

# Early Enrichment Day Care Program Statement and Family Handbook

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Emergency Management Policy is available upon request from the Supervisor(s)

## **Early Enrichment Day Care Program Statement and Family Handbook**

### **Program Statement**

At Early Enrichment Day Care (St. John's, West Toronto) Inc. (the "Centre") our program is based on the four foundations of learning from *How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)* document. At Early Enrichment we believe that in order for children to succeed and thrive they need to feel a sense of belonging, well-being, be able to engage with peers, adults and their environment, and have opportunities that allow them to express themselves in a variety of ways.

We view the relationship between children, families and educators as an intricate part of children's learning. We understand that children are competent, capable, curious, complex thinkers, and rich in potential and families play the most influential role in their child(ren)'s learning.

### **Health and Safety**

In accordance with the *Child Care and Early Years Act, 2014 (CCEYA)*, every effort is made to provide a safe and healthy environment for the children and staff at the Centre. The Supervisor can provide more details on the stipulations and regulations of the *Child Care and Early Years Act, 2014 (CCEYA)*.

Parents are asked to fill out an immunization record for their child before enrollment and update the Supervisor with any new vaccinations that children receive in order to keep children's files up to date. Where a parent objects to their child being immunized due to convictions of religious or conscience a legally qualified medical practitioner must give reasons in writing as to why they should not be immunized.

For security our front door is always locked. Parents/guardians can gain access using our combination lock. We ask that you do not allow anyone in the Centre that you do not know. Please close all gates and doors when arriving or leaving the centre. The safety of all of the children is the responsibility of everyone.

If a person other than a parent/guardian is picking up a child they may ring the doorbell for access to the Centre. Unless arranged in advance, children are not released to any person not specified on child(ren)'s emergency form and will have to provide photo ID.

Regular fire drills are held monthly at the Centre and lockdown drills are held bi-annually. An Emergency Management Policy is in place for parents and is available upon request from the Supervisor(s). Parents will be notified immediately by the supervisor or staff by phone or email in case of an emergency.

Our Centre also prohibits smoking at all times, on the playground, or surrounding property whether children are present or not.

Teachers have a valid certification in standard First Aid including infant/child CPR. Training is done every 3 years. In the event that a child becomes seriously ill or is involved in an accident where medical attention is required parents will be contacted immediately. If parents cannot be reached, the child will be taken to the nearest hospital, accompanied by a member of staff.

When children are sent home sick with a fever over 100 degrees Fahrenheit, vomiting, diarrhea etc. they may return to the Centre once they have been symptom free for 24 hours. Please refer to our Health Policy attached as Appendix B for more details.

In the infant and toddler rooms teachers will monitor children in the sleep room every 15 minutes to check temperature and breathing of the infants and toddlers. Preschool teachers will monitor children every half hour to check temperature and breathing.

### **Nutrition and Well Being**

Our Centre promotes good nutrition and well-being of the children by providing healthy meals and snacks. Our Centre is currently catered by Food for Tots which meets nutrition quality assurance standards and includes nutritionists on their team. Food for Tots shop locally and support our local farmers. They meet any dietary or allergy restrictions your child may have and their monthly menus offer a variety of foods from many cultures. A list of the children's dietary restrictions and allergies are posted in all classrooms, kitchen and serving areas. The monthly menus are posted on the bulletin board outside the Supervisor's office as well as the classrooms.

**Our Centre is a peanut/tree nut aware environment so we ask that parents do not bring food into the Centre.**

In each of the classrooms educators establish positive eating habits by being responsive to children's cues. In the infant and junior toddler room self-help opportunities are encouraged and practiced but teachers are always

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ready to offer assistance including hand over hand feeding. During meal times the senior toddler and preschool room teachers sit with the children and model positive eating routines. Our Centre also ensures that there are daily opportunities in their schedule for children in all classrooms to be physically active and explore their indoor and outdoor environment.

### ***Positive and responsive interactions***

Positive and responsive interactions among children, parents, teachers, students and volunteers are supported in our Centre. Early Enrichment is an environment where children, families, teachers, students and volunteers are treated with respect, and dignity.

At Early Enrichment we do not permit any child of the following practices:

- No form of discrimination is tolerated.
- No form of corporal punishment of a child will ever be used (which may include but is not limited to hitting, spanking, slapping, pinching).
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the centre's emergency policies and procedures;
- No use of harsh or degrading measures or threats or use of derogatory language direct at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his/her self-respect, dignity or self-worth.
- A child will not be deprived of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- No inflicting of any bodily harm on a child(ren) including making a child eat or drink against their will.

Providing opportunities for children to communicate and listen to one another and their teachers during group time, play, and through daily routines are ways that we facilitate and support positive interactions.

Areas in the program plan are created where experiences and activities can include parent contributions and ideas. Daily information sheets provide information to parents on their children's day and parents are welcome to discuss with teachers at any time regarding any concerns or questions they may have. The interactions between child and teacher are authentic and genuine. Teachers pay close attention to the needs of the children and are attuned to children's cues.

At our centre children are encouraged to interact and communicate in a positive way. Teachers will use age/stage appropriate, natural, and logical consequences. We use re-direction to other activities for younger children and assist with problem solving skills for older children. Teachers will also model and demonstrate positive interactions with children.

Infant teachers are attuned to children's emotional states, and understand the individual needs and how children are feeling. This ensures that the needs of the infant are being met and creates a more positive, calming environment.

Teachers in the toddler and preschool rooms provide skills, language and support to help children problem solve and find solutions when conflict arises. Strategies based on the individual capabilities of the children are also given to help children cope and self-regulate.

### ***Program***

As competent and capable teachers it is our goal to foster children's exploration, play and inquiry. This is achieved by offering a variety of materials and objects that interest, challenge and spark children's curiosity and enable them to explore and use all of their senses.

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Teachers participate as co-learners and investigate along with the children through their play. Teachers will collaborate together, question, and test their strategies continuously in order to provide new ideas that interest and engage the children in exploration.

Teachers invite parent's participation to help create different learning environments that are relevant to children's lives. Parents are welcome to share their cultural differences and family traditions by providing their time and/or items from their home to create authentic and relevant learning spaces.

Child-initiated and adult-supported experiences are provided at the Centre. In addition to a general schedule each classroom has a weekly program posted with activities children will be involved in throughout the week. Our programs are based on an Emergent Curriculum model where educators program based on children's needs, strengths, and interests. Teachers plan for and create positive learning environments and experiences in which each child's learning and development will be supported. Through daily interactions and weekly written observations of the children teachers can determine the interests, needs and strengths and program accordingly.

