

Red Hill Family Centre

A place to learn, nurture and grow together

PARENT HANDBOOK



25 MOUNT ALBION ROAD, HAMILTON ON L8K 5S4

Phone: 905-546-2424 Ext. 3084

Email: RedHillFamilyCentre@hamilton.ca

Website: www.hamilton.ca/RedHillFamilyCentre

Thank you for choosing Red Hill Family Centre for your child's childcare experience. Red Hill Family Centre is the City of Hamilton's directly funded childcare centre and has been serving the Hamilton community for over 40 years.

Please take the time to read this handbook, as it contains vital information to ensure a successful partnership between you, your child and our staff. We look forward to building a strong relationship that positively impacts your child's continual growth and success.

We encourage an open dialogue with staff about the program we offer, and parents/guardians are always welcome.

Red Hill Family Centre

905-546-2424 ext. 3084; Email: RedHillFamilyCentre@hamilton.ca

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Red Hill Family Centre's Program Statement

Red Hill Family Centre recognizes children are capable, curious, and competent. Our program values build on the strengths, talents, and abilities of everyone through caring and responsive Early Childhood Educators, whose focus is on active learning, exploration, play and inquiry. Our program promotes the health, safety, nutrition, and well-being of each child. Children and educators are co-learners in a fun, stimulating and positive learning environment.

Red Hill Family Centre strives to ensure learning is joyous through a play-based active learning approach. Children are engaged in indoor and outdoor play, active play as well as quiet time and rest periods. Red Hill Family Centre is a fully inclusive program where learning is based on the child's interests, talents, and individual abilities. Every child is unique. Educators provide personalized, individual and group learning experiences.

We are committed to developing a positive relationship with families, keeping them informed with open, honest, and respectful communication and encouraging a strong partnership between home and childcare. Parent/guardians and family are the foundations to success of each child. We provide support and guidance for the whole family and strive to connect the family with our community. Parent/guardians are our partners, and we strive to build self-esteem and self-efficacy with our parent/guardians.

Children learn best when the program fosters the children's exploration, play and inquiry in groups as well as making individual choices. Our staff are Registered Early Childhood Educators, who have shown special interest in learning with joy and providing a loving, stable, and enriching environment. Children thrive when they are given abundant opportunities to play in beautiful, creative, and supportive environments that are appealing to the senses. Children learn through play. When children play, they express, explore, combine, and extend what they have learned about the world around them. Through play, children represent and transform the world. Play allows educators to view each child's inner world and understand a child's thoughts and perceptions. In our toddler and preschool programs children will have access to a variety of play materials and will be encouraged to participate in active and solitary play, both indoors and outdoors.

Each child's learning is unique with strengths, talents, and gifts we can all learn from. Educators plan for and create positive learning environments and experiences in which each child's learning and development will be supported. Every child learns in a different way. Some children (like adults) are visual learners, others auditory, while others need to touch and feel each experience. Some children socialize easily and seek out companionship. Other children are shy and more reserved. Educators will observe

each child's unique temperament and learning style to best determine how to maximize their preschool experience.

Red Hill Family Centre actively encourages and invites the staff to participate in professional development opportunities. We encourage our team to sign up for professional learning workshops to enhance their skills and knowledge. Each year, we allocate two shutdown days that are dedicated to professional development, allowing staff to engage with external organizations or participate in offsite workshops.

Red Hill Family Centre will ensure educators, parents/guardians, students, and volunteers review the program statement prior to their involvement in the program. Educators, volunteers, and students will review and reflect on the program statement annually and/or anytime it is modified.

Starting at Red Hill Family Centre

Wait List Policy

Children are placed on our wait list by emailing the centre at redhillfamilycentre@hamilton.ca or contacting us by telephone at 905 546 2424 Ex. 3084.

As wait list applications are received, they are filed according to age group (Toddler or Preschool) and date received. There is no fee required to be on the waiting list.

