Upper Canada® Child Care

FAMILY HANDBOOK

A Guide to Upper Canada Child Care Programs and Services

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Welcome! I want to take this opportunity to share the history of Upper Canada Child Care with you as well as our mission and vision for the organization.

UCCC is the direct result of the experience and passion of my mother Josie. An ECE graduate, Josie provided families with professional and high-quality childcare, but she wanted to make that available for all families. With the partnership of my dad, John, they opened their first not-for-profit childcare at Fenside Public School in 1983. That was the start of their brand of professional childcare. Upper Canada Child Care was well received, and they grew.

Since those early days, we have evolved into a large organization providing care and support to thousands of children and their families in Toronto, York Region, and Simcoe County. It is quite a legacy.

As a not-for-profit organization we are governed by a Board of Directors made up of volunteers who have experience in business, childcare, and education. My role as CEO is to report to our Board of Directors and ensure the stability of the organization. Upper Canada Child Care may be a large organization, but each centre is a team of caring, committed professionals who reflect the diversity of their community who work together to provide high-quality childcare to our clients. Grounded in our organizational values of trust, support, professionalism, safety, and respect, our teams work to achieve our vision:

A smile on each child's face...every day.

We realize this goal by staying true to our mission statement:

Building relationships is at the core of what we do. In our playful and caring environments, we support each child's self-discovery and their growing connections to others and nature; we foster communities where everyone belongs.

Thank you for choosing UCCC to be your partner and trusted childcare provider.

OUR LEARNING MODEL

Our Foundation

Our programs prioritize play-based learning, inquiry, and the importance of time spent outdoors. By following our Program Statement, we ensure our integrated approach to early learning which is consistent with Ministry of Education legislation and pedagogy, as outlined in the following:

- How Does Learning Happen? Ontario's Pedagogy in the Early Years
- Think, Feel, Act: Lessons from Research About Young Children
- Think, Feel, Act: Empowering Children in the Middle Years

Our program delivery is based on the belief that children are capable, complex, curious, and rich in potential. We respect each child as an individual who is unique in their interests, abilities, and nature and who deserves to feel accepted, understood, and supported.

Program Statement

Our Program Statement outlines our curriculum goals and what they look like in practice. We offer rich play experiences where children learn through their interactions with peers and educators, and through active exploration of the world, using their bodies, minds, and senses.

We encourage children to engage in experiences that are meaningful to them, support their interests, and help them to make connections between what they already know and what they are experiencing. We also help children to effectively regulate their energy and emotions, to take risks and face challenges. Our complete Program Statement is found in the appendix.

Quality Assurance

Our childcare programs benefit from educators who have certification and expertise in the following areas:

- Inclusion Support
- Quality Assurance and Licensing Support
- Training and Development
- Outdoor Education
- Summer Camp

These experts provide training, support, resources, and guidance to our classroom educators with the goal of building capacity and improving our programs and delivery.

OUR CENTRE TEAMS

Centre supervisors are RECEs who manage day-to-day operations. Centres have an assistant supervisor or designate who supports the supervisor and manages operations in their absence. Before and After School Programs also have a team lead.

Each classroom has an RECE-certified or equivalent teacher and an assistant.

Registered Early Childhood Educators (RECEs) are graduates of a college or university early childhood education program and are registered with the Ontario College of Early Childhood Educators. (The College regulates and governs the profession of RECEs in the public interest and according to the provisions of the Early Childhood Educators Act, 2007 and oversees continuous learning requirements for its members.) Supply staff are available to cover educator absences.

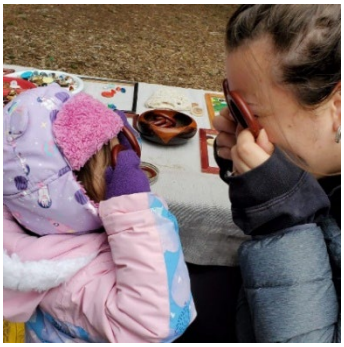
All centre employees have:

- Intermediate/Standard First Aid and CPR-C
- A clear Vulnerable Sector Screen

Most also have food handler's certification.

