

BLOORCOURT VILLAGE EARLY LEARNING CENTRE

823 Dovercourt Road Toronto, Ontario M6H-2x4 Tel: 416-536-0574

PARENT HANDBOOK

**Bloorcourt Village Early Learning Centre
823 Dovercourt Road
Toronto, Ontario M6H-2x4
Tel: 416-536-0574
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Program Statement and Implementation Policy

Bloorcourt Village Early Learning Centre (BCVELC) offers a program that is consistent with both The Ministry of Education (MOE) and the Child Care and Early Years Act (CCEYA). Bloorcourt Village Early Learning Centre has created a program statement to outline its approach, program, curriculum and pedagogy. The program statement incorporates aspects of the Government Guiding Document “How Does Learning Happen” combined with Bloorcourt Village Early Learning Centre’s specific approach and methodology.

Bloorcourt Village Early Learning Centre’s Programming is based on its certainty that children are competent, capable, curious and rich in potential.

This document outlines some of the ways in which this belief is put into practice and the teaching methods used to foster a child’s natural curiosity.

This is not just a prescribed policy document, but that it is actually put into practice. The Supervisor reviews all program plans each week and supervises the implementation of these program plans on a daily basis to ensure all programming adheres to the principles outlined herein. Prior to employment and yearly thereafter staff, all teaching staff are required to review this document and confirm that their teachings and methodology conforms to the parameters in the centre’s program statement.

Staffs are monitored daily and are formally evaluated on their compliance and performance with respect to the principles of the program statement 6 months after they start working at Bloorcourt Village Early Learning Centre and yearly thereafter. The Goals for each child, expectations for programs, questions and reflections about the program statement is reviewed annually by all the staff, students, volunteers and supervisor.

Program Statement

Bloorcourt Village Early Learning Centre (BCVELC) was established in 1988. The centre is located at Bloor and Ossington a brief walk from the Ossington subway station. The centre services children from 3 months to 13 years old. The centre reflects the population that we serve and the community that the children live in. The staffs at the centre communicate in a variety of languages (Spanish, Portuguese, Greek, Mandarin and Italian). The centre prepares hot lunch and 3 snacks by the centre chef. The 4 week menu for the children to enjoy is approved by a registered dietician. The menu also provides a vegetarian alternative for the families that request an alternative.

Bloorcourt Village Early Learning Centre creates a welcoming atmosphere by providing a safe, nurturing and stimulating environment focused on developing competent, capable, curious, children capable of complex thinking and rich in potential. Children have an inherent sense of wonder which helps them readily experience joy and serves as a hard-wired vehicle for learning. All young children are remarkably competent, capable, curious and rich in potential. Bloorcourt Village Early Learning Centre believes children thrive in a program that fosters exploration, play, inquiry, and the thrill of success as well as capitalizes on strong relationships between children, educators, and families. At Bloorcourt Village Early Learning Centre we feel that the early years of a child's development set the foundations for life-long learning in all developmental areas.

The Ministry of Education documents that all staff and students refer to in our program are "How Does Learning Happen?" Early Learning for Every Child Today (E.L.E.C.T), Think Feel Act: Lessons from research about young children is the Province of Ontario's framework that guides programming and pedagogy in licensed child care settings. The staff also refers to the City of Toronto Assessment for Quality Improvements (AQI).

As childcare providers, we aim to create an environment for children to explore using all of their senses. We are to support and guide them as they learn using this instinctive curiosity to fully develop their cognitive, social and emotional potential. Children's physical and emotional well-being is enhanced through engaging interactions and play opportunities. The centre believes that if a child is safe, comfortable and confident in their environment they will reach their highest potential.

While in our care the children have access to quality age appropriate materials throughout the day. The staff plan and create positive learning environments and experiences that support each child's learning and development, fostering the children's play, inquiry and exploration, using our play based curriculum during indoor, outdoor and active play as well as rest and quiet time always giving consideration to the needs of each individual child. The staff will support learning environments and experiences in which each child's learning and development will be supported. The play is extended during our outdoor opportunities for all the children.

As childcare providers, we aim to create a stimulus-rich environment for children to explore using all of their senses. We support and guide them to fully develop their cognitive, social and emotional potential. Children's physical and emotional well-being is enhanced through engaging interactions and play opportunities.

Bloorcourt Village Early Learning Centre promotes exploration, play and inquiry. Each classroom is designed and arranged to make the children feel comfortable and safe, which

encourages children to take risks and explore. The classroom is designed in a way materials are accessible to the children at all times. Children are encouraged to use the materials in their own way, mix or add and freely move around from different learning areas. Continually changing and adding materials to the classrooms further encourage exploration, play and inquiry. The staffs are responsive to children's queues, needs, and personal interests. The staff fosters responsive interactions with children by asking open ended questions, documenting observations in the children's portfolios and sharing with the child's families, modeling, active listening, and engaging in the fun together by playing at the children's level. Relationships and interactions are further enhanced through praise and hugs, as well as through showcasing individual work, abilities and successes. These experiences support the development of self-confidence and growth and teach the group to celebrate the accomplishments of others.

Bloorcourt Village Early Learning Centre programming includes art, sensory, cognitive/manipulative, science and nature, language and literacy, music and movement, physical (indoor and outdoor) experiences. Educators follow the lead of the children in their classrooms during indoor and outdoor activities. Throughout the day, each child has the freedom to access active and quiet activities. Despite their seemingly endless energy, children cannot continue to play, learn and have fun without a chance to rest and recharge. Rest times are designed to meet the children's needs in accordance with their respective ages and classrooms. If children do not want to sleep, they can engage in a quiet activity for the remainder of the rest period so as not to disturb the other children who are sleeping.

Bloorcourt Village Early Learning Centre encourages positive and responsive interactions among the children, parents, volunteers, students and staff. Bloorcourt Village Early Learning Centre fosters strong communication with the parents. The staff communicates with the parents in a variety of methods such as daily written reports for the Infant and Toddler rooms, daily communication with families during pick up and drop off times, families are encouraged to call the centre at any time to speak with the staff to see how their child is doing during the day. Our group of children, parents, extended families, staff and local community agency partners will support our children through positive and responsive interactions. The centre works in partnership with St. Anthony Catholic Elementary School and Dovercourt Public School. We provide an escort service before and after school for the JK/SK (4-5 year olds) and School Age (6-13 year olds) children. Our special needs consultant is part of our team. The consultant works together with the children, staff and families that require additional support during their time at the centre.

In order for the environment to be conducive to exploration, it must be safe and clean. Bloorcourt Village Early Learning centre promotes the health, safety, nutrition and well-being of the children in our care. It is the intention of the program to be an expansion of a warm family and home environment. Overall, the program will reflect a philosophy of positive self-esteem, well-being, health, safety, nutrition: following the Canada Food Guide, independence and a spirit of sharing within a multicultural environment. Bloorcourt Village Early Learning Centre works closely with Toronto Public Health to ensure the health of the children is a top priority. Our staff ensures compliance through hands on teaching and monitoring and modeling of personal hygiene routines and healthy habits. All staff, students and volunteers (over the age of 18 years old) working with the children must have a valid standard first aid certificate, including infant and child CPR. All staff, students, and volunteers (over 18 years of age) are required to obtain a criminal reference check that includes vulnerable sector screening.

Bloorcourt Village Early Learning Centre encourages children to interact and communicate in a positive way and supports their ability to self-regulate. The staff at the centre explains feelings in terms and language that children can understand and are highly responsive to children's needs. We provide the children with opportunities to explore social problem solving and give them the flexibility to make choices in their environments. If children have difficulty self-regulating or navigating a social situation, teachers ask open-ended questions and/or provide suggestions to help a child achieve the desired result. The goal is for the child to experience success rather than an educator solving a problem for them.

Bloorcourt Village Early Learning Centre plans for and creates positive learning environments and experiences in which each child's learning and development is supported and which is inclusive of all children, including children with individualized plans. In order for children to have the confidence to stretch their boundaries and actively learn, children must have a sense of belonging in their physical environment. Staff at the centre bridge the gap from home to the child care centre by creating environments that encompass the culture and lifestyle represented in each room. Familiar materials, personal photographs and children's artwork is displayed at their level and incorporated into the environment to create a sense of connection and familiarity.

In addition to fostering children's learning, Bloorcourt Village Early Learning Centre supports continuous professional learning for Staff. Staffs are encouraged to attend workshops held on the City Wide Calendar run by Humber College and the centre resource consultant host's workshops during the year for the staff during our monthly staff meetings. Registered Early Childhood Educators in each classroom are provided programming time to allow them to properly research ideas and focus on delivering optimal experiences to the children in their care. Fostering a strong sense of teamwork encourages positive interactions among the staff. We also provide learning opportunities to the members of the community through recruitment, training of ECE students from the local colleges as well as high school co-op students.

Prohibited Practices

The Ministry of Education requires all child care centre to include a specific list of prohibited practices in the centre's program statement and parent handbook. The language is very strong, but is a requirement of the Ministry of Education.

Bloorcourt Village Early Learning Centre shall not permit, with respect to a child receiving child care at our centre,

- Corporal punishment of a child;
- Physical restraint of a child, such as confining a child to a high chair, car seat, stroller or other devices for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre for the purpose of confining a child, or confining a child in an area or a room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of the child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

- Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.
- No employee or volunteer of the licensee, or student who is on educational placement with the licensee, shall engage in any of the prohibited practices listed above with respect to a child receiving child care

Contravention of Prohibited Practices

Bloorcourt Village Early Learning Centre has a zero tolerance policy for any breach of the Ministry of Education list of prohibited practices. In the event that a staff contravenes any of the prohibited practices listed above, the staff will be terminated immediately with cause and escorted off the premises. Depending on the nature of the contravention, the police may be called, as well as the Children's Aid Society resulting in a serious occurrence filing.