As well as weekly observations our Centre uses *The Nipissing District Developmental Screen* checklist as a tool to help monitor children's development. With those written observations teachers collaborate and discuss what skills and interests will be highlighted and what activities/experiences will be provided.

Infant teachers observe the emerging skills as the infants engage with their environment and teachers. Teachers provide a variety of sensory materials and experiences to encourage exploration and support infants as they develop their skills. In the toddler and preschool rooms teachers also observe children at play and program based on the needs and interests of the children.

Each classroom has a general schedule which includes time for indoor and outdoor play, active play, group time, lunch and snack, rest and quiet time. In the Infant room a daily schedule is provided but caregivers ensure that the individual needs of that child are met. Teachers pay close attention to infant's emotional states and follow flexible daily routines which allows infants to move through transitions calmly and more smoothly.

Toddler and preschooler children also have a daily routine schedule with ample free play time, rest time, indoor/outdoor play, meal time, and quiet time. Teachers consider the individual needs of the toddlers and preschoolers by creating groups which allow children to be flexible within the schedules and participate in activities or experiences that interest them.

At the Centre we have an hour of outdoor time in the morning and afternoon. Infants and junior toddlers have an enclosed playground with large outdoor equipment and senior toddler and preschoolers have a larger enclosed playground with a variety of outdoor equipment to facilitate physical activities and to meet each child's capabilities. During inclement weather (extreme special weather statement such as thunder, high winds or heavy rain advisory there is no outdoor play, all groups follow the gross motor room schedule. The Supervisors will receive alerts from the Weather Net work and will advise whether outdoor play will be permitted. Children may play outside if there is light rain as per the discretion of the supervisors and teachers. The children also have access to a large indoor area also equipped with a variety of materials to encourage children with different capabilities to engage in physical activity.

### ***Parental Involvement***

Engagement and ongoing communication with parents about the program and their child(ren)'s is/are maintained through informal or formal discussions or meetings, phone calls, emails, or written reports. Infants and toddlers interests/skills are posted in the classroom along with the weekly program of activities and experiences. Preschoolers also have a weekly program posted with activities/experiences and skills they are working on for parents to view. Parents also have the opportunity to look at child(ren)'s portfolios and weekly observations displayed in the classroom. Section in the weekly program invites input and planning activities with families. Special events or notices are also posted outside the classroom on a white board.

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An Annual General Meeting is held during March or April which parents are encouraged to attend. If a parent/guardian is interested in becoming involved in the Centre as a Board Member or part of a committee they can contact a Board of Directors or speak to the Supervisor.

Throughout the year parents are also invited to special activities in the classroom/Centre and to contribute to the program by assisting on field trips, speaking and/or demonstrating special skills.

### ***Community Involvement***

At the Centre we involve local community partners to help support children, their families and teachers. We work alongside with community resource consultants and agencies to provide support for children and their families who are experiencing challenging and stressful circumstances. The use of screening tools (*Nipissing District Developmental Screen*) and written observations, consultants work together with teachers and parents to provide strategies, goals, and approaches to help families and children. This support includes children with special needs and different learning capabilities. Working together with our community resources demonstrates our commitment to an inclusive environment and helps us provide quality childcare and facilitate children's learning.

### ***Professional Learning***

As registered early childhood educators it is the expectation that educators participate in professional learning to enhance the quality of teaching. RECE's and other support staff will have access to information regarding professional learning through the college of ECE's, City Wide Training, and other educational institutions. This information is posted on staff bulletin boards and communicated at staff meetings.

Our program statement will be reviewed annually to ensure that it reflects the practices of the Centre. The impact and implementation of the strategies and approaches set out in our program statement will be reviewed and documented through observations and regularly scheduled meetings with staff, students, and volunteers. At Early Enrichment Day Care (St. John's, West Inc.) (the "Centre") we provide a safe, nurturing, positive learning environment where each child's development is supported, promoting health, safety, nutrition and overall well-being. We see children as curious, competent, capable of complex thinking and rich in potential. Our programs are designed to help build on the strengths and abilities of individual children using the *How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)* document.

The goal of our programs is to foster children's exploration, play and inquiry through child-initiated and adult-supported experiences throughout the day. At the forefront of our Early Childhood Educator's planning is the well-being, sense of belonging and expression of each child. All groups spend their day learning through play in both our indoor and outdoor environments. Children are encouraged to interact and communicate in a positive way and are supported to self-regulate by our knowledgeable and resourceful educators. There is time scheduled in each of our programs which provides a balance of active and quiet play, as well as a rest period.

We see families as experts who know their children better than anyone else with important information to share. Our goal is to engage families in a meaningful way by fostering an environment where ongoing communication between parents/guardians and staff about our programs is invited and encouraged.

### ***Structure and staffing***

We are a not for profit, non-denominational daycare licensed under the *Child Care and Early Years Act, 2014* (CCEYA). We are located in St. John's Anglican Church, 288 Humberside Avenue in West Toronto. The Board of Directors of the Centre consists of:

- a) 5 elected parent members
- b) 2 members at large

The Supervisor reports to the Board of Directors on a regular basis.

Names and contact information for Board Members are posted on the bulletin board outside of the Supervisor's office. Parents may contact the Supervisor or a Board Member if they have a question or a concern.

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We are licensed by both the Ministry of Education (Provincial) and Children's Services (Toronto). For more information about our Provincial license please go to [www.ontario.ca/ONT/portal61/licensedchildcare](http://www.ontario.ca/ONT/portal61/licensedchildcare) enter the name of the Centre and click on search. For more information about our license from the city please go to [www.toronto.ca/children](http://www.toronto.ca/children) and go to the childcare finder link. Names and contact information for our Licensing specialists can be found posted on our parent information board.

We accept children from 3 months to 5 years of age. The composition of the classrooms is as follows:

GROUP	MAX. ENROLMENT	AGE	STAFF RATIO
Infant	10	3 - 18 mos.	1 to 3
Jr. Toddler	10	18 - 24 mos.	1 to 5
Sr. Toddler	10	2 - 2 1/2 yrs.	1 to 5
Pre-School	24	2 ½ - 5 yrs.	1 to 8

We do not walk children to school for Kindergarten programs.

