



“WHERE THE JOURNEY BEGINS”

Parent Manual

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Welcome

This Parent Manual provides families with important information about Thorncliffe Park Day Care (TPDCC) and School-Age program.

Parents are important partners in the quality child care experience at TCPDCC. Open communication between parents and staff fosters a healthy, collaborative relationship and supports each child's growth and development. Parents are encouraged to read the Parent Handbook and any other memos and newsletters made available.

About Us

Thorncliffe Park Day Care Centre and School Age programs were established in 1969 and has since earned a reputation for excellence. We provide creative and enriched learning opportunities from infancy to 12-year-old children. We are a licensed "Non-for-Profit" childcare centre, that provide subsidize spaces for families within our community.

As the vision of the centre evolved, the opportunities for children to be able to learn and explore the world with qualified Early Childhood Educators became vital. Today our organization has employees that are Registered Early Childhood Educators (RECE's) and Early Childhood Assistants (ECA) with over 75 years of combined experience.

Ministry of Education

Thorncliffe Park Day Care Centre and Schoolage program are licensed by Ontario's Ministry of Education and adhere to all regulations set out by the Child Care and Early Years Act, 2014. Licensing inspections are conducted on an annual basis. Ontario's Early Learning Framework shapes our curriculum and we incorporate How Does Learning Happen? Ontario's pedagogy for the Early years into our daily programming. The Ministry of Education also monitors all Serious Occurrence Reports.

Toronto Children's Services Purchase of Service Agreement (Fee Subsidy)

Thorncliffe Park Day Care Centre has a Purchase of Service Agreement with Toronto Children's Services allowing us to accept families with fee subsidy. Families requiring fee subsidy should contact Toronto Children's Services to obtain an application package and go through an application process and assessment of eligibility. (See Pg 9 clients receiving custody for more information).

THORNCLIFFE PARK DAY CARE CENTRE

Our Philosophy

Each child that enrolls in Thorncliffe Park Day Care Centre and School age programs are seen as a competent and capable individual. We will work together to ensure that their experiences are positive and reflects "How Does Learning Happen." In order to do that, we believe that it is important for us to provide a place where they feel safe, nurtured, and loved. We offer the opportunity for your child to develop and master their skills in all areas of his or her early stages of growth (i.e. physical, emotional, intellectual, social, and cognitive). We respect their individual needs to develop at their own pace and in their own style, allowing them to experience the joy and satisfaction that positive learning creates.

Program Statement

We at Thorncliffe Park Day Care Centre understand that children, families, and educators are competent, capable of complex thinking, curious and rich in potential. To foster those competencies, we deliver high quality programs by incorporating the Early Learning for Every Child Today (ELECT). This framework sets out 6 principles that guides a continuum of development for children. (See Appendix A)

Mission Statement

Thorncliffe Park Day Care Centre and School age programs provides continuous creative and enriched learning opportunities for all children, from infancy to Preschool and Grade 1 to Grade 7 School Age. Our mission is to incorporate "How Does Learning Happen" into our daily activities allowing children to learn through play, using the world as their playground. The natural environment will aid in the developmental program as children meet their milestones.

Hours of Operation

Thorncliffe Park Day care Centre is open from 7:30am - 6:00 pm.

School-age Program Instructional Days 7:30am-9:30am & 3:15pm -6:00pm /7:30am-6:00pm- non-instructional

Holiday Closures

We recognize and observe the following Statutory and Provincial holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Thanksgiving Day, Civic Holiday, Christmas Day, Labour Day, and Boxing Day.

Unforeseen Closure

We are committed to running our programs on all scheduled days. However, there may be times when we may be forced to close due to unforeseen circumstances. Possible situations where we may be forced to close include, but not limited to: breakdown in essential services; hydro, heat and/or water , severe weather, licensing restrictions, Toronto Public Health Issues. Should adverse weather conditions arise, Thorncliffe Park Day Care Management and/or educators will inform families of any closure. Families are urged to verify school closures through local radio and/or television stations (CP24, CHUM FM, CFRB, CFTO TV). If the Toronto District School Board declares closure, both Thorncliffe Park Day Care Centre and the School-age program will also be closed. The Supervisor/Director will ensure that the message on the center and School-age phones is updated with all pertinent details.

Service Offering

Day Care: Infant Full Time 0-month-1 year 6 months

Toddler Full Time 1 year 6 months- 2 years 6 months

Preschool Full Time 2 year 6 months- 4 years

School-age: 6-12yrs

Arrival

Our daily schedule begins promptly at 7:30 am. Parents are expected to bring their children to the preschool playground for drop-off between 7:30 am and 10:00 am. In the event that your child is not present by 10:00 am and we have not received a notification, our safe arrival policy will be implemented (refer to Appendix A *Safety* subheading for further details). It is important to note that your child must be present for a minimum of one hour to be considered in attendance.

During arrival to the centre, please ensure that you arrive early keeping in mind that a Daily Health Check will be conducted. Staff will sign off and make a notation O/I (observed injury) or N/I (No injury observed) as the child enters the premises.

Departure Time

Currently, parents have the option to access the center for picking up their child before 6:00 pm. Only authorized individuals, aged 16 and above as indicated on the child's emergency information card, will be permitted to pick up the child. It is essential for parents and designated individuals to carry a photo ID. In the absence of a photo ID, the educator will attempt to contact the parent. If the parent or designated person cannot be reached, the child will remain in the program until all information can be verified. For school-age children, parents or designated individuals are required to pick up from door 3, as entry into the school is not permitted. All children must be signed out by a parent or the designated pick-up person.

Safe Arrival and Dismissal:

Thorncliffe Park Day Care Centre is dedicated to ensuring the well-being of the children entrusted to our care. Our safe arrival and dismissal procedures are applicable to all licensed full-day child care programs, encompassing infants, toddlers, preschoolers, and school-age children during various periods such as PA days, summer programs, and March Break. In light of heightened public awareness about children left in vehicles, TPDCC has established protocols to ensure the secure arrival of children in our child care programs. This policy is applicable to all TPDCC educators and families participating in child care. If a child is registered for a full-day program but does not arrive by 10am, our educators will promptly contact the family. In cases where family members cannot be reached, educators will reach out to authorized emergency contacts. Moreover, if attempts to contact parents or emergency contacts are unsuccessful, the supervisors will take the necessary steps to involve the police for a wellness check

Parent Involvement

Thorncliffe Park Child Care Centre and School Age Program highly esteems and promotes active participation from parents. Various special events are organized throughout the year, providing opportunities for parents to participate in activities like reading stories, showcasing talents, and attending the Annual General Meeting. This not only nurtures the connection between the center and families but also enriches the educational journey for the children.

FINANCIAL RESPONSIBILITY

The conditions of this agreement provide protection for you, as well as our program. In order to assure that we provide the services that your children are entitled to, it is essential that the financial status of our program be stable. The program's salaries and overhead expenses cannot be reduced because of absentee losses. Part of this agreement is a parental guarantee that you will financially support the enrolment space guaranteed for your child.

Canada-Wide Early Learning and Child Care (CWELCC) system

Thorncliffe Park Day Care Centre has met the criteria required to opt into the Canada-Wide Early Learning and Child Care (CWELCC) system. All stake holders were notified of this decision via email in October 2022.

Overview of Canada-Wide Early Learning and Child Care (CWELCC) system

On March 28, 2022 the Federal Government and the Province of Ontario announced the Canada Wide Early Learning and Child Care (CWELCC) funding agreement that will reduce cost of child care in Ontario to average of \$10 per day 2025-2026 fiscal year. CWELCC is a five-year plan and will be implemented in stages with fee reductions decreasing year after year until an average fee of \$10 /day is achieved.

CWELCC will:

- Create more affordable, quality licensed child care spaces;
- Support early childhood workers through enhanced compensation, training, and professional learning opportunities; and
- Improve accessibility by addressing barriers to providing inclusive and flexible child care.

As the legislated service system manager for child care and early years services, Toronto Children's Services is tasked with planning and managing child care and early years programs for the City of Toronto. This includes administering allocated funding to best serve and respond to the early years and child care needs of families and children in Toronto TCS's role in the Canada-Wide Early Learning and Child Care system is:

Implementing the provincial guidelines;

- Establishing local policies, procedures and funding approaches;
- Developing and implementing an application and approval process for the CWELCC system;
- Contracting for CWELCC funding through Service Agreements with eligible child care
- Implementing ongoing fiscal oversight, monitoring and reconciliation of CWELCC system funding; and
- Reporting to the Ministry of Education and Toronto City Council on the CWELCC system.

Fee Payment

The Thorncliffe Park Day Care Centre Board of Directors establishes childcare fees. These fees are payable monthly via INTERACT E-transfer to thorncliffeparkdirector@gmail.com with the payment deadline set for the first day of each month. A \$10.00 late fee applies if payment is made after the 5th day of the new month. Additionally, if the fees remain unpaid by the 27th of the month, an extra \$20.00 charge will be

imposed. The Director may consider a written payment schedule from a parent for a specific month. Failure to submit a written schedule or adhere to it, resulting in fees outstanding for over 2 months, will prompt the Director to notify the Board of Directors. Subsequently, a two-week withdrawal notice will be given to the family. Parents who do not address their day care fees may receive a termination notice. It's important to note that a Termination Notice may also be issued after three consecutive late fee payments.

Standard Fee

CWELCC Adjusted Fee

Infants: Ages under 18 months \$22 per day

Toddlers: Ages 18-30 months- \$ 22 per day

Preschoolers: Ages 30-46 months- \$22 per day

As of August 18th, 2023 there has been no adjustments to school age fees by the province.

School-Age Programs Ages 73-144 months-6yrs-12yrs (snacks and hot lunch) \$35.00 per day

Before/After School Age (with snacks) \$27.00 per day

School Age Camp includes Professional Development days, Christmas break, March break and the summer vacation (June to Sept) \$40.00 per day

Clients receiving Subsidy

Subsidy approval must be secured by the child's start date or, in the case of an Application Renewal, by the first day following the expiry date. An email confirming subsidy approval from a subsidy worker is required before commencing services at Thorncliffe Park Day Care Centre. If a parent/guardian lacks subsidy approval at the beginning of their child's enrollment, they must assume responsibility for the full day care fee payment until their day care subsidy is confirmed. In the absence of this option, the space will be offered to the next individual on the "wait list."