If staffs are alleged to have contravened any of the prohibited practices listed above without direct witnesses or video evidence, the staff may be suspended and the Supervisor and Owner/Director will conduct an internal investigation. Outside resources such as police, Children's Aid Society and legal consultation may be utilized as necessary.

If a staff commits a borderline breach of the prohibited practices (the behaviour may be close to a breach, but is unclear or not quite as severe as the breaches laid out by the Ministry), then the following steps will be taken:

- The Supervisor and/or Director will conduct an internal investigation with legal consultation as necessary. Outside resources may be called to aid in the investigation as necessary such as the police or Children's Aid Society.
- During the investigation the staff may be suspended with or without pay at the sole discretion of the director. This is determined on a case-by-case basis depending on the nature and severity of the accusations made against the staff.
- If the breach is deemed not serious enough for dismissal, then a corrective action plan will be put in place with specific steps to be taken. The staff must sign the action plan to continue employment with Bloorcourt Village Early Learning Centre. If the staffs refuse to sign the action plan then it is considered a resignation of their position. Actions may include specific changes in behaviour, peer mentoring, review of policies with supervisors, or training.
- The staff may be placed on probation depending on the nature of the incident. This would be done in conjunction with implementing a corrective action plan.
- If the staffs have had previous allegations of breach of prohibited practices, or borderline breaches, with an action plan that has not been successfully completed, the staff will be terminated.

Staff Review

All staff, volunteers and student review Bloorcourt Village Early Learning Centre program statement and implementation policy at least yearly. If any changes or amendments are made, whether due to a change in regulations or due to a clarification in Bloorcourt Village Early Learning Centre practices and guidelines, all staff will be coached on these amendments within 30 days of the changes being finalized. A record is kept of each staff's reviewing of policies, including the program statement and implementation policy, in the staff's file. The staff signs this record that they have reviewed and understood each of the policies.

Staffs are constantly monitored for compliance with the centre's program statement (and all other policies) by the Supervisor and Director through one-on-one coaching and direct observation. A formal evaluation form is completed at least once per year on each staff. The completed forms are kept in the staff's file for the duration of their employment at Bloorcourt Village Early Learning Centre and for a minimum of 3 years thereafter.

Every Child Belongs

We are committed to providing fully inclusive early learning and child care programs that support the health and well-being of every child in our care by focusing on the individual child and family needs.

For children who may need extra supports the child care centre works closely with our Resource Consultant from CDI who provides support through service contracts to the centre and to the individual children. They use developmental screening tools, program and equipment adaptations, service coordination and referrals to support children and families. Resource Consultants work in conjunction with the parents, centre staff to develop and implement an individual plan to support the needs and development of the child. Our staff works with the families to determine the best way to support your child and family needs.

Our beliefs encourage positive attitudes towards diversity; allow opportunities for people to learn about, understand, and become comfortable with a variety of human differences; and benefit not only children with special needs, but also typically developing children, parents, siblings, teachers, other caregivers, and society in general. The exclusion of individuals based upon their physical or intellectual capabilities is discriminatory and segregating and would open our centre to the possibility of limiting every person's experiences, exposure to, and involvement with an important portion of our society. Our beliefs regarding integration and inclusion are embedded in all of our programs and provide further opportunities for the following:

- exposure to people with a range of abilities;
- acceptance and the formation of relationships and respect for others;
- the participation of every child and family irrespective of current ability levels, which leads to the development of self-esteem, confidence, and capability;
- peer interactions and expectations which provide social incentives to implement or use "new" skills and knowledge;
- teaching staff to become more aware and focused on the strengths and needs of all the children, their own teaching style and methods, and on the program itself; and
- enrichment of our communities through direct experiences with people with diverse strengths and needs.
- part of our regular screening of each of the children in the centre the staff use the Looksee (formally Nippissing) as a developmental screening and Early Abilities Speech and Language screening

We feel that it is incumbent upon us to strive towards providing all children with equal access to our educationally based programs in a manner most appropriate to their needs and within the scope of our abilities. However, the building structure does not allow wheelchair accessibility to the second floor and lower level, only to the main floor. We will attempt to place the exceptional child in an appropriate grouping and with his/her peers as much as possible.

Our Centre welcomes and supports children from all families (Lesbian, Gay, Bisexual, one parent, etc) and facilitates an empathetic and nurturing environment to give every possible opportunity to the children to keep their unique identity and develop to their fullest potential.

Our program ensures that inclusion and Equity are supported through equitable admission practices where all individuals must be treated equally regardless of their race, colour, national, ethnic origin or Family Structure. We ensure that all children and adults value acceptance and appreciate diversity; therefore, any discriminatory incident of racism and bias must be reported as Serious Occurrence. In addition our Centre has developed a procedure for responding to incidents of racism and bias involving both children and adults.

The Program

Bloorcourt Village Early Learning Centre will create an environment which fosters all areas of development; create a stimulating, safe place for children understand child development gain an awareness of each child's need as a unique individual including all abilities and backgrounds function effectively as a member of a team participate in short and long term planning of the centre evaluate the program and environment on an ongoing basis understand and follow the regulations of the Child Care and Early Years Act, 2014, Assessment for Quality Improvement (AQI), Implementing Early Learning for Every Child Today (ELECT):

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

Our staff is dedicated to the care and well-being of your child. They are all professionals and have been trained in a childcare centre or have experience in an early learning centre environment. Parents/guardians are encouraged to communicate with the teachers regularly regarding the progress of their children.

Our Staffing Team

All of our staff members are fully qualified to teach and work with children. They have been carefully interviewed and selected to fill the essential role of caring for and educating young children in partnership with parents as well as for the very important part they will play in your child's daily life. Personal and police reference checks have been conducted as well as a complete physical/medical checkup, including a TB test. Staff performance assessments or reviews are conducted on a regular basis and we routinely review our policies and practices.

All of our staffs are friendly, caring, and considerate group who hold a specialized understanding of child development and learning, and of child behavior and guidance. Together we possess a remarkable amount of experience and expertise in the exceptionally important field of early childhood education. We access this collective expertise through our team approach, assisting and supporting one another in guiding children and in presenting ourselves as appropriate, courteous, respectful and responsible role models.

The majorities of our staff have earned their Early Childhood Education Diploma and are registered and are in good standings with the College of ECE. While our minimum standard is one early childhood educator and an assistant teacher per group, our Infant room has two early childhood educators. All staff members hold valid first aid and emergency CPR certificates which staff updates annually.

Bloorcourt Village Early Learning Centre is proud to have a chef prepare our meals for the children who holds a current Food Handler's Certificate. Our chef develops, and prepares our menus and vegetarian meals and snacks with consultation with our registered dietician. Our kitchen and our chef's methods and

practices are regularly and thoroughly inspected by the Toronto Public Health as well as Toronto Children's Services.

Our daycare management team consists of an Executive Director and a Supervisor. All management team members hold their Early Childhood Education Diploma, valid first aid and emergency CPR certificates, and daycare management diplomas.

Developmental Areas or Domains

The many learning areas or domains and developmental areas include: Cognition, Language, Literacy, Numeracy, Exploration, Science, Art and Creative expression, Gross motor (large muscle) Fine motor (small muscle), Sensory, Dramatic play, Personal and Social developmental.

Please refer to our individual classroom routines and our weekly program plans for the specific planned daily and weekly activities being conducted with your child's group. Individual room routines and program plans are posted inside the daycare classrooms.

Staff Ratios

In accordance with the **Ministry of Education regulations**,

Infant ratios—1 staff to 3 children

Toddler ratios—1 staff to 5 children

Preschool ratios—1 staff to 8 children

Kindergarten ratios—1 staff to 13 children

School age ratios—1 staff to 15 children (6-9 years) and 1 staff to 20 children (9-13 years)

2/3 ratios can be used in the Toddler, Preschool and School Age age groups (AM and PM only for SA). Morning 2/3 ratios are from 7:30-9:00 AM, sleep time (12:30 to 2:30) and departure time from 5:00-6:00 PM. Infant room ratios ALWAYS are 1:3 at all times of the day.

Reduced ratios are not permitted during playground activities, outings or trips or at any time in the Infant room

Response to Outbreaks--COVID-19

Bloorcourt Village Early Learning Centre is dedicated to protecting the health and safety of your children, our staff, partners, and the community. We are closely monitoring COVID-19 and base our response and actions on recommendations from Toronto Public Health, the Ministry of Health, Health Canada, City of Toronto, Ministry of Education and additional relevant authorities.

While infection prevention and control (IPAC) has always been an integral part of our child care culture, we have adapted and enhanced our policies and procedures in response to COVID-19, to mitigate risk and ensure the health and safety of all.

The following practices will be in place:

- Children will be screened before entering the child care centre and monitored throughout the day for COVID-19 related symptoms
- Children will be excluded from care if they develop any symptoms related to COVID-19
- Policies and procedures have been developed specific to COVID-19 in order to increase the health and safety of children, staff and families
- Staff will monitor children to ensure social distancing and infection prevention and control practices are prioritized
- Sanitizer is available outside for all to use prior to entering the building
- Regular communication on health and safety and infection, prevention and control practices will be shared with families for use at the child care centre and at home

Registration Process and Checklist

We've called and offered you a space for your child, you've said yes (thank you) and now you need to complete some forms and read some documents. Below you'll find a checklist that will help you ensure everything is completed.