! Student/apprentice teachers are also part of our childcare programs: they are required to provide a clear Vulnerable Sector Check, medical assessment, and review all policies prior to their placement. All students and volunteers are always supervised by an employee and are not permitted to be left alone with any child.

Role of Educators



Educators observe and join in children's play to identify their interests and knowledge. They extend and discover the next step in children's learning by asking purposeful questions like:

- What do you think?
- What do you wonder?
- How do you think we can find out?

In any given moment, "play" can include opportunities to explore math, science, art, or literature; our educators are always looking for those opportunities.

Educators document and share daily activities and provide insight into the children's learning in a variety of ways.

Guiding Behaviour

Educators encourage safe and appropriate behaviour by:

- Helping children to develop positive relationships with others.
- Supporting children's efforts to join play.
- Focusing attention on positive interactions and encouraging everyone to value individuality.
- Encouraging children to respond to challenges/conflict by taking an active role in problem solving and identifying alternative solutions.
- Responding sensitively to emotions and encouraging children to identify and label their feelings.
- Providing time and support children may need to recover from difficult feelings and successfully rejoin the group.
- Providing small group experiences and smooth transitions that promote calm and positive interaction.

INCLUSION AND DIVERSITY

It's important to us that families feel welcome and have a sense of belonging in our programs. We celebrate the uniqueness of each child and readily adapt our programming to support each one's optimal development.

Our Inclusion Policy and philosophy promote environmental adaptations and modifications to support every child's full participation regardless of "appearance, age, culture, ethnicity, race, language, gender, sexual orientation, religion, family environment, and developmental abilities" (ELF, 2007, pp. 11-12).

Special emphasis is given to promoting choice and accessibility of materials throughout the day, each child's individual needs, peer interaction, building friendships, and independent play.

Our programs create equitable learning and developmental opportunities for children from diverse racial, ethnic, social, and cultural backgrounds by continuously seeking to prevent, or identify and remove barriers to participation.

Inclusion Support Team

The consultants who make up the Inclusion Support Team (IST) have the experience and credentials to support our goals of inclusivity for children and families.

Each team member supports the centres in their region with resources, programming, practical implementation, and 'hands on' support for children with unique needs.

When children require extra support, we access additional resources and strategies through collaboration with families and community partners such as Speech and Language Services, Early Intervention Services, and Community Living Services.

Our partnerships with families and communities are critical in supporting the development of children.

For more information about our Inclusion Principles and Accessibility Plan, please see our Resources page on our website.

OUR FULL DAY PROGRAMS

- Availability of care spaces is limited and confirmed individually by centre.
- Not all programs are available at all locations.
- Open Monday to Friday, 7:00 AM to 6:00 PM (some locations have extended hours).
- Fee subsidy available (based on qualifying criteria). CWELCC funding (0 to 6 years).

Educator to Child Ratios
Infant - 1:3, Maximum Group Size: 10
Toddler - 1:5, Maximum Group Size: 15
Preschool - 1:8, Maximum Group Size: 24

Infant (3 to 18 Months)
All infants receive personalized care responsive to their needs.

Educators focus on forming a warm, secure attachment with each child. A daily record (sleeping, eating, diapering) is available to families.

Infants experience playful and nurturing interactions that support language growth, motor skills, and active exploration. Babies enjoy daily outdoor time and age-appropriate experiences.

ABOUT NUTRITION

We strive to maintain a nut-safe environment, and as a result we limit food from home in the centres.

Menus are posted in the centre and are:

- Healthy, varied, and change seasonally
- Reviewed by a registered dietician
- Based on Canada's Food Guide
- Nut-free, allergy aware
- Responsive to dietary requirements
- Each snack/meal contains a minimum of three food groups.
- Two nutritious snacks and hot lunch are provided daily for Full Day Programs.

