**Pat Schulz Child Care Centre**

**Parent Handbook**

**Director: Kristi Bovaconti**

**patschulzchildcare@gmail.com**

**416-393-0939 / 416-393-0708**

**Revised and Reviewed May 10, 2023**

*Pat Schulz Child Care Centre*

 ***Updated and revised December 12, 2019***

**POLICY:** Pat Schulz Child Care Centre shall adopt the Program Statement and Behaviour Guidance Policy

**Rationale**

Pat Schulz Child Care Centre is committed to providing high-quality learning and care, which demonstrates respect for children, families/caregivers and educators.

**Definition**

This document will introduce the Program Statement and Behaviour Guidance Policy to educators, families/caregivers and the Board of Directors. Pat Schulz Child Care Centre will implement the Program Statement and Behaviour Guidance Policy into their programs. The Program Statement and Behaviour Guidance Policy reflect *How Does Learning Happen* and Best Practice.

**Procedure**

1. Educators, Families/Caregivers and the Board of Directors will read the Program Statement and Behaviour Guidance Policy.

2. Educators, Families/Caregivers and the Board of Directors will indicate they have read and understood the Program Statement and Behaviour Guidance Policy by signing the “Program Statement and Behaviour Guidance Policy Sign-Off Sheet.”

3. All volunteers, students and supply staff will indicate they have read and understood the Program Statement and Behaviour Guidance Policy by signing the “Program Statement and Behaviour Guidance Policy Sign-Off Sheet” before entering program.

4. All educators, volunteers, students and supply staff will put into practice the approaches outlined in the Program Statement.

5. All educators will reflect on the success of the approaches in meeting the goals stated in the Program Statement.

6. Director will guide and support educators, volunteers, students and supply staff in reflecting the Program Statement in their practice.

7. All educators, volunteers, students and supply staff will adhere to the Behaviour Guidance Policy.

8. Director will support educators, volunteers, students and supply staff in developing positive behaviour guidance strategies.

9. Director will ensure that educators, volunteers, students and supply staff do not engage in Prohibited Practices.

10. Educators, Families/Caregivers and the Board of Directors will have opportunity to review the implementation of the Program Statement and Behaviour Guidance Policy annually.

**Behaviour Guidance at Pat Schulz Child Care**

Pat Schulz Child Care believes in a holistic approach to learning and care. We value and recognize the role emotional development plays in a child’s ability to learn and grow. We believe the role of educators is to support children through positive behaviour guidance.

**Positive Behaviour Guidance**

* Educators will respond to child in a warm and sensitive manner.
* Educators will provide language and model appropriate behaviour.
* Provide verbal prompts to child; demonstrating respect and their ability to make appropriate choices.
* Use positive language in verbal prompts, “Blocks ARE for building.”
* When a child needs support in redirection, provide appropriate explanation to the child.
* Create a positive environment to encourage engagement through program set-up; furniture, schedule, materials, room layout and flow. It is the educator’s responsibility to reflect and adapt the environment to encourage and provide opportunity for positive behaviours.
* Educators are to be actively engaged and on the child’s level throughout the program – this encourages positive behaviours in play.
* Educators will collaborate to develop positive strategies to support the children in transitions throughout the day.
* Educators will collaborate with families/caregivers regarding behaviour guidance strategies to ensure consistency and shared understanding.
* Educators will adapt behaviour guidance strategies to support the needs of the each child, recognizing them as unique individuals.
* Educators will convey respect for the child by their body language and words, this is demonstrated in how they touch/carry/move the children.

**Prohibited Practices**

a. corporal punishment of the child;

b. physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

c. locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

d. use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self respect, dignity or self-worth;

e. depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;

f. inflicting any bodily harm on children including making children eat or drink against their will.

**Process for Action: Non-Compliance of Program Statement and Behaviour Guidance Policy**

As per Policy #5-08, degrees of discipline shall depend on the issue, as the situation dictates, based on the past performances of the employee, and the seriousness of the violation. Pat Schulz Child Care Centre reserves the right to skip the three step disciplinary process and move straight to termination where indicated.

1. Verbal Warning: A verbal warning will be used as the first step in the discipline process, when an employee does not meet the requirements stated in Program Statement and Behaviour Guidance Policy. If the behaviour/action warrants, it is at the Directors discretion to proceed directly to written warning.

2. Written Warning: Upon second instance of failure to meet the requirements stated in the Program Statement and Behaviour Guidance Policy, a written warning will be given to the employee. A written warning may be used as the first disciplinary action, at the discretion of the Director, if the behaviour/action is severe.

3. Suspension: An employee can be issued a suspension of up to three days (unpaid) if they show repetitive failure to adhere to the Program Statement and Behaviour Guidance Policy. If the action/behaviour is severe, the Director may disregard the verbal and written warning, and proceed to suspension.

4. Termination: Employment may be terminated when the previous disciplinary action has not corrected an employee’s behaviour, or where an actions severity warrants it, at Directors discretion.

Please refer to Pat Schulz Child Care Progressive Discipline Policy #5-08.

Board Signature

Date

Director Signature

Date

**Pat Schulz Child Care Centre - Program Statement**

**Updated and revised December 12, 2019**

 Pat Schulz Child Care Centre is an inclusive child care centre with Infant, Toddler and Preschool Programs. We strive to provide high-quality play based education and care for young children. We believe that children are capable, competent and curious. We support children’s growth and development by reflecting *How Does Learning Happen* and Best Practice in our programs. The following Program Statement outlines our philosophy and the strategies used to reflect *How Does Learning Happen* throughout Pat Schulz Child Care.

Pat Schulz Child Care Centre provides a healthy and safe environment which supports well-being and nutrition for all children. We believe that a safe and secure environment, which supports the well-being of every child, provides the foundation upon which children are able to freely explore, express and develop. Educators are responsible for ensuring a safe and planned environment that supports inclusion and free exploration, plan for and create positive learning environments and experiences in which each child’s learning and development will be supported and which is inclusive of all children, including children with individualized plans; through open-ended materials and program set-up. Educators will provide children the opportunity for independence and support their developing self-help skills through routines like diapering and hand washing. Meal time will be used as an opportunity for modelling and communicating healthy eating habits. PSCCC educators follow Public Health policy in all health and safety procedures and are up to date with First Aid and CPR training.

Pat Schulz Child Care Centre creates, and builds upon, positive relationships and interactions between children, families/caregivers and educators. We believe that communication and positive interactions between the child, families/caregivers and educators create an environment where we are able to best support the child’s development. Valuing families/caregivers as the expert on their child, we build relationships to support ongoing communication. The educators and families/caregivers engage in both written and verbal communication daily. Educators and families/caregivers work together to create an individual plan to support the child’s transition into the centre. Educators collaborate with families/caregivers and each other to support positive transitions between programs. Monthly program meetings provide educators the opportunity to reflect on the needs of the individual children and families in the program. Through both verbal and written communication, educators will ensure they act collectively to family/caregiver requests and inquiries. PSCCC will support educators in meeting with families/caregivers out of the program time. PSCCC educators are provided with the opportunity to meet and collaborate outside of the program on a monthly basis. Through the meetings, staff are able to engage in open verbal communication to problem solve, discuss creative ideas and strategies and come to a shared understanding. Educators engage in team-building activities throughout the year, creating and maintaining a positive communication climate. PSCCC educators understand that teamwork and open communication promotes high-quality care in our programs.

Pat Schulz Child Care Centre provides opportunity for positive communication and interactions with peers, materials and the environment, while supporting self-regulation. We believe self-regulation is the foundation for children’s exploration, engagement and communication. The term “**self**-**regulation**” is used to refer to a range of characteristics and abilities. A **child** with **self** -regulatory skills is able to focus his or her attention, control his or her emotions and manage his or her thinking, behavior and feelings. Adults are very good at multitasking, but **children** are not. We value children’s expression and believe they are competent of engaging in meaningful interactions and communication with peers. Educators model positive interactions and communication throughout the day by participating in active listening and recognizing and encouraging children’s efforts. By reading and responding to the child’s cues, they support an ongoing practice of communication skills. Exploring the concepts of perspective taking and empathy, the educators support the children in interacting positively with each other. Through programmed and spontaneous experiences, we explore identifying emotions and support developing self-regulation; providing language, strategies, and positive redirection to overcome stressors.

Pat Schulz Child Care Centre educators follow the child’s lead and provide planned and spontaneous opportunity for exploration, play and inquiry. We understand that children construct knowledge and learn through play. As co-learners, the educators at PSCCC identify, support and provide opportunities for children to engage in meaningful play. PSCCC educators are active partners in play, observing and documenting the children’s interests, developmental level and inquiries. In collaboration with each other, educators plan meaningful and fulfilling experiences to enrich children’s play. Educators use a variety of strategies to support children’s exploration; asking open-ended questions, broadcasting children’s actions and participating in exploring the materials.