The following items are required in order to complete your child's registration in our program. All items must be in place a minimum of one week prior to your child's attendance at Bloorcourt Village Early Learning Centre:

- Completed registration form
- Copy of your child's Certificate of Health Immunization Record (*Note: all children must be immunized on schedule as mandated by the Ministry of Health, no exceptions)
- Two-week deposit—Non-refundable if your child does not start at the centre
- Non-refundable administration fee of \$50
- Sign-off on Bloorcourt Village Early Learning Centre Parent Handbook
- Signed Hand Sanitization Form
- Custody Papers, if applicable
- List of items needed at the centre once your child arrives

Base Fees/ Enrollment/Attendance/Personal Information

Upon a parent's/guardian's inquiry call, the child's information will be placed on the waiting list. When space becomes available, the child's parent/guardians at the top of the waiting list will be called to come in and complete the enrollment papers. As part of a child's enrollment into childcare, and before child starts attending, parents/guardians must fill out and sign the enrollment papers and present us with an updated immunization record.

Base fees: Bloorcourt Village Early Learning Centre participates in the CWELCC program.

- Infant \$44.89 per day
- Toddler \$37.80 per day
- Preschool \$32.60 per day
- KG \$21.26 per day (Children that qualify for CWELCC before and after school)
- KG \$24.57 per day (Children that qualify for CWELCC PA days, Christmas holidays, March Break, Summer Holidays)
- KG \$45 per day (Children that do not qualify for CWELCC: before and after school)
- KG \$52 per day (Children that do not qualify for CWELCC: PA days, Christmas holidays, March Break, Summer Holidays)
- School Age \$42 per day (before and after school)
- School Age \$47 per day (PA days, Christmas holidays, March Break, Summer Holidays)

You are required to maintain updated and accurate personal information, including telephone numbers (home, work, school, cell phone, etc.), address, custody details, medical information, employment location, etc., as well as detailed information regarding emergency contact people other than yourself. This is essential in order to ensure prompt and appropriate communication should a situation arise in which contact is deemed necessary. All confidential information will be treated accordingly and with complete discretion and professionalism.

Children will not be admitted to the classrooms during lunch and sleep time from 11:30am to 2:30 in order to eliminate disruption for all the children in the classroom during a busy routine and sleep time.

When your child is absent

Parents must notify the centre by 9:30 am when their child will be absent. Parents can notify by email, thru HIMAMA or calling the centre directly. We strongly recommend that children be dropped off by 9:30 am in order to benefit from our programmed activities.

As per the Children's Services Attendance Policy, a child receiving fee subsidy has an allotment of up to 35 absent days per calendar year (January-December). Children who are enrolled in a centre between July and December may only be absent up to 18 days for the remainder of the year. Children may not be absent for 20 or more consecutive days without advance payment. Absent days include days when your child is sick, on vacation or absent for any other reason, parents are still responsible of full payment during absent days.

If a child exceeds the number of allowable absence days in a calendar year, the parent is responsible for paying the full fee for any days exceeding the limit. In special circumstances, parents can submit an appeal to Children's Services for additional days. More information regarding the appeal process is available from your Children's Services Caseworker.

Consequently, the Centre is requiring that you pay a one week's full fee deposit once your child has been absent 35 days. When you reach the 35 days you will be requested to pay for the absent day upon your return to the day care. The Centre has the right to cancel care for your child if you refuse to pay deposit or daily fee promptly. Parents paying full fee rates are not required to limit their number of absent days, however the daily fee applies.

Fee Payments and Income Tax Receipts

All families are required to pay their childcare fees for each day of the week regardless if the child is absent for sick days, closure due to outbreak, off due to COVID related reason (quarantine/self- isolation or illness) holidays or statutory holiday. You must notify the Supervisor that you are extending your vacation or else your child will be automatically withdrawn from the program. Your child may be re-admitted pending there is a space available. The Centre is not accountable if you lose your child's space due to the unannounced extension of vacation.

There will be no reduction of fees for vacations, statutory holidays, emergency closures, or occasional absences. The childcare fees may be increased at any time with one months' notice to our families. Post dated cheques, cash or money orders are acceptable for payment. Payment is due on the first business day of each month in full.

If an account is overdue more than 15 days the centre may choose to withdraw the child unless otherwise notified.

Non base Fees: Please note that a \$30.00 administration charge will be applied for N.S.F. cheques.

Base fee: A non-refundable registration fee of \$50.00 is required before your child is enrolled at the centre.

A 2-weeks non-refundable deposit is required based on your daily fee; once your child has enrolled at the centre the 2 week deposit will be returned to you in full by cheque during your final two weeks in the centre and that you have provided a full one months' written notice to the centre. If your child does not start at the centre as planned the 2 week deposit is non refundable.

Receipts for income tax purposes will be available for pick-up by the end of February.

Withdrawal Notice

When withdrawing your child from the program, parents are required to provide at a minimum, **one full months' written notice**. Withdrawal notice must be received before business close on the last business day of the month. For example: If you are looking to have care end on June 30- written notice must be given by May 30th. Child care cannot end mid-month you will be required to pay for the full month. If one month notice is **not** provided and parents do not pay for their child's last month at the centre, the Centre can reserve the right to hold onto all tax receipts until fees are paid in full.

- Should the supervisor of the Centre determine that any child cannot adjust to the program or that the parents have not fully carried out the terms of this contract or the parent responsibilities under the policies and procedures of this program (i.e. non-payment, non-compliance of the Code of Conduct...) the child will be withdrawn after one month's written notice and this agreement will be terminated, based upon the process outlined below.
- Parents not in compliance with all procedures outlined in the centre Pandemic Procedures, Toronto Public health, Ministry of Education, City of Toronto and the Provincial/Federal Government when a pandemic/state of emergency is declared
- Documentation of all meetings with parents and use of support services
- Notification to Children's Services Consultant
- Referral to other services

In that case, the supervisor will call the city consultant along with the resource consultant and resource supervisor to inform them about the Centre's next step (i.e. instant withdrawal, withdrawal with notice, reduced hours of care) and seek their help in referring the child to a suitable facility or where appropriate may transfer the child to private home day care.

In the case of a no-notice withdrawal, your two weeks deposit will not be refunded; it will go towards your final two weeks at the centre.

The before and after school Kindergarten and School Age program only is able to provide care to children enrolled at St. Anthony CS, Dovercourt PS and École élémentaire Pierre-Elliott-Trudeau. Children must be zoned (live within the school boundaries) for these schools. If you are not zoned to these schools you will need to register to your home school and your last day at the centre officially will be June 30, or sooner, depending on space.

In order to allow the younger children in our childcare centre to transition to the age appropriate rooms, the centre will require families in our preschool rooms who have children that are graduating to JK to move to their home schools no later than June 30 (or sooner) of each year (appropriate written withdrawal notice is still required). This will allow the childcare centre to not exceed over age approval for the Infant and Toddler rooms for an extended period of time. The preschooler that are turning 3.8 and do not live in our two school zoned boundaries which we provide an escort to during the school year (St. Anthony CS and Dovercourt PS) will be provided notice to leave the childcare centre and transition to their home schools or childcare centre closer to their home, only when we must transition a toddler to the preschool room due to over age approval past 3 months. The children enrolled in the preschool room and have siblings in the centre in our younger or older rooms will have priority to remain in the centre till August 31 and then will move to their home school or transition to our before and after school program pending availability.

The Centre will take every step possible to accommodate the families who may be affected by the withdrawal by providing:

- **List of Licensed Child Care Centers in their home/school neighborhood**
- **Home Daycare contact numbers**

As per our Waiting list policy, Bloorcourt Village Early learning Centre prioritizes enrollment by the following:

- 1) Children presently enrolled in our centre receives priority to move to the older age group once there is availability

- 2) Siblings to children presently enrolled in the Centre
- 3) **Children who are zoned (lives within the boundaries) St. Anthony Catholic Elementary School and/or Dovercourt Public School**
- 4) The Community

Waiting List Policy—Updated

Bloorcourt Village Early Learning Centre uses a waiting list to allocate spaces as they become available. Prospective parents should be assured that the waitlist is administered objectively. Admission is on a first come, first serve basis, subject to the priorities and considerations outlined in Bloorcourt Village Early Learning Centre's Waiting List Policy.

Bloorcourt Village Early learning Centre prioritizes enrollment by the following:

- 1) Children presently enrolled in our centre receives priority to move to the older age group
- 2) Siblings to children enrolled in the Centre
- 3) **Children who are zoned (lives within the boundaries) St. Anthony Catholic Elementary School and/or Dovercourt Public School**
- 4) The Community

Offer of Space

- Parents of children on the waiting list will be notified via e-mail or telephone that a space has become available in the centre
- Parents will be provided a timeframe of 3 business days in which a response is required before the next child on the waiting list will be offered the space
- Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.
- Once you have been offered a space, parents and child are encouraged to come and visit the centre.
- The supervisor will meet with parents and provide a tour of the facilities. ** During a Pandemic tours will be done virtually**
- Parents are given a copy of the centre Parent Handbook (available on centre website)
- A non-refundable registration fee of \$50.00 is required upon acceptance of a spot.
- Two week deposit is required upon acceptance of a spot. The two week deposit is held and placed towards the child's last two weeks of the centre
- 6 post-dated cheques are required upon acceptance.

The following forms are required to be filled out prior to enrolment:

- Parent registration form
- Copy of immunization record
- Parent handbook reviewed and signed
- All forms are now emailed to families to complete online; if they are unable to print them at home the supervisor will print a copy for the family to complete

Additional Procedures

- When a family may be removed from a waiting list
- due to inability to contact parents after multiple attempts
- at a family's request

Centre closures

Bloorcourt Village Early Learning centre operates between 7:30 AM and 6: 00 PM, Monday to Friday, excluding statutory holidays. Fee payment is required for all statutory holidays.

We are closed on the following days:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Simcoe Day

Centre closures continued

- Labour Day
- Thanksgiving
- Christmas Day
- Boxing Day

While we hope to never have to close for an emergency, during an emergency Bloorcourt Village Early Learning Centre will follow the direction of the Ministry of Education, Premier of Ontario, Toronto Public Health and/or the City of Toronto in regards to closing the Centre due to severe winter weather and/or state of Emergency.