In each room, there is at least one teacher who holds a diploma in Early Childhood Education and is a member of the College of Early Childhood Educators. We have a Cook on site that prepares us with 2 snacks and a lunch that is provided by the catering company.

The day to day operation of the Centre is managed by the Supervisor.

### **Students and Volunteers**

The Centre may offer placements to High School co-op students or ECE students. The Centre may also from time to time have volunteers present. All students and volunteers have a Criminal Reference Check and at no time is a student or volunteer left alone with any child for any reason. Students and volunteers are not counted in ratio.

### **Hours of operation**

The Centre is open Monday to Friday from 7:00 a.m. to 6:00 p.m. We are closed on all statutory holidays and Family Day. The last day we are open prior to the Christmas holiday we close at 2:00p.m and reopen the first business day after New Year's Day.

### **Fee Schedule**

Please refer to the attached fee schedule for monthly fees (rates subject to change) for infants, toddlers, and preschoolers. The monthly rate is highest for infants and decreases as your child(ren) moves through the Centre. This is a result of the difference between the staff ratio required for infants and the ratio required for older children.

Please be advised the movement of children between rooms is decided by a combination of factors: age, readiness and space available. Qualifying parents may apply for subsidy assistance from Toronto Children's Services.

If you receive a subsidy toward your fees you will be billed according to the number of weekdays in each month (statutory holidays, Family Day and days between Christmas is included) therefore the monthly fee may change month to month. Families receiving subsidy will receive a bill each month advising of the amount owing.

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Please note: there is no refund for statutory holidays, Family Day, days between Christmas or absence due to sickness or vacation.

All fees must be paid by cheque payable to "Early Enrichment Day Care Centre" or "E.E.D.C" and are due the 1<sup>st</sup> of each and every month. You may give us post dated cheques if you wish. There is a \$10.00 bank charge for N.S.F cheques.

The fee is based on the room your child is enrolled in and fees are subject to change.

### **Waiting List Policy**

The Centre requires parents/guardians to make an appointment with one of the Supervisors to visit and tour the Centre in order to be placed on the Centre's waiting list.

- No child is put on the waiting list until a parent/guardian has visited the Centre.
- The parent/guardian will be asked to fill out the Centre's enrollment application form if they wish to be put on the Centre's waiting list.
- There is no fee or deposit required to be placed on the Centre's waiting list.
- Once a family completes an enrollment application they will be placed on the waiting list on a first-come basis. However available spaces are also determined by the age of the child and whether or not there is a space available to move to the next room when that child becomes of age.
- It is the parent's/guardian's responsibility to keep in touch with the Day Care every 3 to 4 months to keep their application active and updated.
- Families who do not contact the Centre after 6 months are taken off the waiting list.
- Families will get an update on where they are on the list in a manner that will still maintain the privacy and confidentiality of the other children who are on the same list.
- Siblings of current and past students will be given priority admission.
- A family will be offered a space once it becomes available by the Supervisor and the family will be given 24-48 hours to make a decision whether or not they would like to take the space for the date offered.
- If a message is left by the Supervisor offering a space, 2 days are allowed for a call back. No exception is made for families who are away.
- If a parent/guardian turns down the space offered they will remain on the list but they will be placed on the bottom of that list.
- If a child becomes too old for the room he/she is waiting for, then the child is moved as the original application date to the next room's list.
- Once a space is confirmed for your child, you will be asked to submit a deposit of \$500.00 and you will be given a package of forms for you to fill out.
- If the space is not taken after the deposit is paid the deposit is forfeited.

### **Deposit Policy**

A deposit of \$500.00 is required upon enrollment. The deposit is forfeited if the child is withdrawn prior to his/her start date. The deposit, less a \$50.00 administration fee, will be applied to your child's last month of care provided you give the Supervisor 60 day's written notice that you are withdrawing your child.

### **Withdrawal Policy**

Please be advised that the Supervisor and Board of Directors reserve the right, after parental consultation, to ask that a child and/or family be removed from the Centre, if in their opinion the program does not meet the

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needs of the child and/or family, or the child exhibits behaviour which is disruptive to the functioning of the Centre.

### **Withdrawal Procedure**

1. A meeting will be held between the parent(s) /guardian(s), the Supervisor and the child's teacher where a plan will be developed. At this time the Supervisor may request consent to access outside agencies for support. **Please note:** if the parent(s)/guardian(s) do not provide consent to the use of outside agencies the family will need to look for alternate care at this time.
2. If all of our resources have been exhausted in the time frame agreed upon in the meeting and it becomes clear that the Centre is unable to meet the needs of the child the Supervisor will meet with the family to discuss the withdrawal procedure.
3. The Centre's Children's Services consultant and the Board of Directors will be notified.
4. The Centre will assist families in finding suitable alternate care arrangements.

### **Activities Off Premises**

Your child(ren) may be involved in special activities from time to time throughout the year. You will be notified in advance by email and/or a notice on your child's cubby and on the dry erase board located outside of your child's classroom.

### **Arrival and pick-up**

Regular times of arrival and pick-up are comforting to a small child. When you drop off or pick up your child please notify a staff member. It is imperative to your child's safety that this procedure is followed.

All parents/guardians must also sign their child(ren) in and out of the Centre on the master attendance sheet which is located outside the Supervisor's office. This information is vital in case of an emergency. All children should arrive at the Centre by 9:30 a.m. and should not be dropped off or picked up between 11:30 and 2:15 as it disrupts the lunch and sleep routine. Arrangements can be made with one of the Supervisors for special circumstances. If you do arrive after 9:30 and your child's group has gone out (to the park, library etc.) it is your responsibility to find your child's group. Due to strict ratios of children to teachers it may not be possible for your child to join a different group.

Unless arranged in advance, children will not be released to any person not specified on their emergency form and will have to provide photo ID.

Shoes and boots should be removed before entering the infant room or stepping off the runners in the entrance hall and gross motor room during the winter months.

### **Late Pick-Up**

Parents/guardians are obligated to pick up their child(ren) by closing time (6:00 p.m) If you are late picking up your child(ren), we require you to pay a fee of \$1.00 a minute per child with a minimum charge of \$10.00 per child. Please pay the fee (cash) directly to the staff member who has stayed late to care for your child. If payment is not received you will be billed. We are obligated by law to contact the Children's Aid Society to accept responsibility for any child whose parent or guardian has not arrived or cannot be contacted by 7:00 p.m. Please note the fee is calculated according to the time on the Centre's clock. We reserve the right to deny care to a family who consistently abuses the Centre's closing time.