Pat Schulz Child Care Centre educators provide both child initiated and adult supported experiences that best reflect the needs and interests of the children. We believe that a holistic program must provide both child initiated and adult supported experiences to foster emerging skills. Children are curious, competent and capable of independent exploration and constructing their own knowledge. The educator engages as co-learner to enrich children’s investigations, questions and observations. PSCCC educators reflect on the environment, recognizing its role in children’s play and adapting it to support their inquiry and exploration. Providing accessible materials through each curriculum area supports child initiated play and independent skill development. Educators recognize the interests and questions of the children, and use that knowledge to enrich experiences. Through weekly emergent curriculum, the educators plan, implement and support skill development.

Pat Schulz Child Care Centre provides a positive environment where each child is able to learn and develop. We believe the environment is the third teacher and through a planned environment we create a sense of belonging and provide the opportunity for each child to learn. PSCCC educators reflect and collaborate on the physical environment, adapting it to support the needs of all children, providing space for children to engage with different levels of activity. This supports their learning as a planned environment decreases stressors and potential conflicts. Educators reflect on the environment to ensure it supports individual needs and development and adapts it to remove potential barriers to inclusion.

Pat Schulz Child Care Centre provides active and quiet programming, in indoor and outdoor environments, that balance individual and group needs. We believe that children benefit from learning in a variety of environments; both indoor and outdoor, quiet and active, and therefore incorporate these elements into our program daily. The practice of broadcasting and visual transitional schedules support individual children throughout transitions. PSCCC has flexible room schedules, to ensure each program has access to outdoor time. In accordance with the *Child Care Early Years Act*, we provide a minimum two hours outdoor time. In the case of inclement weather, active play will be provided indoors. To support individual needs, educators collaborate with families to document and integrate individual needs into the program. Each program offers a rest period, based on the developmental needs of the child. The Infant program provides rest periods determined by the child’s individual schedule. The Toddler and Preschool programs provide a rest period no more than two hours.

Pat Schulz Child Care Centre educators continue to engage in ongoing communication with families/caregiver. We believe that through open communication and collaboration between families/caregivers and educators, we can provide an enriching and supportive environment. To create a sense of belonging for each child, we invite parents into our program. Through the child’s transition, we welcome families to visit, explore the environment and create relationships with the educators. Through collaboration with families, we reflect their diversity in meaningful ways within our programs; adding photos, language and celebrations. Our programs offer an open-door policy, inviting families to come and engage in our program.

Pat Schulz Child Care Centre engages and explores our community, enriching our program and supporting our families. We believe children are competent and capable to be active participants in their community and this creates meaningful experiences. Educator’s research and plan safe and enriching community activities, such as visiting local parks and shops. This provides opportunity for the children to engage with community members, e.g., crosswalk monitor, policeman/fireman and shop owners. As well, we invite local community guests into the centre, using these resources in the community to enrich our program based on the children’s interests. We collaborate with community agencies and resource teachers, on an ongoing basis, to support children and families/caregivers with additional resources.

Pat Schulz Child Care Centre supports and encourages educators to engage in continuous professional learning and act as a leader in the community, supporting the professional learning of students and volunteers. We believe that as reflective practitioners, we have a responsibility to pursue professional development opportunities and to support students to develop their skills as educators. PSCCC educators engage in reflective practice in monthly program meetings; where reflective questions from *How Does Learning Happen* will be discussed as a team. We inform each other’s practice as we continue to update our understanding of research, theory and best practice. PSCCC provides educators the opportunity to engage in professional learning in the community; taking seminars, conducting site visits and participating in workshops. PSCCC and its educators are leaders in the community, continually advocating for children and families. We support students from community ECE programs in developing skills and increasing their knowledge in a field placement setting.

Pat Schulz Child Care Centre educators will review and reflect on our ability to provide quality care and education by reviewing the Program Statement annually. We believe self-reflection is critical in providing quality care and education and ensuring our programs are successful in supporting children and families. During annual educator’s evaluations, educators will review and reflect on the Program Statement. They will present areas of strengths and areas for improvement and create goals with the support of the Supervisor. PSCCC will provide families/caregivers with an annual survey, to reflect on our ability to implement the Program Statement in our programs. This feedback will be reviewed and understood by the educators. The educators will collaborate on strategies to reflect family feedback and apply it to the Program Statement and their practice.

Pat Schulz Child Care Centre

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| **Section:** | Policies and Procedures Manual | **Subject:** | Waiting List, Admission and Withdrawal Policy |
| **Cross Reference:** | Parent Manual |

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| **Policy #:** |  | **Effective Date:** | February 17, 2022 |
| **Reviewed Date:** | May 3, 2018 | **Next Review Date:** | May 2019 |

**Approval & Revision History**

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| **Version #:** | **Approved By:** | **Approval Date:** | **Change(s) to Document** |
| v. 1.0 |  |  | New policy |
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| **Purpose:** |
| To provide direction on how Pat Schulz Child Care Centre handles its waiting list, admissions, and withdrawals in a fair, consistent and transparent manner that also maintains the necessary balance in each room.  |

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| **Applicable Law:** |
| * *Child Care and Early Years Act, 2014*, Ontario Regulation 137/15
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| **Definitions / Acronyms:** |
| For the purposes of this policy, the following definitions / acronyms apply:* Child Care and Early Years Act, 2014 (CCEYA)
* Pat Schulz Child Care Centre (PSCCC)
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| **Policy:** |
| **PROGRAM WAITLISTS:**Pat Schulz Child Care Centre offers a number of different childcare programs:* Infant (0 to 18 months)
* Toddler (18 months to 2½ years)
* Preschool ( 2 1/2 up to 5 years)

Pat Schulz Child Care Centre maintains separate waitlists for each program and, subject to the rules below, we make every effort to keep children enrolled in the PSCCC once they begin at the Centre. To gain access to the waitlists, families must submit a completed application form. A child who is already enrolled in the PSCCC in one room does not have to apply to be on the waitlist in another room. The are considered a priority.**Withdrawal Policy (at the request of the parents)** All withdrawal policies (set out below) are shared with parents at admission. Please also see our Withdrawal or Denial of Admission policy.The Daycare must receive four weeks’ notice in writing of the parents’ intention to withdraw their child(ren) from the Daycare. If no notice is given, parents will be required to pay full fees for the four weeks. This procedure is followed for all families.**Withdrawal Policy (at the request of the Daycare)/Denial of Admission**Pat Schulz Child Care Centre will work with families when situations arise whereby a child may need help with a behaviour or other concerns, or where communication with parents has begun to break down. Generally, the staff in the room will discuss the behaviour/concerns with the child and their parents. The PSCCC Director will be involved depending upon the circumstances. Occasionally assistance from an outside agency, such as Toronto Children’s Services, is recommended and might be used. In most cases, the behaviour or communication improves, or the concerns are addressed. However, from time to time, the PSCCC might request a child to withdraw from the Centre for reasons that may include, but are not limited to: 1. The child no longer derives any benefit from the care at Pat Schulz Child Care Centre. 2. Communication between parents and the PSCCC is not conducive to the development of the child or is detrimental to the well-being of the Centre. 3. The child is putting other children or themselves at risk. In these cases, the PSCCC will:(i) document its meetings with the parents and the use of any support services with regard to the child,(ii) notify the Children’s Services Consultant,(iii) notify the Board of Directors of the Centre(iv) refer the parents and child to other services, where possible, and(v) meet with the family for an exit interview.Whenever possible, the child and family will be given four weeks’ notice in writing of the date for withdrawal from the PSCCC.  The procedure set out above is followed for all families with children who are asked to leave. A notice period of less than four weeks may be necessary if the child’s behaviour puts staff or other children at risk. The notice period is at the discretion of the Director and The Board of Directors.Where the PSCCC cannot admit a child because the Centre cannot accommodate the child’s needs or family circumstances, the PSCCC will:(i) document its meetings with the parents and the use of any support services with regard to the child,(ii) notify the Children’s Services Consultant,(iii) notify the Board of Director’s of the Centre, and(iv) refer the parents and child to other services, where possible.The procedure set out above is followed for all families with children who have been denied admission. |

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| **Roles & Responsibilities:** |
| **Director:*** maintains the waiting list, and processes admissions and withdrawals according to policies and procedures described herein.