Toddler (18 to 30 Months)

Our program encourages emerging language and motor skills and growing capacity for self-regulation. We support peer connections and cooperative play. Daily outdoor time in all seasons is also a priority.

Families can expect a flexible group routine responsive to needs (e.g. play, nourishment, toileting, rest). A daily record for each child is available.

Preschool (2.5 to 5 years)

Ever-curious preschoolers participate in programs which are based on their interests.

We offer playful opportunities to explore literacy, numeracy, science, nature, and creative arts.

Daily outdoor play in all seasons is a priority. Groups also take community walks and visit White Pines Forest School. Alternate care isn't available for those days.

Families can expect a flexible group routine with periods set aside for play, nourishment, toileting, and rest.

OUR BEFORE AND AFTER SCHOOL PROGRAMS

- Availability of care spaces is limited and confirmed individually by centre.
- Care is available for PA Days, Winter Break, and March Break. Pre-registration is typically required for children attending kindergarten and older, however exceptions may apply.
- Local summer camps available.
- Open Monday to Friday, 7:00 AM to school start, and school end to 6:00 PM (some locations have extended hours).
- Fee subsidy available (based on qualifying criteria).
- Two nutritious snacks offered daily.

Educator to Child Ratios

Kindergarten
1:13, Maximum Group Size: 26

School Age (Ages 6 to 9)
1:15, Maximum Group Size: 30

School Age (Ages 9 to 12)
1:20, Maximum Group Size: 20

Kindergarten (4 to 5 years)

We offer fun, play-based programs designed to further develop, self-help, self-regulation, and social skills. Parents can expect a flexible group routine, daily outdoor; play in all seasons, and two healthy snacks.

School Age (6 to 12 years)

Educators model respectful, positive interactions while recognizing children's need for more independence and time with friends.

ABOUT NUTRITION

We strive to maintain a nut-safe environment, and as a result we limit food from home in the centres.

Snack Menus are available on our website and are:

- Healthy, varied, and change seasonally
- Reviewed by a registered dietician
- Based on Canada's Food Guide
- Nut-free, allergy aware
- Responsive to dietary requirements
- Each snack contains a minimum of two food groups.

Parents can expect a flexible group routine, two healthy snacks, and daily outdoor play in all seasons.

PA Days, Winter Break, and March Break (4 to 12 years)

A PA Day program is offered at most sites or a convenient site nearby. The longer days allow for more extended, fully developed play experiences. A packed lunch from home is required.

Summer Camp (4 to 12 Years)

GO OUTSIDE, GET DIRTY, HAVE FUN, HAVE ADVENTURES. REPEAT.

Summer camp is a great opportunity for children to explore, connect, follow their interests, and create lasting memories. Our camps focus on building positive relationships and we're outdoors as much as possible.

Camp Hours of Operation:

Camp programming runs Monday to Friday, from 9:00 AM to 4:00 PM. Locations generally open at 7:00 AM and close at 6:00 PM (locations hours may vary). Camp does not operate on holidays (e.g. Canada Day, Civic Holiday, Labour Day).

UCCC campers will:

- Explore local communities and enjoy amenities such as splash parks.
- Go on field trips and participate in special theme days, nature experiences, arts and crafts. Alternate care isn't available for those who don't wish to attend trips.
- Bring a peanut-free packed lunch, Monday to Thursday, and join us for a pizza lunch on Fridays.

For more information, including camp fees and registration information, see our website.

PROGRAM STANDARDS FOR LICENSED CHILDCARE PROGRAMS

As a licensed childcare provider, UCCC must follow legislated requirements from the Ministry of Education, Public Health, and the Ministry of Labour. That means that there are many rules and regulations we must follow.

Please note this is a summary of requirements and cannot cover every situation. For more information, please refer to MEDU site.

If you have any questions, please speak to classroom educators or the centre supervisor.

! Health and Wellness

Did you know that we have a guide to help us determine when a child is too ill to attend our programs? We rely on guidance from local Public Health units on how best to avoid serious outbreaks of illness and disease.