Parents/guardians are obligated to pay the entire monthly fee unless a child care fee subsidy is obtained from the Toronto Subsidy Office. When a fee subsidy is granted by the Toronto Subsidy Office, the family's monthly fee is determined based on the assessed daily fee contribution. Parents/guardians are responsible for meeting all the requirements of the fee subsidy office to retain the subsidy. If parents/guardians lose eligibility for child care subsidy, they must either pay the full monthly fee or withdraw their child(ren). To prevent a disruption in subsidy, it is the parent/guardian's responsibility to ensure compliance with ALL requirements (do not wait until the expiry date, as document processing may take several days for the worker to review the information).

Absent days allotted by Subsidy

Children who are absent for any reason throughout the year will not receive reimbursement for the days they do not attend. Subsidized clients are granted a specific number of days for the year by their subsidy worker, encompassing sick days, vacations, appointments, and any other reasons necessitating a child's absence from care. If a child surpasses the allocated days covered by subsidy, the parent/guardian will be responsible for paying the full fee for any additional days the child is absent from care.

When planning vacations, it's important to note that exceeding 20 consecutive days allotted by the City of Toronto will result in the parent/guardian being accountable for the number of days exceeding the 20 consecutive days. For instance, if an infant has used 22 consecutive days for vacation, the parent/guardian must pay $45 \times 2 = \$90$ before embarking on the vacation.

Withdrawal Notice

A two-week notice of withdrawal is mandatory for both full-fee and subsidized families. Failure to provide adequate notice will result in the forfeiture of the security deposit. In cases where a family, including those receiving subsidies, gives notice of withdrawal, it is the responsibility of the parent/guardians to ensure that the child attends care for the entire two-week withdrawal notice period. According to subsidy requirements, all children on subsidy must attend care on the last day of their withdrawal notice. Failing to do so may lead to charges from the child care centre and/or the City of Toronto. For instance, if the child attends care up to and including the last day of withdrawal, the parent/guardian will be obliged to pay the daily rate to the centre for the notice period (e.g., \$9.18 per day x 10 days = \$91.80). The centre will receive the fee from the City of Toronto, and the family is responsible for reimbursing this fee to the City of Toronto as an overpayment.

Refunds

There will be no reimbursements for Statutory Holidays or for any days of absence, including vacations. Fees remain payable regardless of attendance, as your child's spot is held exclusively for them.

In the event of an emergency closure such as during a pandemic refund will not be issued. This policy ensures continuity of care and supports ongoing operational costs during unforeseen disruptions.

If a family withdraws before using all their paid days, a refund for any unused days will be issued via e-transfer. Additionally, if a payment error or discrepancy occurs, the overpaid amount will also be refunded to the client by e-transfer.

Year End Receipt

A payment receipt for Income Tax purposes will be provided before the end of February. Your payment invoices also function as interim receipts for daily fees.

Registration Process

Upon receiving confirmation from the City of Toronto about a family's eligibility for childcare, the supervisor/designate will contact the family and welcome them to Thorncliffe Park Day Care Centre.

The following email will be sent to the family:

Thank you for your interest in registering your child at Thorncliffe Park Day Care Centre "where the journey begins." Your child's start date will be _____ When filling out the online registration form, the information must be typed.

To complete the registration process, please follow the instructions below:

1. Visit to our website <https://thorncliffeparkdaycare.ca/>
2. Click on Parents information page
3. Create an account
4. Log in the account
5. Download and fill out the Registration package (typed)
6. Send registration package back with child's current immunization record (front and inside), Child's health card (both sides), 2 passport size pictures (taken with your phone).
7. Read and sign the attached documents

After completing and emailing all required documents, in-person meeting will be scheduled to discuss daycare policies and to answer any questions that you may have. All documents must be submitted prior to this appointment.

Before you start

We encourage you to spend time with your child in the centre during his or her first week. This helps your child transition into the Centre.

- Email completed forms to the Centre Supervisor
- Be sure your contact information (and the information for any authorized pick-up person) is up to date
- Put the Centre Supervisor's business card in your wallet
- All registration is to be completed on the computer and electronic signatures are acceptable.

Parents of enrolled children will provide:

- At least 15 diapers per week for infants and toddlers who are not toilet trained
- At least 12 pull-ups per week for Preschoolers for the first 2 months, then toilet training will begin
- Diapering cream and baby wipes
- A change of clothing (all clothing must be labeled with the child's name)
- Training pants during toilet training
- Formula
- Formula in bottles, bottles for milk, and jars of baby food
- Infant foods from home must be labeled with the child's name and contents of the food must be noted on the container

Custody Dispute

Thornccliffe Park Day Care Centre requires notification at the time of registration regarding any custody disputes involving children currently enrolled or scheduled to enroll in our program. In the absence of legal court documents, we are unable to restrict a parent's access to their child. Once custody papers are provided, we will comply with the court's orders.

Admission Requirements

Thornccliffe Park Day Care Centre holds a current license for children ranging from Infants to Preschool and ages 6 to 12 years. Part-time care is not offered for school-age children; attendance in both the morning and afternoon is expected, with occasional exceptions for appointments. Acceptance of children is contingent upon available space and consideration of the family's and/or child's specific needs. Upon expressing interest in our care services, families will be directed to our website, thorncliffeparkdaycare.ca, to complete the registration package. An orientation meeting will be scheduled for the child and parent to visit the center. It is imperative to note that all required documents and forms must be typed, signed, and submitted before the child can commence our program. Additionally, every child enrolling in Thornccliffe Park Day Care Centre must adhere to the immunization guidelines provided by the local medical officer of health. A copy of the immunization record will be kept in the child's file, with updates required for each subsequent immunization. In the event that a parent refuses immunization for their child, completion of a medical exemption form is necessary.

Gradual Start

The extent of trauma experienced by a child during separation from parents varies widely and can manifest in diverse ways. At Thornccliffe Park Day Care, we prioritize providing additional assistance and support to new children. However, it's essential to anticipate a transition period of about one week for both the child and parents. As you are familiar with your child's needs, we encourage you to manage this period in a way that feels comfortable for you. Rest assured; we are here to support you throughout this process.

Vacations

Notify the program Supervisor as soon as you are aware of your vacation dates. This allows our educators to plan activities more effectively. Subsidized families are granted a maximum of 20 consecutive absent days. Should you surpass this allocation, you will incur charges at the full rate for any additional days taken. For further details, please reach out to your caseworker. The full monthly fee is to be settled by the fifth of each month, regardless of your child's absence during that month. Payment is obligatory even in cases of your child's sick days or vacations. Special arrangements can be considered for a leave of absence, such as an extended vacation or prolonged illness

EMERGENCY PROCEDURES

Emergency Procedures and Phone Numbers

In case of a child-related emergency, parents will receive the initial notification, followed by contact with alternate numbers if necessary. If the situation demands escalated medical attention, EMS will be called while efforts to reach primary caregivers persist. The significance of accurate emergency phone numbers cannot be overstated. Thorncliffe Park Day Care Centre encourages regular updates of emergency contact information, including work address and phone number, throughout the year. Should a family decline to provide this information, Thorncliffe Park Day Care Centre reserves the right to withhold care until the matter is resolved.

Safety Measures

Ensuring the safety of our families and educators is a top priority for our organization. If there is violence in the community or weather-related emergencies, all exits and entrances will be secured, and no individuals will be allowed to enter or exit the building until authorized by the community police. In the event of an evacuation request for the childcare center and school-age program, parents will be promptly contacted. Each classroom will then relocate to the designated locations as follows:

Evacuation Sites:

Thorncliffe Park Day Care Centre will evacuate to 80 Thorncliffe Park Public School 416-396-2460

Thorncliffe Park School Age Program will evacuate to 48 Thorncliffe Park Drive- Jenner Jean-Marie Community Centre 416-396-2874

Lockdown/Hold and Secure/Shelter in Place

Lockdown - When the Supervisor/Director is informed of a major incident or threat of violence within the childcare centre/school, or in relation to where our programs are housed.

In the event of a lockdown or hold and secure during the hours of 8am-4pm Thorncliffe Park School age program will follow the procedures of Thorncliffe Park Public School. Parents will be notified of their child's location. During all other times the school age program will follow the procedure of Thorncliffe Park Daycare Centre.

Hold and Secure - when the Supervisor/Director determines a need to secure the childcare centre/school due to an ongoing situation outside and not related to the childcare centre/school. Exterior doors are locked and programming will continue.

Shelter in Place – when the Supervisor/Director determines that an environmental or weather-related situation necessitates all occupants to remain within the childcare centre/school to protect them from an external situation. Exterior doors are locked and programming will continue.

The school age program will follow the procedures of Thorncliffe Park Public School on all instructional days from the hours of 8am-4pm. At all other times the policies and procedures of Thorncliffe Park Daycare Centre are followed.

Fobs

Safety measures are implemented to provide peace of mind for our staff, families, and visitors. Upon enrollment in Thorncliffe Park Day Care Centre, parents/guardians are required to complete an access

form for a fob, accompanied by a \$25.00 deposit. The fob allows access to the building on Mondays to Fridays from 7:30 am to 6:00 pm. If the fob is lost, obtaining a replacement will incur an additional \$25.00 fee. When transitioning or withdrawing from the program and returning the fob, the \$25.00 deposit will be refunded. Please note that safety fobs will not be offered to parents until further notice.

