



OTTAWA-CARLETON  
DISTRICT SCHOOL BOARD



# EXTENDED DAY PROGRAM

## PARENT HANDBOOK



### Early Learning Program

Phone: 613.596.8760

Fax: 613.596.8256

Email: [earlylearning@ocdsb.ca](mailto:earlylearning@ocdsb.ca)

# OTTAWA-CARLETON DISTRICT SCHOOL BOARD EXTENDED DAY PROGRAM

## **A warm welcome is extended to you and your family.**

The Extended Day Program (EDP) provides your child the opportunity to participate in activities that will complement what happens during the regular school day. The educator teams plan and organize the environment and activities based on the developmental needs of the children, as well as the guiding principles outlined in [The Kindergarten Program, 2016](#) and ["How Does Learning Happen? Ontario's Pedagogy for the Early Years"](#) (HDLH). The focus is on age-appropriate, developmentally appropriate, and culturally responsive program planning, to facilitate experiences that promote each child's physical, cognitive, language, emotional, social, and creative development and well-being.



Educator teams foster conversation, observe and document with the children, in order to plan appropriately for each child, and each group of children. Occasions for spontaneous and new activities, as well as expansion of current activities are provided, in order to take advantage of children's natural curiosity and to help maintain their interest and engagement in their environment.

Thoughtful curriculum planning for indoor as well as outdoor play, active as well as rest/quiet time, capitalizes on the interests of the children and helps to encourage engagement. Activities include quiet reading time, gross motor opportunities in the gym and outdoors, as well as open play within the classroom. Your child will be in a familiar surrounding with educators and children who they have been with during the school day.

The goal of engaging families is met through clear and consistent verbal and visual communication and documentation.





# PRINCIPLES GUIDING PROGRAMMING

Consistent with “[How Does Learning Happen? Ontario’s Pedagogy for the Early Years](#)” school board-operated programs are legislatively guided by the following principles:

**View of the Child:** All children are competent, capable of complex thinking, curious and rich in potential. Environments and experiences allow children to exercise choice and respond to individual abilities and interests.

**Positive Interactions:** Programs support children in making connections with their peers and educators in structured and unstructured interactions as well as provide opportunities for children to engage in independent activities. All children, including children with differing abilities, feel valued, connected to others, and are able to make positive contributions to the group, community and natural world.

**Developmentally Responsive:** All children are able to participate fully in ways that are most comfortable for them. Programs support physical and mental health and wellness, and are rooted in an understanding of child development and the broader contexts within which this development is happening (e.g. local, social, cultural, economic).

**Safe, Inclusive Spaces:** Programs establish and maintain positive, harassment/discrimination free environments for optimal participant growth so that children, each with differing abilities, interests and perspectives feel that their experiences and strengths are valued.



## WHO CAN REGISTER IN THE OCDSB EDP?

The program is open to all children from Kindergarten to Grade 6 registered in their designated OCDSB school. Children are eligible to register in the EDP and the Summer Program until the end of their Grade 6 school year. Parents and caregivers who wish to register their children in the Extended Day Program at their child’s designated school when they attend another school for the core portion of the day can send an email with a formal request for consideration to the [Lead Program Supervisor](#), outlining reasons for the request. These requests will be reviewed in consultation with the Early Learning Manager based on availability of space, and the ability to ensure that the end time of the school day and the start time of the Extended Day Program align.

## PROGRAM STAFF

“When we see educators as knowledgeable, reflective, resourceful, and rich in experience, we value the experiences and environments they create for children.” (HDLH)

Our educators teams are composed of Registered Early Childhood Educators (RECE); and depending on the number of registrations, Early Learning Assistants. To support educator teams applying pedagogical approaches and practices as well as policies and procedures, our Program Supervisors work alongside the educators to both guide and support them to deliver a responsive and quality program. The Manager of Early Learning and the Lead Program Supervisor oversee the operation of the OCDSB’s Extended Day Programs.

The educator teams, the Program Supervisor and the management team foster interactions and communication among educators, children and families. Parents and caregivers are encouraged to communicate with all OCDSB program staff.





# CRIMINAL REFERENCE CHECK — VULNERABLE SECTOR CHECKS

To mitigate risk to the safety of the children or anyone else who works in the program, all of our Early Childhood Educators (RECE) and Early Learning Assistants as well as the Early Learning Department Team must provide a current Police Record - Vulnerable Sector check prior to beginning employment. This is a legislative requirement of the Ministry of Education for all OCDSB employees.