**Staff, Students and Volunteers:*** n/a
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| **Procedure:** |
| 1. **WAITLIST MANAGEMENT PROCEDURES:**

The PSCCC Director maintains a waiting list for each of the childcare programs offered by the PSCCC. Each waitlist is administered in accordance with the following rules:l. A child’s name will be added to the waitlist in order based on the date the PSCCC received the completed registration form.2. The date of registration on the waitlist will reflect the date the registration form is received by the Daycare.3. When families are calling to inquire where their child is on our wait list the Director is responsible for responding to them immediately describing their position on the list and the availability.4. A child’s space on the waitlist is not transferable to another family.5. When a space becomes available, the Director will offer the family of the child whose name is at the top of the waitlist a space in the childcare program (subject to the priority rules set out below) by telephone at the number provided on the registration form. It is the responsibility of the parents to call or email Pat Schulz child Care Centre if their contact information changes for any reason.6. A family that is offered a space in the PSCCC will have up to 1 day to accept the offer. 7. If the family declines the offer, or fails to respond within 1 day, the space will be offered to the family of the child whose name is next on the waitlist (subject to the priority rules set out below). In such cases, the child’s application will be placed at the back of the waiting list. 8. The waiting list will be made available in a manner that maintains the privacy andconfidentiality of the children listed on it, but that allows the position of a child on the list to beascertained by the affected persons or families. **WAITLIST PRIORITY:**When a space becomes available, families will be offered a space in the centre on the basis of the applicable waitlist, subject to the following priority: * Siblings of children already attending the PSCCC whose names are on the applicable waitlist will be offered a place in priority to all other children on the waitlist.
* Students that attend the City Adult Learning Centre will have priority on our wait list as well. The City Adult Learning Centre operates four quads a year. Students will enter prior to the quads starting to obtain a spot or be placed on our wait list depending on the availability of spaces.

As a result of this priority, a child’s place on the waitlist is subject to change without notice. For this reason, it is not always possible to accurately predict a child’s likelihood of being offered a space in the childcare program at a date in the future.1. **ADMISSION;**

Prior to enrollment, the parents of a child who has been admitted to Pat Schulz Child Care Centre will be provided with an enrolment package, which will include the following:* A copy of Pat Schulz child Care Centre *Parent Handbook* outlining the general policies and practices of the PSCCC.
* A registration package which parents/guardians must complete as a condition of enrollment.

In addition, parents of all children admitted to the PSCCC are required to provide an up-to-date immunization record obtained from the child’s family doctor.Where PSCCC cannot admit a child because PSCCC cannot accommodate the child’s needs or family circumstances, the Centre will:1. Document meetings with the parents/caregivers and the use of any support services with regard to the child.

In some cases, further steps could include:1. Notifying Toronto Children’s Services and the PSCCC Board of Directors
2. Referring the parents/caregivers and child to other services, where possible.
3. **CWELCC:**

As of March 28, 2022, Ontario reached an agreement with the federal government for the Canada-Wide Early Learning and Child Care (CWELCC) System. The implementation of the CWELCC System is a five-year plan which includes improving affordability, enhancing quality, increasing childcare access, supporting inclusion, and supporting data reporting. Pat Schulz Child Care Centre is enrolled and approved for the CWELCC System as of September 1, 2022. We will be working with our municipal and provincial partners to determine refunds for all eligible families. An “eligible child” is a child from 0-6 years, up to the 30th day of the month in which the child turns six. This funding will flow to us through Toronto Children’s Services. Refunds will be issued to PSCCC eligible families only once the Centres secure the funding from Toronto Children’s Services, and in accordance with CWELCC guidelines. The first refund will be given to families, dated back to April 1, 2022, by cheque.**Infant Rm Monthly Fee before CWELCC $2114.63. As of January 1, 2023, $999.16****Toddler Rm Monthly Fee before CWELCC $1713.40. As of January 1, 2023, $809.58****Preschool Rm Monthly Fee before CWELCC $1289.11. As of January 1, 2023, $609.10****FEES:** are due and payable on the first of each month. We collect our Parent Fees through Pre-Authorized Debit with RBC. Fees for the first four weeks are non-refundable (see 4.7.1 Fees in *Parent Handbook*). Fees remain at the rate charged for each of the programs until children are moved up to the next program. Every effort will be made to move children at the required time; however space needs to be available in the next program to facilitate movement.1. **VOLUNTARY WITHDRAWAL POLICIES:**

Pat Schulz Child Care Centre is a non-profit childcare centre, and as such, plans its yearly budget based on the upcoming year’s registrations. The PSCCC strives to maintain a balanced budget in every calendar year. To reduce the financial and practical difficulties associated with unpredictable changes in program enrollment, and to help ensure that all families can be accommodated according to their program choices, the PSCCC has instituted and strictly enforces the following withdrawal policies.A family may voluntarily withdraw from the PSCCC by providing four (4) weeks’ written notice to the Centre.A family who voluntarily withdraws from the PSCCC is not automatically entitled to return to the Centre and does not retain their child’s space on the waitlist for that program, unless they pay the monthly holding fee. If the family wishes to remain on the waitlist, the child’s name will be moved to the bottom of the applicable waitlist. 1. **RE-ADMISSION:**

If a family leaves owing money to Pat Schulz Child Care Centre, payment needs to be received in full before the child can return  |
| **Parent and Child Code of Conduct**As part of your contract with Pat Schulz Child Care Centre, the Centre reserves the right to withdraw or deny services if it is believed that the particular needs of your child or family cannot be appropriately met.The decision for withdrawal will be based on, but not limited to, the following types of incidents:* Extreme physical acts against other children and/or Staff (hitting, biting, or any other form of physical threat or assault).
* When Resources are brought into the Centre with Parental approval and strategies are not followed through from families to support the child.
* Verbal attacks on children and/or Staff, which include the use of threats, name-calling, as well as repeated profane or degrading language.
* Racial or other discriminatory incidents.
* Any verbal or physical abuse by a child or child’s family member.

We realize that occurrences and disputes will occur among children and it is not our intent to exclude children over normal developmental incidents that assist them in acquiring problem-solving skills. However, as individual needs vary in terms of environment and program, some children may not benefit from the program offered in this Centre. We will make every effort to meet the needs of your child, which may require the assistance of an outside agency. If the behaviours still occur and it is still deemed that we are unable to meet the needs of you or your child, then services will be withdrawn, with approval from the Child Care Board of Directors.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature of Parent/Guardian Date**Parents are required to sign and abide by the *Parent and Child Code of Conduct*. Please retain this copy for your records.** |

# Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Pat Schulz Child Care Centre

Date Policy and Procedures Established: July 25, 2017

Date Policy and Procedures Updated:

## Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

## Definitions

*Licensee*: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Staff*: Individual employed by the licensee (e.g. program room staff).

## Policy

### General

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

All issues and concerns raised by parents/guardians are taken seriously by Pat Schulz Child Care Centre 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 Pat Schulz child Care Centre in 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

### Confidentiality

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

### Conduct

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

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

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

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children’s Aid Society](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/CASLocations.aspx) (CAS) directly.

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

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

**Parent and Child Code of Conduct Policy**

All Families are required to abide by the *“Parent and Child Code of Conduct”* at the time of registration and annually thereafter. The Code of Conduct reads:

As part of your contract with the child care, the child care reserves the right to withdraw or deny services if it is believed that the particular needs of your child or family cannot be appropriately met.

The decision for suspension and/or withdrawal will be based on, but not limited to, the following types of incidents:

* Extreme physical acts against other children and/or Staff (hitting, biting, or any other form of physical threat or assault).
* Non-compliance of Staff direction
* Verbal attacks on other children and/or Staff, which include the use of threats, name-calling, as well as repeated profane or degrading language.
* Racial or other discriminatory incidents.
* Any verbal or physical abuse by a child or child’s family member.

We realize that occurrences and disputes will occur among children and it is not our intent to exclude children over normal developmental incidents that assist them in acquiring problem-solving skills. However, as individual needs vary in terms of environment and program, some children may not benefit from the program offered in this centre. We will make every effort to meet the needs of your child, which may require the assistance of an outside agency. If the behaviours still occur and it is still deemed that we are unable to meet the needs of you or your child, then services will be withdrawn. The Board of Director’s and the Director of the Centre will follow this withdrawal with a letter as well as notify the City of Toronto.

## Procedures

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Staff and/or Licensee in responding to issue/concern: |
| --- | --- | --- |
| **Program Room-Related**E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc. | Raise the issue or concern to* the classroom staff directly

or* The supervisor or licensee.
 | * Address the issue/concern at the time it is raised

or* Arrange for a meeting with the parent/guardian within Pat Schulz Child Care Centre 2 business days.

Document the issues/concerns in detail. Documentation should include:* the date and time the issue/concern was received;
* the name of the person who received the issue/concern;
* the name of the person reporting the issue/concern;
* the details of the issue/concern; and
* Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.

Provide contact information for the appropriate person if the person being notified is unable to address the matter.Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern. |
| **General, Centre- or Operations-Related**E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc. | Raise the issue or concern to * The supervisor or licensee.
 |
| **Staff-, Duty parent-, Supervisor-, and/or Licensee-Related** | Raise the issue or concern to* the individual directly

or* The supervisor or licensee.

All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. |
| **Student- / Volunteer-Related** | Raise the issue or concern to* the staff responsible for supervising the volunteer or student

or* The supervisor and/or licensee.

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. |

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Pat Schulz child Care Board of Director’s.