### **IPads / Videos**

Classroom iPads are strictly used for teacher resources, sleep music, photo documentation and as an additional resource for the children pertaining to their program (such as researching images of animals, and places in the world.) The Centre owns a DVD player & VCR for showing videos which are provided and pre-screened by the Centre for suitability. These videos are shown only on special events such as holiday parties and BBQ.

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### **Stroller Storage**

Strollers can be placed in the stroller storage shed at the top of the ramp. It is imperative that our entrances are kept clear as per fire regulations.

### **Diapers and Wipes**

If your child is in cloth diapers please supply sufficient cloth with covers or disposable diapers and wipes for your child to use while at the Centre. If you elect to bring cloth diapers please also supply a suitable bag to take home soiled diapers. Please note that cloth diapers or underwear are not rinsed or cleaned in anyway by the staff at the Centre.

### **Formula & Breast Milk**

If your child is on formula or breast milk please supply it in bottles labelled with your baby's name and the date in ready to use bottles each day. We supply all other food and drinks, including a choice of 2%, homogenized milk or rice milk.

### **Birthdays**

Your child(ren) Birthday will be celebrated in their classroom, however due to allergies and food restrictions we have a "No Outside Food" policy at the Centre, which does not allow Birthday cakes or other food treats to be brought in for the celebration.

### **Other Celebrations**

Although the Centre is non-denominational, major Christian holidays like Christmas and Easter are celebrated. We welcome, however, the opportunity to learn about and join in other cultural and religious festivities celebrated by children attending the Centre. In the past parents have brought in special books or games pertaining to such festivities. If you would like to share a tradition or holiday with us, talk to one of the Supervisors and/or your child(ren)'s teacher(s). We can assist you in the planning of an activity for your child(ren)'s group(s).

### **Behaviour Guidance & Prohibited Practices**

The Centre's Program Statement stresses the importance of self-control, self-esteem and self-reliance in each child. The staff at the Centre take into account each child's age and stage of development when guiding their behaviour.

Children are encouraged to understand and express their feelings. When a child resorts to an act of aggression, children who are developmentally able to are encouraged by staff to express themselves verbally rather than resorting to physical aggression. At times a child may be too upset to engage in dialogue at which time they should be removed from the situation to a quiet space where they can take a few moments to settle down before staff assist them in conflict resolution.

Non-verbal children will be assisted by staff in all conflict resolution through modeling appropriate language and redirection. When behaviour guidance techniques being used by staff with an individual child are consistently unsuccessful in discouraging challenging behaviours, an outside agency will be contacted for support with consent from the family. If all resources have been exhausted and the child continues to exhibit behaviour which is disruptive to the functioning of the Centre, the child will be counseled out of the program as per the Centre's Withdrawal Policy.

The Centre does not permit any of the following practices listed below.

- **Staff may not** use any form of corporal punishment (which include but is not limited to hitting, spankings, slapping, pinching); If any of these behaviours are witnessed it must be reported to the Children's Aid Society.
- **Staff may not** use physical restraint of children, such as confining to high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision unless the physical restraint is for the

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purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.

- **Staff may not** lock the exits of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the Centre's emergency policies and procedures.
- **Staff may not** use harsh or degrading measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- **Staff may not** deprive a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- **Staff may not** inflict any bodily harm on children including making children eat or drink against their will.

### **Child Abuse**

Professionals and officials who are in contact with children on a daily basis are required by law to report suspected cases of child abuse. Anyone who fails to do this can be fined.

An "abused" child is any child who has been:

- physically harmed.
- seriously deprived of nutrition, care or affection.
- sexually molested.

Abuse can mean both actively hurting a child or passively failing to take proper care of a child.

Please note the Centre has a policy on "Child Abuse".

### **Anti-Discrimination**

We are committed to providing an environment in which all children, families and staff are treated with respect and dignity. No form of discrimination in violation of the *Ontario Human Rights Code* will be tolerated. A statement of our commitment to these principles is posted. If you observe or experience any conduct which you believe is contrary to these principles, please advise the Supervisor or Assistant Supervisor. Please note the Centre has a "Bias Free and Equity" policy.

### **Anti-Violence**

We have a zero tolerance approach to violent play as well as toys such as weapons and videos depicting violence. Families are asked not to bring these items or videos into the Centre.

We look forward to serving you and your child(ren). If you have any questions or concerns, please email us at [earlyenrich@rogers.com](mailto:earlyenrich@rogers.com) or call the Centre at 416-762-8125.

Supervisor: Theresa Amaral  
Assistant Supervisor: Teresa Gemmell

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**Appendix A**

<b>Policy name</b>	<b>Anaphylaxis</b>
<i>Child Care and Early Years Act, 2014</i>	

**Policy**

**Definition of Anaphylaxis**

Anaphylaxis is a severe allergic reaction, resulting in circulatory collapse or shock that can be fatal. Some common allergens include food, insect stings and medications.

**Strategy to Reduce Risk of Exposure**

- The Centre is a peanut/nut free environment.
- All staff purchasing food on behalf of the centre will read labels to ensure the product is peanut/nut free.
- All children and staff will wash hands before and after handling food.
- All food preparation and serving areas will be disinfected prior to preparing or serving food.
- On trips away from the centre children with anaphylaxis will be within view of an assigned staff member at all times.
- Playground will be inspected daily for allergens such as wasps and steps will be taken to reduce/eliminate risk to child.
- A cell phone will be taken with staff on all excursions.

**Individual Plan and Emergency Procedures for children with Anaphylaxis**

Prior to enrolment, the parent/guardian will meet with the Supervisor to provide information for the child's individual plan and emergency procedure. The plan will include:

- A description of the allergy.
- Avoidance strategies.
- Signs and symptoms of an anaphylactic reaction.
- Procedure to be followed by staff if exposure occurs.
- Consent from parent/guardian to administer medication, share information and post emergency procedures in the centre.
- Emergency contact information.
- Location of Epi-pen and back-up Epi-pen.

Copies of individual plans are kept in each child's file, and each room's emergency bag. A list of allergies is posted in each classroom, the gross motor room, kitchen and office. The individual plan for children with anaphylaxis is also posted along with each allergy list. Plans will be revised yearly and as directed by parents/guardians.