Priority on the wait list is given to:

1. Siblings of children enrolled at the centre
2. Children with Special Needs
3. Children in receipt of Childcare Fee Subsidy
4. Hamilton Child and Family Supports/Catholic Children's Aid Society referrals

When space becomes available, the family at the top of the wait list will be contacted and an intake appointment/site tour will be scheduled to confirm the space.

Hours of Operation

Red Hill Family Centre is open Monday to Friday from 7:30 a.m. to 5:30 p.m.

Your child should arrive and depart at the time that was discussed and agreed upon during the intake interview.

Immunization

Prior to admission, a copy of your child's immunization record or a letter of exemption must be submitted.

Children's Clothing/ Personal Items

Red Hill Family Centre is not responsible for lost, damaged or stolen clothing or personal items. All personal belongings must be labelled.

Children should be dressed in comfortable clothing appropriate for the weather and season that allows them to explore and play freely indoors and outdoors.

Personal Item Checklist:

- ☐ Extra set of clothes (weather appropriate)
- ☐ Special blanket or stuffed toy for sleep time
- ☐ Soother (if needed)
- ☐ Indoor shoes
- ☐ Extra sweater or jacket for spring and fall months.
- ☐ Hat for summer months
- ☐ Winter jacket, snow pants, mitts, hat, and boots for winter months
- ☐ Diapers/Wipes for children not yet toilet trained.

Strollers may be left at the centre in the outdoor covered area by the front entrance only if parents/guardians provide their own lock to secure the stroller.

Arrival, Release, and Custody

The following policies have been put into place to ensure the safety of all children attending Red Hill Family Centre.

Arrival

All children are to be escorted to an educator upon arrival so their attendance can be recorded. Parents/guardians are responsible to have their child wash their hands, remove/put on hats, coats etc. upon arrival and departure.

Release

Unless otherwise arranged children will not be released to any person other than those who are identified on the intake form. You must give advance permission in writing if you want other adults to pick up your child.

The alternate pick-up person must be 14 years of age or older and will be asked for photo identification. If photo identification is not provided, they will not be allowed to enter the centre and we will not release any children into their care.

Parents/guardians must make alternate arrangements for pick up if they cannot pick up their child before 5:30 p.m.

Custody

If there is a custody agreement in place, please ensure the centre has a copy of your legal documentation.

Payments, Fees, and the Canada-Wide Early Learning Child Care System (CWELCC)

Red Hill Family Centre is a participant in CWELCC. A main focus of the CWELCC plan is to reduce childcare fees for families with children under the age of six (as well as children who turn six years old before June 30th).

Daily fees are \$22.00 per child. This is based on the current CWELCC reduction from our 2020 base rate (\$64.00). Fees are calculated based on the number of days within the month including any vacation, illness, and statutory holidays that your child is scheduled to attend.

Statements are sent monthly via email. Once received, all payments are to be made within the first five business days of each month. Payments can be made at the front

office via cash or debit. Annual tax receipts are emailed to families by the end of January.

In the event of an overpayment, a credit will be applied to your account and reflected on your next invoice. Please note that when paying by cash, we do not provide change. Any overpaid amount will be added as a credit toward future fees. Refunds are only issued if a child permanently withdraws from the program and there is a remaining credit.

Discharge

Written notice to withdraw your child from the centre is required at least two (2) weeks in advance. If proper notice is not provided, you will be responsible for any fees incurred for the notice period.

Red Hill Family Centre may terminate services with two (2) weeks notice provided for non-payment of fees, poor attendance, failure to follow policies or in the event that we find a breakdown in the relationship between the centre and the family.

Program Closures

Red Hill Family Centre is closed for the following statutory holidays and two (2) additional days for professional development each year:

- News Years Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day and the following three (3) business days

Notification of the actual dates of the holiday or Professional Development Days will be emailed to families, posted at the entrance of the centre and on the message boards well in advance. Payment is required for all statutory holidays but is not required for the two (2) professional development days or three (3) days following Boxing Day.

Closure Due to Bad Weather

Please call 905-546-2424 ext. 3084 to check the voice mail message for any closures. Parents/guardians may also listen to local radio and TV stations or visit www.hamilton.ca or the City of Hamilton on X (formerly Twitter) @CityOfHamilton.