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

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

**Contacts:**

**Kristi Bovaconti: Director / 416-393-0939 / patschulzchildcare@gmail.com**

**Katie Etherington: Chair of Board of Director’s / 647-309-2420**

**Amy Van Camp: City of Toronto Consultant / 416-397-1449**

**Ministry of Education: 1-877-510-5333 Help Desk /** **childcare\_ontario@ontario.ca**

**Toronto Public Health: 416-338-7600**

**Children’s Aid Society: 416-924-4640**

## Access and Equity Policy

Pat Schulz Child Care Centre aims to provide a safe, secure, supportive and stimulating environment where children are free to grow to their potential. Pat Schulz strives to provide a bias- free learning environment with regard to language, teaching materials, response to specific incidents and all other aspects of the program.

The learning environment at the centre is reflective of the diversity of the children at the centre and also the world in which they live. The children at Pat Schulz are taught to respect the unique cultural, religious, and ethnic heritage of the different groups that make up the Canadian society. The teachers demonstrate and discuss with the children the many celebrations and traditions of diverse communities in a manner which is age appropriate. Teachers take care to avoid not only cultural, religious, ethnic and racial stereotypes but gender type-casting as well. The environment at Pat Schulz does not exclude or stereotype people on the basis of age, gender, colour, ethnicity, economic status, sexuality, culture or physical ability/mental ability and appearance. The centre prohibits behaviour that is sexist or racist as well as violent play including the use of toy weapons.

Children are encouraged to participate in all aspects of activities equally and non-violently and we prohibit behaviours that are sexist, racist, heterosexist. At Pat Schulz we constantly try to incorporate and promote respect for differences related to race, colour, ethnicity, linguistic origin, disability, socio-economic class, age, ancestry, and nationality, place of origin, religion, faith, sex, gender, sexual orientation, family status, and marital status. This includes materials such as books and toys and we strive to ensure all aspects of our programme reflect these elements of diversity.

Pat Schulz is committed to the service of children and their families and to the protection of children, families, staff, students and volunteers from discriminatory behaviour. The centre strongly supports the Human Rights Code Section 4 which ‘provides that every person has the right to freedom from discrimination…’The Code applies to the actions of people in the workplace itself (employment practices) and to the provision of service (child care) to the public. The staff at Pat Schulz are responsible for ensuring that this requirement of the Human Rights Code is carried out.

***Program in Practice***

**1. GROUPINGS**

The centre is divided into three groups.

10 infants (0-18 months) 4 *staff*

15 *toddlers* (18- 30 months) 3 *staff*

1. *pre-schoolers* (2 ½ - 5 years) 3 *staff*

***Infant Ratio is 1 to 3***

***Toddler Ratio is 1 to 5***

***Preschool Ratio is 1 to 8***

***The Infant Ratio must maintain throughout the day, indoors or out.***

***Toddler and Preschool Ratio has a grace period of 90 minutes in the morning and 60-minute period before the program ends, at which time the programs must be on ration. We have a staff that floats through the Centre to maintain ratio.***

***Both Toddler and Preschool children must be on ration out doors at all times.***

***There is no guarantee that you child will move forward into the next program. There needs to be a space available for them. There have been times when families have to wait to move forward into the next age group. Unfortunately, you will still have to pay the fee for the program that your child is in.***

***A reminder, our staff have been trained and educated for all age group development. If a child is waiting to move forward and there is no space for them, the staff plan their program according to the individual child’s developmental needs.***

Pat Schulz Child Care Centre hires trained Registered Early Childhood Education teachers for our programs.

**2. DAILY SCHEDULE AND ROUTINES**

The schedule allows for a balance of quiet and active experiences, individual and group activities, indoor and outdoor activity, child initiated and adult directed activity and for transitions from one activity to the next. Care routines feeding, toileting, diapering, sleeping dressing are an integral part of the daily schedule.

**3. PHYSICAL ENVIRONMENT**

The physical environment for each group is organized to provide a secure physical space which promotes children’s autonomy as much as possible.

Activity areas for exploring, learning and care routines are defined by spatial arrangement.

Toddler and Preschool space is designed to encourage a variety of small group and individual activities.

Infant space is designed to maximize staff time with the babies and to create a built-in play environment for the mobile and non-mobile babies to explore.

Appropriate toys, play materials and equipment are readily available to children, arranged on shelves for easy access.

Each child has their own space to hang outdoor clothing and store personal belongings.

There are soft elements in the environment including rugs, cushions, comfortable furnishings and rocking chairs.

The fenced in outdoor play space has a variety of surfaces (sand, grass and concrete) and equipment for both active and quiet play.

Both the indoor and outdoor spaces are kept safe, clean and attractive. Staff are required to go through safety checklists in the morning and afternoon prior to entering play space for physical activity.

**4. DAILY PROGRAM PLANS**

Our program staff plan activities and experiences for the next week based on interest, visions, thoughts, and developmental needs of the children in each group. Program plans reflect the Centre’s Program Statement and Behaviour Management Guidelines. These planning boards are posted for the parents in each group.

Staff plan activities and provide materials that reflect the multicultural diversity of the children attending the centre and the surrounding community. All books, toys, posters, and other materials are reviewed to avoid the use of culturally sensitive items.

Program staff plan for children’s individual needs and abilities based on their observations.

##### Staff use developmental checklists to note milestones and provide appropriate guides for

Activities.

Nipissing Developmental Check lists are a requirement in each program. Staff fill out check lists according to age group and place them in the child’s file. The Nipissing Developmental Check List are also shared with parents. Once the Check List is shared with parents, we ask the parent s to sign them as proof that they have had the opportunity to discuss their child’s development.

***Admission, Enrolment and Attendance Policies***

**1. ADMISSIONS**

# The Centre will establish and maintain a waiting list for each group of children. The

 Director will accept new children from the waiting list when vacancies arise. Priority

 Will be given to siblings of children currently enrolled.

1. No child or family will be discriminated against on the basis of race, religion, ability

 Language, culture, gender or sexual orientation.

**2. ENROLLMENT**

1. The Director will meet with each family enrolling in the centre to discuss the Program Statement and the Behaviour Management Guidelines. These documents include the Prohibited Practice and the Action taken in the case of Non-compliance. The Director will be reviewing the policies, introducing the program and outlining the process for family input into the decision making.

# Upon enrolment, parents will complete all registration forms, including children’s medical information, permission forms and emergency information. Prior to entering the program all **Allergy and Emergency Action Plan Forms** must be filled out by the parents and signed by their physician. **It is the responsibility of the parent to keep the staff informed of changes to their personal information.**

1. Parents are asked to review all policies in the parent handbook. The Director will provide any assistance in the understanding of the policies. Parents will sign a contract between themselves and the centre indicating that they will abide by the Centre’s policies.

**3. ATTENDANCE**

1. The centre is open from 7:45 a.m. to 6:00 p.m.
2. Parents are asked to call the centre by **9:30 a.m**. if their child is coming in late or will be absent for the day.
3. Parents **must** check their child in and out on the sign in chart in each room. Also, parents must bring their child into the activity room and contact a program staff upon arrival and pick-up.
4. If someone other than a parent is to pick up a child, this **must** be noted on the child’s registration form, or the centre must be advised before the person comes to pick up the child. The person picking up the child **must** bring identification.

**4. HEALTH**

A) If a child requires medicine prescribed by a doctor, it can be administered by a permanent staff or by the Director. Parents must fill in and sign a medication form, stating both dosage and times. The medication must be in the original prescription bottle, with the prescription clearly printed with child’s name, name of medication and RX number.

# B) Staff **cannot** administer non-prescription medication, except where written authorization is received from a doctor.

|C) Parents must keep health and immunization records up to date. If you choose to not have your child immunized, you will have to produce an affidavit stating your choice and that you understand the risks that you will be taking entering group care. Please show the staff the updated immunization card after each immunization.

D) If a child shows any of the following symptoms, he or she cannot attend the centre until all of the symptoms have disappeared. Symptom free and Tylenol free for 24 hours.

 Symptoms include:

\* Cold symptoms that hinder regular activity

\* Ear ache

\* Discharge from eyes or ears

\* Fever

\* Unexplained rash

\* Swollen neck glands

If any of these symptoms are normal for a child and the centre can accommodate the child without harm to other children, then the child may return with a doctor’s note explaining the situation.

E) A child **must** remain home if diagnosed with any contagious disease. These may include, but are not limited to, measles, mumps, chicken pox, roseola, gastroenteritis, impetigo, or conjunctivitis (pink eye). The child may return to the centre only with a doctor’s note confirming that the child is no longer contagious and is safe to return to a group childcare setting.

F) **It is Centre Policy that children remain home 24 hours symptom free, Tylenol free from fever. Vomiting and or diarrhoea is a 48-hour symptom free. Symptoms must subside to ensure their symptoms are no longer contagious. We follow our Health Policy very seriously to avoid an Outbreak. In the event of an Outbreak Toronto Public Health will order the families to stay home longer depending on the severity of the Outbreak.**

G) Parents must advise staff if Tempera, Tylenol, or any other medication has been administered to a child before they enter the program. If the Tempera or Tylenol is for a fever obtained during the night the child will be sent home. If the child is taking Tempera or Tylenol for Pain or Febrile Seizure’s, please obtain a note from your Paediatrician explaining the plan of action and dosage. This would also be documented as an Emergency Action Plan. We are not able to administer Tempera or Tylenol without a Paediatrician’s signature.

