



# RIVER PARKWAY CHILDREN'S CENTRE



## PARENT HANDBOOK

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## OUR CENTRES

River Parkway Children's Centre (RPCC) is a non-profit day care centre in the west end of Ottawa, on the campus of the First Unitarian Congregation, with 72 children from 18 months to twelve years of age. River Parkway operates River Heights Children's Centre (RHCC) which is also a non-profit daycare centre and is located in Sir Wilfrid Laurier Secondary School in Orleans, with 39 children from 18 months to 5 years of age.

Our centre provides integrated services for children with special needs, is wheelchair accessible and can accommodate special diets, etc. Children's Integration Support Services may provide services when needed.

River Parkway is open Monday to Friday from 7:30 am to 5:45 pm . The daycare is closed for at least one week during the Christmas break.

Our Centres are closed to observe the following statutory holidays:

New Year's Day- January 1st  
Family Day  
Good Friday  
Easter Monday  
Victoria Day  
Canada Day (with additional 1 or 2 days)  
Civic Holiday  
Labor Day  
Thanksgiving Day  
Remembrance Day (floating stat. taken during Christmas holiday)  
Christmas Day – December 25<sup>th</sup>  
Boxing Day

The children at RPCC are divided according to age. Program planning in each room is age-appropriate. We are fortunate in having experienced and caring staff. Many children will remain at the Centre from their entry at 18 months of age until they reach age 12.

## PROGRAM STATEMENT

**At River Parkway and at River Heights, we view all children as being competent, capable, curious and rich in potential.**

**To strengthen the quality of our programs and ensure high quality experiences that lead to positive outcomes in relation to children’s learning, development, health and well-being, we now use the Minister of Education’s documentation regarding programming and pedagogy “How Does Learning Happen?”(HDLH).**

**HDLH is a professional learning resource that provides a common framework to help programs focus on knowledge from research, theory and practice on what’s most important for children. It encompasses a broad range of program philosophies and approaches.**

### **Implemented Approaches**

**In our beautiful centres, we continually promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment. We have an on-site kitchen and our cook prepares meals, snacks and beverages that meet the recommendations set out in the Health Canada documents. All children bring in their water bottles and are encouraged to drink water throughout the day. Our educators familiarize themselves with all information concerning any medical conditions, allergies, food restrictions and medication requirements and they also do a daily safety check to reduce hazards that may cause injuries.**

**We support positive and responsive interactions among the children, parents and educators by being friendly, respectful and welcoming to everyone. At RPCC and RHCC, the educators help children listen to and express themselves to one another to facilitate successful communication. We have created an environment that welcomes families into our centres, inviting them to share their talents and providing opportunities for families to participate in our special celebrations.**

**We encourage the children to interact and communicate in a positive way and support their ability to self-regulate. Through continual observation, experiences and attention, we support children in developing strategies to remain calm and to regulate their emotions while recognizing the effects of their actions on others.**

**At River Parkway and at River Heights, the educators work together to foster the children’s exploration, play and inquiry by providing interesting and complex open-ended materials, based on the children’s interests and needs, that they can use in many ways.**

**We provide opportunities for child-initiated and adult-supported experiences by asking for and considering children’s ideas, and by carefully observing them. Information is**

used to plan and create a positive learning environment that is based on the interests of the child and supported by everyone. Educators introduce new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.

We plan for and create positive learning environments and experiences in which each child's learning and development will be supported. Educators use a warm approach to build relationships with the children. They get involved in their play to support development, challenge thinking and extend learning. Educators learn with children, about children, and from children.

Educators work together to program a variety of activities on a daily basis, in order for each child to experience indoor and outdoor play. We also incorporate active play, rest time, waker's program, quiet time and give consideration to the individual needs of the children.

We foster the engagement of and ongoing communication with parents about the program and their children in many different ways. Communication is done in person, by phone, emails, memos, daily logs, posters, newsletters and portfolios.

We view the community as a valuable resource and have monthly visits with the librarian. We help to direct parents to resources outside of the centre if necessary. Some of those community partners include; early year's services, speech therapists, support services (First Words, Ottawa Children's Treatment Centre, Children's Integrated Support Services) and occupational therapists.

We recognize the importance of continuous professional learning for all educators and those who interact with the children. We actively support the ongoing professional development for everyone. In addition to facilitating in-service training, we promote opportunities for educators to do external networking and to access other facilitated training and conferences. Since the College of Early Childhood Educators has introduced "The Continuous Professional Learning (CPL) Program", both centres are starting to familiarize themselves with the expectations.