- If an outbreak occurs, local Public Health recommendations will be followed.
- In the appendix, please find Exclusion Guidelines for Communicable Illnesses.
- In compliance with Public Health guidelines, educators perform a daily visual check upon arrival to confirm that children are well enough to participate in the program.
- **If signs of illness are observed that might prevent participation, the child may not be accepted into the program.**
- If a child becomes ill during the day, the parent will be contacted to pick up their child.
- **Children who have a communicable illness, or display symptoms of such, cannot be cared for in the centre.** Children may return when they are no longer communicable and have been symptom-free for 24-48 hours or according to the Public Health requirements in their region.

Conduct

To promote a safe, comfortable, and inclusive atmosphere. UCCC community members are expected to:

Client (Children and Parents) Conduct

- Be respectful of self, others, the environment, equipment, materials, and property.
- Communicate through listening and speaking in ways that resolve conflict in a peaceful manner.
- Be aware that behaviour that poses a safety hazard may result in termination of service.

Employee/Student/Volunteer Conduct

- Uphold UCCC's core values: support, safety, trust, professionalism, and respect.
- Follow approaches to child guidance that are outlined in the Program Statement

Please note our **Guidelines for Conflict Resolution** on page 26 of this handbook.

! Abuse of any kind (verbal, physical, emotional etc.) Is not tolerated. If you suspect a child is being abused or neglected, contact the local Children's Aid Society in your region, immediately.

! **Reportable Acts**

- Corporal punishment of a child, any punishment that causes physical pain, discomfort or harm to a person's body, no matter how light; such as hitting, slapping, pinching, kicking, shaking, or grabbing.
- Physical restraint, such as confining a child to a highchair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision. Physical restraint is only permitted to prevent injury of the child or others and only as a last resort and only until the risk of injury has passed.
- Locking the exits of the childcare centre for the purpose of confining a child or confining a child in an area or room without adult supervision.
- Any incident involving 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, frighten, or traumatize the child or undermine their self-respect, dignity, or self-worth.
- Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Inflicting any bodily harm on a child, including making a child eat or drink against their will.
- Sexual abuse, sexual misconduct, and sexual acts as defined under the Early Childhood Educators Act.

Packed Lunches and Allergies:

We strive to maintain a nut-safe environment, and as a result we limit food from home in the centres. UCCC offers two nutritious snacks per day to children in all Before and After School Programs. When school age children attend programs for a full day (e.g. camp, PA Days, Winter Break or March Break) UCCC educators examine lunches to ensure that families adhere to the following:

It's a Ministry of Education requirement that all lunches brought from home must be nutritionally balanced and be nut/allergen-free.

- Lunch bags and drinks must be clearly labelled with the child's name.
- Lunch bags must include ice packs for cold foods and/or thermos for hot foods to avoid spoilage.
- UCCC will communicate any concerns to parents.
- If a child's lunch is forgotten, and parents cannot be contacted, UCCC will supply any food needed.

Nutrition Tips

- Include three of the four food groups in a child's lunch. Children generally eat three meals a day, so providing about 1/3 of the daily recommended servings for their age is a good target. Canada's Food Guide provides more detailed information on food groups, recommended servings, and sizes.
- Change It Up! Offer a variety of foods. Simple changes (e.g. type of grain) can make lunch more interesting. Pairing new food choices with old favourites may help some children branch out.
- Limit prepackaged foods which contain high amounts of sodium, sugars, and fats.
- Use fresh foods or leftovers not more than a day old.
- Wash fruits and vegetables.

Emergency Medical Procedures

In case of emergency UCCC will take any or all the following actions:

- Call an ambulance (911).
- Contact a parent.
- Call emergency contacts.
- Administer reasonable first aid measures.

Specialized Needs

The Ministry of Education requires that any child with specialized medical conditions must have an individualized Medical Plan, or in the case of Anaphylaxis, an Anaphylaxis Plan.

Plans will be developed with input from the parent and child's physician (optional) and are required at the time of enrollment. Plans must be reviewed and updated as needed or annually.

