

Revised February 25 2021

## GOLF ROAD SCHOOL CHILD CARE CENTRE

### PARENT GUIDE

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Welcome to Golf Road School Child Care Centre. We hope this package will provide you with the basic information you require to understand the ins and outs of our Centre. Any questions you may have that have not been referenced here may be answered by either the Supervisor or by one of the Board of Directors.

#### **ABOUT THE CENTRE:**

GOLF ROAD SCHOOL CHILD CARE CENTRE was incorporated in September 1988, and provides care for children aged 18 months to 10 years of age. Hours of operation are 7:00a.m. to 6:00p.m. weekdays with the Centre being closed on statutory holidays. We are closed the week between Christmas and New Years as well as the 4 days following the Civic Holiday in August. **Note:** We close at 2:00p.m. sharp before the Christmas Holidays.

We are very fortunate to be located in Golf Road School and to have the kind support of the Principal and staff. Please note that although we are located in the school, we are an entirely separate entity and it is important that the parents and children respect the regulations of the school.

If a child is enrolled in the Child Care Centre and is of school age, they must also be registered with the school office. The Centre itself has no geographical boundaries respecting registration, however, the Toronto District School Board has policies regarding out of area enrolment. The policy in effect at the time of enrolment will be discussed with you and the TDSB Policy adhered to.

#### **PROGRAM STATEMENT:**

Golf Road School Child Care Centre has developed this **Program Statement** as a living document with our staff. We have developed and implement our program using “**How Does Learning Happen**” and “**Early Learning for Every Child Today**” as the framework to guide programming and pedagogy. This statement sets forth the information parents and guardians need to know and understand about the program at Golf Road School Child Care Centre.

Golf Road School Child Care Centre recognizes the **four** foundational conditions that are important for children to grow and flourish:

- 1. Belonging** – a sense of connectedness to others, an individual’s experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.
- 2. Well-Being** – the importance of physical and mental health and wellness; incorporates capacities such as self-care, sense of health and self-regulation.
- 3. Engagement** – a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged thus helping them to develop skills such as problem solving, creative thinking and innovating.
- 4. Expression** – to be heard as well as to listen; through their bodies, words and use of material, children develop increasingly complex communication.

Golf Road School Child Care Centre respects individual differences in social, emotional, intellectual, physical and cultural backgrounds. We believe that each and every child deserves the very best

environment supported by knowledgeable staff, support systems and community resources to achieve success regardless of ability, gender or cultural background.

**Children are competent, capable, curious and rich in potential.** Children must be given the opportunity to be competent, capable, curious and to reach their potential. Our staff will provide opportunities for children to serve themselves at meal times, give age-appropriate jobs/tasks, allow time for dressing, provide visual aids, provide personal space for belongings, ensure supplies such as step stools, soap and paper towel are accessible in the washroom and sink areas to promote self-help skills. Staff will provide assistance as needed while providing ample time for success. Play time will promote children's choices, independent play opportunities, activities will be open-ended, staff will support children by providing ample supplies, extending learning opportunities as well as bring the outdoors indoors to further support curiosity.

**The health, safety, nutrition and well-being of the children** is the responsibility of everyone at our Centre. Health starts when the child arrives in a healthy state to engage fully in the program and continues throughout the day as the staff ensure proper hand hygiene, regular cleaning of toys, equipment and furnishings. Children will be taught best practices around playing safe, use of indoor/outdoor equipment through role modeling and formal teaching. Children will be provided with low fat, low sugar, low sodium snacks and meals that follow the Canada Food Guide. Menus will be reviewed by a dietician and promote a variety of foods, opting for organic choices whenever possible. The children's well-being is very important and our staff will address individual and group needs throughout the day.

**Our educators support positive and responsive interactions among the children, parents and staff** by communicating effectively for an outcome which respects all individuals. Educators are trained to diffuse volatile situations between children by listening and repeating back to the child/ren the issue at hand and provide time for child directed solutions under the guidance of the teacher. Consistent communication with parents provides for an exchange of knowledge to best understand the needs of the child both at home and school. Educators will demonstrate positive interactions when interacting with each other and establish partnerships with parents.

**Self-regulation in children is important for children to interact and communicate in a positive way** with peers, siblings, parents and teachers. Our educators will provide group experiences that encourage the children to interact with each other with adult support and role modelling. Educators will assist children during a conflict through role playing, case study and reflection on previous outcomes. Older children will be given close supervision as they begin to problem solve independently. Strategies will be developed such as the use of a calming toy, reading a book and/or listening to music to help with self-regulation when needed.