## HOURS OF OPERATION

### Instructional (Regular School) Days

The Extended Day Program operates before and after the regular school day. The program begins at 7:00 a.m. until the entry bell, and resumes at the dismissal bell until 6:00 p.m., Monday to Friday.

### Non-instructional days (PD Days, school breaks, and summer)

The Extended Day Program operates from 7:00 a.m. to 6:00 p.m. on non-instructional days during the school year with the exception of the October PD day (October 9th, 2020) and the April PD day (April 23, 2021) based on sufficient enrollment. (If you have registered your child for care and the program will not be running at the designated school, you will have the option of attending another school's program or withdrawing for this day of care). Registration for optional days is only open to currently enrolled children and will be done using the parent portal. The cost for the full day of care will be \$35.00 per day.

**Please note:** if you sign up for an optional day of care, and your child doesn't attend, you are still responsible for the fees, as staffing is arranged based on the need and legislative requirements.

Winter Break programming may be offered at select locations, based on sufficient demand, accessibility to the school and staffing. The available days of care will be announced each school year with the program being closed the week between Christmas and New Year's day.

March Break programming may be offered at select locations, based on sufficient demand, accessibility to the school and staffing.

Summer Break programming may be offered on sufficient demand at select locations due to the accessibility of the schools and staffing.



## CLOSURE DATES

**The Extended Day Program is closed on the following statutory and provincial holidays:**

Thanksgiving Day

Family Day

Canada Day

Christmas Day

Good Friday

Civic Holiday

Boxing Day

Easter Monday

Labour Day

New Year's Day

Victoria Day



## REGISTRATION APPLICATION PROCESS

Parents and guardians can enroll their children in the Extended Day Program at the school where they are registered as a student. A one-time non-refundable registration application fee of \$50 is required at the time of application. This fee is waived for families receiving a child care fee subsidy. The registration application fee is only processed once a spot is confirmed in the program.

**First step:** Parents will be required to Make a Registration request by clicking on the New Student icon via the OCDSB website [OCDSB-Extended Day Program](#).





**New Students**  
Make a Registration Request

Your request will be sent to the Program Supervisor responsible for your program. If your service request is approved, you will receive next steps on how to proceed with registration.

The application is only a request, and may be approved or denied by childcare management staff, depending on availability, admission criteria and available spaces. A waitlist will be available at each site if required. (See Waitlist Information) . If you need to make any changes to your Registration request, you will need to submit a new request.

**Next Steps:** Once your request has been approved, you will receive an email confirmation and your activation code in order for you to activate your account.

You will then be asked to complete the e-registration application process. NOTE: It is important that you make note of your user ID, password and security question answers for future use.

1. Activate your account and complete all required information. You must complete all sections of the registration before it's deemed complete.  
NOTE: You will receive an automated email confirming that the child profile has been created, therefore your registration is complete.



**Existing Students**  
Access the Parent Portal

To access your on-line registration parent portal, click on the [Existing Students](#) icon on the OCDSB website.

If at any time you are encountering difficulties with your registration request, accessing the parent portal or any part of the registration process, you can contact the technical support team by using the in-line chat feature, or by email at [support@digibot.ca](mailto:support@digibot.ca).

## PRIVACY POLICY

In accordance with the [OCDSB Privacy Policy](#), the Early Learning Department will abide by all OCDSB privacy policies and procedures when it comes to the release of information pertaining to any child registered in the Extended Day Program.

## RELEASE OF INFORMATION — TERMS OF REGISTRATION

Only the account holder in the parent portal will have access to any attendance, and other information as it relates to the child/ren's Extended Day Program enrollment. The account holder is able to add additional contacts to the account that he or she wishes to have access to this information.

Access to all financial information is restricted to the account holder only and no financial details will be discussed with any other party without the consent of the account holder.

## CHANGES OF CARE (A CHANGE IN SCHEDULE ONLY, DOES NOT INCLUDE WITHDRAWALS)

We recognize that child care needs may change throughout the year. Changes must be requested and will be permitted up to a **maximum** of three (3) changes per school year. Any additional requests will be reviewed and approved by the Lead Program Supervisor.

In order to request a change in care you will need to access your parent portal, clicking on the Existing Students icon via the OCDSB website and request an updated schedule. Once the Program Supervisor has reviewed and approved the change of care, you will receive notification that the change will be processed and approved.

Change of care requests will be reviewed and implemented according to the following timelines: Changes of care processed between the 1st and the 15th of the month, will be effective on the first (1st) day of the following month, and changes processed between the 16th and the 31st of the month, will be effective on the fifteenth (15th) day of the following month.