Medication

The centre will administer prescription medications to children, according to legislation. Families must provide the following:

- Written authorization, including the dosage and times a drug is to be given.
- Medication in the original container/packaging, clearly labeled with the child's name, name of the drug, dosage, the date of purchase (if applicable), and instructions for storage and administration.

Please speak to the centre supervisor about requirements for non-prescription medications.

It's important to hand medication directly to an educator. **Never leave medication in a child's bag where it can be accessed by other children.** Employees will not administer expired medication. Emergency medication will be carried either by an educator, or the child (with parental permission), to ensure immediate access.

Rest Times

Sleep is important to each child's health and well-being, and is integral to physical, cognitive, and emotional development.

Ministry of Education legislation requires that providers establish flexible daily routines which include sleep or rest time for children in consultation with their family, as well as supervision measures to ensure safety during sleep time routines.

Unless otherwise recommended in writing by a child's physician, infants under 12 months old are placed for sleep on their backs according to recommendations set out in the Health Canada Joint Statement on Safe Sleep. If a child can roll from their back to their stomach or side, they will not be repositioned.

Daily Outdoor Play

Outdoor Play, as described in our Program statement, is important to our daily routine. It is also a ministry requirement that children are provided with an amount of outdoor play time according to their age. Our programs often go on neighborhood walks and visit local fields, ponds, and forests. These outings provide opportunities for children to explore new spaces and experience age-appropriate physical challenges.

Our programs also participate in outdoor play during mildly inclement weather (e.g. light rain, cold weather). We ask that children come ready to participate, bringing clothing suitable for extended play time outdoors according to the weather and season and that support being physically active.

Muddy Buddies (full-body, waterproof suits) are provided on site for preschool classes.

Serious Occurrences

! In the event of a serious occurrence, a notice is posted in a conspicuous place in the centre with details and action items. Families should consult directly with the supervisor.

OUR OPERATING POLICIES

Hours

We operate Monday to Friday. Our Full Day Programs operate year-round while Before and After School Programs operate from September to June. See specific hours on front cover of this handbook.

If unexpected closures due to conditions beyond our control result in an inability to provide services within our regular hours of operation or location, an alternate location may be provided.

We are closed on the following holidays:

New Year's Day
Family Day
Good Friday
Easter Monday
Victoria Day
Canada Day
Civic Holiday
Labour Day
Thanksgiving Day
Christmas Day
Boxing Day

Note: All centres close at 3:00 PM on December 24 (if applicable).

Admission

Families are accepted into the program on a first-come, first-served basis (priority is given to siblings and transfers from other UCCC sites). Families may be added to a waiting list due to limited availability in a program. For our full Waiting List Policy, please see appendix.

Enrolled families in our Before and After School Programs must notify UCCC of their intent to re-enroll prior to the end of the school year. Typically, we ask for this commitment in the Spring. Final enrollments and confirmations must be provided no later than August 1, which is when supervisors begin contacting families on the waiting list.

Contact Information

It's a requirement of the Ministry of Education and a condition of care that families provide UCCC with the following accurate information:

- Home address and telephone numbers including work and cell phone numbers and email address
- **Please ensure that your email is accessible to receive messages from us and located in countries that do not restrict emails from outside their borders.**
- Telephone numbers of emergency contacts
- Immunization status or any affidavit, or declaration
- Custody arrangements and/or special circumstances
- **Families must notify us immediately of any changes to their contact information.**

Arrivals and Departures

Parents must deliver their children directly to an educator when dropping children off, regardless of the child's age, and must also notify educators when they are taking their children home. Daily attendance records are kept.

Please notify the centre if someone other than the main contact person will be picking up your child. If the authorized person is unknown to employees on duty, photo ID will be required.

! Children are not permitted to leave the program without an authorized adult (16 years+). It is very important to notify UCCC if your child will not be attending a program for any reason such as illness or vacation.