**Training**

- All staff will be advised if there are children with anaphylaxis and will be provided with general information on the life-threatening allergies.
- All staff will be trained by the parent/guardian or physician of each child with anaphylaxis.
- Volunteers and students will be given a handout and the Supervisor will give training, however, volunteers and students are not permitted to administer medication unless under extreme circumstances (staff is unconscious).
- Training will include procedures that will need to be followed if a child is having an anaphylactic reaction, recognizing the signs / symptoms and administering medication.
- Staff will conduct a check to confirm that the child(ren) have their required medication with them before leaving the centre.
- All staff will be required to sign and date that they have received training by the child's parent/guardian or physician and records will be kept in each staff's file.

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**Appendix B**

<b>Policy name</b>	<b>Health/Infection Prevention and Control/Sanitation/Identifying an Outbreak/Outbreak procedures</b>
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**Policy**

The Centre is committed to providing a clean, safe and healthy environment for the staff, children, families and visitors to the Centre.

Children are not to be brought to the Centre if they have a temperature higher than 38 degrees Celsius (100 degrees Fahrenheit). They should also stay home if they have diarrhea, are vomiting, have an eye infection, chills, blisters on the hands and feet (symptoms of hand, foot and mouth disease) or blisters around the mouth (symptoms of impetigo) or any other symptoms or infections which impair the child's ability to participate in the full indoor and outdoor program.

When a child has been sent home sick, they must not return to the Centre until they have been 24 hours symptom free (if an outbreak has been declared by Toronto Public Health [hereon in referred to as TPH] the child must be 48 hours symptom free before returning to the Centre). When the child has returned to the Centre, it will be at the discretion of the Supervisor or designate whether the child can be accepted for care that day. If there are any discrepancies between the parent and the Centre regarding the state of the child's health, the parent may have a physician examine the child and submit a doctor's note regarding the child's condition.

Health information, ill health reports and up to date immunization records are kept in each child's file. Families who chose not to vaccinate their children due to medical, religious or philosophical reasons will provide the Centre with written documentation by a Doctor and to be kept in their child(ren)'s file(s). If an infection that the non-immunized child(ren) appears in the Centre the child may have to stay out of the Centre until TPS declares the risk of infection over.

The Centre follows the guidance document established by Toronto Public Health in their publication "Infection Prevention and Control in Day Care Centres" and is responsible for reporting outbreaks and all reportable diseases to Toronto Public Health when necessary.

**Identifying an Outbreak**

A suspect outbreak exists when there is a higher than expected number of children or staff who are experiencing similar symptoms of illness (two or more instances of vomiting or diarrhea, fever, lethargy, redness, swelling & discharge from eye, rash or blisters or any symptom that hinders the child's ability to participate fully in indoor or outdoor programming). To determine whether a suspect outbreak exists:

- review your ill health report.
- identify similar symptoms of illness in children or and staff.
- Check recent child/staff attendance records.
- Review and eliminate other possible reasons for symptoms (new medications or diet changes)

If there are two or more people with the same symptoms, same room and same day then call TPH to consult. To report a suspect outbreak call the Communicable Diseases Surveillance Unit 416 392 7411. Have the following information ready:

- Date and time of the first case
- Date and time of the most recent case
- Total number of children and or staff per room
- Total number of ill children and or staff per room
- Signs or complaints of symptoms of illness (ie diarrhea, vomiting, fever)
- The control measure that you have implemented to day

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TPH staff will then review the information the supervisor has provide and they will determine whether or not an outbreak must be declared. Early detection and timely implementation of outbreak control measures can effectively minimize disease transmission, thereby more effectively controlling an outbreak. When an outbreak is declared the supervisor will receive an Outbreak Number that must be written on the centre's Ill Health Log.

Once a suspect outbreak is reported, TPH will assist with the supervisor of the outbreak. If an outbreak is declared, the supervisor will be working together with 2 TPH staff to manage the outbreak.

### **Outbreak Procedure**

- If a child becomes ill over the course of the day (two or more instances of vomiting or diarrhea, fever, lethargy, redness, swelling & discharge from eye, rash or blisters or any symptom that hinders the child's ability to participate fully in indoor or outdoor programming) the Supervisor or a staff member of the Centre will call the child's parent/guardian to pick up the child as soon as possible. If the parent/guardian cannot be reached within one hour the alternate caregivers listed on the child's emergency form will be contacted. All telephone numbers on the emergency form are to be up to date at all times.
- The staff will observe children at drop off in order to detect possible symptoms of ill health. A child may be refused acceptance for the day at the Centre at this time.
- When ratios allow, the child will be kept apart from the other children with a staff member until a parent/guardian or alternate caregiver comes to pick up the child.
- An Ill Health Report is filled out by a staff and the parent/guardian or alternate caregiver is asked to sign when they arrive to pick up the child. The report is kept in the child's file.
- The supervisors will begin to fill out the Ill Health Log which will include the child's name, date of birth, gender, individual symptoms, date and time they became ill and the room they are in.
- The supervisor will contact TPH to report he outbreak by calling the Communicable Diseases Surveillance Unit at 416 392-7411
- The supervisor will need to obtain permission from the parents to submit specimen sample to the Public Health Laboratory if requested.
- The supervisor will contact the ill child's parent/guardian to inform them of the outbreak and to determine if they are experiencing the same signs and symptoms. If they do, then they will be added to the centres Ill Health Log.
- Additional sanitation measures are taken when an outbreak occurs. Surfaces are disinfected more frequently, the concentration of bleach to water is increased (from 5ml bleach mixed with 495ml warm water to 50ml bleach mixed with 450ml warm water) and contact time is increased. Movement between rooms is minimized and all water and sensory play activities are suspended.
- When it is not possible for a parent/guardian or alternate caregiver to reach the Centre in a timely fashion and it appears that the child needs immediate medical attention, the child will be taken by ambulance to be examined by a legally qualified health practitioner. The parent/guardian will be billed for all expenses associated with the transportation of the child and staff member to and from the clinic.
- The child is not to return to the Centre until they have been 24 hours symptom free (if an outbreak has been declared by TPH then the child must be 48 hours symptom free before returning to the Centre). The Supervisor may request a note from the child's physician at his/her discretion before allowing the child to return to the Centre.