If your child is already at the centre and we are required to close, we will call you and/or your emergency contacts to make arrangements for your child to go home.

Programs and Services Offered

Our children's program is inspired by "How Does Learning Happen?" Ontario's Pedagogy for the Early Years.

The following are the types of programs and services offered at the centre:

- Individual Support Plans for children with special needs to support inclusion and development.
- Referrals to the City of Hamilton's Home Management Program which offers programs to teach individuals, families, and groups, through practical instruction and coaching, the skills necessary to be more successful and independent in their day-to-day living.
- Onsite Resource Teachers to support children's progress and development.
- Coordinated access to Community Partner professionals such as Speech and Language Consultants, Community Living, Special Needs Resourcing etc.

For more information about any of the above programs or services speak to your child's educator.

Children's Toddler Program 18 to 30 months

Toddler Program – 5 children to 1 educator.

Our toddler rooms provide an atmosphere in which children are exposed to opportunities to stimulate creativity, problem solving, independence and confidence. Much of the focus is on developing sense of self and discovery of others; both of which are important foundations for preschool and beyond.

Children and educators enjoy singing songs, counting, moving, sharing stories, and listening to books among other activities. We support individuality, introduce social guidelines, develop language, and cognitive and gross motor skills.

During free play, toddlers develop self-confidence as they learn to communicate their needs and master challenges in their classroom and their world. Toddlers flourish when they are free to explore and when they feel encouraged by the adults around them.

Children's Preschool Program 30 months to 4 years

Preschool Program – 8 children to 1 educator.

When a child is welcomed into a preschool classroom they are surrounded by a comforting, home-like environment full of natural and thought-provoking materials. The environment is meant to foster the child's exploration, play and inquiry and provide child-initiated and adult supported experiences. Children can select materials, companions, and to manage their play independently. As they discover areas of art, blocks, creative play, sciences, math, practical life and literacy, educators observe and document each child's development.

Each classroom is multi-aged, and consideration is given to family grouping so siblings can stay together.

Health and Illness

If your child has any signs or symptoms of a communicable illness, they should be kept at home. Some of the signs or symptoms that may be present with a communicable illness are:

- An elevated temperature
- An acute cold, nasal discharge (runny nose that is yellow or greenish in colour)
- Vomiting
- Diarrhea
- Red or discharging eyes and ears.
- Undiagnosed skin rashes or infections
- Unusual irritability, fussiness, or restlessness
- Persistent cough

If your child becomes ill while at the centre, we will call you and/or your emergency contacts to plan for your child to go home. Your child may be kept separate from other children until you or your alternate contact arrives to avoid the spread of illness.

You must keep your child home until they are clear of all symptoms for at least 24 hours. Children with fever, diarrhea and/or vomiting, must remain home for at least 24 hours after their symptoms have resolved without the aid of fever reducing medications. If your child is sent home with a fever, diarrhea and/or vomiting the expectation is that they remain home the following day as well. A doctor's note may be requested prior to the child returning.

Time Off from the Centre

If your child will be absent from the centre, please contact the centre prior to 10:30 a.m. to report the absence. If we have not received any communication from you, we will be making daily phone calls to inquire about their absence and if we are unable to reach you, we will proceed to contact your designated emergency contacts. If you are going on vacation for any length of time, please let the Supervisor know at least one week in advance.

Our phone number is 905-546-2424 ext. 3084

If no one is available to answer your call leave a message with the following details:

1. Your child's name (first and last).
2. The reason your child will be absent.
3. If sick, report child's symptoms.
4. When your child is expected to return to the centre.

Safe Arrival and Dismissal Policy

Red Hill Family Centre will ensure that any child receiving childcare in the centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization for. The childcare centre will not release the child to any other individual. Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

1. Accepting a child into care

When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up. Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's emergency contact sheet or where

the individual is not listed, as the parent/guardian to provide authorization for pick-up in writing (e.g., note or an email)

- document the change in pick-up procedure in the daily written record and in the staff communication book.
- sign the child in on the classroom attendance record.