Fees

Licensed childcare operators must administer fees in accordance with Ministry of Education regulations. Fee schedules are available on uppercanadachildcare.com, in this handbook's appendix, and are posted in centre. UCCC charges fees based on the following categories:

1. Base Fees

Base Fees cover all services required by provincial regulations, including:

- Staff supervision and individualized support plans
- Play materials, bedding, and food
- Administration
- **Mandatory Fees (fees families must pay upfront to access care):**
  These are fees families must pay upfront to access care:
  - **Family Security Deposit**
    - $200.00 per family, paid before the start of care
    - Held on account of the youngest child
    - Applied to any outstanding balance upon withdrawal or refunded if no balance remains
  - **Summer Camp Deposit (non-refundable)**
    - Equal to two weeks of camp fees
    - Charged **per child** at the time of registration and held on account and applied to the last two weeks of camp enrollment

2. Non-Base (Optional) Fees

Applies to optional services or situations. UCCC charges additional fees in these situations:

Late Pick-Up Fee

- $2.00 for the first 5 minutes and $1.00 for each additional minute
- Paid directly to staff remaining past closing

Bank Charges

- UCCC is not responsible for any additional fees charged to clients by their bank.

Merchant Fees

To keep our core administrative costs down, our primary, **fee-free** payment option is direct bank transfer (PAD).

We do offer credit card payments as an optional convenience, but users are responsible for standard merchant fees (to a maximum of 2.4%). Due to the high processing rates charged to vendors by credit card networks, that option also carries an additional .5% third-party convenience fee. Users can always switch their payment type to PAD payments to avoid those additional fees.

Funding

Canada-Wide Early Learning and Child Care (CWELCC)

UCCC participates in CWELCC at all eligible locations in:

- Toronto
- York Region
- Simcoe County

Exclusions: French Immersion programs and sites not yet approved for CWELCC funding. Please review centre fee schedules carefully for any exclusions.

Key Points:

- CWELCC reduces Base Fees for eligible children.
- All fees have been frozen since March 27, 2022, or upon enrollment into CWELCC.
- If CWELCC funding ends, changes, or if UCCC becomes ineligible, families are responsible for the full Base Fee.

CWELCC Eligibility

- Children are eligible until the end of the month they turn six.
- If a child turns six between January and June, eligibility continues until June 30.
- For children turning six after June 30, eligibility ends on the last day of their birth month.
- School age fees begin the first day of the month after eligibility has ended.

Fee Subsidy

- Families may qualify for financial assistance through their local Children's Services department. Links to regional subsidy programs are available on our website.
- Eligibility is based on income and is applicable to ages 3 months to 12 years.
- Proof of fee subsidy is required before the start date; otherwise, families must pay full fees.
- Families must notify UCCC of changes to the subsidy agreement. If subsidy funding is reduced, families are responsible for paying the difference retroactively.
- There is a maximum number of absent days permitted. Absent days that exceed this maximum will be invoiced for the full fee.

Fee Policy Summary

- Payment is made through our automated system. Other forms of payment (cash or cheque) are not accepted.
- Families may choose:
  - One full payment deducted automatically on the first of the month **or**
  - Two payments deducted automatically on the first and the sixteenth of every month (parents splitting payments must have the same payment schedule).
- Summer Camp
  - Must be fully paid, monthly, in advance of care.

Non-Payment Consequences

- Non-payment will result in **termination of care**.

Withdrawals and Program Changes

Notice Requirements

- **30 days' written notice** is required for changes or withdrawal.
- Families receiving fee assistance must follow regional notice requirements.
- Summer Camp:
  - Withdrawal notice must be **provided by May 15.**
  - Deposits are **non-refundable**.
  - Full fees will be charged until the proper notice period is satisfied.

Invoices and Closures

- Invoices include **all enrolled days**, including statutory holidays.
- No care is provided on **statutory holidays** or **Easter Monday** (staff professional development day). **Note: Easter Monday is a non-billable day.**
- No refunds for:
  - Holidays
  - Sick or vacation days
  - Emergency closures, outside UCCC control (up to 5 days/year).