H) In the event of an actual outbreak or case of a vaccine preventable disease (e.g., measles), children and staff who are not up to date with their immunization **must** be excluded from the child care centre to minimize the risk of spreading the disease.

**Pediculosis (Head Lice):**

Should it be determined that a child, staff, student or volunteer has Head Lice, he or she will be asked to leave the Centre immediately. Lice are extremely contagious, and it is critical that the infected child, staff, student or volunteer be removed from the day care setting as soon as possible. After being treated should a child, staff, student or volunteer appear to have more nits/eggs, they will be required to return home.

* Head Lice products are not always 100%
* The removal of nits will minimize the hatching of eggs that were not killed during treatment. It is critical that the head is 100% free of nits/eggs otherwise, the young hatched lice will spread to other heads.
* It is easier to notice a new infestation if all nits are removed.
* Please go to (<http://www.toronto.ca/health/>) for additional information.

**Pink Eye (Conjunctivitis)**

BACTERIAL: If a child, staff, student or volunteer exhibits discharge from the eyes, it is required that he/she seeks medical attention to confirm that it is or is not BACTERIAL. A note will be required to return to the Child Care Centre stating that the child, staff, student or volunteer is not contagious. Toronto Public Health regulations require the child, staff, student, or volunteer be isolated and not attend Child Care until there is no discharge from the eye and or the individual has been medicated for a 24-hour period.

VIRAL: If a child, staff, student, or volunteer exhibits discharge from the eyes, it is required that he/she not attend the Child Care Centre until there is no longer discharge from the eyes. A Doctor’s note must be provided upon the return stating that the individual is not infectious or contagious.

**Skin Conditions:**

If a child, staff, student or volunteer exhibits unusual skin conditions such as rashes or sores, the condition will be considered contagious until such time that it is diagnosed and documented as non-infectious through a doctor’s note. From the time the condition is observed, until the doctor’s written confirmation is received by PSCCC, the individual will not be re-admitted to the Child Care Centre. In the case of a condition that has previously been diagnosed by a doctor as a recurring and non-infectious (e.g., eczema), a doctor’s note to that effect is to be provided for PSCCC’s file. Disclosure of the skin condition along with the supporting doctor’s note is to be provided upon enrolment or, if diagnosis is made after enrolment, at the time of diagnosis.

**Fever:**

If a child, staff, student, or volunteer has a temperature of 100.4F/37.8C (or over), we require that he/she not attend the Child Care Centre as a fever usually indicates an infection. When an individual is feverish, he/she are not usually able to participate in the daily routine. The ill individual may return to the Child Care Centre after he/she has been fevering free for 24 hours (home for the following day), without the aid of Tempera or Tylenol.

**Vomiting or Diarrhoea:**

If a child, staff, student, or volunteer has experienced 1 or more incidents of vomiting or diarrhoea while attending the Child Care Centre, he/she will be expected to leave the Centre immediately. If this occurs at home, we request that a call is made to the Centre to notify us of the illness and symptoms. The ill individual may return to PSCCC when he/she has not vomited or had diarrhoea for 48 hours, (home for the following 2 days). The child must have a solid bowel movement prior to returning to the centre. Ensure that he/she is well enough to participate in the program. The 48-hour requirement for being symptom free is also put in place to avoid Outbreak. If the Doctor’s advice conflicts with Toronto Public Health regulations, we are obligated to follow Toronto Public Health.

**5. NUTRITION**

1. Weekly menus are posted on the Parent Information Board located in the Centre. Weekly menus are designed to meet the Child Care Early Years Act and Canada Food Guidelines. Snacks include fruit, cheese, raw vegetables, and fresh baked goods. Milk is available at lunch time and water is available all the time. Food is prepared and delivered by Real Food for Real Kids**, c**atering specialists in childcare centre services. If your child has specific dietary restrictions or allergies, please notify the Director and alternate arrangements will be made. The centre provides two snacks and a lunch for the children. Late snack is provided to those that attend at 5:30pm. **Please be reminded that the morning snack is NOT breakfast. Children should arrive at day care having had breakfast at home.**

**6. BATHROOM AND DIAPERING PROCEDURES**

1. Diapers are provided by parents. The Centre will provide wipes and storage for the purposes of bulk buying. The Centre also allows for cloth diapers. Staff will only begin toilet training when the child indicates readiness, and the parents are ready to proceed at home as well as work together with the staff.
2. Diaper and toilet routines are posted in each washroom/diaper area. Please follow the

Routine carefully to ensure hygienic procedures for the control of illness. Be sure to wash your hand thoroughly after diapering or assisting your child with the washroom routine.

**7. REST TIME**

Rest time is an opportunity for children to relax and take a break from active play. It is also a Child Care Early Years Act requirement to have a 2-hour rest period throughout the day. Alternate quiet activities will be arranged after a rest period of one hour. Alternatively, no child will be prevented from sleeping or resting when desired. Parents and staff will work out flexible schedules for infants sleep times.

**8. FEES AND RELATED POLICIES**

**A) Payment**

1. All fees are paid by Pre-Authorized Debit. A Pre-Authorized Debit form is given with your package when you start at “Pat Schulz Child Care Centre”

2. Parents who are unable to pay their fees on time must contact the director to make other arrangements.

**B) Vacations**

1. Full fee-paying parents continue to pay fees while their child is on vacation.

2. Parents subsidized through Toronto Children Services Department can take 35 days

 For the calendar year but ONLY 20 days consecutively. Exceeding 20 days consecutively you will be required to pay full fee for the remaining days of that month.

**C)Late Fee Policy**:

 **First Two Late Pick-ups;** $10.00 flat fee and a $1.00 per minute.

**Third and Fourth Late** **Pick-up;** $20.00 flat fee and $1.00 a minute charge which will be accompanied by a letter from the Board of Director’s.

**Fifth Late Pick-up;** $40.00 flat fee and a $2.00 a minute charge which will be accompanied by a letter from the Board of Director’s outlining a plan moving forward**.**

The late fee will be paid directly to the late staff in cash within 24 hours.

Due to our Lease agreement with the TDSB, our License with the Ministry of Education and our Insurance we do not and cannot offer a service after our operating hours. Staff are also not paid for the time when families are late. Therefore the fee goes directly to the staff within 24 hours.

**D) Notice of withdrawal**

1. The centre requires four (4) weeks’ notice **in writing** if a child is to be withdrawn. Should a child be withdrawn without notice, four (4) weeks full fees will be required in lieu of notice. If you are Subsidised by the City of Toronto, you are only required to give (2) weeks’ notice and must be in attendance within those (2) weeks before leaving the Centre.

 **Holidays**

 The centre will be closed on the following days:

Family Day

Good Friday Labour Day

Easter Monday Thanksgiving Day

Victoria Day Christmas Day

Canada Day Boxing Day

Civic Holiday New Year’s Day

**CHRISTMAS BREAK** - the centre is closed Christmas Eve (Dec. 24th) to the first non-statuary day after New Year’s Day (Jan. 1st).

**9. CHILDREN’S AID SOCIETY INVOLVEMENT**

Parents should understand that the staff are required by law to call the Children’s Aid Society in the following cases:

* 1. The parent leaves their child in our care later than 6:30pm without either a phone call or contact with their emergency pick up person.
	2. If staff are uncomfortable releasing the child to the parent or emergency pick up person due to suspected use of alcohol or drugs. All attempts will be made to contact alternate care before this measure is taken.
	3. In the case of suspected child abuse or neglect. In accordance with the Child and Family Services Act, staff are legally obligated to report to the Children’s Aid Society any suspected abuse, be it of a physical or emotional nature, and advise of any child that might be at risk. Staff are instructed not to investigate the situation or consult with other Staff. Staff’s only responsibility is to report any suspicions of abuse to Children’s Aid Society. All investigations or follow-up then becomes the responsibility of the Children’s Aid Society

The Children’s Aid Society of Toronto is an agency given to the protection of children under the Child Protection Legislation of the Province of Ontario. The initial involvement, in most cases, leads to assisting families through support programs, education and social services.

1. **Emergency Management Policy and Procedures**

Name of Child Care Centre: Pat Schulz Child Care Centre

Date Policy and Procedures Established: September 1, 2017

Date Policy and Procedures Updated: September 2018

**Purpose**

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

**Definitions**

*All-Clear:* A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

*Authority:*A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

*Emergency*: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

*Emergency Services Personnel:* persons responsible for ensuring public safety and mitigating activities in an emergency (e.g., law enforcement, fire departments, emergency medical services, rescue services).

*Evacuation Site:* the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

*Licensee*: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Meeting Place:* the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site or returning to the child care centre if evacuation is not necessary.