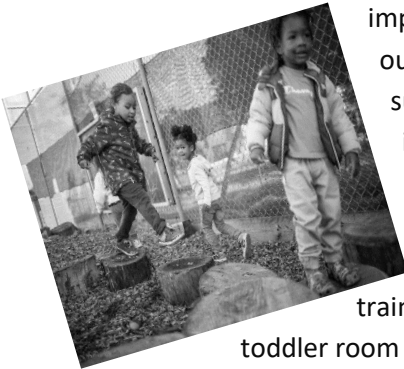
General Info

Late Pick Up

The daycare closes at 6:00 p.m. If you're late to pick up your child, a **late fee of \$2.00** for each minute will be charged for the staff required to stay back. For instance, if you arrive at 6:05 p.m., you'll need to pay a \$10.00 fee. This late fee applies to **each child** you have at the center. To avoid being late, we ask parents to come 10-15 minutes before closing. This ensures there's enough time to get your child ready and leave by 6:00 p.m. If you want to talk with the staff, it's best to arrive earlier or schedule a convenient time. If your designated pick-up person is late, you, as the parent, are responsible for the late fee. If they arrive without ID and we can't reach you, it's also your responsibility to pay for the time after 6:00 p.m. If you know you'll be late, contact your emergency pick-up person early so they can arrive by 6:00 p.m. We review late fees monthly and may discuss it with the supervisor/director if needed. If there are special circumstances preventing you from picking up your child on time, it's your responsibility to make other arrangements. If we can't reach you or your emergency contact by 7:00 p.m., we will contact the police and children's aid society.

Clothing And Possessions

Prioritizing your child's health and safety is a central focus of our daily operations. Therefore, it is important to ensure that they are appropriately dressed for both indoor and outdoor activities throughout the year. Thorncliffe Park Day Care Centre suggests having a second set of clothes at the center in case of accidents. It is crucial to label all clothing and personal items with your child's name, as the Centre cannot be held responsible for lost items. As your child develops self-help skills, your patience, encouragement, and consistency are essential in supporting them as they learn to dress themselves. Toilet training is a regular part of our daily routine, and as children transition from the toddler room to the preschool room, the need for diapers decreases.



Your Child's Personal Toys

Thorncliffe Park Day Care Centre recognizes the comfort that personal belongings (e.g., teddy bears, dolls, or blankets) can bring to children during stressful times. We urge families to avoid bringing toys or replicas that promote violence or physical aggression towards themselves or others. If such toys are brought into the building, they may be discarded.

Children attending the school-age program are advised not to bring toys or electronics to childcare due to numerous transitions during the school day, increasing the likelihood of items getting misplaced. The childcare does not take responsibility for lost items. If a child misplaces an item and it is not found at the childcare, parents are encouraged to check the lost and found at Thorncliffe Park Public School.

Water Bottles

Every family must supply a labeled, clean, reusable water bottle for their child that they will have access to throughout the day. Water bottles should be labeled with the child's name or picture. We ask that only water be placed in the bottles for health and sanitation reasons. Educators will rinse and refill the bottles daily as needed. Families are accountable for taking their child's water bottle home daily to thoroughly clean and disinfect.



SCHOOL-AGE PROGRAM

On regular school days, we kindly ask parents of school-age children to ensure their arrival between 7:30 am and 8:30 am for the daily health screening. On non-instructional days, such as PD days, Winter break, March break, and summer camp, we request that you drop off your child/ren before 10:00 am. To maintain program continuity and avoid disruptions, children will not be accepted after this time. For safety reasons, parents are required to accompany their child to the program daily. Unescorted children will need to wait at the screening area until a parent can be contacted to return and complete the health check. Additionally, parents who fill out the Google Form and pick up their child from the school or bus are also expected to accompany their child to the screening area.

School Age Lunch Procedures (Instructional Days)

From September to June, on all instructional days, the school-age program provides a lunch program catered by Real Food for Real Kids for up to 21 children from Thorncliffe Park Public School. Parents will be informed of the program during the registration interview and asked if they would like their child to participate. If no spaces are available, the child's name will be placed on a waiting list. In the last two weeks of August, parents receive an email with an enrollment form to indicate their child's participation for the upcoming school year. As space is limited, enrollment is on a first-come, first-served basis. Regular attendance is expected for all children registered in the lunch program. If staff observe frequent absenteeism, a child may be removed to accommodate those on the waitlist.

Health And Safety

The school-age program insists on children completing a daily health screening before entering. During the screening, staff will record O/I (observed injury) or NI (No injury observed), and parents will acknowledge the daily health questions. Parents of children from Thorncliffe Park Public School without a completed and signed daily health check will not be admitted to the afternoon program until one is completed by the parent. Staff will try their best to conduct the daily health screening for parents who call to inform them of a delay in reaching the school by 8:30 am. However, this may not always be feasible as staff are busy preparing the children for school and leave the rooms at 8:30-8:40 am to escort the children outside or to their classrooms. Between 8:40 am and 9:00 am, staff in the school-age program

will not be available to complete the daily health check or answer phones. All children are required to be with their parent/guardian for the daily health check. NOTE: Parents arriving to sign in their child at noon must ensure their child is with them for the health check to be completed. Children not accompanying their parents will not be signed into the program.

On instructional days, all staff in the school-age program leave the school at 9 am. If parents are calling to report a child's absence for the day, they should call before 8:30 am or after 9:00 am. Alternatively, parents can email the childcare at schoolage80@gmail.com. Children without a completed daily health check will be taken to the main school office, where arrangements between the school and parents will be made for picking up the child.

Children bused to another school will receive a Google form to be completed and resubmitted daily to the childcare by 12:30 pm. Children whose forms have not been submitted back to the childcare will not be taken off the bus. In such cases, the parent and bus driver will need to make arrangements for drop-off. Staff will make all efforts to contact the parent during the day to remind them to submit the Google form.

Health Policy

Promoting health and preventing illness is fundamental to our health policy. We aim to create the best possible environment for each child by ensuring that all families adhere to our health policies. According to the Childcare and Early Years Act, 2014, each child must be immunized as recommended by the local Medical Officer of Health and provide a medical certificate confirming they have had a medical assessment before admission.

Children who are unwell should not be brought to Thorncliffe Park Day Care Centre. An unwell child is more susceptible to infection and communicable diseases. Families are required to keep a child at home if they have a fever (which must be resolved for 24 hours), nausea, vomiting, diarrhea (resolved for 48 hours), or any contagious disease.

Our employees conduct a regular daily health check of your child. As per Toronto Public Health guidelines, teachers have the right to refuse admittance if a child appears sick. If a child has been admitted and shows signs of illness that may affect others' health, you will be immediately contacted and required to pick up your child within 1 hour of the initial phone call. They will be cared for in the program until a family member or designated alternate arrives. If your child is too ill to participate in all aspects of the program, we recommend arranging alternative care

Cleaning And Sanitizing

Thorncliffe Park Day Care Centre is committed to keeping its facilities and equipment safe and clean. Our educators will adhere to proper hygiene practices to promote good health and prevent the spread of infections. Children will be encouraged to adopt and follow these hygiene practices daily. All relevant areas requiring sanitization and disinfection will be addressed twice a day.



Sanitary Procedures

Thorncliffe Park Day Care Centre and School-age programs will sanitize all toys in accordance with protocols outlined by Toronto Public Health and the Ministry of Education. Anyone entering a classroom is required to wash or sanitize their hands.

Diapering

Diapering and toileting procedures have the potential for disease transmission among children and adults due to environmental contamination. To mitigate this risk, the center adheres to all protocols outlined by Toronto Public Health. This includes having a handwashing sink near the diaper changing area, accessible to providers and children during the diapering process. After each use, diapering surfaces must be disinfected using an approved disinfectant. Single-use disposable gloves are employed as necessary during the routine, and designated space is provided to store each child's individual diapers and labeled ointments/creams.

In the event of soiled clothing, the soiled items are securely tied in a bag and sent home with the child's parents or guardian. No soiled clothes are to be rinsed or washed within the child care center.

CHILD SICKNESS AND DISEASES

When Your Child Is Sick

The center requests that you keep your child at home if they have a fever (37.5°C or 100.4°F) or higher and monitor them for 24 hours or until the fever subsides. In case of illness due to diarrhea, vomiting, or nausea, we advise that your child stays at home for 48 hours or until symptoms have ceased for 48 hours after the last episode. If your child contracts a communicable disease, it must be reported to Toronto Public Health, and a doctor's note is required upon their return.



In the event that your child becomes ill while at the center, our educators will notify you or your emergency contacts. The child will be quarantined to the quiet area in the classroom or the main office area until picked up. Parents or emergency contacts are required to arrive within 1 hour of the initial phone call to pick up the child. If the parent or emergency contact is unable to do so, it is your responsibility to arrange for an alternate pick-up within the initial 1-hour timeframe.

If your child falls ill and the school has contacted you to pick them up, you should notify the school age program that your child will be absent from the afternoon program and provide the reason why example: fever, sore throat etc.

Contagious Disease

Any child displaying symptoms of contagious illnesses (see attached link) must stay at home or be picked up promptly and may only return with a doctor's consent. Additional details can be found on the Toronto Public Health website

<https://www.toronto.ca/wp-content/uploads/2023/06/989f-PublicHealthReportable-DoPHSJuly2023.pdf>

<https://www.toronto.ca/community-people/health-wellness-care/information-for-healthcare-professionals/communicable-disease-info-for-health-professionals/report-a-communicable-disease/list-of-reportable-diseases/>

Kindly inform Thorncliffe Park Day Care Centre if your child or another family member is severely ill with a contagious disease. In the event of a known outbreak of a communicable disease at the childcare centre, families will be notified through a letter or poster, and Toronto Public Health guidelines and recommendations will be adhered to. All information will be treated confidentially.

Pandemic

A pandemic is a widespread epidemic, marked by a sudden increase in the number of disease cases across multiple countries or continents, typically affecting a large population. In such circumstances, we may receive instructions to close the center for an extended duration.

Medication

Children with medical conditions that may necessitate on-site medication or special accommodations must have an individualized medical plan document. These plans will undergo annual reviews or updates as required. To maintain the accuracy of the information, parents may be requested to have medical forms

completed by a physician. Before our educators can administer any medication, parents must complete the Drug and Medication Administration form daily.

Anaphylaxis

Upon enrollment, if a parent notifies us of their child's anaphylactic condition, the Anaphylaxis Emergency Plan form must be completed before the child's first day of care. In the event a parent discovers an anaphylactic allergy post-enrollment, they must promptly inform the management team and educator about this discovery.