Refunds

- Refunds or credits to accounts are issued when:
  - A billing error or dispute is verified.
  - A client overpays.
  - Proper withdrawal notice is given, no fees are outstanding, and there is a deposit held on account.
  - UCCC cancels care before the 30-day notice period.
- **Refunds are issued within 30 days.**

Tax Receipts

Receipts will be issued to the payor(s) before the annual tax deadline for income tax purposes. Receipts reflect amounts that have been paid during the tax year.

Site Safety and Security

Each UCCC centre has procedures and systems in place to restrict access to the centre by unauthorized individuals. Those procedures and systems are unique to each location.

Site safety is a primary concern as it protects children, families and our employees. We will share information about potential safety hazards and what actions we are taking in response. We also ask if you notice a potential hazard, that you notify an employee so that we can assess and address it as soon as possible.

Emergency Management

Each UCCC centre has procedures regarding the management of emergency situations that outline:

- Establishing gathering/evacuation sites and conducting regular safety drills
- Responsibilities of centre employees during emergency situations
- Guidelines for communication with parents, emergency personnel, etc. Parents will be notified of a centre evacuation by either phone, email, or parent communication app as soon as it is safe to do so.
- Procedures to support children and employees who experienced distress during the emergency

Privacy

Safeguarding your privacy and confidentiality is our priority. We take all available measures to protect your information according to current legislation. "UCCC will collect, use, disclose, and transfer personal information families disclose to us, for the purpose of providing services to families, and to third parties/agencies responsible for funding, quality assurance, inspection, support (e.g. Children's Services Consultants, school board personnel, teachers, government bodies/agencies etc.)" – UCCC Privacy Policy

For more information, please see our website.

FAMILY ENGAGEMENT

UCCC has an expectation of engagement and a system that's worked well for us and evolved over many years. **In our centres parent engagement is a daily event.** UCCC strives to build relationships with families and serve them in ways that are meaningful to them and may vary from community to community.

We start building relationships with our community through the sharing of information and we use many methods such as:

- Informal daily interactions, communication boards, and postings
- Email communication
- Meetings (by phone, virtual, or in person) as needed/requested
- Daily Records (provided for Infant and Toddler Programs)
- Calendars
- Storypark App

Storypark App

Provided at no extra cost, UCCC offers access to Storypark in our programs: a secure, private, app accessible via web or mobile devices. Storypark supports communication between educators, children, and families and makes play-based learning visible through photo, video, and written documentation.

We encourage families to engage with programs in ways that reflect their interests/talents and according to their personal comfort level.

Opportunities for participation include:

- Visiting the classroom
- Interacting with educator and class via Storypark
- Volunteering on field trips and outings
- Demonstrating interests, skills, or hobbies

Please note that posting on Storypark will occur, when possible.
The focus of our educators is to engage with and care for the children; safety and supervision are our priority. Individual needs of children and programs vary, and therefore, so will the Storypark experience.