*Staff*: Individual employed by the licensee (e.g., program staff, supervisor).

*Unsafe to Return:* A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

**Policy**

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for, and are always supervised during an emergency.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: Children’s Circle Child Care Centre

If it is deemed ‘unsafe to return’ to the child care centre, the **evacuation site** to proceed to is located at**: St Barnabas Anglican church, 175 Hampton Avenue. Toronto**

**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.**

For any emergency situations involving a child with an individualized plan in place, the procedures in the child’s individualized plan will be followed.

If any emergency situations happen that are not described in this document, the Director or the Designate will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the Director and or the Designate in the daily written record.

**Additional Policy Statements**

|  |
| --- |
| Fire Drills are scheduled for every month and documented. The documentation contains, the date and time, number of children present, number of staff present and number of students or volunteers. |

| **Emergency Situation** | **Roles and Responsibilities**  |
| --- | --- |
| **Lockdown**When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat. | 1. The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.
2. Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.
3. Staff inside the child care centre must:
* remain calm;
* gather all children and move them away from doors and windows;
* take children’s attendance to confirm all children are accounted for;
* take shelter in closets and/or under furniture with the children, if appropriate;
* keep children calm;
* ensure children remain in the sheltered space;
* turn off/mute all cellular phones; and
* wait for further instructions.
1. If possible, staff inside the program room(s) should also:
* close all window coverings and doors;
* barricade the room door;
* gather emergency medication; and
* join the rest of the group for shelter.
1. The Director or the Designate will immediately:
* close and lock all child care centre entrance/exit doors, if possible; and
* take shelter.

**Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.** |
|  |  |
|  |  |
|  |  |
|  |  |
| **Hold & Secure**When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building. | 1. The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible.
2. Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.

3) Staff in the program room must immediately:* remain calm;
* take children’s attendance to confirm all children are accounted for;
* close all window coverings and windows in the program room;
* continue normal operations of the program; and
* wait for further instructions.

4) The Director or the Designate must immediately:* close and lock all entrances/exits of the child care centre;
* close all blinds and windows outside of the program rooms; and
* place a note on the external doors with instructions that no one may enter or exit the child care centre.

**Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.** |
| **Bomb Threat**A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.  | 1. The staff member who becomes aware of a suspicious package or phone call bomb threat must follow all steps bellow;
* remain calm;
* call 911 if emergency services are not yet aware of the situation;
* follow the directions of emergency services personnel; and
* take children’s attendance to confirm all children are accounted for.
1. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual call 911 and communicates with emergency services personnel.
2. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.
 |
| **Disaster Requiring Evacuation**A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure. | 1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre’s fire evacuation procedures.2) Staff must immediately: * remain calm;
* gather all children, the attendance record, children’s emergency contact information any emergency medication;
* exit the building with the children using the nearest safe exit, bringing children’s outdoor clothing (if possible) according to weather conditions;
* escort children to the meeting place; and
* take children’s attendance to confirm all children are accounted for;
* keep children calm; and
* wait for further instructions.

3) If possible, staff should also:* take a first aid kit; and
* gather all non-emergency medications.

4) Designated staff will:* help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and
* in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.
* If individuals cannot be safely assisted to exit the building, the designated staff will assist them to a safe place within the building and ensure their required medication is accessible, if applicable; and
* wait for further instructions.

5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel. |
| **Disaster – External Environmental Threat**An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency. | 1. The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.

**If remaining on site:**1. Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.
2. Staff must immediately:
* remain calm;
* take children’s attendance to confirm all children are accounted for;
* close all program room windows and all doors that lead outside (where applicable);
* seal off external air entryways located in the program rooms (where applicable);
* continue with normal operations of the program; and
* wait for further instructions.
1. The Director or the Designate must:
* seal off external air entryways not located in program rooms (where applicable);
* place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and
* turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable).

**If emergency services personnel otherwise direct the child care centre to evacuate,** follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy. |
| **Natural Disaster:****Tornado / Tornado Warning** | 1. *The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.*
2. Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.
3. *Staff must immediately:*
* remain calm;
* *gather all children;*
* *go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;*
* take children’s attendance to confirm all children are accounted for;
* *remain and keep children away from windows, doors and exterior walls;*
* keep children calm;
* conduct ongoing visual checks of the children; and
* wait for further instructions.
 |
| **Natural Disaster:****Major Earthquake** | 1. Staff in the program room must immediately:
* remain calm;
* instruct children to find shelter under a sturdy desk or table and away from unstable structures;
* ensure that everyone is away from windows and outer walls;
* help children who require assistance to find shelter;
* for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck;
* find safe shelter for themselves;
* visually assess the safety of all children.; and
* wait for the shaking to stop.
1. Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop.
2. Once the shaking stops, staff must:
* gather the children, their emergency cards and emergency medication; and
* exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.
1. If possible, prior to exiting the building, staff should also:
* take a first aid kit; and
* gather all non-emergency medications.
1. Individuals who have exited the building must gather at the meeting place and wait for further instructions.
2. Designated staff will:
* help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and
* in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.
* If individuals cannot be safely assisted to exit the building, the designated staff will assist them to a safe location and ensure their required medication is accessible, if applicable; and
* wait for further instructions.
1. The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.
 |

**Phase 2: Next Steps During the Emergency**

1. Where emergency services personnel are not already aware of the situation, The Director or Designate must notify emergency services personnel (911) of the emergency as soon as possible.
2. Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
3. If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

**List of Emergency Contact Persons:**

Local Police Department: 416-808-5500

Ambulance: 416-489-2111

Local Fire Services: 416-338-0889

Site Director: Kristi Bovaconti 416-393-0939/ Cell, 416-427-9358

Licensee Contact(s): Kristi Bovaconti

Child Care Centre Site Designate: Shantih Lawrence, Munthaj Muhammed and Barbara Boyco

Board of Director’s Chair: Sarah Louise Gardiner: 416-333-0938

1. Where any staff, students and/or volunteers are not on site, The Director or Designate must notify these individuals of the situation and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
2. The Director or Designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
3. Throughout the emergency, staff will:
* help keep children calm;
* take attendance to ensure that all children are accounted for;
* conduct ongoing visual checks and head counts of children;
* maintain constant supervision of the children; and
* engage children in activities, where possible.
1. In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

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| **8a) Procedures to Follow When “All-Clear” Notification is Given** |
| **Procedures** | * 1. The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre.
	2. Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.
	3. Staff must:
* take attendance to ensure all children are accounted for;
* escort children back to their program room(s), where applicable;
* take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and
* re-open closed/sealed blinds, windows and doors.
	1. The Director or Designate will determine if operations will resume and communicate this decision to staff.
 |
| **Communication with parents/ guardians** | 1. As soon as possible, The Director or Designate must notify parents/guardians of the emergency situation and that the all-clear has been given.
2. Where disasters have occurred that did not require evacuation of the child care centre, the Director or Designate must provide a notice of the incident to parents/guardians by posting the information on the entrance way.
3. If normal operations do not resume the same day that an emergency situation has taken place, the Director or Designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.
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| **8b) Procedures to Follow When “Unsafe to Return” Notification is Given** |
| **Procedures** | 1. The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.
2. Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.
3. Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site.

 1. The Director or Designate will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so.
2. Upon arrival at the evacuation site, staff must:
* remain calm;
* notify all families/ Emergency Contact # are carried with us.
* take attendance to ensure all children are accounted for;
* help keep children calm;
* engage children in activities, where possible;
* conduct ongoing visual checks and head counts of children;
* maintain constant supervision of the children;
* keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and
* remain at the evacuation site until all children have been picked up.
 |
| **Communication with parents/ guardians** | 1) Upon arrival at the emergency evacuation site, The Director or Designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.2) Where possible, The Director or Designate will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated and include the details of the evacuation site location and contact information in the message. |

**Additional Procedures for Next Steps during an Emergency**

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| The Director or Designate will be responsible to collect information regarding any accidents/injuries of the children or staff. Water will be carried in our Emergency Bags as well as a small snack in the event that they have to wait for a long period of time.  |

**Procedure for an Emergency Closure**

***Serious Occurrences Notification***

Serious Occurrence Notification Form will be posted in the centre on the Parent Information Board for the parents to see. The Serious Occurrence Notification Form will be updated if additional actions are taken, or the investigation is completed. This form is posted on the Board for a minimum of 10 business days. If the form needs to be updated, it will remain on the board for an additional 10 days from the date of the update.

The Serious Occurrence Notification Form will be retained in the Centre for two years from the date of the occurrence. The Forms will be made available for current and prospective parents, licensing, and municipal children’s services staff upon request.

Serious Occurrence Policy is posted outside the of the Director’s office for parents to reference to.

Protection of Personal Information and Privacy.

The operator must ensure the information posted in the Serious Occurrence Notification Form protects personal information and privacy. To support the protection of privacy and personal information, no child or staff names, initials, and age or birth date of child are to be used on the Serious Notification Form.