We document and review the impact of the strategies set out in our program statement on the children and their families when everyone is together at our staff meetings. We have included the program statement on our agenda and discuss different ideas or changes to continually improve our programs at River Parkway Children's Centre and at River Heights' Children's Centre.

## OUR CREDENTIALS

RPCC and RHCC are licensed by the Ontario Ministry of Education under The Child Care and Early Years Act, 2014. (CCEYA)

We receive regular visits from the Health Inspector, Fire Inspector, and a Program Advisor from the Ministry of Education.

We fulfill all Ministry of Education requirements as to space, equipment, staff ratios, etc. We operate under a 12-member Board of Directors which meets one evening each month. The members of the Board are drawn from parents, from the First Unitarian Congregation and from the community. We are non-denominational in approach and the children enrolled represent all socio-economic backgrounds.

## OUR STAFF

The Executive Director, Program Supervisor, Teachers, Administrative Assistant, Cook and Housekeeper make up the staff of the Centre.

All Educators have training as Early Childhood Educators; are Members of the College of Early Childhood Educator and hold a membership with the Association of Early Childhood Education of Ontario.

## COMMUNITY SERVICE

Many people visit the Centre. RPCC provides in-service training for students attending high school, college and university in the Ottawa area. These include high school students observing day care programs as well as students placed in the Centre for Co-op work experience. We also have observers and student teachers from the Early Childhood Education Programs at Algonquin College, La Cité Collegiate and Heritage College.

## ADMISSION POLICY

### **Waiting List**

- Children are admitted into River Heights Children's Centre and River Parkway Children's Centre programs on a first-come-first-served basis. This is determined by the ***Childcare Registry and Waitlist*** maintained by the City of Ottawa. Therefore, all children, regardless of race, creed, religious beliefs, color or disability have access to both programs. We suggest a visit or phone call to the Centre as well as putting your name on the Childcare Registry and Waitlist ([www.ottawa.ca/daycare](http://www.ottawa.ca/daycare) or 1-888-722-1540).

- When a space becomes available, the Program Supervisor or Executive Director will contact the family as their name comes up on the Childcare Registry.
- A family that has expressed a desire to be on the waiting list is encouraged to come in and tour the Centre. This will ensure that the family is aware of the program philosophy and day-to-day running of the program. During the visit, the parents will meet with the Program Supervisor or Executive Director to ask any questions or express concerns. The parents will receive a copy of the parent handbook which includes the program philosophy and policies.

### **Intake Procedure**

- Once a family has accepted an available space, a starting date will be given.
- The procedure of the first three (3) days is as follows:

#### **First day**

- the child comes for half a day (in the morning) with a parent (this will help the child to feel comfortable in a new setting);
- Parents will complete the intake package in their child's program on this first day.
- parents shall fill out a number of enrollment forms requesting background information on the child's habits, parental permissions, family information, emergency contact, family doctor, persons authorized to transport child, etc., as well as immunization record and special medical concerns (allergies, food restrictions, etc.).

#### **Second day**

- The child may stay for the morning by him or herself unless staff feels the parents are still needed. (based on the child and parents needs)

#### **Third day**

- the child's first full day. (based on the child and parents needs)

***NOTE: There is a probationary period of 6 weeks to ensure that this Centre is the appropriate place for the child.***

## WITHDRAWAL AND DISCHARGE POLICY

### 1. WITHDRAWAL

- a) One month's written notice is required before withdrawing a child from the Centre.
- b) Parents will be charged for the full month in the event of no notice of withdrawal.

### 2. DISCHARGE

- a) There may be circumstances that arise in which a child is not able to benefit from the Centre. The following circumstances would be cause for a child to be discharged from the Centre:
  - i) the child is beyond program age;
  - ii) parent does not accept or abide by the policies of the program;
  - iii) program does not meet the needs of the child;
  - iv) parent has reasons to terminate and has given one month's written notice or payment of one month's fees in lieu of notice.
- b) During the 6-week probationary period, teachers, Executive Director and Program

Supervisor will make careful observation of a child. This will ensure that group care in this Centre is an appropriate placement for the child. If the situation should arise in which a child may be asked to leave the Centre, the following procedures will apply:

- i) after carefully documented observation, the Program Supervisor and/or Executive Director will request a meeting with the parents;
- ii) at this meeting, the issues regarding the suitability of the Centre for the child will be discussed;
- iii) plans for a course of action will be agreed upon by parent and Centre with a reasonable time frame;
- iv) future meetings may be held to discuss, monitor and evaluate the plan that has been previously agreed upon;
- v) if a child needs to be discharged, one month's written notice will be given to the parent;
- vi) the Centre will record in writing the reasons for a child's discharge and enter a copy into the child's file;
- vii) if possible, the Centre will assist the family with information for finding alternate child care arrangements and suggest treatment, if needed.

viii) Failure to follow the late policy

NOTE: “Parent” is defined as the person who is the child’s legal guardian or the person having legal custody and/or care and control of the child.

## COMMUNICATION

Parents are encouraged to establish and maintain close, open communication with their Educator, Program Supervisor and Executive Director.

RPCC strongly believes that the Centre and the parents are partners working together in a child’s early and formative years. To be successful and responsible to the child, the family, and the Centre, communication among all parties is necessary. We require that, along with daily communication, parents attend the Parent-Teacher Conferences. At these meetings, both Centre staff and parents learn valuable information that will aid in your child’s cognitive, physical, social, and emotional development.

RPCC respects all parents’ and children’s rights to confidentiality and privacy. In accordance with this, we require **written parental consent** before any information regarding your child will be released. The Centre has Release of Information forms that will have to be filled out and signed before information can be released to pertinent agencies.

## VISITING/CUSTODY PRIVILEGES POLICY

Parents are welcome to visit the Centre at any time. For security, all visitors must report to the front office on arrival. In the case of separated or divorced parents, where either one has a court order limiting access of either parent to the child, a copy of the court order must be given to the Centre to be kept on file. If there is no court order or if a copy is not given to the Centre for any reason, we can not prevent access by either parent. However, the exercising of legal visiting rights will not be permitted on our premises.

## TRANSPORTATION

The Centre must be advised of the names of all individuals who are authorized to bring or pick up your child/children. Authorized individuals will be required to present photo identification as requested by the staff. The emergency contact for your child should be available for transportation. If any person on the pick-up list is under 18 years of age, a letter of permission from the parents will be required to be kept on file.

Parents are requested not to pick up or drop off their child between 12:30 pm and 1:30 pm. It is very disrupting to the sleep room to bring a child in or out at that time.

We do not provide transportation to or from our Centre. Car pools and collective taxis must be organized by the parents.

## DROP OFF/LATE FEE POLICY

### *Dropping off your child in the mornings:*

In order to get the full benefit of our program, we prefer that children arrive by 9:30am each day. If you have an appointment or you are running late, please notify the daycare prior to 9:30 am letting us know that your child will be in later. The message will then be passed on to the program staff as to when they can expect your child.

## LATE POLICY

At this point in the day, the children are tired and they are very anxious to go home. The staff, too, have put in a full day and have other commitment after their work day.

Children must be picked up by 5:45 pm at the latest. The centre closes at 5:45 pm each day. The Late fee policy will come into effect at 5:46 pm.

Clocks in the program and office will be checked each morning to ensure they are correct and on time.

Any parents arriving after 5:45pm will be required to sign the Late Book. Late fee payment is due the next day and may be paid directly to the front offices. Receipts can be requested and will be issued after payment has been received.

Parent/ legal guardian is responsible to make alternate arrangements for pick up if they are going to be late.

### **FEE**

The late fee will be \$10 for the first five minutes. After the first 5 minutes the fee will be \$2.00 per minute.

## **HEALTH POLICY**

Prior to admission, each child must be immunized as recommended by the local Medical Officer of Health.

The Public Health Department monitors updating of immunization. Please inform us when your child receives his/her vaccinations, in order to keep your child's file up-to-date.

### **THE FOLLOWING IS A RECOMMENDED IMMUNIZATION SCHEDULE:**

<b><u>AGE</u></b>	<b><u>ROUTINE</u></b>
2 months	DTaP Polio + HIB
4 months	DTaP Polio + HIB
6 months	DTaP Polio + HIB
After 12 months	MMR
18 months	DTaP Polio + HIB
4-6 years	DTaP Polio + MMR
DTaP:	Diphtheria, Tetanus, Acellular Pertussis
POLIO:	Oral Polio Vaccine
MMR:	Measles, Mumps, Rubella
HIB:	Haemophilus Influenza Type B Vaccine

## **ALLERGIES/FOOD RESTRICTIONS**

We serve a nutritious hot meal at noon in addition to morning and afternoon snacks, all of which are prepared by our own cook on the premises. School Age Children are provided with two snacks daily.