Events

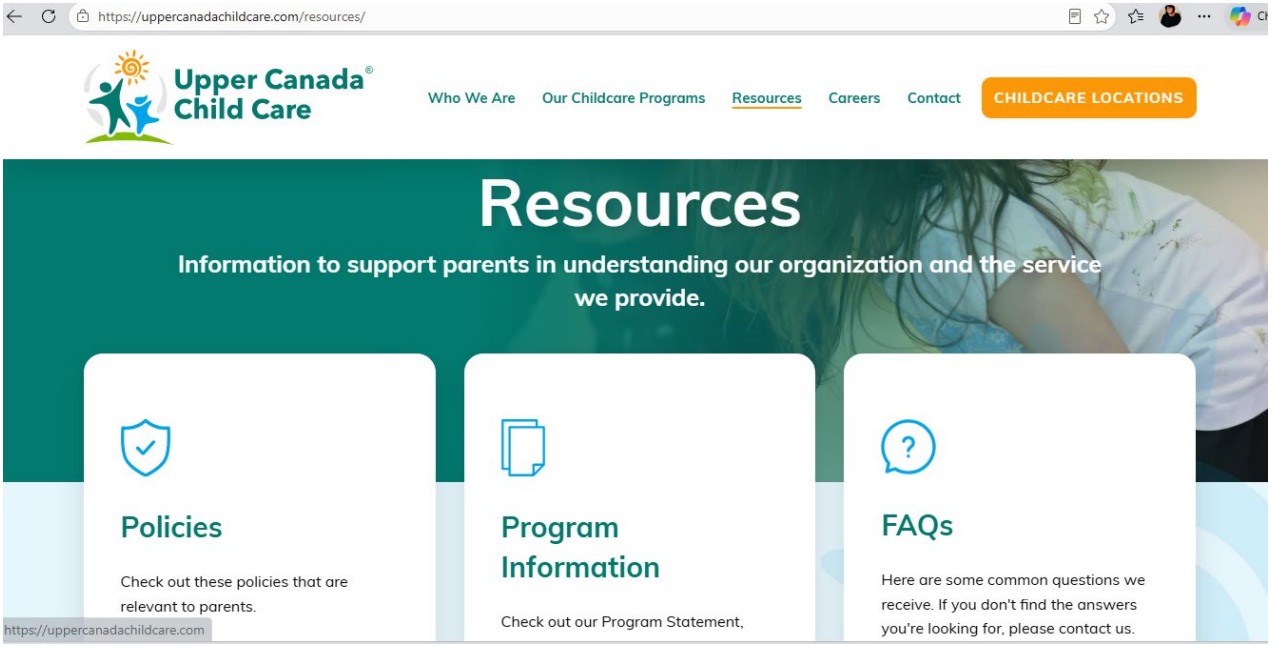
Our centres host events, mostly smaller ones, but some larger, throughout the year. This might look like coffee and a muffin or special craft from a child to their parents on a holiday, an opportunity for families to come into the class to make a craft with their child, or a chance to participate in a community-based charity drive for the local food bank.

Family Newsletter - Connections

Published quarterly, Connections shares seasonal updates, key dates, and highlights from our centres. It also explores our educational philosophy, including outdoor learning, play-based approaches, and the value of risky play.

UCCC Website

We encourage families to explore and engage with the information on our website where we have program-specific information, resources, our blog, news, Frequently Asked Questions, and contact information.



Communication

Maintaining positive relationships in our centres is a priority for Upper Canada Child Care. We always welcome family feedback. Daily conversations with educators and administrative teams can prevent or resolve conflicts quickly and fairly.

Guidelines for Conflict Resolution

While we want to accommodate reasonable requests, we must also balance that with regulations that govern our license, the needs of all children and their safety in the program. We value our partnership, so before escalating a concern, please try and discuss it directly with the person involved. If it cannot be resolved with that individual, we request that you follow the hierarchy below:

1. Classroom Educators
2. Supervisor
3. Regional Director
4. VP Child Care Programs

Our resolving Parent Issues and Concerns Policy can be found in the appendix.

Upper Canada Child Care Head Office

Address	498 Markland St. Unit 5 Markham ON, L6C 1Z6
Phone	289-982-1113
Email	info@ucccc.ca
Website	www.uppercanadachildcare.com

Social Media Platforms

Instagram	www.instagram.com/uppercanadachildcare
Facebook	www.facebook.com/uppercanadachildcare
YouTube	www.youtube.com/@uppercanadaCC
LinkedIn	www.linkedin.com/company/upper-canada-child-care

Organizational Communication

We value family input and communicate through the following:

Annual Surveys:
Our Family Satisfaction and Summer Camp Surveys offer helpful feedback that guides improvements at both the centre and organizational levels.

Blog/News/Events Page:
Our website features real-life examples of our Program Statement and educational philosophy in action.

Founders Award for Excellence:
Families are invited each year to nominate an educator who has made a meaningful difference. We're grateful for the many heartfelt nominations we receive!