No age group identifiers are to be used, e.g., preschool room infant room.

Allegations of Abuse.

Timing of Posting:

Serious Occurrence Notification Forms pertaining to allegations of abuse are posted when the following have been concluded.

• CAS has concluded its investigation and the allegation is either verified or not verified; or

**• CAS has determined that an investigation will not be conducted; and**

• The Ministry has investigated any associated licensing non – compliances

Information to be included on the form:

• Once investigations are completed, the form should provide clear, concise information for the parent

• The description section will include information about whether CAS conducted an investigation into the report and identify that the ministry conducted an investigation into compliance with related licensing requirements.

• The form will identify whether:

• CAS verified the allegation

• CAS has not verified the allegation

• The operator has taken action on any other directions given by CAS, if applicable.

## Toy and Clothing Policy

The Pat Schulz Child Care Centre is committed to creating positive learning environments.

Pre-school children are permitted to bring books & toys which **do not** promote violent play to share at circle time for “Show and Share Day,” that is scheduled every Friday.

Parents will be asked to change the clothing of children if they wear clothes that depict or promote violent actions or behaviours. The centre has alternative clothes available for this purpose.

It is hoped that the co-operation of parents and staff in this effort will promote and assist caring and sharing attitudes important to healthy social development.

***Food Policy***

From time to time we have children with serious food allergies in the centre. These allergies could be life threatening.

To maximize the safety of these children we are following the guidelines recommended by the City of TorontoPublic Health Department and The Canadian Society of Allergy and Clinical Immunology.

**Only food prepared from the day care Caterer will be allowed in the Day care Centre. Prepared commercial products often have unlabelled substances in them which may be harmful to children with these allergies. Prepared commercial products used by the centre are strictly monitored by our staff.**

Peanuts and their By-products are the most dangerous substance hidden in many prepared foods. Trace elements such as oils and odours on hands, faces or clothing may cause a serious reaction such as Anaphylactic Shock. Epi-pens, that are provided by the parents, are kept on site, and carried to and from outdoor play areas.

**If your child must consume peanuts or peanut By-products, i.e.: peanut butter, before coming to the centre please be sure that your child brushes his/her teeth, washes hands and faces and has clothes free of all trace elements of peanuts and their By-products.**

We appreciate your efforts in this matter as they may save a life.

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| **Section:** | Health and Safety | **Subject:** | Severe Allergy and Anaphylaxis |
| **Cross Reference:** | * Nutrition Policy
* First Aid Policy
 |

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| **Policy #:** |  | **Effective Date:** | May 31,2016 |
| **Reviewed Date:** | May 25, 2016 | **Next Review Date:** | January 3, 2017 |

**Approval & Revision History**

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| --- | --- | --- | --- |
| **Version #:** | **Approved By:** | **Approval Date:** | **Change(s) to Document** |
| v. 1.0 | Policy Committee | May 30, 2016 | Document transferred to new policy formatPolicy edited and updated to reflect the changes in the *Child Care and Early Years Act* |
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| **Purpose:** |
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| To provide guidelines to create a safe environment for children with severe allergies or anaphylactic reactions at Pat Schulz Child Care Centre and to ensure compliance with the Child Care and Early Years Act. |

| **Applicable Law:** |
| --- |
| Child Care and Early Years Act, 2014, General, Ontario Regulation 137/15 |

| **Definitions / Acronyms:** |
| --- |
| For the purposes of this policy, the following definitions / acronyms apply:***CCEYA*** means Child Care and Early Years Act |

| **Policy:** |
| --- |
| Pat Schulz Child Care Centre will follow policies and procedures as described in the Child Care and Early Years ActPat Schulz Child Care Centre is aware that some of the children attending the center have allergies, some of which may be life­ threatening. These allergies may include a condition known as anaphylaxis. Anaphylaxis is a severe, potentially life threatening, allergic shock caused by exposure to certain foods and other substances. Common allergens include peanuts, strawberries, fish, shellfish, wheat, dairy, soy, latex, and bee stings.Pat Schulz Child Care Centre does not purport to be, nor can it be deemed to be, free of foods and non­food items that may lead to a severe allergic or anaphylactic reaction.Pat Schulz Child Care Centre will take reasonable efforts to reduce the risk to children with severe allergies or anaphylaxis. Creating an environment which reduces the risks to severely allergic or anaphylactic children will require the cooperation and understanding of all members of Pat Schulz Child Care Centre, including staff, children and parents. The ability to accommodate specific health conditions may be limited by the physical condition of the premises, the number of children attending the daycare and the fact that the daycare’s facilities are shared with other organizations.Pat Schulz Child Care Centre may refuse to admit a child, or request that a child be removed, where the daycare is not comfortable that the level of risk posed by the child’s condition can be reasonably accommodated at the daycare. The parents of a child who is admitted to the daycare will be asked to sign the health plan form that reflects the conditions under which their child will be admitted into the daycare or be permitted to continue to attend Pat Schulz Child Care Centre.The parents of a severely allergic or anaphylactic child are required to discuss their child’s condition and any concerns they have with the daycare’s policies and procedures at any time with the child’s teacher and the supervisor. |

| **Procedure:** |
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| **Communication:**Once admitted to the daycare, the identity and condition of the child will be communicated by the supervisor to the teachers in the child’s room and training of the staff by the parents on how to deal with the child’s condition will be arranged as set out below. If deemed appropriate, the parents of the other children in that room may also be contacted and informed that a child with a severe allergy or anaphylaxis will be in the room and what special precautions will be taken to minimize risk to the child. Notices will be posted, and other communications will be circulated in the daycare informing all other parents and children that there is a child with a severe allergy or anaphylaxis attending the daycare and what precautions will be taken to minimize risk to the child.Information regarding each child's condition will be summarized in an Individualized Plan for Anaphylaxis, which, together with a photograph of the child, will be maintained in both the child’s room and in the daycare office.In the event of field trips, the daycare will inform all parents of the nature and duration of the field trip. The daycare will locate the hospitals nearest to the route and the destination of the field trip and will discuss any special precautions that must be taken on the field trip with the parents with regards to anaphylaxis.**Training:**Training for the treatment of the anaphylactic children will occur annually and will be conducted by the parents of the anaphylactic children. Training for the staff will be held on the First Aid training night (after daycare business hours).A First Aid trainer will be present to perform Epi-Pen® training to all staff. One parent of each anaphylactic child will train the assembled staff on the treatment protocol for that child.If a parent cannot attend the scheduled training night the parent must make alternate arrangements with the daycare to do the training or may authorize the Supervisor or Acting Supervisor to train the staff. If their child changes rooms prior to the next annual training night, the parent must also arrange with the daycare to train the staff in the new room.**Harm Reduction Strategies:*****Food:***1. Parents and children are asked not to bring outside food to Pat Schulz Child Care Centre, whether there is a child with severe allergies or anaphylaxis attending the daycare. Food will be provided and prepared by Real Food for Real Kids, catering service, including food associated with special occasions (i.e. birthdays or holidays.) The decision to restrict outside foods is based on the need to reduce risk of accidental exposure to allergens.
2. The supervisor will, on certain occasions or in the case of individual children on the written request of a parent, permit outside food being brought into the daycare, subject to certain conditions. These special conditions will be at the discretion of the supervisor, but it is recognized that more restrictive conditions will apply if an allergic or anaphylactic child is attending the daycare.
3. It is also recognized that there are certain festive occasions, such as Halloween, Easter, Christmas, Passover, and other occasions, that feature foods that cannot be guaranteed not to contain an allergen that may trigger an allergic or anaphylactic reaction. Parents will be informed of the event and the precautions in place for their child.

***Other Allergens:***Pat Schulz Child Care Centre will make reasonable efforts to take precautions to prevent reactions to non­food allergens. This will include the removal of insect nests on daycare property, the proper storage of garbage and restricting Staff eating outside food within the classrooms. Staff are to store outside food in the staff room fridge provided. Not the kitchen fridge were there could possibly be cross contamination of allergens. Other less common allergens will be dealt with on an individual basis. |

| **Appendices:** |
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| Appendix 1: How to Use an EpiPen® Auto-injectors |

**Appendix 1: How to use EpiPen® Auto-injectors**

Poster may be found at: http://www.epipen.ca/en/school-resources#classroom-posters



## Birthday Celebrations

Birthday Celebrations in each room will be conducted by staff. In order to ensure safety for all children the focus of our celebrations will be on fun rather than food.

We will provide an occasion allowing each child to be recognised and share their birthday with day care friends in a special way.

## Guiding Behaviour and Learning

Children’s behaviour from infancy is largely determined by both the physical and human environment. Over all, the curriculum or program structure is the most effective strategy for guiding behaviour and learning in a child care setting. A program where schedules and routines make sense to a child’s needs and understanding of time, where the physical space is organized to define what kinds of activities are appropriate, and where play materials and activities are interesting and invite active participation, adults are freed up to be involved with the children. This means more attention, conversation, open-ended questions, and positive guidance techniques.