The initial training for the Anaphylaxis Emergency Plan will be conducted by the parent to a Thorncliffe Park Day Care Centre employee, who will then train all other individuals (e.g., educators, students, or volunteers). After completing the training, educators are required to sign off on their completion. This process is to be carried out for each child.

Note: The Anaphylaxis Emergency Plan must be signed by a physician before enrollment and every two years thereafter, unless there are no changes to the plan. Parents must sign off each year when the EpiPen is replaced. No child will be accepted into the program if the plan and/or the EpiPen has expired. The Anaphylaxis Emergency Plan should be posted in key areas such as the child's classroom, the main office, bulletin boards, and all eating and food preparation areas.

School-age educators must ensure written parental authorization is obtained to allow the school-age child to carry their EpiPens on their person (e.g., in a fanny pack or holster) at all times. EpiPens are not to be left unattended, such as in cubbies or backpacks.

Allergies:

Numerous children and adults have allergies, some of which pose significant risks. Anaphylaxis is an intense allergic reaction that can be life-threatening. If your child needs Epinephrine, the Center Supervisor will discuss the Anaphylaxis Policy with you, and all educators are proficient in the administration of Epinephrine.

Strategies for Minimizing Exposure to Anaphylactic Allergens.

The following measures aimed at reducing the risk of exposure to anaphylactic triggers must be adhered to consistently by employees, students, and volunteers at Thorncliffe Park Day Care Centre and School-age programs:

- Avoid serving foods with unknown ingredients.
- Refrain from serving items with 'may contain' warnings on the label in areas where a child with an individualized plan and emergency procedures, specifying those allergens, is present.
- Request caterers or cooks to provide known ingredients for all provided food. Ingredients will be reviewed before serving to children to ensure anaphylactic triggers are not included.
- Notify the catering company if a child has an allergy, and they will provide a suitable substitution. This information is collected upon enrollment. If a child develops an allergy later on, the necessary forms and measures will be implemented.
- If the meals and snacks provided by Thorncliffe Park Day Care Centre cannot meet the dietary needs of a child with food allergies, the child's parent will be requested to supply snacks/meals. All written dietary instructions provided by parents will be followed.

If a child has food allergies, and the offerings of meals and snacks at Thorncliffe Park Day Care Centre are insufficient to meet the child's needs, the parent will be requested to provide snacks/meals for their child.

All dietary instructions provided in writing by the parent will be followed.

- Ensure parents label food brought to Thorncliffe Park Day Care Centre and School-age programs with the child's full name and the date it arrived, providing information on all ingredients.
- Maintain appropriate supervision to prevent the sharing or exchanging of food when children bring food from home.
- Encourage parents serving allergenic foods at home to ensure their child is free of allergens before attending the childcare center (e.g., thorough handwashing, teeth brushing, etc.).
- Avoid using craft/sensory materials and toys labeled with known allergens.
- Share information about anaphylaxis, strategies to reduce exposure to allergens, and treatment with all enrolled families.
- Keep each child's individual plan and emergency procedures updated, ensuring all staff, students, and volunteers are trained on these plans.
- Refer to and update the allergy list regularly.
- Prohibit bringing any food or drinks into the center.
- Notify an educator of your child's allergies or any changes to their health.
- Strive to maintain a "nut-free" environment.



At any point, we may have one or more children with a food allergy. To help ensure the safety of all children, we request that families refrain from bringing any external food into the facility. **This includes avoiding leaving food items in strollers, cubbies, or backpacks.**

"Real Food for Real Kids" Nutrition

Real Food for Real Kids is a nutritious catering company that proudly serves over 20,000 kids daily in the Greater Toronto & Hamilton Area. Our location provides a halal menu, and our offerings for breakfast, two snacks, and a hot lunch adhere to the Canadian Food Guide, 2020. These meals are catered by Real Food for Real Kids.

Celebrations

Thorncliffe Park Day Care programs welcome parents to celebrate their special occasions with us. If you wish to have a cake for your celebration, kindly place an order through our catering partner, "Real Food for Real Kids." The center will provide you with the necessary information upon request.

EVERY CHILD IS COMPETENT AND CAPABLE OF LEARNING

Inclusion

Thorncliffe Park Day Care Centre and School Age programs are dedicated to creating and sustaining an inclusive early learning environment that embraces all children and eliminates obstacles hindering active participation. Every child deserves to receive care in their local community environment, catering to their needs and supporting their comprehensive growth and development. Children with special needs require childcare for the same fundamental reasons as all children

How Does Learning Happen?

Children are competent, capable of complex thinking, curious, and rich in potential. They grow up in families with diverse social, cultural, and linguistic perspectives. Every child should feel that he or she belongs, is a valuable contributor to his or her surroundings and deserves the opportunity to succeed. When we recognize children as capable and curious, we are more likely to deliver programs and services that value and build on their strengths and abilities.

Elect Framework

Early Learning for Every Child Today complements, rather than replaces, specific curricular and pedagogical approaches, early identification protocols and regulated requirements now in place in Ontario early childhood settings. It also provides direction for programs that do not have an explicit curriculum or consistent pedagogical approach. It features a continuum of developmental skills and a shared language that will support early childhood practitioners and caregivers as they work together across early childhood settings.

Our Objectives

- To provide enriched and creative learning opportunities for children.
- To develop a sense of self-esteem within the children while helping them to understand and express their feelings in a positive way.
- To enhance the children's social, emotional, cognitive, language/literacy and physical skills so that they may interact successfully with other children.
- To develop and encourage their creativity in all areas.

Classroom: Educator-to-Child Ratios

Infant	1 educator for every 3 children
Toddler	1 educator for every 5 children
Pre-school	1 educator for every 8 children
School Age	1 educator for every 15 children

Individualized Support Plans and Inclusive Programs

A comprehensive Individualized Support Plan (ISP) is created for each child with special needs. The plan outlines:

- How we will facilitate the child's functioning and active participation in meaningful activities.
- Any necessary supports, aids, adaptations, or modifications to the physical, social, and learning environment to promote competency.
- Instructions regarding the child's utilization of supports or aids adapted or modified for the learning environment.

This plan is developed through consultation with a parent/guardian, regulated health professional, or another individual working closely with the child. The educator is responsible for daily implementation of the Individualized Support Plan

OUTDOOR PLAY

Outdoor

The Child Care and Early Years Act stipulates that children in a licensed center must engage in two hours of outdoor play, weather permitting (Ontario Regulation 137/15). This not only enhances their developmental opportunities but also contributes to health benefits and learning experiences. Ensuring appropriate attire for various weather conditions is crucial to active participation in the outdoor program. This guideline applies to the school age program as well, incorporating a range of physical activities like sports, dance, and active games. Outdoor programming is scheduled daily, except during inclement weather, such as temperatures below -15 degrees Celsius (actual or wind chill), exceeding 32 degrees Celsius, heavy rain, blizzards, sleet, hail, heavy winds, severe thunderstorms, or conditions indicated by posted warnings like humidex, wind chill, or severe weather alerts (e.g., smog or heat alerts). In unsuitable weather, indoor gross-motor activities will be provided. Outdoor activities will not take place during any heat or cold alerts issued by Toronto Public Health.

Please make sure your child is equipped with appropriate clothing and footwear throughout the year. Thorncliffe Park Centre is dedicated to providing outdoor environments that cater to varying levels of activity based on the season and weather conditions. In the summer, additional water-related activities and quiet experiences in shaded areas are introduced, while high-energy activities are emphasized during colder winter months. The center follows sun safety practices and encourages parents to provide safe, labeled sunscreen and protective clothing, such as wide-brimmed hats, for outdoor activities. Educators will assist children, as needed, in applying sunscreen to exposed skin before going outside. To accommodate severe allergies within the childcare facility, parents must ensure that all sunscreen products brought in are nut-free. The playground and equipment undergo daily, monthly, and yearly inspections to ensure they are free from debris or any hazards.

Before & After School Program

School-age children spend 30 minutes outdoors on instructional days and two hours on non-instructional days, weather permitting. It is essential for children to wear weather-appropriate clothing, such as hats and mittens in the winter. An additional set of clothing should be kept at the daycare, and all items must be labeled with the child's name. If an item goes missing and cannot be found inside the childcare, parents are encouraged to check the lost and found at Thorncliffe Park Public School. Thorncliffe Park Daycare Centre is not liable for any lost items.

The playgrounds at Thorncliffe Park Public School are utilized by the school-age program and undergo daily and monthly inspections by the school-age staff. Additionally, a third-party inspection is conducted every 4 to 5 months by Thorncliffe Park Public School, and the childcare receives a copy of the inspection report.

Accident/Incident While in Care

In the event of an injury or medical emergency, it is critical that educators know how to respond effectively to ensure the best possible outcome for the children.

If your child is injured at the centre, the educator will provide immediate first aid, as needed. If the situation requires medical attention EMS (Emergency Medical Services) will be alerted. Parents or the emergency contact person(s) will be notified immediately. The centre will provide an accident/incident report.

Program Overview

Our learning areas consist of the following:

Sensory/Art, Language/Listening, Dramatic, Construction/Block, Science, Cognitive/Manipulative, and Quiet space.

All of the learning areas offers the children an opportunity to use materials in various ways that is interesting, complex, open-ended and invites them to investigate, imagine, think, create and solve problems.

Early Years Developmental Records

Thornccliffe Park Day Care Centre utilizes the Brigance Screening Tool to document your child's developmental milestones. The screening assesses various skills, including vision, hearing, speech, language, communication, gross motor, fine motor, cognitive, social/emotional, and self-help. Accompanying age-appropriate activities are designed to enhance overall development.

This information is shared with parents, and our educators use it to monitor your child's progress and identify any changes. We believe these records are crucial for conveying individual needs among educators as your child grows and progresses. These records will remain with your child throughout their time in our centre, transitioning from room to room, until they leave, at which point the records will be provided to you. In the case of any developmental concerns, the supervisor will meet with parents to explore available community resources.