**Fostering the children's exploration, play and inquiry** will be achieved through many opportunities of cause and effect experiences, offering open-ended activities and assisting children in further exploration. Children will be provided with the time and space to plan and implement their ideas and projects. Children will be provided with a wide assortment of developmentally appropriate activities and materials to encourage learning experiences.

**Child initiated and adult-supported experiences** will be developed through on-going observations and documentation by the educators. Activities will be planned to continue engagement and to foster further skill development. Materials will be provided without expectations. Open-ended questions will be asked so the educator can follow the child's lead. School-aged children will have the use of books and internet resources for planning age-appropriate activities based on their current interests and/or experiences.

**Educators will create positive learning environments and experiences in which each child's learning and development will be supported** through visuals, bias free materials, picture documentation for revisiting experiences, ensuring age-appropriate expectations, responding to each child's sleeping and eating needs and responding quickly to a child in distress.

Each program will provide the following: **indoor and outdoor play, active play, rest and quiet time.** Daily schedules will be posted in each playroom and re-visited at least seasonally. The duration of outdoor play will be at least 2 hours a day

for Toddlers and Pre-School children and at least ½ hour daily for School-Age children, weather permitting. Individual needs of the children will be met whenever possible, especially children with asthma or life-threatening allergies.

**Engagement and on-going communication with parents about the program and their children** will be provided daily through verbal discussions, as well as the HiMama app. Parents will be provided with on-going information regarding program changes, special events, Board of Directors updates as they arise.

Golf Road School Child Care Centre will **involve local community partners and allow those partners to support the children, their families and educators.** Local community partners may include the City of Toronto Children’s Services, Aisling Discoveries, Food Banks, Children’s Aid Societies, Toronto Public Library, Fire Department, Police Department and local businesses. Educators will share this information with parents.

**Support for educators who interact with the children at the Centre in relation to continuous professional learning** is provided through time allowed away from the Centre to attend workshops, Centre sponsored certification in First Aid/CPR Level C, participation in the College of Early Childhood Educators self-assessment and goal setting. Staff meetings are held to offer a forum where staff communicate and share professional ideas with peers.

**Documentation and review regarding strategies set out in the program goals on the children and their families** will be assessed through discussions at the Board of Directors level and at the staff level regarding children’s successes, program improvements, balancing parents needs with Centre policies to better improve developmental outcomes and parental satisfaction.

### PROHIBITED PRACTICES

#### Prohibited practices

**48.** No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (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; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will. O. Reg. 126/16, s. 34.

We have at our Centre many children, all with varying development needs. Wherever a child is exhibiting difficulty within the program the staff will report to the Supervisor who will request to meet with the parents and staff to discuss how best to serve the child. When physical guidance is unavoidable, such as a child running towards traffic, a child who is causing harm to himself or others, etc., the staff will document the incident, sign the document and submit it to the Supervisor. A meeting will be held with the parents to inform them of the incident, at which time the parents will sign the document and discussion will take place regarding the guidance issues for the child. Occasionally an outside agency may be requested to assist in setting appropriate goals and to provide tools in which to help the child achieve those goals within the program. We are affiliated with Aisling Discoveries.

Golf Road School Child Care Centre believes that behaviour guidance must be exercised in such a way that the rights of a child are respected and that the child's self-esteem is enhanced. The building blocks of co-operation between adults and children are:

- 1) Respect for the child
- 2) An atmosphere of trust and total acceptance
- 3) Stimulating and age appropriate programming
- 4) Age appropriate expectations, encouragement and praise

In order to achieve these goals the following methods will be used:

- Redirection: guiding a child into acceptable options when engaged in an unacceptable activity
- Logical and natural consequences: endeavour to make children aware of results of their actions
- Limit setting: boundaries are developed by the teacher for the children as a group and for individual children according to each situation
- Modelling: demonstration of appropriate ways of interacting
- Providing Choices: appropriate choices are outlined and children are encouraged to make decisions for themselves
- Anticipating Trouble: planning and preparing the environment
- Ignoring: some inappropriate behaviour can be ignored with more emphasis given to appropriate behaviour
- Positive Reinforcement/Incentive Programs: use of encouragement and/or use of incentives for appropriate behaviour as a teaching method

**Self-regulation:** requires a child to develop the ability to manage his emotions and control bodily functions as well as maintain focus and attention (Gillespie & Seibel, 2006). Children develop at different rates in all of the developmental domains and this is true for self-regulation also. Since

self-regulation is a complex process that allows children to control their attention, thoughts, emotions and behaviors, it warrants intentional planning on the part of the teacher (Bodrova & Leong, 2007).