Announcements are made on the local news and TV channels. The supervisor will email or call the families advising them of this decision, therefore it is imperative that we have an up to date email and cell phone number on file, and one that you have ready access to. We do not offer reimbursement for any closure days.

Gradual Transition—New enrollment

We recommend that your child become acquainted with the child care setting gradually to support a smooth and positive transition for your child. Over the course of the first week at the centre, we encourage you to start with a short visit, lengthening it each day. This gradual transition helps to make your child's adjustment to their new centre a more positive and successful experience.

Sample Transition schedule

Day 1 9-11 Day 2 8-12 Day 3 8-2 Day 4 8-330 Day 5 full regular day

Transitions—from room to room

Prior to moving up to the next program (infant to toddler and toddler to preschool) the staff in your child's room will communicate to you what to expect and how the transition will be handled. Your child's transition date will be based on available space. We are unable to accommodate teacher requests or friend requests as all movement is based on age and availability. While we know that transitions and change can be stressful, we do our best to work with you and your child to ensure the transition is smooth and stress-free. We also do our best to provide children with time to adjust to their new surroundings and to get to know their teachers and new classmates before making the move official, visiting time is based on available spaces.

We'll give you as much advance warning as possible to help you prepare for any new routines or schedules your child will need to adopt when moving classes.

***It is important to note** that when the centre is filled to capacity your child may not be able to move up to the next classroom even if he/she is at the appropriate age. When this happens, programming in the current classroom will be modified to ensure it is always age-appropriate. You are required to pay the rate your child is enrolled in even if he/she is over age. We will move children to the age appropriate classroom as soon as space permits and current children will be given priority for internal movement before going to the waiting list. Between the months of March and July we find that many children are

required to stay in their current classrooms regardless of age, while between July and August a great deal of transition occurs and children are typically able to move up during this time.

School Board PA Days, Holiday Break, March Break, Summer Camp

Bloorcourt Village Early learning centre is open on All PA Days, Holiday Break, March Break and Summer time. We offer full day services to the School Age and Kindergarten children enrolled at our childcare centre. Priority is given to our families and additional spaces available will be on a first come basis to families in the community.

School Strike Days and Bus Cancellations

The Toronto District School Board and Toronto Catholic School Board will cancel the bus service due to extreme weather conditions. It is the parent's responsibility at that time to transport their child to and from school. The child care centre cannot accept school age children at the centre for the full day due to ratios that must be maintained in each of the classrooms. Announcements of bus cancellations can be heard on all local news stations and by calling your child's bus company or school early in the morning.

If TDSB and/or TCDSB have a planned strike day, priority is given to our families and additional spaces available will be on a first come basis to families in the community. The centre is only able to accommodate the large majority of children during strike days. We are unable to staff for our bus children from the Francophone school boards due to low numbers.

Safety and Security

Number one priority is the safety and security of all children enrolled at the centre. All the doors are locked at all times and parents receive a personalized access code. **Please do not hold the door open for someone who does not have an access code.** Individuals without codes must ring the doorbell for the supervisor or staff to meet them. Only parents, and persons authorized by parents to drop off and pick up children should have the access code. The centre security cameras are for security purposes only; families do not have access to them.

Parking

We encourage parents to walk to the centre for pick-up and drop-off if possible. We have stroller parking where you are welcome to place your stroller for the day, please do not lock your stroller. Parents are advised not to leave strollers on the premises overnight. As well, parents are not permitted to pick up strollers after the Centre has closed for the day. The child care centre does not accept any responsibility for any stolen or damaged strollers or their content.

If you are using street parking, please be conscious not to block driveways or laneways. Occasionally we are visited by parking authorities. If you are speaking with them, please remember that there are a lot of little eyes watching, so conduct yourself accordingly. We ask that you please be considerate to our neighbours and park your vehicles legally.

Please always drive carefully around Bloorcourt Village Early Learning Centre and be mindful of children walking with their parents.

Parking in front of the childcare centre is designate Pick up and Drop off for our families. The City of Toronto provided us with a sign for 15 minute drop off and pickups from 7-10 AM and 4-6 PM

If you pick-up or drop-off your child during their outdoor play time, we ask that you please enter through the building. When exiting the yard, please do not leave the gate open at any time and be aware of other children so as not to let them out of the yard when you're leaving. Be sure to speak directly with your child's teacher to let them know you're dropping-off or picking-up your child.

Arrival and Departure

Drop off and Pick up—non outbreak procedure

Parents must drop their child off directly to the room in which they are enrolled. For the safety of your child, it is important that parents confirm that a staff member is in the room and knows that your child has arrived. Staff will document the time of arrival of your child when they enter the room. If there are any issues of which staff should be aware of regarding your child's health it should be shared with the teacher at the time of drop off. This also a good time to share information with your child's teacher about your observations regarding your child's development or interests that will help the staff in planning activities for your child and others in the room.

Additional information regarding Pick up time

Bloorcourt Village Early Learning Centre closes at 6pm sharp, thus, it is imperative that all families be out of the centre by this time. That means if you have things to speak with your child's teachers about or if it's going to take you some time to get your child ready and out the door, please plan accordingly and arrive with enough time to do so before 6pm.

It is important that you make sure that the staff is aware that your child is leaving the centre for the day. Staff will document the time of pick up when you arrive to take your child home. At pick up, please also take a moment to speak to the child's teacher who will share with you how your child's day was.

Parents are not to re-enter the premises after the Centre has closed for the day (6:00pm).

Late-Pick Up: Non Base fees-NEW**

It is really important that you pick up your child before 6:00 pm, when the centre closes. Our staffs have to get home to their own families and so we ask that you respect them, and be on time. Parents are asked to plan sufficient time to dress their children, collect the child's clothes, art work , speak to a staff (if necessary) and leave the centre by **6:00 pm**. If the parent/guardian is aware that they are going to be late, they should call the centre to advise staff of this and of their plan to pick up their child/ren. A late arrival form will be completed and signed by the parent and staffs on duty. If you arrive to pick up your child after 6:00pm, you will be charged a late fee of \$5.00 for the first minute and \$1.00 per minute onwards. If you are late a second time, you will be charged a late fee of \$5.00 for the first minute and \$2.00 per minute onwards. If you are late a third time , you will be charged a late fee of \$5.00 for the first minute and \$3.00 per minute onwards. You will be given 48 hours to pay the staffs that stayed late. If you are continually late, your family will be given notice and be removed from the daycare. We will **not** waive this fee for inclement weather, so please plan accordingly. ****Parents will receive one month notice of an upcoming rate increases****

Once you are 15 minutes late, we will try contacting you. If we are not able to reach you, then we will try contacting your child's emergency contacts. Please make sure that your emergency contacts are able to pick up your child if we cannot get a hold of you. If you are more than 60 minutes late, without any contact (and we were unable to reach your emergency contacts), then we are required to call the Children's Aid Society. We certainly hope to never have to do this. Please make sure we have a few different numbers to reach you and that your emergency contacts are also reachable.

Alternate Pick Up Arrangements

When making alternate pick up arrangements, it is essential that we be notified, either in writing or by telephone, of the pickup details.

This notification needs to take place when a person other than yourself will pick up your child, or when alternate arrangements have to be made, as is the case if you anticipate being unable to arrive by 6:00 pm.

Staff cannot and will not allow a child to leave the daycare centre with anyone other than the regularly designated people, (e.g. parent or parent's partner), unless both of the following conditions have been met:

1. The parent has arranged for another person to pick up their child and has put it in writing or has spoken to a staff member directly, by telephone, or by leaving a message on the office answering machine.
2. The pickup person is recognized by a staff on duty or is able to provide identification. We strongly recommend that identification be available in order to avoid any delays and/or uncomfortable situations.

Child picked up from school

Please note that you need to notify the daycare if you or someone else is picking up your child directly from school. For example, doctor's appointment and child will not return to school, early pick up, and play date. As your child is in our care after 3:30 we are required by the Ministry of Education as well as City of Toronto Children's Services to know the whereabouts of the children in our care. If at pick up time the school teacher is unable to verify your child was picked up by you and we are unable to place your child's whereabouts we need to call the children's services serious occurrence line and report a missing client. We are also required to notify the police.

Clothing

We ask that you leave two complete outfit changes for your child in case of accidents or spills. For children in the process of being toilet trained, we may ask for additional changes of clothing—just in case. We also ask you to leave a pair of indoor shoes with us for your child to change into upon arrival so that we can keep the floors clean and free from outside debris and germs. Children are required to wear shoes at all times for health and safety reasons. We have found that flip-flops and other clog-style footwear greatly limit a child's ability to participate fully in all activities, especially running, outdoor play, water sprinkler play, etc. Therefore, we ask that all children's flip-flop-style footwear stay at home. Children should wear a closed toe shoe; for example a running shoe.

So, what should your child wear? We suggest that all children come dressed for action. Washable, comfortable play clothes that are easy for your child to manage are best. This includes sneakers or soft-soled shoes. We do work on independence while eating, which can get messy, so please keep that in mind before sending your child to school in an outfit you don't want to get dirty.

Please refrain from leaving any valuables in your child's cubby and on premises; we are not responsible for lost or missing clothing or personal items.

Personal Belongings

All of the children's personal belongings **MUST** be clearly labeled. All of children's belongings will be kept in their cubby/designated area. We ask that their belongings be placed in a backpack. While appropriate clothing for the seasons (jackets, hats, and sunscreen) should continue to come with your child to the centre, other personal belongings (toys, books, etc) should be minimized.

