back to Little Gems until your child is symptom free for 24 hours, without the use of medication, please follow the Infection Control Guidelines as outlined by the City of Hamilton.

This will help us keep all our Little Gems Healthy throughout the year.

Can Medication be administered to my child?

Antibiotics will be administered to your child at Little Gems under the following circumstances:

- The child has been on the Antibiotic for 24 hrs
- The proper Medication Form has been signed
- The medicine is in its original prescription container.



EXCLUSION PERIOD FOR SICK CHILDREN

The following is a partial list, please contact Hamilton Public Health Services (905-546-2063) with questions or if you suspect a child has an infectious disease.

EXCLUDE A CHILD WITH ANY OF THE FOLLOWING CONDITIONS

CONDITION	EXCLUSION PERIOD
Chickenpox	Afebrile and well enough to participate (regardless of the rash)
Diarrhea (unknown cause)	Until 24 hours after last diarrhea bowel movement
Diarrhea – E. coli	Until 2 negative stool specimens are taken at least 24 hours apart
Diarrhea - Shigella	Until a negative stool specimen is collected at least 24 hours after symptoms resolve
Diarrhea - Giardia	Until symptom free for 24 hours
Diarrhea - Norovirus	Until 48 hours after last diarrhea bowel movement
Diarrhea – Salmonella and Campylobacter	Until 24 hours after last diarrhea bowel movement
Hepatitis A	Until 1 week after onset of jaundice
Impetigo	Until 24 hours of antibiotics (draining lesions must be kept covered)
Influenza	Until fever has resolved and child is feeling better
Measles	Until 4 days after rash appeared
Meningitis (bacterial or viral)	Until child is recovered, decision to be made by a physician
Mumps	Until 5 days after symptoms began
Pertussis (whooping cough)	Until 5 days after antibiotics are started, or until 3 weeks if not treated with antibiotics
Pinkeye with discharge	Until 1 full day of antibiotic treatment (if bacterial) or until doctor approves (if viral). No need to exclude if there is no discharge.
Pneumonia	Until feeling well enough to participate in regular activities
Ringworm (body)	Until treatment has started
Rubella (German Measles)	Until 7 days after onset of rash
Scabies	Until treatment has been applied
Scarlet fever/Strep throat	Until 24 hours after starting treatment
Tuberculosis - active	Call Public Health Services (905) 546-2063
Vomiting	Until the vomiting stops, or it is determined that the vomiting is caused by a non-infectious condition

Ancaster Little Gems will be following these guidelines. If you have any questions, please contact the office (905)648-8778 and we will gladly go over any areas of concern.