Self-regulation is not a skill that develops in isolation. Physical behaviors are the first behaviors children are able to self-regulate, such as thumb sucking in infancy. Toddler behaviors might include intentional coordination of walking and reaching to obtain a wanted toy. Emotional behaviors, such as spontaneous sharing of a toy with a peer, come later.

Emotional self-regulation includes children gradually learning how to manage their emotions, which leads to children interacting with their peers and adults more effectively when they are upset, frustrated or embarrassed (Kolestelnik, Whirren, Soderman & Gregory, 2009).

Behavioral self-regulation includes the ability to inhibit one's actions and remembering and following rules (Blair, 2009). This form of self-regulation takes practice and repeated learning opportunities before children demonstrate self-regulation over their behavior.

The most complex, and last to develop, form of self-regulation is cognitive self-regulation. Cognitive self-regulation appears in four year olds as they develop their ability to plan (e.g., what they are going to do in learning centers) and utilize proper responses (e.g., listening when a story is read). Children develop and learn different strategies based on different emotions. Individual differences, including temperament, and the ability to control reactions are important in understanding self-regulation.

We reserve the right to decide whether our program is benefiting the child after all possible avenues have been researched and tried. We are committed to providing for all children the best possible program within our means, however; we may find on occasion that we cannot, and will do our best to assist the family in finding the best alternate care available. Please refer to our Withdrawal Policy.

### **ANTI-RACISM**

We have developed an anti-racism policy which is reviewed by all staff upon hiring and annually thereafter. Please find our policy on the parent information board, it is there for your assurance that any issues will be handled in a sensitive and effective manner.

### **SERIOUS OCCURRENCE NOTIFICATION FORM:**

The safety and well-being of the children in our licensed child care program is the highest priority. As an operator of a licensed child care centre we work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

Effective November 1, 2011, the Ontario government introduced a new policy that requires licensed child care centres to post information about serious occurrences that happen at the Centre. To support increased transparency and access to information, a "Serious Occurrence Notification Form" will be posted beside our license for 10 business days following an occurrence.

Many factors may lead to a serious occurrence report. A serious occurrence does not preclude that the Centre is out of compliance with licensing or that children are at risk in the child care program.

### **FEES:**

A registration fee of \$25.00 per family is required upon enrolment of one or more children. Fees are payable at the beginning of each month. If you require to make more frequent payments, please see our Supervisor.

Fees are to be paid by Pre-Authorized Debit Plan. (Documents included in enrolment package). Receipts for income tax purposes will be issued by February 28<sup>th</sup> of the following year. There will be a service charge of \$35.00 plus delinquent charges applied to your account for payments returned NSF. To calculate your monthly fee, simply multiply the \$/day by the number of business days in the month including statutory holidays. There is no reduction of fees for sick days or vacation days. On the very rare occasion that the Centre must be closed due to inclement weather or other unforeseen instance, the daily charge will apply unless otherwise informed.

A delinquent fee of \$2.00 per day for all late payments will be applied to outstanding balances at the end of each month. Payment of fees is the responsibility of the parent/guardian. Children will be withdrawn from the program when outstanding fees exceed a 2 month period. Parents are responsible for arranging to pay off any debt through a payment plan with the Centre. Any accounts not paid in full or missed payment on a payment plan will be referred to a collection agency.

An overtime charge of \$3.00 per minute after 6:00p.m. will be due upon your arrival and payable to the staff member in charge if your child remains at the Centre past closing time. The Centre reserves the right to revoke your child's enrolment if your child is left past 6:00p.m. more than 3 times. If a child is left at the Centre past 7:00p.m. without any contact from parent or emergency contact people, the staff member in charge has been instructed to contact the Children's Aid Society.

### **CITY OF TORONTO CHILDREN'S SERVICES**

As part of our program we have a "Purchase of Service Agreement" from the City of Toronto Children's Services, which enables us to enroll subsidized families when we have the required space available. The Centre is inspected by the City of

Toronto on an unannounced visit annually and the results of this inspection can be found on the City of Toronto Children's Services website or by asking our Supervisor to view the full report.