**Please note** that schedule changes are not available yearly in September or June.

## WITHDRAWALS (COMPLETE WITHDRAWAL FROM THE EDP)

A withdrawal request will need to be made by accessing your parent portal, clicking on the Existing Students tab on the OCDSB website and requesting an end date to your child/ren's schedule. Withdrawals will require **two weeks notice**. Once the withdrawal has been completed, you will receive an email notification verifying the end date in the program. A refund will then be processed if applicable.

**\*Please note** that refunds, if applicable, will follow in 4 weeks.





**\*\*Please note** that annually, there will be no withdrawals processed in June.

## UPDATED PARENT INFORMATION — CHANGE OF INFORMATION

It is the parent's/caregiver's responsibility to update the parent portal with any changes to work information, telephone numbers, address, email address, child's medical conditions and emergency contact information. To access the parent portal, click on the Existing Students icon via the OCDSB website.

## FEES

Fees for the Extended Day Program will be collected through Electronic Funds Transfer (EFT). The monthly fee is due on the first day of each month and will be deducted from your bank account within the first 3 business days of the month. If your child starts after the monthly fees have been processed, your first month's fee will be processed along with next month's fees.

The cost for AM/PM care at all Extended Day locations is from \$22.50-\$27.00 per day. The AM only or PM only cost is site specific and based on the number of minutes the Extended Day Program operates either before the start of school or after the end of the school day.

For the EDP fee information for your child's school, please see the Extended Day Program/2020-2021 EDP [Fees & Locations](#) icon on the OCDSB website.

## FEE SUBSIDIES

In order for your child to receive a subsidy for the Extended Day Program you must register with the [City of Ottawa Child Care Registry and Waitlist](#) (CCRAW). When you add your name to the Registry, you will have the option to apply for a subsidy, or call the City of Ottawa at 311 for assistance. This is in addition to Make a Registration request by clicking on the New Student icon via the OCDSB website [OCDSB-Extended Day Program](#).

## INSUFFICIENT FUNDS CHARGES/OVERDUE FEES

Any fees returned due to insufficient funds are subject to a \$30 administration fee. The OCDSB will make a second attempt on the 15th of the month (or the first business day if the 15th falls on the weekend) to recover the missed payment along with the \$30 NSF fee. If fees remain in arrears for more than 30 days, your child care services will be reviewed by the Manager of Early Learning to determine what action will be taken to collect the overdue fees.

The OCDSB may require payment by bank draft/certified cheque if fees are in arrears for more than 60 days. At that point the OCDSB reserves the right to suspend child care services until full payment is received.

**Please note** where fees remain in arrears at the end of a school year, parents will not be able to register their child(ren) for EDP summer programs and/or the upcoming school year.

## INCOME TAX CHILD CARE RECEIPTS

Families will be provided with a receipt of their child care expenses for the previous calendar year by the end of February. The names and amounts on the receipt are based on the information provided through the parent portal. These receipts will be available to parents under the Finances tab in the parent portal by clicking on the [Existing Students](#) icon on the OCDSB website.



## WAITLIST INFORMATION

Due to legislative requirements, the OCDSB reserves the right to maintain a waitlist. When a program is at capacity based on the staffing in place, a program waitlist will be maintained and monitored by the Program Supervisor from the Early Learning Department. Every effort will be made to open new groups based on the registration requests and staffing in order to meet the legislative requirements. Priority will be given to siblings currently enrolled in the EDP Program.

## ARRIVAL AND PICK UP (SIGNING IN AND OUT)

**\*Parents/Guardians must sign their child in at drop off in the morning, and sign their child out at pick up in the afternoon.\***

Under no circumstances is a child to be dropped off at a program and left unattended, nor will a child be allowed to leave the program alone.

Please make sure the Extended Day Program educators are aware of any alternate pick up arrangements for a child. In the interest of safety, no child will be released to an individual without prior consent from the parent/caregiver, and no child will be released to leave the program alone. Children may only be released to a parent or guardian,



unless a written arrangement for release to another individual is made with a staff member. If your child is being released to a guardian under the age of 16, a consent form will be required.

Individuals should be prepared to show photo identification when picking up your child/ren from the program.

If unforeseen circumstances occur (such as an inclement weather situation), where the EDP educator is not present when the program opens, parents must stay with their children until the EDP educator arrives.

