

Akwesasne Private Home Parent Handbook



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The Akwesasne Child Care Program

Mission

The Akwesasne Child Care Program is committed to providing a program of excellence, through a wholistic approach inclusive of:

- Promotion of parent involvement and communication.
- Necessitate high standards of nutrition, hygiene, health, safety, and physical activity.
- Professional, certified and registered Early Childhood Educators.
- Inclusion of Mohawk culture and language.
- Emergent curriculum.
- Maintaining and superceding the Ministry of Education licensing and standards.

Our philosophy

To provide your child with warm, loving, quality care in a professional and culturally appropriate setting that enhances their growth and development.

Staff

The majority of our team is trained, certified, and registered as Early Childhood Educators under the College of Early Childhood Educators. With many years of experience working with young children they make up a great team, always willing to work with you on child care issues.

Location & Phone Numbers

Kawehnoke Child Care Center **613-938-5067**
10 Community Center Road
Akwesasne, ON

Kanatakon Child Care Center **613-575-1915**
21 Park Street
Akwesasne, QC

TsiSnaihne Child Care Center **613-575-1171**
117 Snye School Road Akwesasne, QC

Hours of Operation

Our Centers are open year round, and offer full time care from 7:30 a.m. to 5 p.m., Monday through Friday.

We are closed for statutory and MCA designated holidays, as well as 3 specified Professional Planning Days. Observed holidays are: Good Friday, Easter Monday, Jake Fire Day, Victoria Day, National Aboriginal Awareness Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day, New Year's Day.

Unexpected and emergency closures and delays will be announced on CKON radio.

Regulations

Our Child Care Centres are licensed by the **Ontario Ministry of Education**, and must adhere to the **Child Care and Early Years Act 2014**, as well as the principles of Early Childhood Education.

Age Requirements

Our child care centres welcome the following:

Infants: 3 months – 18 months

*Kawehnoke and Kanatakon Only

Toddler: 18 months – 2.5 years

*child must be walking, 2 can be 16 months in a classroom of 10

PreSchool: 2.5 years – 6 years

* Child should be potty trained.

Our Fees

We charge a flat weekly rate of \$80 for pre-school aged, \$100 for infants and toddlers. Child care fees are based on enrollment, not attendance, therefore fees are charged weekly & during holidays.

- One Leave Day is earned per month, per child, and cannot accrue past a year, nor can credit be issued if unused.
- Billing is done every Friday by center Supervisors, bills will be placed in child's cubby, & payment is due within 10 days. Inquiries about your account balance can be made at any time.
- If your account accrues past \$200 you will be issued a Termination Notice and refused care.
- A \$25.00 fee will be charged for NSF checks.
- Payroll deduction for child care services is available for MCA employees.
- Discounts are issued for multiple children and if you are a student.

Orientation

In order to introduce our new families to the program the following process takes place:

- a) A site visit is organized with a family member, preferably the primary caregiver. During this time the child is brought to the playroom. If the child is comfortable, the supervisor will take the caregiver on a tour of the building and conduct a “Parent Orientation” discussion with them. If necessary, the child may tag along. This should occur in the morning, because this is the busiest time for the program. The site visit can last as long as the caregiver wishes, usually up to an hour.
- b) As close as possible to the time of the site visit, the child will come in for a half day. The child will be expected before 9:30 am and remain in the program until about noon, when the child is to be picked up. The child does not nap on that day, but is introduced to the sleep room routine. If the child is transferring from another child care or the Private Home Day Care program, it may be agreed to forego this step.
- c) The next day, and on the following days, the child will come in before 9:30 am and remain for the rest of the day. Staff will be prepared for signs of separation anxiety, and keep in close contact with concerned family members. Staff know that if the child eats and naps, he/she is adjusting well.

Wait List

At times when the spaces are filled at the center you wish to enroll your child, a wait list will be created.

Parents will be notified that their child will be placed on a waiting list when a completed application has been submitted to the center supervisor with confirmation from the supervisor as “complete”. Supervisor will let parents know the approximate wait times and offer a space at another center if available. There is no fee for placement on the wait list. Parents are encouraged to call the center periodically to let the supervisor know they are still interested in the space or to let the center know that they have found alternate care.

A parent can call the center and ask where the child is on the waiting list. The center supervisor or staff can reference the list that is kept confidential and let them know if they are 1,2,3, etc on the Toddler or Preschool or Infant list.