#### **STAFFING:**

Each playroom is staffed with one or more Registered Early Childhood Educator or one Registered Early Childhood Educator and an assistant. A registered early childhood educator (RECE) is a member of the College of Early Childhood Educators. RECE's are trained, qualified and accountable. Our full time assistants are in-training, completing their studies part time. During the summer months, additional staff are hired to support the summer programming. Staff photographs and playroom designation are posted in the main hallway of the childcare so you may easily identify anyone you may wish to speak to. The majority of our staff work a 7 hour day and are available for parent interviews/discussions by appointment.

#### **ACCESS AND EQUITY:**

Golf Road School Child Care Centre will accept new children when there are vacancies, on a first come, first served basis, giving priority only to siblings of children currently enrolled at our Centre. No family will be discriminated against on the basis of race, language, culture, sex or sexual orientation. The Centre provides care for families of children with special needs, diverse cultural backgrounds and religions. If you wish to celebrate certain traditions, we will be happy to try to incorporate these into the program.

#### **STUDENTS/VOLUNTEERS:**

You may from time to time, encounter students from a community college who are at varying stages of their Early Childhood Education studies or volunteers. The Centre welcomes these students and volunteers and encourages continued education in the child care field. Students and volunteers are **never** left alone with the children. Students and volunteers follow the directions of our staff and must adhere to all of our policies and procedures at all times.

#### **BOARD OF DIRECTORS:**

The Centre is operated by a "Parent Board" made up of parents as well as members of the community. The Board has several executive positions (with corresponding responsibilities) that are held on a voluntary basis and are elected annually. These positions are President, Vice President, Secretary and Treasurer. Names and positions, Board contact information is found on the bulletin board in the main hallway of the Centre. If you are interested in attending monthly meetings or becoming a member of the Board, meetings are held the last week of the month (day TBA) in the school staff room at 6:00p.m.. A General Meeting of the Board is held annually in April.

#### **MEETING REQUIREMENTS:**

During the course of the year, we are visited by a Program Advisor from the Ministry of Education's Early Years Division and undergo a thorough inspection in order to retain our operating license and funding. Our standards are governed by the Child Care Modernization Act, 2014, the City of Toronto's Early Learning and Care Assessment for Quality Improvement document as well as our own high standards as parents. All reports that result from these inspections are shared with the Board of Directors and are on display for your information in the Supervisor's area.

#### **PERSONAL BELONGINGS:**

Your child's personal area consists of a hook for outdoor clothing, and a basket for personal items. This area is identified with a photograph and name tag in the toddler and pre-school rooms. It is important that all notices, artwork, crafts and soiled clothing are removed every evening so that we may maximize our space. All children are required to have a seasonal change of clothing in case of accidents, etc.. Please ensure that belongings are labeled so we may prevent loss and upsets. In order to provide a healthy environment we expect children to participate in outdoor activities daily. Please ensure your child/ren are dressed comfortably and appropriately for physical play.

**The Centre is not responsible for lost or stolen items.**

**ARRIVAL AND DEPARTURE:**

SAFETY IS IMPORTANT ... Your child must be signed in and out daily and it is **YOUR** responsibility to ensure your child has been transferred to the care of a staff member. Do not leave your child alone to find their own way into the Centre. We are responsible for children **only** during program hours and not when a child is at school, during recess or on a school trip. Our staff will be on yard duty until school staff take over yard duty.

Children may only be collected from the Centre by persons specified on the child's registration form. These designated people must be able to show identification, be over the age of 16 and demonstrate the ability to care for the child.

When a child is picked up during school hours, it is the parents responsibility to inform the child care centre staff.

**NUTRITION:**

At the Centre, we enjoy catered food. Children in care for 6 hours or more will receive a hot lunch, and a minimum of 2 snacks per day. Children in care for less than 6 hours will receive a minimum of 2 snacks. If your child has a special diet or allergy, or develops an allergy, you must report this to our Supervisor who will make special arrangements to accommodate your child's dietary needs.

Weekly menus are posted on the parent information board for your information. Menus are planned in accordance with the Canada Food Guide and are free of trans-fats and low in sugar.

**SLEEPTIME:****POLICY:**

Golf Road School Child Care Centre provides a safe environment which is accountable for each and every child while on the premises including sleep time.

**GUIDELINES:**

Rest time is provided for children 5 and under who are in attendance for 6 hours or more as per the regulations found in CCEYA as of August 29, 2016.