If educators suspects that the adult picking up a child is visibly impaired to drive and alternate pickup arrangements are not made, staff may conclude that the child is in danger of suffering physical harm. In such circumstance the staff person cannot withhold the release of the child; however, they are obligated to report their concerns to the Ottawa Police immediately.

## **SAFE ARRIVAL IN THE PM EXTENDED DAY PROGRAM**

Safe arrival procedures for children who are registered in the Extended Day Program in the afternoons are vital and take place within the first ten minutes of the school dismissal bell.

If you are picking your child up at the end of the school day and they will not be attending the program on a scheduled day, you are required to call or contact the school and let them know your child will be picked up after school and will not be attending the Extended Day Program.

Extended Day Program staff will verify with the school office any children who are absent from the program on a scheduled day or who are unaccounted for.

If your child is unaccounted for, the following steps will take place:

1. An "all call" is placed throughout the school for your child, and staff will search the school and play yard.
2. A phone call is placed to the parents or guardians and all emergency contacts as needed.
3. Phone calls are made to the Early Learning Department, to notify a Supervisor that there is a missing child.
4. If we are unable to reach anyone and the child is still unaccounted for, in consultation with the P/VP and Program Supervisor, 911 will be called by either office staff or program staff with the support of the office staff, and a missing child report will be made.
5. Police will then make their way to the school and gather more details and begin to search for your child.

## LATE PICK UP

The Extended Day Program closes at 6:00 pm. If a parent, or other authorized adult is unable to pick up the child by 6:00 pm, alternate arrangements must be made in order to meet the closing time of the program. Parents are required to respect the operating hours of the Extended Day Program. Late fees will be applied for any child who is in the program past 6:00 pm.

If an educator is unable to reach a parent or guardian to ensure someone is on their way to pick up the child/ren, they will then call the emergency contacts listed for each child. If thirty (30) minutes after closing time, the educator is unable to contact a responsible parent, caregiver or alternate pick up person, the Program Supervisor in consultation with the Lead Program Supervisor, will notify the authorities (Ottawa Police and/ the Children's Aid Society) that a child/ren is left in a program with no contact by a parent or caregiver. The educator will remain with the child/ren until either a parent, guardian or local authority picks up the child/ren.



## LATE FEES

We encourage you to arrive by 5:45 pm to pick up your child; this ensures you have the time and the opportunity to connect with the educator and to allow for an unrushed ending to your child's day. We do recognize that in exceptional and unavoidable circumstances, parents might occasionally be late in picking up their children. When this occurs, parents are required to notify the EDP, at the earliest opportunity. Late pick ups cause difficulties both to the educators and the children waiting to be picked up. Parents and caregivers are responsible for picking up a child no later than 6:00 pm.

The following action will occur in regards to late pick up from the beginning of the school year until the end of June:

- Late pick up occurrences are based per family;
- First late pick-up: Will result in a warning via email and will be documented by the Program Supervisor;
- Second late pick-up: A charge of ten dollars (\$10.00) for the first fifteen minutes or any part thereof and then \$1.00 for every consecutive minute thereafter;
- Should a parent be late more than 3 times, the late fee will double;
- Late fees will be charged and paid via the parent portal;



- All documented late fees are available via your parent portal, once paid will be absolved as of September 1st each year and new records kept for the following year;
- Individual concerns regarding the late policy should be addressed to the Program Supervisor;
- If parents or caregivers disregard the Late Fee policy, the OCDSB reserves the right to withdraw access to the EDP.

## **ABSENTEEISM**

If you know your child will be absent for a day or part of the day that will impact the Extended Day Program, please notify the on-site educator of any upcoming absences. Unfortunately, it is not possible to give families a rebate or reduction of the monthly fee as a result of a child being absent from the program.

## **ACCIDENTS/INCIDENTS**

While attending the EDP, children are supervised at all times by the educators. However, accidents or incidents can happen while children are exploring their indoor and outdoor environments. If your child is injured during the EDP, in most cases, educators will communicate with you when you arrive to pick up your child. Should the injury require further medical attention, we will contact you and/or your emergency contacts as soon as possible.

Educators will fill out and provide an Injury Report form. Should an accident occur at home that may impact your child's participation in the EDP, please ensure that you inform the EDP educator.

## **HEALTH**

If your child shows signs of illness, we ask that you please keep them at home for their own and others' well-being. It is expected that if your child is too ill to attend the core portion of the day, then he/she is too ill to attend that same day's Extended Day Program. Should your child be absent from school/EDP please connect with the school office and EDP educators to confirm their absence. There will be no reduction in fees if a child is absent due to illness, or for other reasons.