A) Assessment Tools

To guarantee the provision of a high-quality program at Thornccliffe Park Day Care Centre, parents and educators utilize the following assessment tools:

- Brigance
- Nippissing
- Ages and Stages Questionnaire (ASQ)

B) Development Assessment (School Age Program)

The school age educators will perform developmental observations twice a year, focusing on children's physical, social/emotional, language, and cognitive development. Following the observation, if any concerns arise, a meeting will be scheduled between the parents and educator to review the findings. Parents are encouraged to schedule appointments at any time if they have concerns about their child. Once the developmental observation is finalized, both the educator and parents will sign it, and a copy will be provided to the parents.

Infant/Toddlers Educators as Co-Learners

Infants and toddlers are natural explorers. In our care, we arrange for these children to be in the same group with dedicated staff daily. This consistent grouping helps infants and toddlers establish a sense of

safety and support. Our educators keenly observe children's actions, facial expressions, sounds, and words to understand their abilities, preferences, and dislikes. They engage in warm, unhurried interactions—cuddling, holding, playing, and conversing with children in a responsive manner. Instead of imposing their own ideas, educators follow the cues provided by the children. These nurturing relationships instill confidence in children, encouraging them to explore and experiment. While infant and toddler educators cannot replace parents, they serve as consistent, responsive, reliable, and trusted adults when parents are not present.

Infant/Toddler Rest Time

Each infant/toddler is provided with an individual crib/cot. Infants aged 18 months to under 30 months, receiving childcare for six hours or more, may transition to using a cot to facilitate their move to the Toddler room. The sleep requirements of infants/toddlers vary, and educators collaborate with parents to establish a flexible schedule tailored to each child's unique needs. During sleep, infants/toddlers are closely monitored, with educators completing a Direct Visual Chart (DVC) every 15 minutes. A Sleep Time Safety Policy is prominently displayed in the Infant room, and pictures of sleeping infants are posted on the sleep room window. Additionally, quiet activities are organized for early risers.

Preschool Educators as Co-Learners

Our preschool curriculum emphasizes key learning domains, including sensory, art, cognitive development, language and literacy, science and nature, block and construction, music and movement, dramatic play, and physical activities. As children engage with both indoor and outdoor environments, educators carefully observe and document their discoveries throughout the day. This documentation serves as a valuable tool for educators, aiding them in completing various assessment tools that offer parents an insightful overview of their child's developmental milestones.

Preschool Rest Time

In accordance with the Child Care and Early Years Act, 2014, Preschoolers have a scheduled rest or nap period lasting no more than two hours during the day. The rest routine is tailored to each child's age and individual needs. The Preschool room is equipped with individual cots for each child, with all beddings changed and laundered at least once a week.

During the rest period, educators closely monitor the children's sleep by conducting a Direct Visual Check (DVC) every 30 minutes. This check is documented to ensure the health and safety of the children. After 30 minutes of rest, children who remain awake engage in quiet learning experiences, as outlined in the program plan, while their peers continue to rest.

School Age Rest Time

Children in the School Age program is not obligated to rest; however, if necessary, they will be offered a rest mat to cater to their individual needs.

Community Excursions

As a component of our daily activities, the children participate in community outings or off-site activities like nature walks or visits to the fire hall. Our educators carry portable cell phones to facilitate communication in case of emergencies. Each classroom door will display notifications about the children's location, and parents can check with the office for additional information. Permission for these community outings is obtained during program registration.

Field Trips

Excursions are organized to enhance the learning experiences of Toddler, Preschool, and School age children on non-instructional days/summer camp. Notification about these trips will be provided at least 5 days in advance through an educator, email, and postings within the center. Participation in field trips

requires a signed permission form, and no child will stay at the center when the educator and participants are on a trip. Parents must arrange alternate care if the child is unable to attend for any reason, and in such cases, the child will be recorded as absent.

Extra-Curricular Activities for School Age Children

Thornccliffe Park Day Care Centre encourages parents to take advantage of the extra-curricular activities provided by Thornccliffe Park Public School and Jean Marie Community Centre, offering diverse learning opportunities for children. Parents are required to complete an extra-curricular form, notifying the staff of the times and dates when their child will not be present at the childcare centre due to these activities. Please note that the school age program staff cannot accompany your child to or from these external programs. Thornccliffe Park School Age Programs holds no responsibility for your child during periods when they are not under our care. In the event that your child attends an extra-curricular program and is expected to return after its conclusion, there will be a grace period of ten minutes before staff contacts the parent to report that the child has not returned. It is the parents' responsibility to locate their child, as staff will not actively search for them. After 5:30 pm, children will not be admitted into the program.

Busing For School Age

Thornccliffe Park Daycare Centre accepts children who are bussed to and from other schools into the school age program. Morning bus drop-offs are the responsibility of parents, and they must ensure their child boards the bus in the morning. Upon returning to the childcare in the afternoon, children arriving by bus should be dropped off at 80 Thornccliffe Park Drive, where a staff member will be available to meet them between 3:00 and 4:30 pm. If the bus is not back by 4:30 pm, parents will be contacted, and they must arrange for the pickup of their child from the designated drop-off location. To facilitate organization at the start of the school year, parents are required to provide the childcare with details such as the bus company's name, route number, contact information, and drop-off time for their child. Parents who do not submit the daily Google form for their child must make arrangements to pick up their child directly from the bus driver.



Serious Occurrence

Identifying a Serious Occurrence Under the Childcare and Early Years Act, 2014, serious occurrences are defined as: the death of a child who received childcare at a childcare centre, abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a childcare centre, life-threatening injury to or a life-threatening illness of a child who receives childcare at a childcare centre, Injury, Illness an incident where a child who is receiving childcare at a childcare centre goes missing or is temporarily unsupervised, or Child was found, Child is still missing, an unplanned disruption of the normal operations of a childcare centre that poses a risk to the health, safety or well-being of children receiving childcare at the childcare centre, Fire, Flood, Gas Leak, Detection of Carbon Monoxide, Outbreak, Lockdown, Other emergency, Relocation or Temporary Closure

Purpose

The purpose of this policy and the procedures within is to provide clear instructions for staff, students and volunteers to follow for how to identify, respond to and report a serious occurrence. It ensures that there is a plan to deal with any serious incidents that may affect the health, safety and well-being of children and those working directly with children, and that these serious incidents are reported, tracked and followed up on.

This policy requires that an annual review be conducted of serious occurrences that took place over the last calendar year for an opportunity to reflect on the incidents that took place and consider approaches that will be implemented to minimize the chance that the incidents will occur again in the future.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures with respect to serious occurrences for child care centres.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy Identifying a Serious Occurrence

Under the *Child Care and Early Years Act, 2014*, serious occurrences are defined as:

1. the death of a child who received child care at a child care centre,
2. abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,
3. a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,

4. an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
5. an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the child care centre.

Reporting a Serious Occurrence

In the event of a serious occurrence at Thorncliffe Park Day Care Centre or School Age program, it is imperative to report it promptly to both the Ministry of Education and the parents. The submission of a detailed report to the Ministry of Education is carried out through the Child Care Licensing System, accompanied by the display of a Serious Occurrence Notification form at the centre for a duration of 10 business days. This reporting process adheres to the principles of maintaining the privacy of individuals involved in the incident.

- Staff will notify the licensee, supervisor or designate of a serious occurrence as soon as they become aware of the incident.
- All serious occurrences will be reported to the Ministry of Education in the Child Care Licensing System (CCLS) within 24 hours of the licensee, supervisor or designate becoming aware of the occurrence.
- Identifying information such as children or staff names will not be included in the serious occurrence reports.
- If CCLS cannot be accessed (e.g. where CCLS or an internet connection is unavailable), the licensee, supervisor or designate will notify the program advisor (PA) assigned to the licence by email or by telephone within 24 hours of becoming aware of the occurrence. A serious occurrence report will be submitted in CCLS as soon as the system can be accessed.
- Where a Ministry of Education PA cannot be reached by telephone, a voicemail message will be left to notify the PA of the incident.
- All updates to serious occurrences will be reported in CCLS through update reports until the serious occurrence has been closed by the Ministry of Education.
- Where the Ministry of Education requests updates to a serious occurrence in CCLS, these will be provided as soon as possible through update reports.
- Serious occurrences reported to the Ministry of Education will be documented in the daily written record.

Posting a Serious Occurrence Summary (Notification Form)

- Within 24 hours of becoming aware of a serious occurrence, Management team will complete a Serious Occurrence Notification Form in either CCLS or using the form available in Appendix B.
- The form will provide a summary of the serious occurrence and of any action taken by the child care centre.
- The summary will not include identifying information (e.g. names and ages of children, staff, or program rooms) and will contain gender-neutral language.

- The summary will be posted at the child care centre in a place that is visible and accessible to parents for a minimum of 10 business days, regardless of the serious occurrence type and the status of any related investigation.
- All updates to the serious occurrence will be added to the posted summary, and the summary will remain posted for an additional 10 business days each time any updates are added.
- All serious occurrence summaries will be retained for 3 years from the date they are created or last updated (whichever date is most recent).

Annual Analysis of Serious Occurrences

- An annual analysis of all serious occurrences that occurred in the previous calendar year will be completed by Supervisor/Director (the form available in Appendix C may be used for this purpose).
- The annual analysis will be used to identify issues, trends and actions taken.
- The analysis and record of actions in response to the analysis will be kept on file for Ministry of Education review and retained for 3 years from the date the analysis and record of actions were created.

Concerns about the Suspected Abuse or Neglect of a Child

- If any person, including a person who performs professional duties with respect to children, has reasonable grounds to suspect that a child has suffered, or is at risk to suffer, physical or emotional harm or sexual exploitation or molestation inflicted by the person having charge of the child, the person will report the suspicion directly to a children's aid society (CAS).
- Suspected abuse or neglect that will be reported will include physical, emotional and sexual abuse and/or neglect.
- Where a parent express concerns that a child is being abused or neglected, the parent will be advised to contact their local CAS directly. The person who becomes aware of these concerns is also required to report the concerns to the local CAS.