Articles Your Child Will Need

We ask that you supply your child with the following items:

- Diapers, wipes, diaper creams.
- Formula & baby food for infants.
- A full extra set of clothing and indoor shoes (label all articles, because we cannot be responsible for lost articles)
- Appropriate foot wear refers to sneakers and socks
- A blanket for nap time
- Notes will be sent home when children require additional clothing.
- Clothing should be weather appropriate: hats and mittens, etc as children go outside daily.
- **Note: For safety reasons, open-toed shoes, sandals, slippers are not allowed.**

Drop off & Pick up of Children

Your child should arrive no later than 9:30 a.m. unless you have made prior arrangements with the program staff, disruptions after 9:30 are difficult. Please apply sunscreen and or bug repellent to your child at home or upon arrival at the center, and leave toys in the car.

Closing time at each of our centres is 5 p.m., and only authorized persons are allowed to pick up your child.

When you arrive after 5 pm., three times in a short period, your childcare services will be terminated. If after one hour, we have not reached anyone, the Akwesasne Mohawk Police will be notified.

Absences

If your child is going to be absent for the full day, we encourage you to let the program staff know.

If your child is going to be late due to an appointment, or will be picked up early, we encourage you to notify our centre, and make prior arrangements with the supervisor.

Our Daily Routine

Upon arrival, please park at the two designated unloading spaces, and request to be buzzed in. All three of our centers are secured by lock and video surveillance.

Once in, go to the child's cubby and assist her/him to remove outer clothing. Notify a staff member of your presence and ensure that your child has been **signed in** for the day. Then bring your child to his/her designated playroom.

It is your responsibility to check your child's cubby each day for notes from the teacher, clean or soiled clothing, or special art projects to take home.

At the end of the day, you can gather your child from his/her room and you will need to sign him/her out. Daily practices of signing in and out are for emergency purposes and a requirement of the Early Years Act 2014.

Daily Activities

Daily activities at our child care centers are planned to promote the development of the "whole child". These include:

Mohawk culture
Creative Experiences
Drama and Role play
Language Development
Circle/Learning Time
Hygiene
Potty Training

Physical Fitness
Art and Music
Behavior Management
Social Skills/Manners
Counting
Self Help Skills
Routine & Structure

Gross / fine motor skills
Cognitive development
Problem Solving skills

Activities Off the Premises

Staff take the children for walks in the areas local to their centers. Staff will wear reflective clothing, carry emergency info for each child, a cell phone, an emergency kit, a list of children in attendance that day. There are also field trips with the permission of the parent/guardian. Chaperones may be required depending on the developmental abilities of the child.

Meals

The child care centres provide a morning snack, a hot lunch and an afternoon snack. Weekly/seasonal menus are posted in each playroom, and distributed to parents periodically.

These menus are carefully developed by the child care staff/cooks/supervisors, in consultation with a nutritionist.

Special dietary needs and allergy notifications must be provided by the parent, with written instructions.

Your Child's Health

Our Policies:

Your child's immunizations must be up to date (as per Child Care and Early Years Act 2014). Upon admission and during their stay.

If your child is not well enough for outdoor play, then the child must be kept at home. We provide at least 2 hours a day of outdoor play, weather permitting (as per Child Care and Early Years Act 2014).

Your child must have adequate clothing for weather conditions.

If your child becomes ill while in our care, we will call you to come and pick up your child.

If you bring a visibly ill child in for care we reserve the right to refuse them at the door for the health of the other children.

We will administer only prescription medication to your child, and a "Medical Tracking Form" will be provided which must be filled in and signed.

Illness

Keep Your Child Home When:

(To ensure the over all health and safety of enrolled children and our staff members)

- Child's temperatures exceeds 101 degrees F in the morning

- Child has an upset stomach, recent vomiting or diarrhea
- Child has an undiagnosed sore/ rash that is weeping/draining
- Child has a infectious disease
- Child has a communicable disease
- Child has scabies or head lice

If your child displays any of the above symptoms upon arrival, we reserve the right to turn the child away. If symptoms occur during the day, you or the designated emergency contact will be notified to come and pick up your child. A doctor's note to return may be requested.

Health Alerts

We post health alerts on the outside doors of the child care facilities. Please let us know immediately if your child has been diagnosed with a communicable or infectious disease such as chicken pox or impetigo. These alerts will let other parents know to watch for symptoms in their child.