2. Where a child has not arrived in care as expected

Where a child does not arrive at Red Hill Family Centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voicemail or advised the closing staff at pick-up), the staff in the classroom must:

- Commence contacting the child's parent/guardian no later than 10:30am. If no response, teaching staff will leave a message and they will inform the supervisor or designate who will follow up with an email. If there is no response within 30 mins staff will contact any or all emergency contacts listed on the child's emergency contact sheet.
- if teaching staff are unable to be relieved from the children's program, Supervisor or designate will contact the parent/guardian to confirm the child's absence.
- Once the children absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record and communication book.

3. Releasing a child from care

The teaching staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), they will:

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individuals name on the child's file or written authorization.

4. Where a child has not been picked up as expected (before centre closes)

Where a parent/guardian has previously communicated with the staff a specific time of timeframe that their child is to be picked up from care and the child has not been picked up teaching staff will contact the parent/guardian by telephone and advise that the child is still in care and has not been picked up.

Where the teaching staff is unable to reach the parent/guardian, teaching staff must inform the supervisor or designate to follow up with another telephone call and email. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message.

Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall contact the emergency contacts and refer to procedures under "where a child has not been picked up and program is closed".

5. Where a child has not been picked up and the centre is closed

Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30pm, staff shall ensure that the child is given a snack and an activity, while they await their pick-up.

One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact the parent/guardian first and then proceed to contact the authorized emergency contacts listed on the child's emergency contact sheet.

If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the authorized emergency contacts listed on the child/s emergency contact sheet.

Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00pm the staff shall proceed with contacting the local Hamilton Child and Family Supports (HCFS) at 905-522-1121. Staff shall follow the HCFS' direction with respect to next steps.

Note: Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Head Lice

Children with lice should remain home until they are treated with the appropriate shampoo and there are no signs of nits (eggs) or live lice. If a child is found to have lice while at the centre arrangements will be made for them to be sent home. They can only return once they are free of live lice and nits. If you need assistance in knowing what live lice or lice nits/eggs look like, how to pick out the nits or how to use the nit comb please let us know.

Doctors Notes

A doctor's note may be requested for the following reasons:

- It is suspected that your child has a virus or other communicable illness.
- Your child has been absent for more than 3 days due to an illness.
- Your child has an injury that may affect their participation in our daily program.

Medication

Red Hill Staff can administer medication at the centre only if the following conditions are met:

Medication must be **prescribed** by a doctor and in its original container/bottle with a complete label that states when and how to administer the medication.

'AS DIRECTED' is not acceptable and CANNOT be administered at the centre.

Parents are required to sign a consent form before any medication can be administered.

Please note if the medication is to be administered two (2) to three (3) times per day we expect that this will be done at home.

Medications are kept in a locked container located in the classrooms. Emergency medications are not locked but are inaccessible to children.

Outdoor Play

All children play outside each day weather permitting. If your child is not well enough to play outside, please keep him/her at home.

Sun Safety

Red Hill Family Centre provides a 40 SPF sunscreen, and you will be asked to complete a form providing permission for the application of sunscreen to your child.

Nutrition

Our qualified cook prepares a nutritious breakfast, morning and afternoon snacks and lunch for each child daily in our kitchen.

Our menu has been developed in consultation with a registered dietician and meets the recommendations set out in Canada's Food Guide. All our menus are posted in the main hallway of the centre.

If your child has a food allergy, please make sure we are aware so we can avoid serving those foods to your child. Substitutions are carefully planned for children with allergies and/or special diets. Red Hill Family Centre is a nut free facility.

In cases where a child has food allergies and the meals and snacks provided by the childcare centre cannot meet the child's needs, the child's parent may be asked to supply snacks/meals for their child. In such cases, the following rules will apply:

- All written instructions for diet provided by a parent will be implemented.
- Parents must label food brought to the childcare centre with the child's full name and the date the food arrived at the centre.
- Parents will provide a list of all food ingredients.
- Appropriate supervision of children will be maintained to ensure that food is not shared or exchanged.
- Parents must not send in food containing known allergens.