The menu, which follows the Canada Food Guide and Day Nursery Requirements, is posted on the bulletin board. In each of the playrooms at the Centre, there is an allergy list which contains the specific allergies of a child and/or any food restrictions.

It is extremely important that we are provided with written information about any allergies or food restrictions pertaining to your child. Parents must put in writing and verbally inform staff of any changes in allergies/food restrictions. Children with severe allergies will need to adhere to our Anaphylactic Policy.

## ILLNESS

Your child should remain at home whenever he/she has a fever, vomiting, diarrhea, a constant cough or is considered by a physician to be contagious or infectious. Parents are advised to make arrangements in advance for alternate care for times when their child is sick. The centre must also follow all directives by the Ottawa Health Department regarding Communicable diseases.

If your child should become ill during the day at the Centre, you will be notified and required to pick him/her up.

You will be notified if your child has a fever, is vomiting, coughing constantly or has had diarrhea. You will also be contacted if your child is showing signs of any illness that is infectious. We are required to report all communicable diseases to the Health Department. Please call us whenever your child is ill so that we can keep other parents and the authorities informed of illness.

When the weather is good, all children play outside and your child should be healthy enough for outside activities and to participate in all aspects of the program.

## ADMINISTRATION OF MEDICINE POLICY

1. We are required by law to obtain written permission for administering medication.
2. All medication must be prescribed by a physician.
3. All medication must be in the original container as supplied by the pharmacist.
4. The container must be clearly labeled with the following information:
  - 1) **Child's name**
  - 2) **Name of medication**
  - 3) **Dosage of medication**

- 4) **Date of expiration (Note: where an expiration date is not available, staff will not administer medication where the prescription is two weeks beyond the date of issue unless written approval is obtained from the doctor.)**
- 5) **Clear instructions for the administration and storage of the medication.**
- 6) **All medication should include any possible side effects and treatment of those side effects.**
- 7) **The parent shall put the medication in the refrigerator's Medicine Box in the Toddler Room.**
- 8) **Puffers for Asthma and Epi-pens are kept in the classroom for emergency use.**
- 9) **The parent shall provide the necessary information on the Medication Information and Consent Form available from the staff.**

## POLICY REGARDING INJURIES

At RPPC, safety for all children is of paramount importance. We strive to make sure that safety practices are implemented throughout the day. In the event that an accident occurs and your child is injured, the following will take place:

1. The seriousness of the injury will be assessed.
2. If the injury requires medical attention ...
  - a) you will be notified immediately;
  - b) you will be required to come and pick up your child immediately;
  - c) if an ambulance is necessary, it will be called and you will be notified where your child will be transported;
  - d) if the Centre is unable to contact you or your designated emergency contact, then we reserve the right to take your child to obtain medical help;
  - e) a Serious Occurrence form will be completed and the Program Advisor from the Ministry of Education will be notified.
3. If the injury does not require medical attention ...
  - a) a staff member will treat the injury;
  - b) an Accident Report form will be filled out by a staff member and signed by both the reporting staff member and the Executive Director or her designate (the parent will receive the original and the Centre will keep the copy on file)

## REPORTING SERIOUS OCCURRENCES

Under the Ministry of Education, we are required to post all Serious Occurrences up for 10 days in the Centre. The posting will be located beside our license.

## HIV/AIDS POLICY

Caring for HIV/AIDS infected children, and staffing with infected adults, poses very minimal risk to all those involved. Confidentiality of this health condition requires the utmost respect. Children and Staff who are infected with HIV are entitled to all benefits and privileges normally accorded to all. Staff is provided with up-to-date information on this and other Health Issues.

Regular Sanitary Procedures (i.e. Universal Precautions) as used in this Centre are deemed to be sufficient to guard against transmission of HIV.

## SUN SAFE POLICY

Please provide broad-brimmed hats and a labeled sunscreen of SPF 15+. We encourage parents to apply sunscreen to their child before leaving in the morning. Outdoor activities take place before 11:00 am and after 2:00 pm, to reduce exposure to ultraviolet rays. Staff is encouraged to be good role models for the children by wearing appropriate headgear and sunscreen.