## NON-SMOKING POLICY

Smoking is forbidden on the school property at all times.

## NUTRITION

The EDP follows the guidelines for addressing the needs of students with severe or life-threatening medical conditions in schools at the Ottawa-Carleton District School Board in compliance with Sabrina's Law, Ryan's Law and all other relevant legislation. [OCDSB Procedure PR.548.SCO](#)

Healthy snacks are provided in the morning and afternoon portion of the Extended Day Program. Food items rotated daily may include and are not limited to:

- Fresh fruits/vegetables
- arrowroots
- cream cheese
- hummus/tzatziki
- bagels
- trail mix (low sugar cereal/raisins)
- crackers
- cheese strings

If your child has any food allergies or restrictions, it is very important to identify and update the allergies or restrictions via your child's file in the parent portal. It is the parent's responsibility to make any required changes or modifications via the parent portal, which can be accessed using the Existing Students tab on the OCDSB website. If you do not have Internet access or cannot access the portal for logistical reasons, please communicate with the on-site educators, and an appropriate alternative will be provided.



## ACTIVE AND OUTDOOR PLAY

Active and outdoor play in daily programming provides opportunities for increased physical activity for children. Activities offered will be developmentally appropriate and accommodate fitness levels and interests of children. Emphasis will be on participation and enjoyment and can include introducing participants to a range of developmentally appropriate physical activities. Active and outdoor play is a legislative requirement of the Extended Day Program. It is also consistent with the principles outlined in *How Does Learning Happen? Ontario's Pedagogy for the Early Years*, which include creating opportunities for children to engage in active play that allow them to connect with the natural world and their community.

Children are expected to be dressed appropriately for the weather conditions. Parents can anticipate providing extra mittens in winter, splash pants in spring, and hats, sunscreen and water bottles for the summer weather. The educators will make every attempt to ensure all children are dressed appropriately for the weather each day.



## FIRE DRILL AND LOCKDOWN PRACTICES

In consultation with the school Principal or Vice-Principal, the morning and afternoon Extended Day Program will complete six fire drills, and three lockdown practices in each school year. These drills and practices will be recorded by the educators in the OCDSB Extended Day Program Fire Drill Reporting and Lockdown Reporting form and submitted to the Early Learning Department. If an evacuation is required due to any reason that requires the program to leave the site during the EDP hours, all schools have an identified alternate place of shelter that is accessible for them to remain until all parents/guardians can be notified to come and pick up the child/ren.

Please speak to the educators on-site in the program if you have any questions or concerns surrounding the drill and practice procedures or the alternate place of shelter location used in case of an evacuation.



## SCHOOL CLOSURES

If schools are closed due to a facility failure, there will be no Extended Day Program offered. School closures are usually announced by most local radio stations, on the OCDSB website and on the OSTA website. When buses are cancelled due to inclement weather, schools remain open; therefore, the Extended Day Program will also be open, for any children regularly scheduled to attend. It is the parent's responsibility to get the child to and from the program.

The OCDSB Extended Day Program has calculated the daily fees to include an allowance for up to 5 closure days during the 2020-2021 school year. This applies to any unforeseen circumstances and labour disruptions where a school will be closed. For these rare occurrences, families will not be issued a refund or credit of any kind for these days.



## LABOUR DISRUPTION

In the event of a labour disruption involving unionized EDP educators, the Extended Day Program will be closed to all families.

For school closures relating to non-EDP staff labour actions, if permitted, the OCDSB will review opportunities for the Extended Day Program to remain open.

Ongoing updates and information will be provided to families via email, and posted on the OCDSB website.

## BEHAVIOUR GUIDANCE

Guiding and managing student behaviours in the EDP is a shared responsibility between the core day school team, the educators in the EDP and the family. The approach to dealing with inappropriate behaviours will be based on a progressive discipline model consistent with the school's approach. [PROCEDURE PR.660.SC PROGRESSIVE DISCIPLINE AND PROMOTING POSITIVE STUDENT BEHAVIOUR](#). The range of interventions, supports and consequences will include learning opportunities to reinforce appropriate, positive choices.

Learning to be respectful of shared materials and spaces, expressing emotions and negotiating diverse thinking are a daily occurrence in shared experiences. We regard these circumstances as teachable moments by providing both the children and adults the opportunity to negotiate differing opinions, voice their frustrations and collaboratively solve problems. When these situations arise, we listen carefully to each child, encourage them to listen to one another and support them as they identify with each other's feelings. Together, the educators and the children work to co-construct solutions and reflect on whether these solutions are working. The educators support the children as they reflect on the consequences of their actions and provide alternative options. There may be occasions when the educators ask for family support during relational learning opportunities.