Procedures to Respond to a Serious Occurrence

Steps to Follow for All Serious Occurrences

Steps for Staff, Students and Volunteers to Follow:	Steps for the Licensee/Supervisor/Designate to Follow:
<p>1. Immediately:</p> <ul style="list-style-type: none"> • Ask for assistance from other staff, students, or volunteers. • Provide immediate medical assistance, if applicable, according to Standard First Aid and CPR training, where applicable. • Call emergency services and follow direction from emergency services personnel, where applicable, • Ensure that other children are removed from the scene and do not have access to the area, where applicable. • Address any risks to the health or safety of the child and/or other children present to prevent the risk of further harm. • Notify the supervisor/designate. <p>2. Ongoing and after the incident:</p> <ul style="list-style-type: none"> • Follow any direction provided by third-party authorities (e.g. police, CAS, public health, etc.) • Ensure that children are supervised at all times. <p>3. Within as soon as possible not to exceed 24 hours:</p> <ul style="list-style-type: none"> • Document the incident in: <ol style="list-style-type: none"> a. the daily written record; b. the child’s record of symptoms of illness, if applicable; and/or c. in an accident report, if applicable. • Where an accident report is created, provide a signed copy to a parent of the child. 	<p>1. Immediately:</p> <ul style="list-style-type: none"> • Provide assistance to children, staff, students, volunteers and families. • Provide immediate medical assistance, if applicable, according to Standard First Aid and CPR training. • Call emergency services and follow direction from emergency services personnel, where applicable. <p>2. Within 24 hours of becoming aware of the incident:</p> <ul style="list-style-type: none"> • Collect all pertinent information to report the incident to the Ministry of Education as a serious occurrence, including: <ul style="list-style-type: none"> ○ A description of the incident; ○ The date, time, place where it occurred, actions taken and outcome; ○ The current status of the incident and child/parties involved; and ○ All other parties notified (e.g., emergency services, CAS, parents). <p>3. Report the serious occurrence in CCLS, or notify the Ministry of Education program advisor by telephone or email where CCLS is not available. Note: Where CCLS is not available, a serious occurrence report will be submitted in CCLS as soon as it becomes available.</p> <p>4. Post a summary of the serious occurrence and of any action taken by the child care centre in a place that is visible and accessible to parents.</p> <p>5. Ongoing and after the incident:</p> <ul style="list-style-type: none"> • Follow any direction provided by third-party authorities (e.g. police, CAS, public health, etc.) • Maintain confidentiality at all times. • Update the serious occurrence report in CCLS, as required. • Conduct an internal review of the serious occurrence with staff, students and volunteers to establish next steps and reduce probability of repeat occurrences.

Steps for Staff, Students and Volunteers to Follow:	Steps for the Licensee/Supervisor/Designate to Follow:
	<ul style="list-style-type: none"> • Provide children, parents, staff, students and/or volunteers with supports, if needed. • Review with staff, students and volunteers Thorncliffe Park's Day Care program statement policies and procedures that set out prohibited practices and expectations of promoting the health, safety, nutrition and well-being of all children.

Steps to Follow According to Specific Serious Occurrence Categories

Serious Occurrence Category	Steps for Staff, Students and Volunteers to Follow:	Steps for the Licensee/Supervisor/Designate to Follow:
<p>Death of a Child</p>	<p>Death occurs while a child is receiving child care:</p> <p>See 'Steps to Follow for All Serious Occurrences' for staff, students and volunteers.</p>	<p>See 'Steps to Follow for All Serious Occurrences' for the Supervisor/Designate, and</p> <p>a) Death occurs while a child is receiving child care:</p> <p>1. Immediately, upon becoming aware of the incident:</p> <ul style="list-style-type: none"> • Contact a parent of the child, or where a parent cannot be reached, contact the child's emergency contact. <p>b) Death occurs while a child is not receiving child care:</p> <p>Within 24 hours of becoming aware of the incident:</p> <ul style="list-style-type: none"> • Contact local Children's Aid Society (CAS) or police services to find out if there is an investigation. If an investigation is ongoing, conduct an internal investigation after CAS or police services have completed their investigation, if applicable.

<p>Allegation of Abuse and/or Neglect</p>	<p>‘Steps to Follow for All Serious Occurrences’ for staff, students and volunteers, and</p> <p>Where there is a concern about the abuse or neglect of a child by any person:</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> • Report concerns to the local Children’s Aid Society (CAS) as per the duty to report obligations under the <i>Child and Family Services Act</i> (CFSA). • Document the conversation with CAS and follow their recommendations. • Notify the supervisor/designate of the incident and the report made to CAS, where appropriate. • Refrain from discussing the allegation with others. • Maintain confidentiality at all times. 	<p>See ‘Steps to Follow for All Serious Occurrences’ for the Licensee/Supervisor/Designate, and</p> <p>Where there is a concern about the abuse or neglect of a child by a staff, student or volunteer, or where a person has otherwise reported alleged abuse/neglect concerns to the supervisor/designate:</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> • Notify the person who reported concerns about their duty to report obligations under the <i>Child and Family Services Act</i> (CFSA). • Report the concerns to the local Children’s Aid Society (CAS) as per the duty to report obligations under the CFSA, unless it is confirmed that a report has already been made to CAS. • Document the concerns. • Contact and notify a parent of the child, where appropriate. • Based on the nature of the allegation and/or the direction of CAS and/or internal policies, determine next steps such as disciplinary measures and additional actions, such as an internal investigation to protect children in care. • Determine whether the individual alleged to have abused/neglected a child is registered with a professional regulatory body (e.g. College of Early Childhood Educators, Ontario College of Teachers, etc.). If so: <ul style="list-style-type: none"> ○ Report the allegation of abuse to the appropriate regulatory body; ○ Report to the College of Early Childhood Educators when the employment of a registered early childhood educator (RECE) is suspended or terminated or if the RECE resigns.
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		<ul style="list-style-type: none">• Refrain from discussing the allegation with others.• Maintain confidentiality at all times.2. Once all external investigations are complete (e.g. by police and/or CAS), if applicable:<ul style="list-style-type: none">• Update the serious occurrence report in CCLS, as required.• Update all other authorities to whom the allegation was reported (e.g. College of Early Childhood Educators, Ontario College of Teachers, CAS, etc.).
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Serious Occurrence Category	Serious Occurrence Category	Steps for the Thorncliffe Park Daycare Centre and School Age Program/Supervisor/Designate to Follow:
<p>Life-threatening Injury or Illness</p> <p>a. Injury Illness</p>	<p>'Steps to Follow for All Serious Occurrences' for staff, students and volunteers, and</p> <ol style="list-style-type: none"> 1. Immediately, upon becoming aware that a child or children are missing: <ul style="list-style-type: none"> • Alert the supervisor/designate, and all staff, students and volunteers; • Search the child care premises, including outdoor areas (e.g. hallways, washrooms, playground, outdoor classrooms, etc.); • Ensure that remaining children are supervised at all times. a) Where the child or children are <u>not found</u> after being deemed missing. <ul style="list-style-type: none"> • Continue to search the premises. • Update the supervisor/designate. b) Where the child or children <u>are found</u> after being deemed missing. <ul style="list-style-type: none"> • Update the supervisor/designate. <ol style="list-style-type: none"> 2. After the child or children have been found, after being deemed missing: <p>Document the incident in the daily written record.</p>	<p>See 'Steps to Follow for All Serious Occurrences' for the Thorncliffe Park Daycare Centre and School Age Program/Supervisor/Designate, and</p> <ol style="list-style-type: none"> 1. Immediately, upon becoming aware that a child is missing: <ul style="list-style-type: none"> • Assist with searching for the missing child(ren). a) Where the child or children are <u>not found</u> after being deemed missing: <ul style="list-style-type: none"> • Call emergency services and follow direction from emergency services personnel. • Contact the child(ren)'s parent(s), or where a parent cannot be reached, contact the child's emergency contact. b) Where the child or children <u>are found</u> after being deemed missing: <p>Update the child(ren)'s parent(s), or where a parent cannot be reached the child(ren)'s emergency contact(s).</p>

Serious Occurrence Category	Serious Occurrence Category	Steps for the Thorncliffe Park Daycare Centre and School Age Program/Supervisor/Designate to Follow:
<p>Unplanned Disruption of Normal Operations</p> <p>a. Fire</p> <p>b. Flood</p> <p>c. Gas Leak</p> <p>d. Detection of Carbon Monoxide</p> <p>e. Outbreak</p> <p>f. Lockdown</p> <p>Other Emergency Relocation or Temporary Closure</p> <p>g. Public Health ordered closure</p>	<p>'Steps to Follow for All Serious Occurrences' for staff, students and volunteers, and</p> <p>a) Where the incident is suspected to be an <u>outbreak</u>:</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> • Notify the supervisor/designate on site of concerns. • Separate children who are showing symptoms of illness from other children. • Follow Thorncliffe Park day Care Centre's sanitary practices policy and procedures. <p>2. Within the 24 hours timeframe or as soon as possible</p> <ul style="list-style-type: none"> • Record symptoms of ill health in the affected child(ren)'s records, • Document the incident in the daily written record. <p>a) Where the incident is not an outbreak (<u>all other disruptions of normal operations</u>):</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> • Follow Thorncliffe Park Day Care Centre's fire safety and evacuation plan and/or the emergency management policies and procedures, as applicable. <p>2. Within the 24 hours timeframe or as soon as possible</p> <p>Document the incident in the daily written record.</p>	<p>See 'Steps to Follow for All Serious Occurrences' for the Thorncliffe Park Daycare Centre and School Age Program/Supervisor/Designate, and</p> <p>a) Where the incident is suspected to be an <u>outbreak</u>:</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> • Contact the local public health department. <p>b) Where the incident is deemed an outbreak by public health:</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> • Follow instructions from the local public health department. • Contact the parent(s) of the affected child(ren) and ensure the affected child(ren) are picked up by their parent(s) and/or taken to hospital. • Obtain an outbreak posting from the local Medical Officer of Health and post in an area easily accessible for parents. <p>Note: Outbreaks must be reported as a serious occurrence only if deemed an outbreak by public health.</p> <p>2. Within the 24 hours timeframe or as soon as possible</p> <ul style="list-style-type: none"> • Notify all parents of children enrolled at TPDCC of the outbreak.