**PROCEDURES:**

- Children will be assigned to individual cots, sheets will be provided and laundered weekly. Children will bring blankets, pillows, sleep toys if used from home. (Mats for kindergarten children).
- Parents will be informed of his/her child's sleeping arrangements at the time of enrolment and at any other appropriate time, such as transitions between programs or rooms or upon a parent's request.
- The Parent Guide provided to each parent at the time of enrolment will provide sleep time policy information including: duration, staff interaction, activities provided for non-sleepers.
- Observance of any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents and adjustments to the manner in which the child is supervised will be made (i.e. longer or shorter sleep time, introduction of a cuddle toy from home, etc.)
- There will be a minimum of one staff member present during sleeptime. A formal sleep check for each sleeping child will be conducted by the staff at 30 minute intervals: staff will stand beside child and observe the child for any abnormal sleeping behaviours. Staff will document sleep checks with a checkmark for normal sleep pattern, A for awake and U for unusual sleep pattern followed up with description.

- Children who are not sleeping will be supervised either in the sleeproom or in the hallway for alternate activities with a staff member.

### **WE ARE AN ALLERGY SAFE ENVIRONMENT:**

Our staff are trained to recognize and react to allergy symptoms including an Anaphylactic reaction. We ask that children do not bring in any food items to reduce the risk of an allergic reaction. Children attending full day school are asked to consume their home brought food items before arriving in child care. Anyone eating peanut butter or tree nuts are asked to wash their hands thoroughly before arriving at the child care centre.

**BIRTHDAYS** are celebrated as important milestones for the children in a way that is equitable for all. We will supply peanut free ice cream and cone for each birthday child. Food items from home will not be distributed but returned to the family at the end of the day.

### **PROGRAMMING:**

Our staff follow the play based model of *Early Learning for Every Child Today* (ELECT) and the document "How Does Learning Happen" Ontario's Pedagogy for the Early Years.

**During our first years of life, the brain develops at an astounding rate. Scientists now know this process is not just genetic but is dramatically influenced by our early experiences with people and our surroundings.**

*National Scientific Council on the Developing Child, n.d*

Program plans are posted weekly for each room. Plans are developed through observation, documentation, children's interests and abilities. The plans outline the activities that will be offered to the children throughout the day with changes made being documented. Please read weekly and feel free to discuss with the staff how you can enhance the programming at home. The staff value parent input and welcome articles from home which support the learning goals.

The summer program for school aged children runs throughout the summer. Information regarding special events or outings will be communicated with parents in June. There is no additional cost for special events or outings. Field trips are an integral part of the program that support the abilities and interests of the children in the group.

There are many activities, toys and opportunities for exploration during your child's day, we therefore, ask that you try to minimize toys being brought from home. Toys from home become a distraction and lead to upsets when lost or broken.

### **SMOKE FREE ONTARIO ACT, 2017:**

Smoking of tobacco, electronic cigarettes, medical and/or recreational cannabis is strictly prohibited by law anywhere on school property, both inside and outside the building within 9 metres of the building. This legislation applies to all staff, students, parents, volunteers and community members who may be using the site.

### **HEALTH/HYGIENE:**

Since this is a complex issue it is essential that both the Centre and Parents recognize the following factors when determining if a child should stay home:

- The ability of a child to cope with a full day at the Centre;
- The need to protect all children from contagious diseases;
- The need for guidance for parents to assist them in deciding when a child is "not quite well";
- The responsibility and commitments of parents who work full time;
- Therefore, follow the Communicable Diseases Chart attached to the Parent Guide for your convenience. A copy is posted in the hallway for reference.

Failure to provide basic medical care for your child is neglect. This failure to provide medical treatment is cause for the Centre to contact Children's Aid in order to obtain the necessary care for child needs. Also it is considered neglect not to pick your child up when called by the Centre to do so due to illness. Any and all measures must be taken to ensure that the child is cared for, and it is not the Centre's responsibility or ability to administer to one child due to illness.

The following are some more common reasons why a child will be excluded from the program:

- Vomiting
- Diarrhea
- Pink Eye
- Ringworm
- Fever

Each child is required to have the following items at the Centre **everyday**:

- One complete change of clothing
- 1 blanket for his/her cot
- Sun hat and sunscreen (if providing your own)
- Appropriate seasonal outdoor wear, ie. Boots, mittens, hats, snowsuit, running shoes

#### **ACCIDENTS AND MEDICATION:**

If an accident occurs and the child needs immediate attention, the parent(s) will be contacted as soon as possible and will be directed to meet the child and staff member at Scarborough General Hospital. The child will be transported via ambulance or taxi depending on the severity of the situation. If immediate action is not necessary, you will pick up your child from the Centre and arrange for medical attention yourself.