Rest Period

All children attending a licensed childcare centre that operates for more than 6 hours per day are required to have a daily rest period. The rest period will not exceed 2 hours in length. It is not necessary for children to sleep but they are encouraged to rest quietly

on a cot during this time. Educators perform a direct visual check every 30 minutes to ensure the comfort and safety of each child.

Alternate quiet activities available during rest period include:

- Puppets, stuffed animals, dolls
- Books
- Puzzles
- Manipulative toys
- Paper, crayons

A blanket will be provided for each child however if your child has a special blanket or soft comfort item that you wish to bring from home it must be labelled with your child's name.

Child Guidance

The following strategies are used by educators to model appropriate ways of interacting and encourage positive behaviour and self-regulation.

Educators where able will anticipate potential problems before they arise and make appropriate plans and preparations. Educators will provide choices so that children are encouraged in making their own decisions with educator guidance. Some inappropriate behaviour can be ignored with more emphasis given to appropriate behaviour. The use of positive reinforcement uses encouragement to acknowledge appropriate behaviour.

Redirection helps to guide children into acceptable options when engaged in an unacceptable activity. Logical and natural consequences help children to be aware of the results of their actions. By setting limits, boundaries are developed by the educators for the children as a group and for individual children according to each situation.

Prohibited Practices

In accordance with the Childcare and Early Years Act, Red Hill Family Centre does not permit:

- Corporal punishment of a child.

- Physical restraint of a child.
- Deliberate use of harsh or degrading measures on a child that would humiliate the child or undermine his or her self-respect, dignity or self-worth.
- Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Locking the exits of the childcare centre for the purpose of confining a child.
- Using a locked or lockable room or structure to confine a child if he or she has been separated from other children.
- Inflicting any bodily harm on a child including making children eat or drink against their will.
- Sexual abuse of a child.
- Sexual misconduct involving a child.
- Prescribed sexual acts (as defined under the Early Childhood Educators Act, 2007).

Emergencies

Emergency Management Plan

Red Hill Family Centre has Emergency Management Policies and Procedures in place in the event of an emergency. Parents/guardians will be contacted by telephone should an emergency occur. Please ensure any changes to your address, telephone numbers and emergency contacts are reported to the centre immediately.

Accidents and Injuries

If your child has an accident at the centre, you be informed of the accident by telephone. You will be provided with an Accident Report to review and sign when you pick up your child.

If there is an injury that requires professional medical attention, you will be notified immediately. In the event your child is transported from the centre to a medical facility you will be notified immediately and met by a centre staff member at the hospital.

Serious Occurrence

If there is a Serious Occurrence, the centre is required to provide the information of the incident to the parent/guardian as well as the Ministry of Education. A Serious Occurrence notification will be placed on our Licence bulletin board located at the front entrance.

Emergency Drills

Red Hill Family Centre conducts a variety of emergency drills to ensure children, staff and visitors are well-prepared in the event of an emergency. These include fire drills, lockdown drills, and shelter-in-place drills. During a fire drill, everyone must exit the building through the nearest exit and proceed to one of our designated safe areas. In a lockdown drill, each classroom has a designated area where children and educators safely gather and remain out of sight. Shelter-in-place drills involve staying indoors due to external factors, in these cases, no one enters or leaves the building, and regular programming continues indoors until it is safe to resume normal activity. These regular drills help familiarize everyone with our procedures and ensure a calm, organized response if an emergency were ever to occur.

Special Events, Field Trips and Off-site Activities

Special events are planned each year for both the children and the families of Red Hill Family Centre. Some of these annual events include:

Snuggle up and Read: The Centre celebrates children and parents/guardians through a variety of literacy activities. Enjoy some tasty treats and beverages and speak with the staff.

Graduation Ceremonies: We have an annual graduation in the summer for those children attending kindergarten in the fall.

Holiday Celebrations (December): We invite families for a visit to gather and enjoy a few hours of family fun.

Nature Walks: Our children go on several nature walks throughout the year. They are encouraged to explore and learn about what they see during their walks. We encourage parents/guardians to volunteer their time.