## NON-SMOKING POLICY

Infants and children are more sensitive than adults to the harmful effects of tobacco smoke. If they are regularly exposed to tobacco smoke, they are more likely to develop respiratory infections, asthma, and bronchitis. Children who are around smokers are also more likely to become smokers themselves. Therefore, it is particularly important that infants and children are not exposed to tobacco smoke.

To provide a healthy and comfortable environment for our children and staff, we have endorsed the policy which prohibits smoking by parents, staff and visitors:

- a) in the daycare building itself;
- b) on the property, which surrounds the building where smoking can be seen by the children.

**WE ENCOURAGE SMOKERS WHO WISH TO QUIT TO CONTACT THE CITY OF OTTAWA HEALTH DEPARTMENT'S TOBACCO INFORMATION**

Line at 613-724-4256 for information on smoking cessation resources.

## WORKPLACE HARASSMENT STATEMENT

### **Our Company Statement**

River Parkway Children's Centre believes in the prevention of workplace harassment and promotes a harassment free working environment in which all people respect one another and work together to achieve common goals. Any act of harassment against any employee or member of the public is unacceptable conduct that will not be tolerated. River Parkway Children's Centre will take reasonable and practical measures to prevent and protect employees from acts of harassment.

#### **River Parkway Children's Centres are committed to:**

1. Promoting a harassment free workplace.
2. Investigating reported incidents of workplace harassment in an objective and timely manner;
3. Taking necessary action to respond to those incidents; and
4. Providing support for complainants.

## **Workplace Violence Policy**

### **Our Company Statement**

River Parkway Children's Centre believes in the prevention of workplace violence and promotes a violence free working environment in which all people respect one another and work together to achieve common goals. Any threat or act of violence by or against any employee or member of the public is unacceptable conduct that will not be tolerated. River Parkway Children's Centres will take reasonable and practical measures to prevent and protect employees from acts of violence. River Parkway Children's Centre will assess the workplace for violence on an ongoing basis and identify factors that contribute to workplace violence.

### **Applicability**

This policy applies not only to employees of River Parkway Children's Centres but also to all visitors, clients, supply teachers, volunteers, student teachers, contractors, delivery persons and all activities that occur while on our premises or while engaging in RPCC/RHCC business, activities, or social events.

### **Our Commitment**

River Parkway/ River Heights Children's Centres are committed to:

1. Promoting a violence free workplace.
2. Investigating reported incidents of workplace violence in an objective and timely manner;
3. Taking necessary action to respond to those incidents; and
4. Providing support for the complainant.

## **PROHIBITED PRACTICES**

**1. The following practices are not observed in the program:**

- Corporal punishment of the child;
- Deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect;
- Depriving the child of basic needs including food, shelter, clothing or bedding;
- Locking the exits of the child care centre for the purpose of confining children;
- and
- using a locked or lockable room or structure to confine the children.

## **DAILY SCHEDULE**

7:30 - 9:00 am	Centre opens, quiet activities and snack
9:00 -11:30 am	... Indoor play, outdoor play and circle time
11:30 - 12:30 pm	... Lunch and settling for sleep time
12:30 pm	... Sleep time
1:30 pm	... Waker's Program
2:30 pm	... Snack
3:00 – 5:45 pm	... Special activities, outdoor play, indoor play
5:45 pm	... Centre closes

Parents are required to sign children in and out daily on the attendance sheets in the classrooms and to bring their child directly to a teacher.

## EMERGENCY CLOSURE

In case of emergency closure during regular hours, the children will be taken to our emergency alternate site. Unitarian House (20 Cleary Avenue). Parents will be notified by staff and requested to pick up their child.

## CLOTHING/POSSESSIONS

Children are welcome to bring a familiar blanket or small soft toy for sleep time. By consistently bringing a familiar item it will make sleep time a comfortable and natural routine. Please label these items. Other toys should be left at home.

Please send your child dressed for active and sometimes messy play. Also, please check the weather conditions (mud, snow, heat, etc.) and send clothes accordingly.

Each child should have spare clothing at school (including socks and underwear) in a bag which can be hung in the cubby. Soiled clothes are placed in a plastic bag in the child's cubby to be taken home at night.