Parents will be informed of any behavioural incidents involving their child that occur during EDP. In some cases, an incident report will be completed by EDP educators; in order to document behaviours, and identify strategies to assist in addressing inappropriate behaviours.

When all interventions and/or strategies have been exhausted, and if it is necessary that the child be suspended, the suspension is decided by the Principal/Lead Program Supervisor, and includes the EDP portion of the day. It is the expectation that suspension from either the core day or the EDP covers both programs.

# CHILD, PARENT AND STAFF CODE OF CONDUCT

The OCDSB strives to provide a safe, inclusive and respectful learning environment for all. Children, parents/guardians and staff are asked to adhere to the Respectful Workplace and School District Code of Conduct policies linked below:

[Respectful Workplace](#)

[School District Code of Conduct](#)

## DUTY TO REPORT

Section 125 of the [Child, Youth and Family Services Act, 2017](#) (CYFSA) imposes a duty to report for everyone, including RECEs, where there are reasonable grounds to suspect one or more of the following with respect to a child:

- Emotional Harm: The child has suffered emotional harm, or there is a risk that the child is likely to suffer emotional harm demonstrated by serious: anxiety, depression, withdrawal, self-destructive or aggressive behaviour, or delayed development.
- There are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child. Physical and/or sexual harm, abandonment, acts of a criminal nature and exposure to family violence, which can take the form of physical, sexual, emotional or financial harm as well as neglect.

Persons failing to do so are subject to legal action and a fine if convicted. Failure to report under the CYFSA may also have consequences for members of the College under the ECE Act and the regulations of the College.

[Reporting Child Abuse and Neglect: It's Your Duty](#)

[CECE-Professional Advisory\\_Duty to report](#)



## COMMUNICATION, COMPLIMENTS AND CONCERNS

At the OCDSB, we believe that parents/guardians play a vital role in child development. You are your child's first teacher. Educators value the partnership they build with the whole family. In all programs, educators will post planning activities and documentation of the children's learning for you to see and explore on your own and with your child.

The OCDSB Early Learning Department wants to hear your questions and feedback. Below is the best way to connect with us if you have feedback, questions or concerns about the Extended Day Program. At your child's school, your child's EDP educators are the first point of contact, followed by the off-site Early Learning Program Supervisors, Lead Program Supervisor, and Early Learning Manager.



When communicating with an Early Learning Program Supervisor, Lead Supervisor or Manager, please email [earlylearning@ocdsb.ca](mailto:earlylearning@ocdsb.ca) or call 613-596-8760. In order to assist us in providing a timely response to any questions or concerns, please clearly identify your child's name and school when contacting the Early Learning Department.

| Nature of Issue or Concern  | Steps for Parent and/or Guardian to Report Issue/Concern:  | Steps for Staff in Responding to Issue/Concern:   |
|---|--|---|
| <b>Program Related</b><br><br>e.g: schedule, indoor/outdoor learning activities, documentation, etc.                                    | Raise the issue or concern to <ul style="list-style-type: none"> <li>the program educators directly or,</li> <li>the Program Supervisor</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 two business days.</li> </ul>  |
| <b>General, or Operations-Related</b><br><br>e.g: Program Policies, EDP fees, changes in registration (change of care, withdrawal) etc. | Raise the issue or concern to <ul style="list-style-type: none"> <li>the Program Supervisor or other Early Learning Department employees</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> <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 Related</b>  | Raise the issue or concern to <ul style="list-style-type: none"> <li>the individual directly or,</li> <li>the Program Supervisor, Lead Program Supervisor or Manager</li> </ul> <p>All issues or concerns about the conduct of program staff that puts a child's health, safety and well-being at risk should be reported to the Program Supervisor as soon as parents/caregivers become aware of the situation.</p>   | <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>   |
| <b>Practicum Student/Volunteer Related</b>  | Raise the issue or concern to <ul style="list-style-type: none"> <li>the staff responsible for supervising the practicum student (ECE or other) or volunteer or,</li> <li>the Program Supervisor, Lead Supervisor or Manager</li> </ul> <p>All issues or concerns about the conduct of practicum students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Program Supervisor as soon as parents/guardians become aware of the situation.</p> | <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>   |



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