Parking

Red Hill has limited on-site parking available. Additional street parking is also available. We ask that parents/guardians dropping off or picking up their children be respectful of the following:

- Do not park in the Accessible Parking spot unless you have a designated parking pass.
- Do not block the entrance to the driveway or block other vehicles.

Volunteers and Students

Volunteers and students participate in an orientation and review of relevant policies and procedures prior to their placement at Red Hill Family Centre. Volunteers and students are required to complete a Criminal Reference Check with a Vulnerable Sector Screening.

Volunteers and students do not have unsupervised access to the children in the centre and they are paired with and mentored by a Red Hill Family Centre staff member. If you would like to volunteer, please speak with the centre supervisor.

Parent/Guardian Issues and Concerns

Parents/guardians are encouraged to take an active role in our centre and regularly discuss their child's experiences with our program with staff.

All issues and concerns raised by parents/guardians are taken seriously and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within two (2) business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Procedures

1. Program Room-Related Issue or Concern

E.g., schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.

Raise the issue or concern to:

- Classroom staff directly or.
- Supervisor

2. General, Centre- or Operations-Related Issue or Concern

E.g.: childcare fees, hours of operation, staffing, wait lists, menus, etc.

Raise the issue or concern to:

- Supervisor, Manager

3. Staff, Duty parent/guardian, Supervisor, and/or Licensee-Related

All issues or concerns about the conduct of staff, duty parent/guardians, etc. that puts a child's health, safety and well-being at risk should be reported as soon as parent/guardians become aware of the situation.

Raise the issue or concern to:

- Individual directly or.

- Supervisor, Manager

4. Student / Volunteer-Related

All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported as soon as parent/guardians become aware of the situation.

Raise the issue or concern to:

- Staff responsible for supervising the volunteer or student or.
- Supervisor, Manager

Steps for Staff and/or Licensee in responding to issue/concern

- Address the issue/concern at the time it is raised or.
- Arrange for a meeting with the parent/guardian within two (2) business days.
- Document the issues/concerns in detail. Documentation should include:
 - the date and time the issue/concern was received.
 - the name of the person who received the issue/concern.
 - the name of the person reporting the issue/concern.
 - the details of the issue/concern.
 - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- Provide contact information for the appropriate person if the person being notified is unable to address the matter.
- Ensure the investigation of the issue/concern is initiated by the appropriate party within two (2) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.
- Provide a resolution or outcome to the parent/guardian(s) who raised the issue/concern/

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to:

Jessica Chase, Director

Healthy and Safe Communities Department
Children's and Community Services Division
Lister Block Building, 28 James St. N. 4th Floor,
P.O. Box 2040,
Hamilton, Ontario L8P 4Y5
905-546-2424 ext. 3590

Issues/concerns related to compliance with requirements set out in the Childcare and Early Years Act., 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education's Childcare Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g., local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contact Information:

- Red Hill Family Centre 905-546-2424 ext. 3084 redhillfamilycentre@hamilton.ca
- Manager, Alex Madjercic 905-546-2424 ext. 3091
- Supervisor, Rick Barker 905-546-2424 ext. 3083
- Ministry of Education, Licensed Childcare Help Desk: 1-877-510-5333
childcare_ontario@ontario.ca
- College of Early Childhood Educators 1-888-691-8558 ext. 239
www.college-ece.ca; discipline@college-ece.ca
- Public Health Department 905-546-2424
www.hamilton.ca; publichealth@hamilton.ca

Zero Tolerance

At Red Hill Family Centre, we want all children to be safe, have fun, and enjoy their time in our program. To support this, we have expectations and rules in place that respect the rights and well-being of everyone in our environment. In alignment with the City of Hamilton's RZone policy, Red Hill Family Centre has zero tolerance for any form of violence, aggression, or inappropriate behaviour. This includes, but is not limited to, physical violence, verbal abuse, threats, intimidation, harassment, discrimination, or any actions that compromise the safety and respect of others. This policy applies to all individuals in our space – children, families, staff, and visitors. Any conduct that goes against these expectations may result in immediate action, including removal from the premises and further follow-up as necessary.