There are several suppliers of children's labels including Mabel's Labels (www.mabelslabels.com) and Oliver's Labels (www.oliverslabels.com); Sharpie permanent marker will also do the trick. Items that require labels include:

- All clothing including shoes, sweaters, jackets, boots, hats, mittens
- Diaper packages,
- wipes
- Diaper creams
- Water bottles
- Sunscreen

****We are encouraging families to limit personal belongings that come to the centre please leave stuffed friends (stuffies) at home. ****

Children with diapers will be provided a storage area to store diapers, wipes, cream, etc. Please ensure your child has sufficient supplies each day. Staff will strive to notify parents when supplies are becoming low but we encourage you to monitor this as well.

Cloth diapers are welcome to bring to the centre. We ask for them to be labeled as well including the end of day bag which all the soiled cloth diapers are placed to go home at the end of the day.

Rest Time

Infants are each provided with their own crib (older infants may use a cot to support the transition to the Toddler room with parent written consent) Infant sleep needs vary by the individual child schedule. The staff will work with the parent to determine a flexible schedule for the child that responds to their personal needs each day. Infants are closely monitored by staff ensuring that a regular visual check is completed on each child and documented to help ensure their health and safety. A sleep time policy is posted in the infant room.

Joint statement on Safe Sleep:

Preventing Sudden Infant Deaths in Canada”, published by the Public Health Agency of Canada, amended from time to time, unless the child’s physician recommends otherwise in writing. O. REG. 126/26, s.23—this document is provided upon registration

Consistent with the Public Health Agency of Canada’s Joint Statement of Safe Sleep, babies less than 12 months of age are placed to sleep on their backs. If parents require alternative sleep positions, they will be required to provide a letter from their child’s physician with specific instructions.

www.phac-aspc.gc.ca/hp-ps/dca-dea/stages-etapes/childhood-enfance_0-2/sids/jsss-ecsseng.php

[Is your Child Safe- A guide to safe sleeping- Government of Canada](https://www.canada.ca/en/health-canada/services/consumer-product-safety/reports-publications/consumer-education/your-child-safe/sleep-time.html)

<https://www.canada.ca/en/health-canada/services/consumer-product-safety/reports-publications/consumer-education/your-child-safe/sleep-time.html>

Toddler and Preschoolers

As per the Ministry of Education guidelines rest or nap period of no more than two hours is scheduled during the day. The child’s age and individual needs are considered when implementing a rest routine. The centre will provide each child with their own cot and bedding. All bedding is changed and washed weekly at a minimum. Children are welcome to bring a personal soft toy or blanket from home to use at rest time.

After one hour of resting, children who are not asleep are provided with quiet learning experiences, as identified on the program plan in each of the classrooms.

Toys from Home

Staff and supervisor request that all toys remain at home. Occasionally a child may have difficulty separating from a “home toy” before coming to centre as this can often be a big transition for a young person. The child may need that connection with home in order to help soothe him/her during their shift into the daycare setting. Should this situation arise with your child, please let him/her know that the toy may be brought to daycare as a “traveling toy”. He/she will be given a few minutes with it at centre and then the toy can either leave the centre with the parent or it can go into the child’s cubby for the remainder of the day. Please assist us in maintaining peace in our rooms by encouraging your child to leave all his/her toys at home.

During outbreaks we ask that all plush toys and blankets remain at home

Outdoor Play

Ministry of Education requires that children attending a child care full time must participate up to two hours of outdoor play, weather permitting. Outdoor play time is used as an opportunity to expand on children's learning and encourage physical activity to support optimal success in the future. Both spontaneous and planned learning experiences are implemented during this time.

It is important that children for all age groups be dressed for the various types of weather to ensure they can actively participate in the outdoor activities. Please ensure adequate and suitable clothing and footwear is provided year round for your child.

At times, due to the weather children's outdoor time may be extended or shortened to ensure that children are active, engaged and comfortable. Staff monitors the children's comfort and activity level in the varying weather conditions to determine the length of time children will remain outside. Extra drinking water, water activities and additional quiet experiences in the shade are implemented during the summer months.

Bloorcourt Village Early Learning Centre implements sun safety practices and encourages parents to provide a child safe sunscreen and protective clothing such as a wide-brimmed for outdoor times. The parents are responsible to apply sunscreen prior to the children's arrival to the centre and the staff will reapply sunscreen prior to the afternoon outdoor play.

Children's Outings

School age children may participate in planned off-site excursions by TTC. Parents will be consulted and notified in advance of all off site excursions. School Age/Kindergarten children occasionally will take part in trips on PA, Xmas, March or summer breaks; they will travel by foot, or TTC. Children will need to be dressed appropriately.

Due to safety reasons, once your child's group leaves the centre for a walk or field trip, staff is not permitted, under any circumstances, to release or accept your child. You must drop off or pick up your child at the childcare centre ONLY. When the group leaves the Centre premises your child will not be accepted in another classroom. You are responsible to look after your child until the group returns. If you want to pick up your child during their walk, you must return to the Centre and wait for your child's group to return. Children may only be picked up from the classroom or playground.

Our child care centre is an integral part of the local community and strives to implement a variety of learning experiences for children to explore and participate in their community through walks to local sites. Parents will be notified of planned local walks on the individual program plans. We encourage parents to share suggestions and resources within the community that the children may enjoy exploring.

Nutrition

The centre provides hot lunch and 3 snacks per day (JK/SK and School age children will be provided a hot lunch on summer camp, holiday break, PA days and March break). Menus are posted in every classroom and located in the main hallway of the centre; our menu is approved by a registered dietician. Menus incorporate the healthy eating guidelines of Canada's Food Guide, Ministry of Education and City of Toronto requirements. A copy of the menu will be provided to the families upon registration either a hard copy or emailed to the families for their records.

Meal times for all children are viewed as an opportunity for positive and social interaction. Meal times also provide learning experiences and support the development of self-help skills such as serving their own lunches, feeding their self, etc.

Infants will be fed according to their individual needs. In order to meet the needs of each individual child and to prevent unwanted situations, the entire infant's food and the formula must be pre-made and provided by the parents ready from home in labeled containers and bottles. All infant food and drinks coming from home must be refrigerated. Parents/guardians must fill out an infant feeding schedule indicating the time and the exact amount of food their child needs to eat. Parents please ensure infants schedule is updated regularly. Consent by parent/guardian will be needed for Teachers to slowly start

introducing table food to the baby after the baby becomes one year old. We ask parents to first start slowly introducing foods at home to avoid any allergic reactions at the child care centre. Please ensure that you do not provide any food products of any nuts. You must inform staff of ingredients list of foods you are supplying as well.

In order to accommodate your child's needs, it is very important for us to know your child's allergies and food restrictions. Parents/Guardians with anaphylactic children must provide the child care with an emergency anaphylactic treatment procedure for their child signed by the parent/guardian.

Food Restrictions

Please notify the daycare, in writing, if your child requires a special dietary consideration, as is the case with a food allergy or cultural food restriction. This will allow any necessary precautions to be taken. Please attach a copy of the allergy test results to support any requests for special dietary considerations, if applicable. It may be necessary for a family to provide some items that are not easily found by the daycare. Parents that need to provide food for their child must ensure that all centre food restrictions are met and that the food is clearly labeled with the child's name and room they are attending. The centre will ensure the food is stored safely and served to your child at the appropriate meal time. Parents may only provide food for their own children.

NO FOOD FROM OUTSIDE IS ALLOWED INTO THE CENTRE FOR TODDLER, PRESCHOOL, KINDERGARTEN AND SCHOOL AGE ROOMS, unless approved by the supervisor due to dietary/allergy considerations.

Birthdays and Other Celebrations

There will be no outside food coming into the childcare centre. This will include food for special celebrations.

Your child's birthday is a very special day and we want to help them celebrate! On your child's actual birthday (or the school day closest to the actual birthday) they will get to wear a special birthday ribbon or another acknowledgement determined by the teachers.

Parent/Guardian Involvement Policy

We greatly appreciate both informal and formal parent communication and involvement; teachers converse with parents in person or by telephone on a regular basis in order to exchange information and to work together in providing the best possible care for your child.

We request that any changes in the structure of your family unit or in the normal routine of your child to be explained to the centre supervisor and/or to your child's teacher in order for us to effectively deal with your child's needs. All confidential information will be treated accordingly and with complete professionalism and discretion.

We try to answer all parental phone calls and inquiries, but it is impossible to speak to everyone during the program hours, as we are busy with the children. When calling to speak to the supervisor or staff member, please leave a detailed message on our answering machine, including the time you called and a phone number where you can be reached, and someone will return your call as soon as possible

In order for a parent to volunteer in the centre they will need to provide the childcare centre with a current police check. Once a police check is completed the parent/guardians may volunteer, bring in creative art supplies for the art centres, or share a special talent. Parents/Guardians are invited to visit the centre at anytime and to participate in workshops.

Photographs

Periodically, staff members will take photographs of the children. The photos are used for documentations as per Ministry of Education requirements and can be displayed on bulletin boards in our rooms or hallways, art activities. For safety reasons, all photos displayed outside of the daycare rooms will hold no type of name identification of children.

Privacy Policy

The personal information requested in connection with the admission of your child, are collected under the legal authority of the City of Toronto Act, S.O. 2006, Chapter 11. Schedule A, s. 136© and the Child Care and Early Years Act, S.O. 2014, Chapter 11/ The information will be used for the purpose of ensuring the delivery of high quality early learning and child care services under the Acts and Toronto Quality Assessment for Improvement.

The nature of relationships between families and the daycare centre requires families to share certain personal information and/or details of their lives. Bloorcourt Village Early Learning Centre is committed to protecting the privacy of your family and personal life. However, we may, on occasion, be obliged to proceed with compulsory documentation and/or reporting of specific incidents or events to law enforcement agencies, the Ministry of Education, or to one of the Children's Aid Societies. These examples constitute the only situations in which a portion of your personal information may be shared without your express consent.