Mark all clothing with your child's name. We cannot be responsible for locating missing clothing which is not marked. Even though we try our best, it is impossible to remember clothing for 74 children. Check the Lost-and-Found box frequently (located close to the toddler room).

### Recommendations for Various Seasons

Winter	Spring/Autumn	Summer
Snowsuit	Splash Suit	Sunhat
Hat and Neck warmer	Rain Boots	Rain Boots
Boots 2 pairs of mittens	Sweater	Sunscreen
	2 Pairs of Mittens	

**Note:** indoor and outdoor shoes are needed at all times.

For all seasons, an extra shirt, pair of pants, socks and underwear from home should be kept in child's cubby.

## EXCURSIONS/FIELD TRIPS

An enjoyable and important part of our programming is field trips into the community. You will be advised of these excursions by newsletter, posters, or by the staff. In order for your child to participate in these field trips,

you must fill out and sign our Field Trip Permission forms. If they are not filled out for each field trip as required, your child will not be able to accompany us for that activity, and you may have to keep him/her at home that day.

## FAMILY ACTIVITIES

From time to time activities are arranged for families

We arrange parent/teacher conferences, discussion groups, etc., and the Centre also has ongoing fund raising events during the year.

## SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS

### RIVER PARKWAY/ RIVER HEIGHTS'S CHILDREN'S CENTRE STATEMENT

Our purpose is to ensure that every child who is in attendance at River Parkway/ River Heights Children Centres is supervised at all times and to help support the safety and wellbeing of children who attend RPCC/ RHCC.

## PAYMENT OF FEES

### 1. PRIVATE OR FULL-FEE SPACES

There is a \$25.00 registration fee which includes membership in the corporation of River Parkway Children's Centre for the remainder of that calendar year.

<b>Monthly rate:</b>	<u>Toddler Program</u>	<u>Pre-School Program</u>	<u>School-Age Program</u>
	\$1,305.00	\$1004.00	\$502.00

**Fees are payable in advance** at the beginning of each month. Payments may be made in two installments, providing that the Director or Office staff is advised of the dates that payments will be made.

Fees are payable **regardless of attendance** (that is, there is no reduction in fees for illness or vacation).

Post-dated cheques are preferred; they should be made payable to **River Parkway Children's Centre, (RPCC)** and brought to the office or Administrative Assistant. Teaching staff will not accept cash pay

**If payment is not received :**

1. **Admin staff will give a verbal reminder**

2. If childcare fees are not submitted after a verbal reminder, then a written reminder with a due date will be given by admin staff.
3. If childcare fee is not submitted and account is 1 month in arrears, Executive Director will speak directly to parent and a plan will be worked out for payment. Parent may be asked to submit full payment by certified cheque or cash.
4. If childcare fees are not submitted and account is 2 months in arrears, RHCC/RPCC Executive Director reserves the right to discharge child without notice.

## **2. SUBSIDIZED SPACES**

RPCC has a Purchase-of-Service Agreement with the City of Ottawa which allows us to offer a number of subsidized spaces. Parents pay no registration fee. Parents with subsidy arrangements are responsible for making and keeping appointments with the City Social Services worker one month before their subsidy is due to expire.

The phone number for your first appointment is 613-580-9696.

## **GENERAL**

Parents will be charged \$15.00 for any NSF cheques.

Parents will be issued a receipt for income tax purposes at the end of the calendar year or on the date of the child's withdrawal, whichever comes first.

## **VACATION**

Notification of your vacation plans is necessary to allow us to make adjustments in staffing, food preparation, etc. This is particularly important during summer holidays. A green form is sent with the Newsletter in April and we appreciate a prompt return.

## **PARENTS WITH SUBSIDIES**

Parents are reminded that the City of Ottawa policy is that each child is entitled to take up to 36 absent days annually from January to December.

Parents are liable for the full cost of care after they have used their 36 absent days and will be charged accordingly by the centre.

As a result of extraordinary medical needs a child may exceed the maximum absent days. Parents or centres on behalf of the parents, must submit a request, accompanied by verification of the extraordinary medical needs by a professional, to the Child Care Specialist for our centre.

In situations where there is a joint custody, or a separated family where there is one custodial parent and one non-custodial parent, the maximum number of absent days remains at 36 for the child. It is up to the parents to determine how the days will be divided. Requests for additional absent days for parents traveling overseas will not be granted. It is the responsibility of parents to directly pay the centre for the full cost of their child for any absent days beyond 36.