Your Child's Safety

All three Child Care Centres are licensed by the Ministry of Education and as such must comply with yearly fire and health inspections as per the Child Care and Early Years Act 2014.

Each Child Care Centre has its own evacuation procedure to follow. These procedures are posted in each room.

In the event of a building emergency, staff will remain calm and escort the children from the building to a nearby site. The children's sign in attendance records and emergency information will be carried with staff. This designated site has been previously identified as a place where adequate shelter can be provided. How to proceed from here will be decided by those professionals in charge.

In the event of an outside disaster, staff and children will remain in the building if it is safe. When the staff are contacted as to the nature of the disaster, decisions will be made as to what action is to be taken.

It is vital for parents to communicate changes in emergency contact information to program staff and to ensure they sign in and out their child daily.

Akwasne Child Care Emergency Management

Each Akwasne Child Care Center has Emergency Management Procedures. In the event that an Emergency has occurred at the center and regular care resumed, parents will be notified through email, radio announcement on CKON, and a note home. In the event that an Emergency has occurred at the center and the center needs to be evacuated, the staff and children will relocate to the Emergency Relocation Site. Parents will be contacted by telephone. In the event that a parent or emergency contact cannot be reached a sign will be left at the entrance to the Child Care Center to let parents know where they can go to pick up their child. An ACCP staff member will also be present at the Child Care Center to direct parents to the Emergency Relocation Site. Parents will also be given information as to when and how normal operations will resume as soon as that information becomes available. Emergency Information posters are outside each classroom door. Please look over this info as you drop off/pick up your child/children.

Injury

All minor injuries will be treated on site (bumps, cuts, bruises, etc.). Staff do their best to prevent children from hurting themselves and/or each other. We will call parents to inform them, and ask that they sign an accident report.

In case of a more serious injury, we will:

1. Call the ambulance
2. Call the child's parents and/or designated contact person to meet us as soon as possible at the nearest hospital
3. Follow any instructions for treatment and care indicated by the parent on the Emergency Treatment Consent Form

When such serious incidents occurs, we complete **Serious Occurrence Reports** to be submitted to the program manager and licensing agency.

Additional Policies

Behavior Management Policies: (reviewed and signed annually by all staff)

- To guide your child by direct positive reinforcement using verbal feedback
- To redirect your child in a positive manner to assist in problem solving
- No child is allowed to hurt him/herself or others.
- Your child is encouraged to use all toys/equipment in an appropriate manner
- Your child is not allowed to wander from their age grouping
- Your child will be given the opportunity to express their wide range of emotions
- Biting, pinching, scratching, hitting and pushing are normal forms of communication for young children, however, they are not socially acceptable; staff implement safe strategies to minimize these behaviors

Prohibited Practices

ACCP employees, students, and volunteers are NOT ALLOWED to conduct or permit:

- A. corporal punishment of the child;
- B. physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- C. locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- D. use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- E. depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- F. inflicting any bodily harm on children including making children eat or drink against their will.

Child Abuse Reporting Policy

If our staff have any reason to believe a child is being abused or neglected, we are mandated by law to contact Akwesasne Child and Family Services.

If our staff have any reason to believe a parent is driving with a child in the vehicle while under the influence of drugs or alcohol, we are obligated to notify the Akwesasne Mohawk Police.

Akwesasne Child Care Program staff are bound by the College of Early Childhood Educators to conduct themselves in an appropriate manner and any type of abuse will not be tolerated.

Confidentiality Policy

All information contained in your child's record is considered privileged and confidential. Access to your child's record without consent will only be given to courts with a warrant or court order, Ombudsman, authorities vested in Provincial or Federal Statutes, Minister of Education, or the coroner's office, or his/her delegate.

Discharge Policy

We ask that you let us know as soon as possible when you wish to withdraw your child. If your child is absent for more than one week and you have not notified the supervisor we will fill your child's position. In addition, you will be charged for the week your child has been absent.

We also reserve the right to cease child care services, if you do not follow our policies, pay your fees, or it is determined by staff that our program cannot meet your child's needs.

Transfer policy

In the event that parents request their child be transferred to another child care site or to the Private Home Day Care program, any outstanding fees must be paid in full prior to transfer. However, unused leave days will be carried over to the next program.