Under all other circumstances, individually identifiable information will not be knowingly made available to any other member of our daycare or to anyone outside of our organization without your express permission. For example, if we feel that it is necessary to seek assistance from an “outside” support agency such as The Child Development Institute in order to best meet a specific child's developmental needs; we must do this in an anonymous manner unless accompanied by the parent's consent.

Even within our organization, the only individuals who will have access to any portion of your personal details are those requiring specific information in order to effectively provide care and safety for your child (ren). This will be carried out in full confidentiality and at the discretion of the supervisor.

The personal information we collect is used to maintain contacts and for internal purposes only. We do not sell, trade, or share families' information with any external organization or individual. Therefore, your involvement with Bloorcourt Village Early Learning Centre will not result in your name or any other information being distributed or added to any organization's mailing list.

The supervisor is directly responsible and accountable in ensuring that all personal information remains confidential.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within 7(seven) business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

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

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

If at any point a parent/guardian, staffs feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Director in responding to issue/concern:
<p>Program Room-Related</p> <p>* Schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or director. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <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; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern;
<p>General, Centre- or Operations-Related</p> <p>* child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or director. 	<ul style="list-style-type: none"> - 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>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>Staff-, Supervisor-, and/or Licensee-Related</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 supervisor or director. <p>All issues or concerns about the conduct of staff etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Director in responding to issue/concern:
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the supervisor and/or director. All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

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 supervisor and/or Director. Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch. Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Evacuation Site

In case of the need to evacuate, Bloorcourt Village has an Emergency Management Policy in place to ensure the safety of everyone in the centre. Please note that our evacuation relocations site is ***The Salvation Army located south of the centre at 789 Dovercourt Road***. Parents will be notified if an emergency occurs by the centre Supervisor or Designate in charge. If you wish to have access to this policy please contact the centre supervisor.

Self-Regulation and setting the stage for positive behavior

At Bloorcourt Village Early Learning Centre we set the foundation of lifelong learning, behavior, health and well-being. We support the social and emotional development of the children in our care by working as partners with the families to promote, strengthen and develop children’s positive behavior self-regulation and social skills.

Our program staff uses the following approach to resolving conflicts:

- Staff place themselves at the child’s level
- They use a calm voice and gentle touch
- They remain neutral, rather than taking sides
- Acknowledge children’s feelings for example “you look really upset”
- Gather information (what’s happening?)
- Restate the situation (so, what’s happening is....so, the problem is...)
- Ask for ideas for solutions and choose one together with the children * staff engages with the children to develop child-initiated solutions. “What can we do to solve this problem?”*
- Be prepared to give follow-up support *Staff stays near the children. “You worked out the issue together!”

We prevent conflicts using self-regulation and the learning environment including the following:

- Predictable routines
- Giving children age appropriate choices about learning activities and during transitions
- Minimizing waiting times before getting started on activities
- Helping children identify and express their feelings
- Creating learning environments that promote self-regulation for children

In addition, Bloorcourt Village Early Learning Centre has support from the Resource Consultant from CDI to provide assistance to the programs or the individual families.

We believe that all children and adults have the right to feel safe and be treated with dignity and respect. Children enrolled at the centre are expected to demonstrate respectful and responsible attitudes towards other children, staff, students on placement, and the equipment at the centre.

Behaviour guidance is facilitated in a positive and caring manner in order to ensure the fostering of each child's self-esteem. Minor behavioral issues are dealt with daily by staff in the rooms. If a recurring behavioral issue arises, parents will be notified by the staff.

Immunization

Under the Child Care and Early Years Act, Section 35 (1) of O. Reg. 137/2015 all children who attend a child care centre must be immunized according to Ontario's Publicly Funded Immunization Schedule.

All children at Bloorcourt Village Early Learning Centre must have all of their immunizations on schedule and up to date. No exceptions are made to this policy for the protection of all of our children and staff. Parents must provide Bloorcourt Village Early Learning Centre with a photocopy of their child's immunization record prior to their first day. The Ministry of Education requires that we keep up-to-date immunization records on file for all children. Upon registration, we'll ask you for a photocopy of your child's immunization record.

Immunization Record: A photocopy of your child's yellow immunization card. All children at Bloorcourt Village Early Learning Centre **MUST** be immunized. Children not immunized for any reason cannot be accepted. Immunizations must be up to date, and kept up to date, based on Ministry of Education requirements.

Bloorcourt Village Early Learning Centre requires that all children in care must have their immunizations and they must be kept up to date. A child will not be accepted if they have not had their immunizations for any reason. If a child starts as an infant (before they are eligible for certain immunizations) the child must get the MOH recommended immunizations on schedule. If the immunizations are not received on schedule, care can be suspended or terminated at Bloorcourt Village Early Learning Centre sole discretion.

Illness

Children that are sick should not attend the Centre for their own protection, the protection of other children and staff. **Any child who is too sick to participate in any indoor or outdoor activities must not attend.** When a child is ill and cannot attend, the Centre should be informed by phone or email.

Any communicable diseases such as strep throat, measles, mumps, chicken pox, whooping cough must be reported to the Centre as soon as possible so that we can notify other parents and take other precautionary measures. It is the best interest of everyone that your child stays home and seeks a doctor's advice when he/she has one of the following symptoms: *Fever (temperature of 37.8 or higher) or chills), cough, difficulty breathing,*

nausea, vomiting or diarrhea and unexplained rash and skin eruptions or any communicable diseases. In these cases, the child can return to the Centre accompanied by a doctor's note stating that the child is ready to come back and is not contagious.

At any time, children who have an infectious illness that may be communicable should not be entering the childcare centre. Examples include infectious respiratory illnesses and gastrointestinal illnesses. Centre staff has the right to refuse care to a child who is too sick to be at the Centre. Public health regulations take priority in any communicable disease situation, as we must follow proper procedure. These procedures may not necessarily concur with the doctor's advice. A fever is the body's way to fight off infection or virus. Therefore, children with a fever (100.4 F or 37.8C) must not attend the Centre for their protection, the protection of other children and staff.

If a child should become sick while at the Centre, exhibiting signs of illness, excessive diarrhea and/or fever, parents will be called to pick up their child as soon as possible. Parents will be notified upon the first loose bowel movement and vomiting and will be asked to pick up the child upon the second one. In the case of diarrhea or fever a child can return to the Centre 24 hours after the symptoms disappear. If a child has a fever of 100.4 F and 37.8 C or more the parent of the child will be notified. In this case the child can return to the Centre 24 hours after the symptoms disappear. It is advisable that parents prepare and arrange for an alternate or emergency person who could pick up your child when you are unable to.

A doctor's note maybe required to confirm the child is well enough to return to the centre and is no longer contagious for the safety of the other children in the centre.

It is common for some children to be more susceptible to illness in the first few months of attendance to the child care centre. We recognize that this can be concerning and stressful for parents therefore we encourage you to ensure that you have plans in place in the event that your child may not be able to attend care. With time, most children develop immunity and adjust to being in a group environment.

Administration of drugs or medication

A written procedure is established for the administration of any drug or medication to a child receiving child care at the child care centre and the keeping of records with respect to the administration of drugs and medication.

All drugs and medication on the premises of a child care centre are to be stored in accordance with the instructions for storage on the label, administered in accordance with the instructions on the label and the authorization by the parent. Inaccessible at all times to children and kept in a locked container.

The RECE in your child's classroom is in charge of all drugs and medications for their room and that all drugs and medications are dealt with by that RECE or person designated by that person in accordance with the procedures established by the centre.

A drug or medication is administered to a child only where a parent of a child gives written authorization for the for the administration of the drug or medication and that included with the authorization is a schedule that sets out the times the drug or medication is to be given and amounts to be administered.

A drug or medication is administered to the child only from the original container as supplied by a pharmacist or the original package and that the container or package is clearly labeled with the child's name, the name of

the drug or medication, the dosage of the drug or medication, the date of purchase and expiration, if applicable, and instructions for storage and administration.

The licensee may permit a child to carry his or her own asthma medication or emergency allergy medication in accordance with the written procedure that is established for the child with the parent; if age appropriate.

Parents are required:

- To complete a medication form
- Form must be signed and dated
- Drug or medication is to be stored according to the instructions given by the pharmacist
- Once the medication is finished or the parents request the discontinuation of the medication the medication is returned to the parent
- If any changes occur with the administration of the medication the parent must initial any changes
- Parents are required to take any expired or medication that is no longer to be administered to the child at the centre home or for disposal at a pharmacy

Staffs are required:

- Only the designate per room will administer medication
- Review the form is reviewed daily during the administration of the medication
- After the administration of the medication, the designated staff initials the medication administration form
- Once the medication is completed the form is placed in the child's file.

Non-prescription medication

Non-prescription items can only be applied to your child in accordance to the manufacturer's instructions on the original container the following items is an example of non-prescription items you can provide to the centre:

- | | | |
|------------------------------------|---|--|
| <input type="checkbox"/> Sunscreen | <input type="checkbox"/> Diaper Creams/Ointment | <input type="checkbox"/> Lip balm/Vaseline |
| <input type="checkbox"/> Lotions | <input type="checkbox"/> Insect repellent | <input type="checkbox"/> Hand Sanitizer (staff may apply centre sanitizer) |

The product must come in a new and un-opened container and original packaging. The product must be clearly labelled with the child's name. The expiry date, if applicable, must be clearly listed.

Accidents/Serious Occurrence

While at the child care centre, the children are supervised at all times. Despite close supervision, some accidents may occur as your child explores and develops new skills and abilities. If your child has an accident at the centre, the staff will provide immediate first aid, as needed. If the situation requires attention beyond basic first aid, we will contact you or the emergency contact person on file. If required, we will call 911 to transport your child to the nearest hospital.