		<p>a) Where the incident is <u>not deemed an outbreak</u>, follow sanitary practices policy.</p>
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Serious Occurrence Category	Serious Occurrence Category	Steps for the Thorncliffe Park Daycare Centre and School Age Program/Supervisor/Designate to Follow:
		<p>b) Where the incident is not an outbreak (<u>all other disruptions of normal operations</u>):</p> <p>3. Immediately:</p> <ul style="list-style-type: none"> • Follow Thorncliffe Park Day Care Centre’s fire safety and evacuation plan and/or the emergency management policies and procedures, as applicable. <p>Note: a hold and secure (an external threat in the area) is not a reportable serious occurrence.</p>

Parent Issues and Concerns

Parents/guardians are strongly encouraged to actively participate in TPDCC, engaging in regular discussions about their child(ren)'s experiences in our program. Aligned with our program statement, we foster positive and responsive interactions among children, parents/guardians, child care providers, and staff, actively promoting ongoing communication about the program and the children. Our dedicated staff is readily available to engage in conversations with parents/guardians, ensuring a positive and supportive experience in every interaction.

Thorncliffe Park Day Care Centre treats all issues and concerns raised by parents/guardians with utmost seriousness, committing to address and resolve them promptly and to the satisfaction of all involved parties. Whether communicated verbally or in writing, issues/concerns will receive responses and outcomes either verbally or in writing, as per the parent/guardian's preference, while maintaining the confidentiality of all parties.

Upon raising an issue or concern, parents/guardians can expect an initial response within 3 business days, and they will be kept informed throughout the resolution process. The investigations into issues and concerns will be conducted fairly, impartially, and with due respect to all involved parties

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, home child care providers, other persons in the home child care premises, 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

Thorncliffe Park Day Care Centre upholds rigorous standards in fostering positive interactions, effective communication, and exemplary role-modeling for children. Any form of harassment or discrimination from any party will not be accepted.

If, at any juncture, a parent/guardian, home child care provider, or staff member feels uneasy, threatened, mistreated, or demeaned, they have the right to promptly conclude the conversation and report the incident to the head office of the home child care agency.

Concerns regarding the potential abuse or neglect of a child are taken seriously. It is a legal obligation for everyone, whether a member of the public or a professional closely involved with children, to report any suspected cases of child abuse or neglect.

If a parent/guardian express 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/childrensaidthereportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Thorncliffe Park Day Care in responding to issue/concern:
<p>Program-Related</p> <p>E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the home child care provider directly <p>or Thorncliffe Park Day Care.</p>	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/guardian within 3 business days.
<p>General, Agency- or Operations-Related</p> <p>E.g: fees, placement, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the home visitor or Thorncliffe Park Day Care. 	<p>Document the issues/concerns in detail.</p> <p>Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received;
<p>Provider-, Staff- and/or Thorncliffe Park Day Care- Related</p> <p>E.g: conduct of provider, home visitor, agency head office staff, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the Thorncliffe Park Day Care. <p>All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - 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; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Related to Other Persons at the Home Premises</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the home child care provider directly <p>or Thorncliffe Park Day Care</p> <p>All issues or concerns about the conduct of other persons in a home child care premises that puts a child's health, safety and well-being at risk should be reported to the agency head office 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 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student- / Volunteer- Related</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the person responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - Thorncliffe Park Day Care. <p>Note: All issues or concerns about the conduct of students/volunteers that puts a child's health,</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Thorncliffe Park Day Care in responding to issue/concern:
	safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.	

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 our director. Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 must 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: Thorncliffe Park Day Care Centre Phone 416-423-0880
 Donna Roberston 416-587-0630 (Director)
 Sharon Simmons 647-648-4100-Centre Supervisor
 Trudy Watts 647-224-5117-School Age Supervisor
 Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Anti-Racism Policy

Thorncliffe Park Day Care Centre provides quality childcare and family support without bias or judgment. We treat every individual with dignity and respect. Our Anti-Racism Policy applies to our Board of Directors, educators, caregivers, families, students, volunteers, and visitors. The three basic elements of the policy are:

- Employment: we promote equal opportunities for all
- Recruitment: we strive to reflect the communities we serve
- Community Relations: we strive to promote accessibility and equity to help meet the diverse needs of the communities we serve
- Programs and Services: we support diversity and inclusivity in all areas of our organization and actively work towards creating an environment of acceptance of all.

Sharing Of Confidential Information

As part of our licensing regulations, we are required, by law, to keep up-to-date records on each child, including name, contact information, attendance and health information. We must share this information with the provincial licensing inspector and the municipality for inspection and quality compliance reasons. Thorncliffe Park Day Care Centre will not share personal information about you or your child with anyone outside of the agency unless we have your permission or unless we are required to share information by law. All educators sign a confidentiality agreement.

Behavioural Management For Educator

All childcare programs holding a valid license are required under the Child Care and Early Years Act (CCEYA) to develop behavior management policies which are reviewed with all educator, students, and volunteers at the commencement of employment and annually thereafter. The Supervisor will monitor all educator, students and volunteers at least quarterly using the Behavioral Management monitoring sheet. Behavior Management Policies should state intervention strategies which must include establishing clear limits to children's behaviors ensuring the health and safety of all children and educator.

Child Protection — Our Duty to Report

In Ontario, any adult who suspects that child may need protection from harm or abuse must report their concerns to a local Children's Aid Society.

People who work closely with children, including all Family Day educators, must report suspected abuse or risk being fined for not doing their duty. If our educators are worried that a child might be in need of protection, they must contact a Children's Aid Society and ask them to investigate.

Educators are required to report concerns about:

- **Sexual abuse:** inappropriate touching or involvement in a sexual activity or exploitation
- **Neglect:** basic needs for food, clothing, shelter, and safety are not met
- **Physical abuse:** signs of physical harm or injury
- **Emotional abuse:** humiliation, insults, threats and other behavior that harms a child's emotional state
- **Exposure to family violence**

The Children's Aid Society will investigate to find out whether the concerns are serious and if the child needs protection from the police or support from community organizations.

Local agencies to contact should we suspect Child Abuse or Neglect are listed below:

Catholic Children's Aid Society of Toronto Bus: 416-395-1500

Children's Aid Society of Toronto Bus: 416-924-4640

Native Child and Family Services of Toronto Bus:416-969-8510

Smoking, Vaping and Cannabis



In response to health considerations associated with exposure to environmental tobacco smoke, Thorncliffe Park Day Care Centre has implemented this policy to ensure a smoke, vapor, and cannabis-free setting for all families and visitors.

This policy encompasses the smoking of any tobacco product, the usage of smokeless (or spit) tobacco, electronic smoking devices, and cannabis. Smoking is strictly prohibited within the premises at all times. All smoking materials, including cigarette butts and matches, must be extinguished and appropriately disposed of before entering the center.

Parent Code of Behaviors

The following expectations are intended as a guideline to maintaining a positive atmosphere that is a safe place to be. The Parent/Child shall: be courteous to others, use appropriate language, conduct themselves in a manner that allows each child and staff member to feel safe from verbal and physical abuse, resolve the conflict in a peaceful manner, respect the building and equipment as well as the personal property of all staff and others, and show respect for all individuals through their behaviour and words.

Failure to meet the above expectations could result in any of the following consequences:

- **Informal Meeting:** an informal meeting with staff, parents and/or support agencies will be documented noting discussions and action plans to be implemented if necessary
- **Formal Meeting:** formal meeting with counselling may be required with management, staff, parents and support agencies if progress is not forthcoming and the child presents a danger to themselves or others.
- Removal from the program is our last resort. If all measures are not meeting the needs of the employees or families, termination of services will be in place and our Children's Services consultant will be notified.



Appendix A

Program Statement

Six Principles of ELECT

- Positive experiences in early childhood set the foundation for lifelong learning, behavior, health and well-being
- Partnerships with families and communities are essential.
- Respect for diversity, equity and inclusion is vital.
- An intentional, planned program supports learning.
- Play and inquiry are learning approaches that capitalize on children's natural curiosity and exuberance.
- Knowledgeable, responsive, and reflective educators are essential.

Every child must feel that they are a valuable contributor to his or her learning environment. It is our view that the families are the first and most powerful influence on the children's learning, development, health, and well-being. As educators who are lifelong learners, we collaborate with others to create engaging environments and experiences to foster children's learning and development. Furthermore, we acknowledge that there are 4 foundations that is important to the children's growth and development:

- To cultivate authentic, caring relationships and connections to create a sense of BELONGING among and between children, adults, and the world around them.
- To nurture children's WELL-BEING and support their growing sense of self.
- To provide environments and experiences to ENGAGE children in active, creative, and meaningful exploration, play and inquiry
- To foster communication and EXPRESSION in all forms. (HDLH, pg.13)

In addition to How Does Learning Happen, we incorporate the guidelines of the Assessment for Quality Improvement which outlines clear expectations for childcare centres who have service agreements with the City of Toronto and the licensing requirements by the Ministry of Education.

Thornccliffe Park Day Care Centre will continue to implement the following statements:

(a) promote the health, safety, nutrition and well-being of the children.

Health:

- conducting daily health checks of each child upon arrival, if the Educators observe something it will be documented in the daily log book and discussed with the parent either at arrival/departure or the parent may receive a phone call if they have left the premises
- if a child becomes ill while in care, the illness sheet is filled out, a notation is made in the daily log book and the parent/guardian is contacted and a 1-hour grace period will be given to pick up the child
- If there is an outbreak meaning 3 or more incidents, then the entire room will be sanitized, and parents/guardians will be made aware of the occurrence and Toronto Public Health will be notified
- When using bleach to sanitize, the solution must be on the surface for 2 minutes before wiping. Bleach and any other hazardous solutions are stored in a locked cupboard/cabinet
- Educators are to use gloves when changing the children, cleaning bodily fluids, blood, or vomit
- an illness and immunization policy are in place and discussed during enrollment, hiring and placement.
- Upon enrollment/ hiring and employment the up-to-date immunization is required.
- Anaphylaxis Emergency Plan/Individualized Medical Plans are in place for children with medical needs and are reviewed/updated when needed or yearly.
- Allergy and food restriction list are posted in each room.