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- If TPH declares an outbreak families will be notified by email and the notice issued by TPH will be posted at the daycare entrance, on the information board beside the sign in sheet and on the white board at each classroom entrance.
- Parents/guardians should advise the Centre when their child is home sick and will not be attend the Centre or has been sick over the weekend/holiday. The child's first name, room they are in and symptoms are recorded on the ill Health Log located on the clipboard on the wall to the left of the mirror in the office. When appropriate, other families may be advised to watch their child(ren) closely for symptoms.
- The Centre must be notified immediately if a child has contracted an infectious disease as the Centre must report certain communicable diseases to TPH. The number for reporting and a list of reportable diseases is posted on the bulletin board in the office.

### **Sanitary Practices**

Hygienic practices include following Toronto Public Health guidelines for proper hand washing by children and staff, glove use, washroom routines and diaper changes, use of hand sanitizer, cough etiquette, and cleaning and disinfecting equipment and furnishings. These practices are established as part of each staff member's daily routine.

Surfaces and high-touch areas are disinfected regularly throughout the day and the Centre is cleaned nightly by a professional cleaning service.

### **Procedure**

- Bleach solution is prepared daily by the cook as per guidelines provided by public health for use as a disinfectant. A bottle is located in each of the classrooms and the children's washroom. TPH guidelines for use of bleach solution is posted in each room.
- Families who choose to use cloth diapers are required to provide the Centre with a bag or bin with a lid in which all soiled diapers and covers will be placed to be taken home each day.
- When cleaning up blood, vomit, urine etc. staff must wear disposable gloves and use paper towel. Soiled paper towel and gloves must be placed in a tied plastic bag and placed in the garbage. Posters from TPH illustrating proper glove use/removal are posted in each room.
- Clothing that is soiled with feces or bodily fluid is placed in a tied plastic bag (double bagged if necessary) and placed in the child's cubby. Underwear and other soiled clothing is not to be rinsed before bagging.
- Signs from TPH are posted in children's and staff washrooms, kitchen and diaper change areas illustrating proper hand washing procedure.
- Hands are washed before preparing or serving food, feeding a child or eating, assisting with washroom routines and using the washroom and before and after all diaper changes.
- Staff are observed by the Supervisor during diapering and washroom routines in order to ensure that proper glove use and hand hygiene is being practiced.
- Hand sanitizer is made available in each room and may be used by staff and children over 2 years of age after wiping/blowing nose and as needed throughout the day.
- Face cloths or disposable towels will be used to clean children's hands and faces as needed. Wash cloths are only used once and machine washed after each use.
- Liquid soap will always be made available.
- Diapered children must wash hands with the help of a staff member after having their diaper changed. TPH Diaper Routine procedures are posted in all diapering areas.

### **Guidelines for Handling Expressed Breast Milk (EBM)**

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- Staff must store EBM in a refrigerator at 4 Celsius or colder and ensure it is used within 24 hours. Microwaves are not to be used to thaw EMB
- EBM must be brought to the Centre in bottles labelled with the date, child's name, and name of the mother
- Children drinking EBM must be strictly supervised to prevent unintended consumption by another child. If another child consumes EBM intended for someone else TPH must be contacted immediately.
- All cups and containers used to serve or warm EBM must be heat sterilized after use and any left-over EBM not consumed must be discarded.
- Staff must practice hand hygiene before and after handling EBM
- Staff must apply Routine Practices when handling EBM
- Staff must wear gloves while handling EBM

### Equipment and furnishings

- Toys and play equipment are washed according to each room's cleaning schedule. A written log of cleaning routines are posted in each room and are signed and dated by staff upon completion.
- Staff use gloves when using bleach solution to disinfect toys and equipment.
- Toys may be sprayed with bleach solution and allowed to air dry before placing in bins after use.
- Handwashing sinks are not to be used to wash toys. If toys need to be submerged in water for scrubbing prior to being put in the dishwasher a sensory bin with soapy water is to be used.
- Mouthed toys are to be set aside until they can be properly disinfected in the dishwasher.
- Toys may be placed in the dishwasher as needed. Bags are kept in the infant room and gross motor room closet to place small toys in before they are put in the dishwasher. Toys are to be air dried before placing back in bins.
- All toys, equipment and furnishings are kept in good repair. Broken toys that cannot be repaired must be discarded. Repairs needed to furniture and equipment must be reported to the Supervisor.
- All floors are kept clean, and mopped daily.
- High-touch surfaces such as doorknobs, gates and light switches are disinfected daily.
- Tables and counter tops are cleaned and disinfected regularly. Tables are disinfected before and after meal and snack times.
- All carpets are vacuumed daily and steam cleaned every 6 months or as necessary.
- All equipment such as infant seats, eating surfaces and sensory bins are disinfected before and after each use.
- Playdough is to be discarded after use. Unused portions of playdough may be kept in an airtight container in the fridge for up to one week.
- All cribs and cots are assigned to single children, disinfected using bleach solution weekly and as needed.
- Laundry is done daily according to schedule. All infant bedding, preschool and toddler blankets and sheets are washed weekly.
- Laundry is transported through the Centre in a hamper and gloves are used to collect laundry from classrooms and load the washing machine.
- Bleach is to be used in the washing machine in every load of laundry.
- The playground storage areas are to be kept neat and clear of clutter to avoid providing nesting areas for rodents. The Centre is monitored monthly by a pest control service.
- Disposable cups are available.

**Attachment:** Ill Health Report  
Toy Cleaning Schedules

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### Appendix C

<b>Policy name</b>	<b>Serious Occurrence Policy (Serious Occurrence Notification Form &amp; Annual Serious Occurrence Summary Form)</b>
<b>Date</b>	<b>March 2019</b>

#### **Policy**

In accordance with the Child Care and Early Years Act, 2014 and the Ministry of Education Child Care Quality Assurance and Licensing guidelines for dealing with serious occurrences, the Centre is responsible for determining whether an incident is deemed to be a serious occurrence as defined by the following criteria and whether, therefore, it should be reported as a serious occurrence. A 24 hour window to report a serious occurrence starts once the Supervisor or delegate becomes aware of a serious occurrence. An online report is made to the Ministry of Education. A member or The Board of Directors is also notified. A Serious Occurrence Notification Form is posted on the information board in the hall entrance for a period of 10 business days following a serious occurrence report. The Supervisor will conduct an annual analysis of all serious occurrences, document the actions taken in response to the analysis and maintain a record of this analysis.