The staff will complete an accident report documenting the accident or injury. A parent or guardian signature is required at the bottom of the form to verify that you were informed of the accident/injury. A copy of the signed report will be provided to you.

If your child has an accident or injury at home, please inform the staff when you drop of your child of the following day so we are aware of the incident.

If a child has a serious accident, he/she will be taken to the nearest hospital immediately.

Parents/Guardians will be notified by the Centre to meet the child at the hospital. In a situation that is considered a serious occurrence, a report will be completed and signed and kept in file. Serious Occurrence form must be submitted to the CCLS within 24 hours.

Serious Occurrence Reporting

Effective **November 9, 2020**, child care licensees will only be required to report a serious occurrence for COVID-19 related matters for:

- (i) A **child who receives child care** at a home child care premises or child care centre,
- (ii) A home child care **provider**,
- (iii) A person who is **ordinarily a resident of a home child care premises** (e.g. the home provider's child, the home provider's spouse etc.; for complete definition please refer to the Home Child Care Licensing Manual)
- (iv) A person who is **regularly at a home child care premises** (e.g. the home provider's friend who visits the premises once a week etc.; for complete definition please refer to the Home Child Care Licensing Manual),
- (v) A **home child care visitor**,
- (vi) A **parent of a child** mentioned in sub clause (i), or
- (vii) a **staff** member at a child care centre
- (viii) a **student** at a home child care premises or child care centre

Posting of Serious Occurrence Notification Form

A Serious Occurrence Notification Form will be completed by the supervisor to communicate information to parents/guardians about the serious occurrence which occurred in the Centre. The form will be posted within 24 hours of the occurrence. Note: In case of allegations of abuse, the form will not be posted until:

- A. CAS has completed the investigation and concluded verification or not of alleged abuse.
- B. If CAS has determined that they will not going to investigate.
- C. The ministry has investigated any associated licensing non compliances.

The serious occurrence notification form will be posted at the entrance next to the daycare license for 10 business days from its last update.

Use of masks and personal protective equipment (PPE)

- Child care staff, children and early childhood students are given the option to wear medical masks as of April 18, 2022. Masks and eye protection ie. face shields are provided to the centre by the Ministry of Education. For those who choose to wear mask, they should replace them when they become damp or visibly soiled
- Masks are not recommended for children under the age of two

Duty to Report

Every person in Ontario is required under the Child and Family Services Act to report his/her belief that a child may be in need of protection: "A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and information, upon which it is based, to a society." The legislation specifically requires individuals who perform professional or official duties with respect to children such as the "operator or employee of a child care centre" to report suspicions of child abuse. If in the course of their professional duties, the supervisor and/or staff of the centre have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to the appropriate Children's Aid Society. A professional who works with children can be charged and fined for failing to report. It is the responsibility of the child protection agency to investigate and follow-up on the situation, as necessary.

Smog and Heat Alerts

Should a smog, extreme heat, or extreme cold alert be in effect in the Toronto area, the children's outside time will be shortened or cancelled and alternate activities will be provided. In addition, trips involving longer walking distances or long exposure to areas with little or no shade will also be cancelled. Parents will be notified of such cancellations upon drop off or pick up of their child. The Supervisor will notify staff as alerts are announced. We understand the disappointment inherent in cancellations of events; however the health of the children will take precedence. Alternative indoor planning will be set in place.

All children are required to wear appropriate clothes to suit the weather conditions. For example, in the winter all children are required to wear waterproof warm boots, a winter coat, waterproof mittens and a warm hat. All children must have a pair of indoor shoes. In the summer all children must wear proper running shoes to be comfortable while on trips, all children must wear sunscreen and wear a brimmed hat every day to the daycare. This will protect them from the hot sun

Sunscreen

Your child's teachers are happy to apply sunscreen during the summer months. Simply send a bottle of sunscreen with you child, with his/her name clearly labeled on it and the teachers will apply it every morning and afternoon before outside time. Please ensure you don't send in any products that contain Shea or other nut butters/oils. We ask that you send your child with a labeled water bottle that will be sent home daily to be cleaned.

Water is made available to children throughout their day. Water bottles from home must be labeled and available at the centre daily. Children also must come to the school with sun hats and other weather-appropriate attire.

Smoke-Free Ontario Act, 2017

Bloorcourt Village Early Learning Centre is required to comply with the requirements under the Smoke-Free Ontario Act, 2017 which will come into effect July 1, 2018 that prohibit smoking tobacco and medical cannabis and the use of electronic cigarettes(vaping) in licensed child care centres.

The Smoke-Free Ontario Act, 2017 prohibits smoking or holding lit tobacco in a child care centre and requires that licensees notify all employees that smoking and the use of electronic cigarettes is prohibited, post prescribed signage indicating that smoking is prohibited (i.e. "No Smoking/Vaping" signs) at all entrances and exits, and ensure that there are no ashtrays or similar equipment at the child care centre. Licensees must ensure that any individual who refuses to comply with the requirements of the Smoke-Free Ontario Act, 2017 does not remain at the child care centre.

Tell us how we are doing

If you have a concern or compliment regarding your child's care, please speak to your child's teachers in the room.

If your concerns are not resolved to your satisfactions please speak with the centre supervisor.

We also love to hear the compliments. Compliments are an expression of approval or appreciation for a service, staff member and the program. Write them down, email them and communicate the staff.

The Supervisor can also be reached by phone at 416-536-0574 or email info@bloorcourtvillageearlylearningcentre.ca

Student and Volunteer Policy

****Volunteers or co-op students during any outbreaks/state of emergency****

During outbreaks when Ministry of Education permits Early Childhood Education Students to complete their placements from local colleges/university the early childhood education students will be assigned to a specific age group and will be required to follow all the guidelines outlined by MOE, TPH that are implemented in the centre.

Volunteers and students play an important role in supporting staff in the daily operations of licensed child care programs. This provision requires an employee to be present with children to meet ratio requirements and respond in case of an emergency. It also requires that policies and procedures confirm the respective roles and responsibilities of staff, students and volunteers.

We are committed to providing an educational experience and knowledge to all volunteers and placement students in our program through proper supervision, direction and ethical standards.

Policy Statement:

All staff is to ensure that every child who is in attendance is supervised by a paid agency staff at all times. No child is to be left alone at any time or supervised by a person less than 18 years of age. Students and volunteers are not permitted to be left alone with a child at any time and are never counted in staff-child ratios.

Volunteer and student placement policy and orientation:

Volunteers and placement students will have an initial interview with the supervisor. The volunteer and placement policy will be reviewed and discussed.

All volunteer and placement students (over the age of 18) are required to:

- a) Provide a proper medical certificate
- b) A current criminal reference check is required by college students and volunteers over 18 years old.
- c) Review, sign and follow all centre policies and procedures.
- d) Emergency Contact Form must be completed

When applicable the individual plan for a child with anaphylaxis and emergency procedures are reviewed and signed annually.

Volunteers and students are expected to observe and ask questions in order to learn the function of the class room. The goal is to have the volunteer or students learn the roll and responsibilities of being a Early Childhood Educator including but not limited to administration, interaction, programming, organization, routines (sanitizing, toileting, diapering) and transitions. During this time observations and written documentation will be completed by the host teacher to determine proper supervision and progression for the student/volunteer.

Staff is legally responsible for children at all times. However we rely on your co-operation by helping us supervise the children and informing the staff of any unsafe situations. If you feel something is not safe, report it to the staff you are with immediately. The staffs provides learning opportunities and are mentors to the members of the community through recruitment, training of ECE students from the local colleges as well as high school co-op students.

Field placement students are expected to be prepared on a daily basis with what is required by the university or college they attend. Pre-planned activities and assignments must be discussed with the host teacher in advance and papers must be completed in a timely manner.

[Head Lice Facts/Policy](#)

If the staff suspect a child has lice, they will contact the family to pick the child up immediately to take home a do a treatment. The child can return after 24 hours and having 2 full treatments. The staff will inspect the child's hair prior to them being able to be left in the centre.

What are head lice?

The head louse is an insect that lives and breeds on your head. Head lice feed themselves by biting your scalp. Having head lice (pediculosis) is common; as many as 6 – 12 million people worldwide get head lice each year.

Who can get head lice?

Anyone who comes in close head-to-head contact with someone who already has head lice can get head lice. Head lice are found more often among children between the ages of 3 – 10, and their families.

How do I know if I have head lice?

- Tickling feeling of something moving in the hair.
- Itching, caused by an allergic reaction to the bites.
- Irritability.
- Sores on the head caused by scratching. These sores can sometimes become infected.

How do you get head lice?

- By close head-to-head contact with someone who already has head lice. Contact is common during play at school and at home
- By using hats, scarves, combs, brushes, hair ribbons, pillows or towels recently used by someone with head lice.

What do they look like?

The insects are tiny, wingless, move quickly, and are difficult to see. They cannot jump or fly. They are 1 – 2 mm long and grayish brown in colour. There are three forms of lice: the nit, the nymph and the adult.

Nits: Nits are head lice eggs. They are hard to see and are often confused with dandruff or hair spray droplets. Nits are found firmly attached to the hair shaft. They are oval and usually yellow to white. Nits take about one week to hatch.

Nymph: The nit hatches into a baby louse called a nymph. It looks like an adult head louse, but is smaller. Nymphs mature into adults about seven days after hatching. To live, the nymph must feed on blood.

Adults: The adult louse is about the size of a sesame seed, has six legs, and is tan to grayish-white. Females lay nits; they are usually larger than males. Adult lice can live up to 30 days on a person's head. To live, adult lice need to feed on blood. If a louse falls off a person, it dies within two days.

How are head lice treated?