- All food allergies are communicated to the catering company, staff, families' students and volunteers.
- Pictures of the children with food allergies are posted in all classrooms.
- The Educators, parents and children are encouraged to sanitize their hands before entering the rooms.
- Educators will demonstrate and encourage children to wash their hands after art, sensory and science activities.
- All top surfaces are sanitized before and after activities and eating.
- Lower surfaces are swept as needed and at the end of the day it is mopped.
- Indoor and outdoor physical/active activities are available daily.
- The playground is checked daily/monthly and annually.
- Our catered meals and snacks foster positive food interactions between children and Educators.
- Educators will encourage children to serve themselves at mealtime with minimal assistance by offering hand over hand assistance and by sitting close to children who may require additional assistance.
- Activities are planned to meet the developmental needs of the children.
- Current posters of procedures for diapering, sanitizing, handwashing, and disinfecting are displayed in each room.
- Each room has 2 first aid kits.

Safety:

All parents and Educators have an access card to enter the day care facilities (not applicable at this time). There are monitoring devices at each entrance to the day care.

- Educators always scan the room to ensure that the children are safe.
- Educators will meet and greet the children and ensure that they are signed in/out upon arrival and departure.
- Safe arrival procedures will apply to children arriving after 10:00 am for full-time enrollment (daycare), 8:30 am for school-age children on school days, and 10:00 am on non-school days.
- Educators are encouraged to leave the program space in small groups.
- Head counts are part of the daily routines inside and outside of the building.
- Each room has a main and portable attendance.
- During the summer months the educators are required to take water outside for the children to drink and will apply sunscreen on the children.
- Fire drills are conducted monthly.
- Educators will ensure that the children feel safe to cultivate relationships with their peers and adults by observing positive interactions, being provided with a calm environment, and being encouraged to express themselves in a positive manner.
- All playgrounds are inspected twice per day, monthly, seasonally and we also have an annual inspection by a contractor.
- All Educators have their First Aid CPR and AODA.
- Management team will ensure that the children's files are updated at least once a year or as needed.
- School aged children are encouraged to walk to their designated area to meet the staff. School Age staff will review with children the location of the designated area and give frequent reminders of where to meet.

Nutrition:

Educators interact with children during mealtimes to support their intake of adequate and nutritious foods as well as to support the development of a variety of skills and abilities, including social and self-help skills. Mealtimes provide a unique opportunity to build strong relationships and appreciation for new and different foods.

- All foods are catered by Real Food for Real Kids (RFRK) and follow the new Canadian Food Guide, 2020.
- Parents of infant children may provide food for their child daily. It is important that all container and bottles are to be labelled with the child's name and date that the food was given to educator.

- All children attendance will be provided with a meal; exceptions are made for children arriving later due to appointments.
- Educators will ensure that snack is provided to all children.
- Educators will look for cues that indicate that the children may be hungry.
- Parents of infants will give the Educators specific instructions regarding feedings and rest/nap procedures.
- Eating arrangements and different furniture may be required for meal and snack times.
- Kitchen staff have their food handlers.
- Educators will ensure that the Children are encouraged to serve themselves or will offer some assistance by using the hand over hand method.
- Parents are asked to refrain from bringing in outside food into the centre.
- Allergy list and food restrictions are posted in every room.
- Educators will ensure that mealtime is a social time that fosters communication and self-regulation. This may be accomplished by the educators engaging in positive conversations with the children, encouraging children to serve themselves and offering positive reinforcement.

Well-being: Nurture children's healthy development and support their growing sense of self.

- Our program plans reflect times allotted for daily physical activities eating and rest periods.
 - Educators will ensure that outdoor/indoor play offers children an opportunity to take minimal risk through being encouraged to try new things and comfortably explore the outdoor space.
 - Each age group has their own outdoor play space.
 - If we are not permitted to go outdoors the indoor space can be adapted to meet the physical needs of the children.
 - Educators are supportive in offering challenges and coping skills to help the children develop their sense of autonomy and competence.
 - Educators encourage children to express themselves in a manner that effectively deals with stressful situations by role-modelling in a calm and positive manner.
 - Educators recognize the stressors, address it and will assist the children by engaging in meaning conversations or by redirecting the behavior.
 - It is important that our families feel welcome to ask for guidance when faced with any stressors that affects the family.
- (b) support positive and responsive interactions among the children, parents, Childcare providers, and Educators.**
- Both the educators and the parents play a vital role of the children's social/emotional, cognitive, manipulative, and physical stages of development.
 - Communicating with parents on a regular basis helps the educators to plan activities that will support positive and responsive interactions.
 - Educators are attuned to the and responsive to the children's needs and are warm and welcoming.
 - Activities are planned based on the interests of the children to support their individual developmental stages.
 - Upon entering the classroom, Educators will welcome and ask about the child's well-being.
 - Educators anticipate situations to support children's interactions and activities.
 - Educators work as a team to position themselves, so all children are supervised.

(c) encourage the children to interact and communicate in a positive way and support their ability to self -regulate.

- Educators will encourage children to communicate with their peers, adults and parents by modelling a calm tone of voice, positive body language and problem-solving skills.
- Educators will ensure that the children are free to express themselves verbally and non-verbally by mirroring the positive behavior of the educators using positive words and gestures.
- Through interaction children can problem-solve and apply critical thinking, communication and collaboration, creativity and imagination, initiative and citizenship as they play and engage in inquiry.
- Educators are to position themselves in order to have a clear view of all the children.

- Educators will ensure that the children are taught about appropriate behaviors and how to express their emotions through the role-modelling.

- To assist with self-regulation, we will have mini workshops for the school aged children.

(d) foster the children's exploration, play and inquiry.

- We have observed that children will naturally explore their environment (indoors and outdoors) by using their senses, repetition of developing skills, imaginative play, problem-solving and questioning the world around them.

- We have invited our community partners to assist with classroom design that will foster a rich learning environment in a space where materials are accessible and available to all the children.

- Educators are co-learners and allow the children to process their own learning styles through play.

(e) provide child-initiated and adult-supported experiences.

- The educators will have a variety of materials that are both accessible and available that meets the needs of the children.

- The educators are engaged with the children and follow their lead.

- The variety in activities helps to foster self-regulation, independence, problem-solving and inquiry.

- The environment offers opportunities for children to express themselves by building, constructing, dancing, singing, reading, writing, and communicating with their peers or an adult.

- Dual learning is evident as children are free to initiate experiences and the educator is present to co-learn about the children's world.

(f) plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans.

- Educators will provide an inviting environment that fosters investigation, imagination, thinking, creativity, problem solving and meaningful experiences by using open-ended materials which encourages children to thrive and develop at their own pace.

- Educators will ensure that all furniture and activities will meet the individual needs of the children.

- Scheduling long periods of uninterrupted play with minimal transitions.

- By being engaged with the children the educators can prepare the environment to meet the needs of all the children.

- Each child is screened using the Nipissing Developmental Tool periodically. School age programs will implement a developmental observation tool to monitor the progress of the children.

(g) incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving childcare.

- Indoor and outdoor play offers autonomy and independence which benefits the children allowing them to connect with the world.

- Daily activities promote exploration, care for, and interact with the natural world helps to strengthen these connections.

- Educators will observe each child's unique strengths, needs, approaches, attitudes, and dispositions.

- The children's families, home environments, and cultural contexts are essential to their ability to learn and is a focus for the educators.

(h) foster the engagement of and ongoing communication with parents about the program and their children.

- Educators can communicate with the parents daily using the Lillio Program and by email.

- We have formed a Parent Involvement Committee which allows for educational topics to be discussed in a less intrusive manner.

- We also host annual events such as pancake breakfast.

- The Parent handbook and the registration package are resources used to give the parents and the centre some insight into each other.

- The Parent handbook introduces our culture to the families. While the registration package gives us firsthand information about the families religious and cultural backgrounds and preferences.

- The children's Portfolios are also used to communicate to the parents and can highlight the seeds of knowledge they have helped to plant, setting the foundation for the children as lifelong learners.

(i) involve local community partners and allow those partners to support the children, their families and Educators.

- The educators are encouraged to take the children on neighborhood walks and to the local library.

- We also welcome our local community partners to come in and share their experiences with the children, educators, and parents.

- We also have a Resource Educator that comes in to offer support to the Educators, children, and parents.

(j) support Educators, home Childcare providers or others who interact with the children at a Childcare centre or home Childcare premises in relation to continuous professional learning; and

- Educators are encouraged to seek professional developmental opportunities that will enhance their knowledge and meet the needs of the centre.

- Monthly meetings are held to inform the educators of changes in the Field and an opportunity to share work experiences.
- Educators are encouraged to reflect on various strategies used when observing, listening, documenting and corresponding with others.
- Educators are encouraged to have classroom meeting monthly or as needed.

(k) document and review the impact of the strategies set out in clauses (a) to (k)

NOTE: The statements above will be consistently reviewed and revised by Thorncliffe Park Day Care Centre to align with any organizational changes and developments in the Field of Early Childhood Education.

Thornccliffe Park Day Care Centre Sign Off



Parent Name (Please Print) _____

Enrolment Date mm/dd/yyyy: _____

Along with acknowledging your reading of this document by signing below, you will also be required to complete and sign the additional forms and agreements included in your enrollment package.

1. Photo/Video and website marketing permission.
2. Trip permission.
3. Excursion
4. Arrival and departure
5. Withdrawal
- 6.. Emergency Medical agreement.
7. Late Fee Charge
8. Financial Responsibilities
9. Special Needs Service agreement
11. Medication policy
12. Health and safety
13. Emergency information
14. Bus Pick-Up Permission Form (School age families)
15. Safety Arrival and dismissal

I have read, comprehended, and consent to adhere to all the policies and procedures outlined in this parent manual.

Parent Signature _____ Date: mm/dd/yyyy _____