#### **A serious occurrence is defined as the following:**

- The death of a child who received child care at the centre, whether it occurs on or off the premises.
- Any abuse, neglect, or allegations of abuse or neglect of a child while receiving child care at the centre premises (see Child Abuse policy and procedures).
- Any life threatening injury to or life threatening illness of a child while participating in the program.
- Any incident where a child who is receiving child care at the day care premises goes missing or is temporarily unsupervised.
- Any unplanned disruption of the normal operations of the centre that poses a risk to the health, safety or well-being of children receiving child care at the child care premises. (fire, flood, gas leak, detection of carbon monoxide, outbreak, lockdown and other emergency relocation or temporary closure).

#### **How to identify a serious occurrence:**

- A person will identify a serious occurrence by referring to the definition section provided in the serious occurrence policy and/or notify a Supervisor immediately
- A staff member or volunteer witnessing or having knowledge of an occurrence will report what they witnessed to the Supervisor or designate.

#### **Actions to be taken if a serious occurrence has occurred:**

- If a person is involved in the occurrence and medical attention is warranted First Aid will be administered and 911 will be called. If a child is involved a parent/guardian will be notified.
- Appropriate steps will be taken to address any continuing health and safety risks to the person involved or others at the Centre.
- In cases of death, the Coroner will be notified.
- All persons having knowledge of the occurrence should remain on the premises until they have been interviewed by the Supervisor or designate.
- The Supervisor or designate will file an online report with the Ministry of Education on the Ontario "One-key" secure website and call the City of Toronto Serious Occurrence hotline to confirm they have made to online report. A member of the Board will also be notified that a report has been made. Reporting is to done within a 24 hour time frame.
- If the alleged occurrence is suspected to be child abuse, refer to the Child Abuse Policy.
- If the serious occurrence occurs when the Supervisors are off site, they should be notified as soon as possible so that the report can be filed within the 24 hour time frame.
- If on the basis of the initial report there is reason to investigate further (underlying factors, patterns of behaviour) the Supervisor will set up a team consisting of the Supervisor, Assistant Supervisor and a member of the Centre's Board to further the investigation. Outside resources will be called in if deemed

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necessary.

- The Supervisor will conduct an annual analysis of all serious occurrences, document the actions taken in response to the analysis and maintain a record of this analysis. The supervisor will fill in or update the Annual Serious Occurrence Summary Form which is located in the filing cabinet under Serious Occurrence.

### Reporting Procedures

- One of the Supervisors completes the online Child Care Serious Occurrence Report within **24 hours** of the incident.
- To access the Serious Notification Form please go to the Ministry of Ontario website and type serious notification form. This will allow you to download the form.
- If the incident happens when the Supervisors are off site they should be notified as soon as possible so that the reports can be filed within the 24 hour time frame.
- The Chair of the Board of Directors is notified that a serious occurrence report has been made. If unable to reach the Chair another member of the Board is notified.

### Procedure for Posting

- The Supervisor will post the Serious Occurrence Notification Form generated by the CCLS to communicate information to families about serious occurrences.
- The Serious Occurrence Notification Form will be posted on the information board in the hall entrance of the Centre for a minimum of 10 business days following a serious occurrence report.
- The Serious Occurrence Notification Form is updated by the Supervisor as additional actions or investigations are completed. The Serious Occurrence Notification must remain posted for 10 business days following any updates.
- All Serious Occurrence Notification Forms must be kept for a minimum of 3 years from the date of the occurrence and the forms must be available for current and prospective families, licensing and municipal children's services staff upon request. A folder with all previous Serious Occurrence Notification Forms is kept in the filing cabinet under Serious Occurrences.
- **In the case of alleged abuse/mistreatment**, the summary or the Serious Occurrence Notification form must not include any identifying information and shall be updated as new information is obtained. The description section will include information about whether CAS conducted an investigation into the report and identify that the Ministry conducted an investigation into compliance with related licensing requirements. The form will identify whether CAS verified the allegation or not, the action the Supervisor has taken on any directions given by CAS if applicable, and that any associated licensing non-compliances identified by the Ministry have been addressed if applicable.
- No child or staff names, initials, age or birthdate of a child or group identifiers (ex. toddler room) are to be used on the Serious Occurrence Notification Form.
- All serious occurrences are recorded on the Annual Serious Occurrences Summary Form which is kept in the filing cabinet under serious occurrences.

### Numbers that may be needed

Children's Aid Society	416 - 924 - 4646
Catholic Children's Aid Society	416 - 395 - 1500
Jewish Family and Child Service	416 - 961 - 9344
Native Child and Family Services	416 - 969 - 8501
Police, Fire, Ambulance	911
Coroner (in case of death)	416 - 314 - 4000
	416 - 314 - 4100 after hours

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To access the Serious Notification Form please see the Ministry of Ontario website and type serious notification form. This will allow you to download the form.

The Serious Occurrence Annual Summary and Analysis Report are saved separately under policies.

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<b>Policy name</b>	<b>Specialized Services: Special Needs and Inclusion</b>
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### **Policy**

Early Enrichment Day Care strives to provide equitable access to our services and programs to all families in our community. We are committed to providing quality childcare by working together with community agencies to enhance our ability to provide an inclusive environment that supports children and their diverse needs.

### **Definitions**

#### *Special needs:*

Children who, due to emotional, familial, physical, behavioural, developmental, cognitive, communicative or emotional factors, are at risk of not maximizing their potential. Special needs encompasses children who require support and assistance with daily living, whether formally diagnosed or not, and whether a diagnosis is short – or – long term in nature. (OMSSA definition)

#### *Special Needs Resource Staff:*

Staff that are funded by the City of Toronto to support licensed child care programs for the provision of providing consultation, training, referral, case coordination transitional support and advocacy.

### **Procedure**

- All staff at the Centre understand and agree to support inclusive practices as outlined in the policy. Board Members and staff review and sign off on the policy on an annual basis.
- All staff are encouraged to attend special needs training workshops when possible.
- Staff will adapt the environment, programs and routines when possible in order to meet the needs of the child. Program adaptations will be reviewed with staff, parents/guardians and support agencies to assess their effectiveness.
- If all resources have been exhausted and the Centre has not been able to accommodate a child or family, the family will be asked to withdraw the child as outlined in the Centre's "Withdrawal Policy". The Centre will assist the family in finding a suitable childcare alternative.

### **Confidentiality**

Staff will have access to confidential information about the child and their family and agree to keep this information in the strictest confidence. Staff review and sign the Centre's Confidentiality Agreement annually. Parental consent is required before the Centre can contact any outside agency regarding a child or before sharing any information about a child with any outside agencies or schools. All documentation of consent to share information will be kept in the Supervisor's office in the child's file.