- There are many products available to treat head lice. Before buying any product, talk to your pharmacist or doctor
- Buy a head lice shampoo or cream rinse from your drug store. Apply the product following instructions carefully.
- Check the head for lice and nits. Use a bright light to help you see. Carefully check all sections of the head and remove all the nits by using fingernails or a nit comb to drag each nit down the hair shaft.
- The hair should be checked daily for the next few days to insure the treatment was successful. If nits or live lice are found consult your doctor or pharmacist about using the treatment again.

What if a baby or a woman who is pregnant or breastfeeding has head lice?

Call your family doctor before choosing a treatment product. If pregnant and treating others, wear plastic or rubber gloves.

Do I need to clean my house?

You must wash hats, scarves, hairbrushes, combs, or any other item that is worn or used on the head, as well as pillowcases, towels and bed linens after each treatment in very hot soapy water. Items that cannot be machine-washed should be dry cleaned or placed in an airtight bag for 10 days to two weeks.

Excessive house cleaning is not necessary, but it may be advisable to vacuum surfaces where heads have rested (e.g. sofas, seats of cars and helmets). NEVER use insecticide sprays.

How can I control the spread of head lice?

- Discourage head-to-head contact and sharing of hats, scarves, hairbrushes and combs.
- Tie long hair back in braids.
- Check the heads of all family members and people in close contact in case someone else has head lice.
- You cannot prevent head lice by using head lice shampoos or products – use them only if you have head lice.

HiMama will be used by our staff in the classrooms too record activities and updates throughout the day. Everything from naps to snacks; it will provide you with a complete history of your child's experience in our program with photos stored safely and securely in a journal format.

Whether it is at work, home or on the go through HiMama's mobile apps, you'll receive real-time updates on your child's activities to your email and Smartphone/android.

What does this mean for me? HiMama will keep you in the loop with digital updates on your child to complement our important face-to-face interactions. It is also a great way to reinforce your child's in-program learning at home, as you'll have timely insight into what they've been working on throughout the day!

Where do I go to learn more? Want to learn more? Great! You can visit the [HiMama website](#) where you can find HiMama's page dedicated to [Internet Safety](#), an [FAQ](#) page with answers to frequently asked questions, as well as a [Contact Us](#) page if you have specific questions.

Parent Portal Tour www.himama.com/parent-portal-tour

PARENT CODE OF CONDUCT

Bloorcourt Village Early Learning Centre's Parent Code of Conduct provides a summary of guidelines that aim to highlight the values of the Centre. The Centre recognizes the important role that parents have to play in achieving the program's mandate to provide a stimulating and nurturing environment for the children. This Code reinforces the Centre's commitment to foster the spirit on which the program is based between our Staff and Parents.

Without good lines of communication between the Staff, Supervisor and Parents the Centre will fall short on its goal to provide an atmosphere in which all children feel safe and comfortable to learn and thrive. For this reason, we require parents to communicate with staff in an open, non-confrontational manner when expressing concerns about their child or the program.

Children, staff, and other adults in the Child Care Centre have the right to be treated in a non-discriminatory manner with dignity and respect. They have the right to be free of verbal and physical abuse. The following guidelines have been developed to ensure that these rights are respected.

- Parents must use a calm, normal tone when speaking to children, staff, and/or other adults in the Centre (i.e. no shouting). Shouting can be very demoralizing to a person and upsetting to others listening.
- Profanity/swearing or use of abusive language is **not** allowed in front of the children and staff. Some families are very offended by the use of this language and do not want their child (ren) exposed to it.
- There is to be no hitting, spanking, or shaking of **any** child, including your own, in the Centre.
- Derogatory and/or discriminatory remarks are unacceptable and will not be tolerated.
- When picking up your child (ren), parents must approach the child rather than shout across the room or down the hall.
- No weapons are allowed on the centre property or at centre functions. The consequences for failure to comply may include but one not limited to the family's expulsion from the centre.
- Alcohol and illicit drugs are not allowed on the centre property or at centre functions. The consequences for failure to comply may include but one not is limited to the family's expulsion from the centre.
- Gossip and public criticism of the centre, its employees, the children and their families are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot, shopping plaza or via electronic mediums such as Facebook, Snapshot, LinkedIn, and MySpace, personal blog sites or other forms of electronic information sharing.
- Inappropriate behavior or harassment of any kind towards a student, parent, teacher or

- supervisor will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behavior includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.
- The privacy and confidentiality of our parents, guardians, teachers, supervisor, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor. Failing resolution with the Supervisor, the matter will be referred to the director.

The Child Care Centre's policies have been developed using the CCEYA and City of Toronto Children Services Guidelines. Please do not ask staff to ignore or contravene these policies.

RESULTING ACTIONS DUE TO POLICY CONTRAVENTION

- Parents not adhering to the Child Care Centre Parent's Code of Conduct or part thereof will be contacted by the centre Supervisor to discuss the problem.
- If no resolution is achieved between the parent(s) and the Supervisor, the parent(s) will be contacted by the director to arrange a meeting.

CHILDREN'S CODE OF BEHAVIOUR

As a child progresses through each developmental phase, there will often be times when a child exhibits certain behaviors that can have negative consequences for both the child and the other children in the Centre. In most cases, this behavior will correct itself through the use of resolve/reason, redirect, positive reinforcement, remove and natural consequences.

There will be times, however, when children are unresponsive to these techniques. In such circumstances, it is imperative that parents be supportive of the Centre's attempts to correct the behavior in question. A meeting will be scheduled with the parent(s) within a week to discuss what techniques are used and/or can be implemented in order to have continuity with the Centre and at home. Parents obtain support with the centre resource consultant to assist the child with their behaviours in questions.

Our withdrawal policy may be implemented if:

- The child is unresponsive to our self regulation procedures.
- The parent(s) are not supportive and willing to accept the recommendations offered by the Centre and outside services.
- The behavior manifests itself into a potential safety hazard to other children and staff at the centre.

Parents must respect and abide by the following policies contained in the Client Agreement:

- Program Statement
- Every Child Belongs
- Fees, Enrollment, Attendance
- Self Regulation and setting the stage for positive behaviours
- Hours of operation
- Withdrawal Policy
- Illness Policy
- Accident/Serious Occurrence Procedure
- Parent issues and concerns policy and procedures
- Child Abuse
- No Smoking/Vaping Policy
- Arrival and Departure Policy
- Late Pick up policy

We note that this Code of Conduct is meant to be a supplement to the client agreement and parents are expected to adhere to all the policies contained in the Parent Handbook, whether or not they are specifically referred to in this Code of Conduct.

References:

- Centres for Disease Control and Prevention (2020). Detailed Disinfection Guidance: Interim Recommendations for U.S. Households with Suspected or Confirmed Coronavirus Disease 2019 (COVID19). Retrieved from: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaningdisinfection.html>
- National Collaborating Centre for Environmental Health (2020). Physical Barriers for COVID-19 Infection Prevention and Control in Commercial Settings. Retrieved from: <https://ncceh.ca/content/blog/physicalbarriers-covid-19-infection-prevention-and-control-commercial-settings>
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 - <https://covid-19.ontario.ca/covid19-cms-assets/2020-10/Screening%20Children%20v1.0%202020-10-01%20FINAL%20EN%20AODA.pdf>
- Ontario Ministry of Health (2020). COVID-19 Screening Tool for Workplaces (Businesses and Organizations) Version 1 – September 25, 2020. Retrieved from: http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/workplace_screening_tool_guidance.pdf

HIMAMA

I hereby acknowledge that I wish to voluntarily participate in the HIMAMA Program:

My Child's Name: _____

My Name: _____

My Email: _____

Signature: _____ Date: _____

Parent Handbook

Parents will be notified of any major updates or revisions to the parent handbook through hard copy.

I _____ have read, understand and agree to abide by the above policies and guidelines outlined in the Parent Handbook set by Bloorcourt Village Early Learning Centre.

Parent/Guardian signature: _____

Date: _____ Witness: _____

Late pick up – Late Fee

I agree to pick up my child before 6:00 pm. I understand that if I am late I am responsible to pay \$5.00 for a first minute and \$1 for every minute after. The **payment goes directly** to the staff that stayed behind with my child and it is not tax deductible. I am also responsible for signing a late form. I understand that if I have three or more (late pick up forms) in my child’s file, my child could be withdrawn from the program. If I am unable to pick up my child by 7:00pm the Children’s Aid Society will be contacted.

Parent/Guardian signature: _____

Date: _____ Witness: _____

Rooftop Playground

The Ministry of Education requires any childcare facilities with a rooftop playground to ensure parents are fully informed about the existence of the rooftop playground and the evacuation procedures from it. By initialing here you acknowledge that you have been told of the playground and the evacuation procedures from it. Note that the rooftop playground is regularly inspected and has received full approval by the Ministry of Education licensing advisors.



Initial

Hand Sanitizer

The Toronto Public Health (TPH) Department requires that child care centre use a hand sanitizer that has a minimum 70% alcohol. Bloorcourt Village Early Learning Centre provides Hand Sanitizer in our centre.

Hand sanitizer is used when soap and water is not an option. Research shows that sanitizers that have alcohol content less than 70% are not effective in killing germs. As always, we will continue to teach and encourage effective hand washing wherever possible.

Hand Sanitizing Information when your hands are not visible dirty, a 70-90% alcohol based hand sanitizer can be used. Hand sanitizers can only be used on children who are

over the age of two and must always be used under adult supervision. Adults must ensure that the product has completely evaporated from the child's hands before allowing the child to continue their activity. Parent consent is required to use hand sanitizer on children. Children under the age of 1 are not permitted to have hand sanitizer applied, instead perform hand washing frequently and gently.

Child's Name: _____ Birthday: _____ (month/day/year)

Please check one of the following:

- I agree** to the use of Centre's Hand Sanitizer
- I do not agree** to the use of Centre's Hand Sanitizer and will provide my own hand sanitizer
_____ (given name)

Parent's Name: _____ Parent's Signature: _____

Date: _____