Reinstatement Policy

If at any time, you require our services again, simply call our office and your child's name will be placed on a waiting list. Any outstanding fees must be paid in full prior to re-admittance.

More About Our Program

Parental Involvement

We encourage you to come and observe your child while they are involved in our child care program, and to express concerns and ask questions.

On occasion, staff will schedule field trips for the children. Due to the age of the children, more than likely parents will be asked to chaperone their child, or send an alternate who must be at least 18 years old.

If a chaperone cannot be found, children will remain at the centre with staff that stay behind.

When a Parent Has Issues and Concerns

Policy: The ACCP wishes to provide high quality services and we will address parent issues or concerns as they arise to continually evaluate and improve care.

Procedures: If parents have concerns about your child's care your first step should always be able to talk to the staff or your caregiver. Here are some tips:

- Schedule a time with your caregiver to talk about your concerns. That way, both you and the staff or caregiver will be ready to talk.
- Be prepared. Make notes ahead of time about your concerns.
- Be clear about what's being said. If you need clarification or have concerns about your caregiver's response, ask him or her to explain it further.
- If necessary, arrange a follow-up meeting.
- If frustrated or uncomfortable take your concerns to the center Supervisor and repeat steps above. The Supervisor must respond to the concerns immediately and address accordingly.
- If concerns still unaddressed or if the concern is about the Supervisor please put your concerns in writing and send it to the Program Manager. The Program Manager must respond to the letter within 5 business days in receipt and set up a meeting with the parent.
- If needed an investigation will ensue, and a letter and follow up meeting will occur after the investigation is complete.
- Parents have the right to appeal the decision of the investigation to the Director within 30 days of the date of the investigative outcome letter.
- The Director will respond to the complaints within 5 business days in receipt of the written appeal letter and repeat steps above.
- If still a concern the parent may appeal and address the Executive Director in writing within 30 days of the Directors response letter.

Talk to the College of Early Childhood Educators: If you have concerns about a Registered Early Childhood Educator providing care to your child, contact the College of Early Childhood Educators to submit a complaint.

Children in Need of Protection: If you have a reasonable suspicion that a child may be in need of protection, you must report it to Akwesasne Child & Family Services 613-575-2341. A child in need of protection is a child who appears to be suffering from abuse or neglect.

Volunteers and Students

Volunteers to our program are welcome; however, criminal reference checks are required before acceptance. Periodically we partner with ECE programs and we accept ECE students for placements. They are supervised by the cooperating teacher in the classroom and monitored by the center supervisor; they are also required to have a CPIC done before starting their placement. Volunteers and students are supervised at all times by an employee and are not permitted to be alone with any child.

Bulletin Boards

On many occasions, we post on our bulletin boards, points of general interest or concern. This is where parents can find any notices, as well as sign-in and sign-out sheets.

Recalls and other notices will be posted for reference.

Birthdays/Special Occasions

If you choose, you may provide a healthy snack e.g. fruit or veggie platter, on this occasion. Although we do not include birthdays and special occasions in our budget, we do allow time to celebrate.

Photographs

From time to time your child will be photographed by staff or by other organizations. If you specifically do not want your child's picture taken, please advise our daycare staff, and we will make every effort to comply.

When you no longer require ACCP Services

We also ask that parents complete an exit survey upon completion of the program, as we value parent's feedback. Please return as soon as possible to a center near you or ask for a stamped envelope and you can put it in the mail.

Akwasne Child Care Program Statement

The Akwasne Child Care offers extensive educational services to children and their families to promote success socially, emotionally, within school environments and within all other aspects of their lives.

The program is consistent with the Ontario Ministry of Education policies, programming and pedagogy within our centers and private home program. The guiding documents that support our programming include **How Does Learning Happen? Ontario's Pedagogy for the Early Years (HDLH)**, **Ontario Early Years Framework**, **Ontario Early Learning Framework**, **Think Feel Act: Lessons from Research about Young Children (TFA)**, **Early Learning for Every Child Today (ELECT)**.

The Akwasne Child Care Program (ACCP) is a Mohawk early learning center on reserve that promotes the ideology that all **children are competent, capable, curious and rich in potential**.

They offer emergent child-centered individualized curriculum in line with ELECT, along with culturally appropriate learning experiences based on the Mohawk culture/tradition and balanced with respecting and including all children's cultures enrolled in the program.