### Supporting Documentation

- Bias-free and Equity Policy
- Behaviour Guidance and Management Contravention of Behaviour
- Withdrawal of Child from Centre
- Health/Illness Policy
- Medical care (including administration of drugs and medication) Policy
- Serious Occurrence Policy

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**Appendix E**

Policy name	Accessibility Policy
Accessibility for Ontarians with Disabilities Act (AODA)	

**Policy**

The Centre is committed to providing barrier free access to its services in accordance with Ontario Regulation 429.07. The Centre is located in a building with ramp access and strives to provide services in an environment where all families and visitors to the Centre feel welcome and respected. Accommodations will be made for families or visitors to the Centre who require the use of an Assistive Device, Service Animal or Support Person. Families and persons with disabilities visiting the Centre should feel free to communicate any special need or accommodation they require to the Supervisor so that efforts can be made to meet individual needs.

The Centre will endeavor to ensure that the policy and related procedures are consistent with the following four core principles as outlined in the AODA:

1. **Dignity** – Persons with a disability must be treated as valued clients as deserving of service as any other customer.
2. **Equality of Opportunity** – Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
3. **Integration** – Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manor as any other customer. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
4. **Independence** – Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

**Procedure**

1. **Communication** – Everyone receives and processes information differently. It is the goal of the Centre to communicate with persons with disabilities in the most effective way meeting their individual needs. Where possible, persons will be asked directly by the Supervisor how best to communicate with them.
2. **Use of Assistive Devices, Service Animals or Support Persons** – Assistive devices, service animals and support persons will be accommodated at the Centre. All service animals must be up to date on all vaccinations under the Day Nurseries Act.
3. **Notice of Temporary Disruptions** – If there is a planned or unexpected disruption to service or access to the Centre a notice will be posted in the entrance hall on the family information board. Any family that will be affected by the disruption will be informed in their preferred method of communication why the disruption has occurred and for how long it is expected last.
4. **Feedback Procedure** – Persons with disabilities are encouraged and invited to provide feedback to the Centre in order for us to evaluate our performance and our ability to meet the needs of families and persons with diverse abilities. Persons are invited to communicate their comments or concerns to one of the Supervisors in whichever way they are most comfortable. Any concerns brought to the attention of the Supervisors will be addressed within 2 business days.
5. **Training** – All staff viewed either the Ontario Government webcast "Providing Accessible Customer Service" or the "Working Together" series of videos provided by the Ontario Human Rights Commission in order to meet training requirements outlined in the Accessibility for Ontarians with Disabilities Act. Documentation is in each staff member's file. All supply staff, students and volunteers are also required to have training. Specific needs of persons accessing services at the Centre will be evaluated on an individual basis and every attempt will be made by all staff to accommodate those needs.

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**Appendix F**

<b>Policy name</b>	<b>Sleep and Supervision Policy &amp; Procedure</b>
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**Policy**

In accordance with the Ministry of Education Child Care Quality Assurance and Licensing the Centre will ensure that a child who is younger than 12 months is placed for sleep in a manner consistent with the recommendations set out in the document entitled “Joint Statement of Safe Sleep: Preventing Sudden Infant Deaths in Canada” published by the Public Health Agency of Canada unless the child’s physician recommends otherwise in writing. Teachers will periodically perform visual checks of all sleeping children to look for signs of distress and unusual behaviours. Documentation of direct visual checks will be conducted for every child by teachers.

**Procedure**

Children will be assigned their own labeled crib or cot. Parents will be consulted in regards to their sleeping arrangement at time of enrollment or at any other appropriate time such as at transitions between programs or rooms or upon parent’s request.

Parents will be advised that children younger than 12 months will be placed on their backs at sleep time unless a written recommendation for an alternative sleep position is provided from the child’s physician.

At the Centre infants have a separate sleeping area located in the room. Teachers are always required to be present in that area when 3 or more infants are asleep.

To identify which children are present, teachers will have an attendance system as well as verbally confirm which children are in the sleep room.

The Centre will ensure that sufficient lighting is provided in the sleep area for teachers to conduct direct visual checks.

Teachers will verbally confirm that they perform a direct visual check of each sleeping child and monitor their breathing and temperature by touch. Infants and toddlers will be monitored every 15 minutes and preschoolers every ½ hour. The time of sleep, direct visual check time, and teachers initials will be documented on forms.

Any significant changes in a child’s sleeping pattern observed by teachers will be communicated to parents.

Parents of children who regularly sleep at the Centre will be advised of the policy and procedures regarding children’s sleep in the Program Statement and Handbook at time of enrollment.

All staff members and teachers are required to follow sleep policy and procedure and they will be reviewed annually or at any other time when changes are made. Records will be kept of these reviews for 3 years in staff files in a secure location.

**Supporting Policies:**

Bias Free and Equity Policy, Specialized Services, Special Needs and Inclusion

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**Appendix G**

<b>Policy name</b>	<b>Parent Issues and concerns Policy</b>
<b>Date Policy and Procedure</b>	<b>March 2019</b>

Policy

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

The nature of the issues and concerns may include program room related issues, general operations of Centre, staff/supervisor and student/volunteer related concerns.

All issues and concerns raised by parents/guardians are taken seriously by the Supervisor(s) and if necessary brought to the attention of the Board of Directors 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 to the Supervisor. 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 business day(s). 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).

**Conduct**

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or the chair of the Board of Directors.

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### Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

**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 the Centre's Children's Services Consultant (contact information is posted on the parent board located outside the supervisor's office or go to Children's Services Toronto website [childcare@toronto.ca](mailto:childcare@toronto.ca) .

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care 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.

#### Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Theressa Amaral, RECE, Supervisor: 416 762 8125 or [earlyenrich@rogers.com](mailto:earlyenrich@rogers.com)

Teresa Gemmell, RECE Assistant Supervisor: 416 762 8125 or [earlyenrich@rogers.com](mailto:earlyenrich@rogers.com)

Chair of the Board of Directors: contact information located on parent board located outside the supervisor's office.

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**Procedures**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Supervisor(s) in responding to issue/concern:</b>
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor(s).</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within two business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or if necessary contact the chair of the Board of Directors.</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- or the chair of the Board of Directors.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [two business days] or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor directly.</li> </ul> <p>-</p> <p>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 to the supervisor as soon as parents/guardians become aware of the situation.</p>	

**Early Enrichment Day Care  
Program Statement and Family Handbook**