A. **Promoting Co-operation**

Staff provide opportunities such as helping, taking turns, talking to solve problems and activities that require the efforts of two or more children.

B. **Building Autonomy**

Staff support children’s independence in daily routines and activities such as toileting, eating, picking up toys, washing up tables and dressing. Children are encouraged to solve problems. Program staff help children identify the problem, think about alternatives and make decisions. The staff involvement varies according to the developmental level of the child.

C. **Setting limits**

The expectations for the children are embedded in the environment and routines. Staff anticipate problems and may be able to intervene before they happen. Staff are consistent in following through when limits are not met. Positive redirection, “it’s time to leave the blocks now, “Do you want to paint or look at a book?” and positive reinforcement, “you can really sing in a very loud voice” are two guidance techniques commonly used. Occasionally it is necessary to take the child away from the situation for a short period of time. Staff must stay with the child and discuss the incident when the child is ready to

Talk about what has happened in simple terms. At no time will corporal punishment or discipline of

Any kind or any kind of threats be used to guide behaviour.

Occasionally Children or groups of children will repeatedly present challenging

Behaviour’s which require outside consultation for our staff and parents.

Our approach will be to create a partnership between parents and care givers in order to

Avoid a dysfunctional impasse where the behaviour is never resolved.’

**Pat Schulz Child Care Centre`s Volunteer / Student Policy**

 To ensure the safety of everyone participating, we ask that you read, sign and respect the guidelines below.

**Students/Volunteers**

* Students and Volunteers must provide a current Police Criminal Reference Check which includes a Vulnerable Sector Check prior to placement or volunteering.
* Placement Students and Volunteers are not to be counted as part of ratio staff.
* Direct unsupervised access (i.e. when the adult is alone with a child) is not permitted for persons who are not employees of PSCCC, students and volunteers are not to be left alone with any single child or group of children and will ALWAYS be supervised by a PSCCC staff.
* Students/ Volunteer will be paired with a staff member in a small group. Staff will make decisions in the best interests of the children and the program. PSCCC Staff will always be responsible for any behavior management
* Children must be supervised at all times. No child is to be left unattended. No child will be supervised by a person under the age of 18.
* A staff member of the centre must escort children to and from washroom facilities, and other areas of the centre, and will always be supervising any student/volunteer who is with a group of children.
* Students /Volunteers are required to read and sign off on all policies prior to working on the floor or any outings that the centre might take.
* In the interest of health and safety, please only offer food and beverages that have been supplied by the centre.
* Please encourage children to walk (avoid carrying children except in emergency situations).
* It is important to accompany your group to and from the child care centre, to maintain ratios both going and returning from trips.
* Smoking and/or cell phone use is not permitted while supervising the children.
	+ - Note: all Students are required to read Behaviour Management and Child Abuse Policies, as well as be familiar with allergy and anaphylactic information on individual children. These practices are monitored, reviewed and discussed during mid-terms and finals.
* Please read and sign the attached Behaviour Management Guidelines, Prohibited Practice, Child Abuse Policy and Individual Anaphylactic Plans for the centre. Volunteers, students and families are expected to follow these policies while supervising the children. These policies are reviewed annually by all staff and indicated on an annual policy sign off sheet.
* Staff are 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.

**Parents**

* Parents of children enrolled at the centre are not required to provide a Criminal Reference Check if they are volunteering in the room. Parents and volunteers are NOT permitted to supervise children on their own and will always be monitored by a PSCCC staff. Parents and volunteers are present for the sole purpose of providing support to staff, not to supplement staff.
* In the interest of health and safety, please only offer food and beverages that have been supplied by the centre.
* Prior to participating as a volunteer with the centre, families must read Program Statement, Behaviour Management Guidelines and Prohibited Practices also must-read posting of the children who are Anaphylactic.
* Smoking and/or cell phone use is not permitted while supervising the children.
* Staff are always legally responsible for children 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.

### Guiding Behaviour of Children Who Bite

Biting is a normal form of expression for most young children. It usually occurs quickly and impulsively when children are too frustrated to think through other choices or have limited language skills and are unable to express what they want. This behaviour is especially common in the toddler age group as a result of language limitations and their enthusiasm for life.

Staff are in constant communication with parents of children who bite and together we work through strategies to encourage the child to use nonaggressive interactions.

The staff regard biting very seriously and to the best of their abilities, given child/staff ratios, supervise the play of all the children very vigilantly. When staff anticipate a conflict between children appropriate behaviour guidance strategies are used to assist the children in developing conflict resolutions skills. Some of these strategies include, but are not limited to, assisting children in finding alternative toy, modelling appropriate interactions and labelled feelings and actions. We also reassess our program and environment regularly to reduce the incidence and opportunity for conflicts to arise.

The benefits of the above measures take time, patience and cooperation of the staff, parents and children. Although we cannot guarantee that your child will never be bitten, we would like to assure you that we put our strongest efforts into child behaviour guidance to maximize the safe and healthy development of all children in our centre.

### Meeting Individual Needs in Group Care

***And Early Intervention***

Each child in our centre has his or her own individual’s needs. Some children require more attention than others in some area of the care that we provide. Some children require more emotional attention or more physical attention within a group setting.

From time to time staff will require the assistance of an outside agency in either evaluation of their program or approach in order to meet the individual’s needs of the child and the family.

On occasion additional family support may be recommended by the agency. In the event of this, the centre director will facilitate a referral. In the past parents have received support from Surry Place, Holland Bloorview McMillan, Toronto East General, Preschool Speech and Language and Children’s Aid Society.

All RECE’s have received training in Special Needs as part of their certification, in addition some of our staff have advanced diplomas and certification in this area. The intent of this training is to help staff identify children who may need additional support in our program and to assist in a referral process after consultation with parents.

In very rare situations some children do not adopt to group care environments. Should this be the case with any child, staff, parents, the director will confer as to the next steps for the child.

###### Dealing with Conflicts, Parents Rights and Responsibilities

Should the event of a conflict with staff arise, parents are assured the opportunity to resolve the matter, by appointment. Both staff and parents have the right to attend the meeting with another person for support. If for any reason a parent is uncomfortable with this process, they may request that the director of the centre and a member of the board of directors facilitate a solution to the conflict with both the parent and the staff member in attendance.

Conflicts resulting in a discussion in front of children or other parents will immediately be deferred to a more suitable time and place.

If for any reason language or behaviour of any party in the centre becomes inappropriate or threatening the discussions will be halted and rescheduled when both parties are calm.

Both staff and parents have representation on the board of directors of the day care centre. Resolution of differences can be achieved through appropriate communication first by informing staff or the director of any concerns that may arise.

## Pat Schulz Child Care Centre’s

## Pat Schulz Child Care Board of Directors

*The Pat Schulz Child Care Centre is a private non-profit corporation governed by a board of directors. The board is composed of ten individuals, at least 50% of which are parents of children attending the centre. In this way, parents have a very real role in participating in the running of the centre. Other members of the board are the principle of CALC, or one teacher from the school, one staff from the centre, the director of the centre and members of the community at large.*

 *The board has two standing committees comprised of parent board members and staff board members. These are the finance and personnel committee. Other committees are appointed as necessary.*

*The board is elected each year at the annual general meeting. The board of directors meets regularly each month at a mutually agreed upon time. Meeting dates are posted outside the main office. Parents wishing to volunteer for the Board of Directors should speak with the centre Director.*

*Parents are invited to discuss their concerns at the board with advance notice through the Director.*

#### *Fees 2023*

*Fees are calculated on a per diem rate. The fees posted below reflect an equal billing plan.*

*Monthly fees as of January 1/2023*

*Infants: $ 999.16*

*Toddlers: $ 809.58*

***Preschool:*** $ 609.10

***(These*** amounts are based on 257 operating days for 2023)

Fees will be collected on the first of the month. Parents will be asked for post-dated cheques.

**CWELCC**

As of March 28, 2022, Ontario reached an agreement with the federal government for the Canada-Wide Early Learning and Child Care (CWELCC) System. The implementation of the CWELCC System is a five-year plan which includes improving affordability, enhancing quality, increasing childcare access, supporting inclusion, and supporting data reporting. Pat Schulz Child Care Centre is enrolled and approved for the CWELCC System as of September 1, 2022.

We will be working with our municipal and provincial partners to determine refunds for all eligible families. An “eligible child” is a child from 0-6 years, up to the 30th day of the month in which the child turns six. This funding will flow to us through Toronto Children’s Services. Refunds will be issued to PSCCC eligible families only once the Centres secure the funding from TCS, and in accordance with CWELCC guidelines.

## Parent Agreement

I/We \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read the parent handbook outlining the practices and procedures of the Pat Schulz Child Care Centre. I/We hereby agree to up hold and comply with policies of the centre.

Dated the \_\_\_\_\_\_ of \_\_\_\_\_\_ 20\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_