ACCP recognizes that each child is a unique individual who brings his or her own abilities to the program and deserves the encouragement and space to try new things, explore new ideas, and develop their own unique creativity.

We provide an environment that promotes curiosity and exploration. We believe every child deserves a safe and caring environment in which they will grow and develop to their maximum potential.

ACCP understands the importance of children's stages of development. For each child, their stage of development is individualized. Contributing factors include their unique family, community and life experiences. We aim to integrate all areas of child development in our program.

Our goals and approaches for children and their families are outlined below, each family is made aware upon enrollment and each staff, volunteer, home care provider review the goals and approaches and sign off annually, or any time this document is modified. The goals and objectives are implemented within the Kawehnoke Child Care Center, the Kanatakon Child Care Center, the TsiSnaihne Child Care Center, and within all of the Akwasne Child Care Private Homes.

The document is reviewed and signed off on during our January professional development day, however changes or suggestions can be made at any time as it is a living document. As ACCP values each child as individual and unique, we also value parent, staff, RECE, and stakeholder's feedback and support to provide the best practices and approaches for children enrolled within our program. Feel free to submit question or comments to Administration at 613-938-5067.

Program Statement: Goals & Approaches S.46(3)9a)-(k)

Goal
A) The Akwesasne Child Care Program promotes the health, safety, nutrition and well-being of children;
Tasks & person responsible
<ul style="list-style-type: none"> By ensuring all policies and procedures are developed and signed off annually by all staff, volunteers, and students.(Supervisors) By implementing universal precautions and handwashing throughout the day (RECEs) By creating healthy menus and serving nutritional foods in a safe manner three times daily (Cooks) By monitoring well-being of children make efforts to reduce stress levels of children (Supervisors & RECEs).
Success will be measured by:
Licensing inspection summary indicating requirements met by at least 85% in the areas of: <ul style="list-style-type: none"> Ratios of employees to children and group size Building, equipment, & playground – Child Care Centers Health and Medical Supervision Program for Children Staff Screening measures and criminal reference checks Nutrition Emergency preparedness Administrative matters
Goal
B) The Akwesasne Child Care Program will support positive and responsive interactions among the children, parents, child care providers and staff;
Tasks & person responsible
<ul style="list-style-type: none"> By training staff on ELECT, HDLH, & TFA and providing professional development (Supervisors). By promoting a child centered, competent, capable, curious, and rich in potential outlook of the child (RECEs, Cooks, Supervisors). By engaging parents on a daily basis (Supervisors, RECEs) By valuing every stakeholder to provide the best experience within child care (ALL).
Success will be measured by:
Licensing inspection summary indicating requirements met by at least 85% in the areas of: <ul style="list-style-type: none"> Program for Children Staff qualifications

Goal
C) The Akwesasne Child Care Program encourages the children to interact and communicate in a positive way and support their ability to self-regulate;
Tasks & person responsible

- By promoting good words, respect for all, and positive communication will be promoted within all centers (RECEs, Supervisors)
- By monitoring and encourage coping skills to self-regulate and self soothe (RECEs)
- By ensuring stressors will be reduced as identified to encourage confidence and reduce frustration (RECEs & Supervisors).

Success will be measured by:

Licensing inspection summary indicating requirements met by at least 85% in the areas of:

- Ratios of employees to children and group size
- Health and Medical Supervision
- Program for Children

Goal

D) The Akwesasne Child Care Program fosters the children's exploration, play and inquiry.

Tasks & person responsible

- By creating an exciting and stimulating environment inclusive of the atmosphere, classroom, outdoor centers (Supervisor, RECEs)
- By fostering engaging conversation on a continual basis (RECEs)
- By promoting learning through play, and taking a curious collaborative approach of shared thinking with the children. (RECEs)

Success will be measured by:

Licensing inspection summary indicating requirements met by at least 85% in the areas of:

- Ratios of employees to children and group size
- Building, equipment, & playground – Child Care Centers
- Program for Children

Goal

E) The Akwesasne Child Care Program provides child initiated and adult supported experiences;

Tasks & person responsible

- By incorporating the child centered philosophy of TFA, ELECT, and HDLH (RECEs).
- By connecting and engaging with children and developing a positive relationship (All)
- By asking open ended questions, and building upon interests of the children (RECEs)

Success will be measured by:

Licensing inspection summary indicating requirements met by at least 85% in the areas of:

- Program for Children

Goal
F) The Akwesasne Child Care Program plans for and create positive learning environments and experiences in which each child's learning and development will be supported;
Tasks & person responsible
<ul style="list-style-type: none"> • By developing learning centers that are consistent with children's interests within the room (RECEs) • By continuously monitoring and improving classrooms and outdoor space to enhance learning experiences (RECEs) • By developing programing that emerges from the experiences within the environments (RECEs)
Success will be measured by:
Licensing inspection summary indicating requirements met by at least 85% in the areas of: <ul style="list-style-type: none"> • Building, equipment, & playground – Child Care Centers • Program for Children

Goal
G) The Akwesasne Child Care Program incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day, and give consideration to the individual needs of the children receiving care;
Tasks & person responsible
<ul style="list-style-type: none"> • By designing play spaces that spark curiosity and invite interest and questions (Supervisors & RECEs) • By providing open ended materials and interesting objects within their environments (RECEs) • By planning daily routines with flow and a sense of calm and simplicity to reduce any stressors (Supervisors & RECEs) • Promote inclusion for all children to participate, aid those with special needs (ALL)
Success will be measured by:
Licensing inspection summary indicating requirements met by at least 85% in the areas of: <ul style="list-style-type: none"> • Ratios of employees to children and group size • Building, equipment, & playground – Child Care Centers • Program for Children
Goal
H) The Akwesasne Child Care Program plans for and create positive learning environments and experiences in which each child's learning and development will be supported;
Tasks & person responsible

- By determining what a child is interested in, what draws them in and building upon that (RECEs)
- By working with child and conducting assessments (NDDS tool) and making every effort to accommodate and facilitate inclusion for special needs children (Supervisors, Admin, RECEs)
- By documenting learning through learning stories, one per child per week (RECEs)

Success will be measured by:

Licensing inspection summary indicating requirements met by at least 85% in the areas of:

- Ratios of employees to children and group size
- Building, equipment, & playground – Child Care Centers
- Health and Medical Supervision
- Program for Children
- Administrative matters

Goal

I) The Akwesasne Child Care Program involves local community partners and allows those partners to support the children, their families and staff;

Tasks & person responsible

- By participating in local networks to develop communication mechanisms to best service the child holistically, like Best Start, Head Start, schools, ACFS, Welfare, Community Health, Nutritionist, neighboring childcare centers, literacy specialist, St Lawrence College (Admin, Supervisors)
- By attending inservices on programs to conduct referrals to local agencies including child welfare, speech and occupational therapy, hearing, etc (Supervisors, RECEs, Admin).
- By working collaboratively with community health, EHO, fire, and building safety to ensure the safety and wellness of children (Admin, Supervisors)

Success will be measured by:

Licensing inspection summary indicating requirements met by at least 85% in the areas of:

- Health and Medical Supervision
- Program for Children
- Nutrition
- Emergency preparedness
- Administrative matters
- Other Legislation Ministry & Policy

Goal

J) The Akwesasne Child Care Program supports staff, home child care providers or others who interact with the children at a child care center or home child care premises in relation to continuous professional learning;

Tasks & person responsible

- By providing three professional development days locally throughout the year to go over changes and updates (Admin, Supervisors)
- By offering on-going training throughout the year (Admin)
- By hosting staff meetings in each center once per month, and supervisory meetings to roll out new messages and increase program communication (Admin, Supervisors)

Success will be measured by:

Licensing inspection summary indicating requirements met by at least 85% in the areas of:

- Staff qualifications
- Administrative matters

Goal

K) The Akwesasne Child Care Program documents and reviews the impact of the strategies set out in clause (a) to (j) on the children and their families;

Tasks & person responsible

- By releasing a handbook upon entry to each new family (Supervisor)
- By conducting an exit interview with each family upon exit (Supervisors)
- By sending home learning stories, engaging parents in conversation, documenting accidents, serious occurrences etc, being open and available for question and feedback (Supervisors, RECEs Admin)
- By sending out changes in cubby's, email, facebook, telephone calls to parents to update them on program as required (Admin, Supervisors).

Success will be measure by:

Licensing inspection summary indicating requirements met by at least 85% in the areas of:

- General
- Program for Children
- Administrative matters
- License and signage
- Other Legislation Ministry & Policy