The staff can only administer prescriptions to a child if authorized by the parent and the medicine form is signed with the noted prescription number or name of prescription, amount of dosage and time of dosage. If a child has an allergy, the Centre must be informed upon registration. Details should be written on the admission form. In the event that a child may have a known allergy which can cause **anaphylactic shock**, the Centre must have on site epinephrine prescribed for the child, Dr.'s instructions and the staff must be trained by the parent in the administering procedure. The parent will complete An Emergency Response Plan for the child which will include known allergens, signs to look for, emergency numbers, etc.. This information will be with the child at all times.

We provide written accident reports whenever a child has required first aid treatment due to scrapes, cuts, bites, bumps, etc.. This report is signed by the staff on duty, the supervisor and you, the parent, to ensure the information has been passed on in a timely manner.

#### **BITING:**

From time to time a child will bite another child. The protocol for dealing with a biting incident at the Centre is as follows:

- Both children will receive first aid
  - o Biter will rinse out his/her mouth with water
  - o Bitten child will have wound area washed with soap and water and a bandage applied if required
  - o Parents of both children will be notified upon arrival at the end of the day

It is left up to the discretion of the parent to seek medical attention.

#### **PARENT INVOLMENT:**

Positive involvement from family members is encouraged, and support for the Centre is something we hope you are interested in. There are many ways you can participate and/or help the Centre and in so doing, help the quality of your child's care improve.

- sewing, carpentry, office skills, craft work, computer skills, artistic talent, public relations, chaperoning trips, toy donations, used clothes, book donations, etc.;
- attending meetings, special children's events;
- keeping all your records up to date, bringing in resource materials to share with other parents and staff;
- attending workshops and improving your parenting skills;
- communicating with staff in a positive and professional manner, respecting other parents and sharing responsibilities will help your own circle of friends grow as well as your child's.

### **MOVING UP:**

#### **Toddler to Pre-School**

When your child is ready to move up to the next age group there is not always a space at the required time. Any child/ren who will not be accommodated will be given four weeks notice and all possible avenues to assist the family will be taken.

#### **Pre-School to Kindergarten or Kindergarten to School-Age**

If in any given year, the number of children to be transferred to the next program exceeds the number of spaces available, the children who were with the Centre for the longest period of time will be accommodated first and any child/ren who will not be accommodated will be given four weeks notice and all possible avenues to assist the family will be taken.

### **WAIT LIST:**

Children will be placed on the wait list on a first come first serve basis.

When a space becomes available, the Supervisor or designate will begin at the beginning of the list for the program which has a space, and call the parent. The calls will be placed in order until the space is filled. The following are exceptions to the rule:

- A sibling of a child already in care
- A child returning after a Maternity leave
- Consideration may also be a home school child or if there is more than 1 sibling to start at the same time and both programs have a space
- A child who is referred by an Agency (ie CAS, City of Toronto, Aisling, etc..)

### **Section 75.1 Ontario Regulation 137/15**

Effective September 1, 2016, licensed child care centres are not permitted to charge fees in order to place a child on a wait list.

### **Communicating With Parents:**

The status of a child will be communicated with a parent in the following way:

- Parents will be told how many children are waiting ahead of their child
- Names of children and/or parents on the wait list **WILL NOT** be disclosed
- It will be communicated to parents that they will be notified when a space becomes available

**ADMISSION/WITHDRAWAL:**

The admission process includes a verbal request to be placed on our wait list, a meeting with the Supervisor and child/ren, a placement date given, forms to be reviewed with the Supervisor and completed by parent or guardian which must include current immunization information or waiver. We request that all forms, policies and procedures are read, understood and signed that you acknowledge their contents before the child's start date.

Parents/Guardians must provide the Centre with a minimum of 2 weeks notice when leaving our child care centre. Parents should also notify the City of Toronto in the event that you have a subsidy agreement.

**ENROLMENT PACKAGE**

Your enrolment package includes: enrolment form, trip consent form, personal profile questionnaire, immunization form, student photo/video consent form, fee information, parent guide, code of conduct policy, withdrawal policy and any other relevant information at time of enrolment.

Parents wishing to withdraw their child from the Centre are asked to provide the Centre with a written notice a minimum of two weeks prior to withdrawal.

From time to time there arises a situation where the Centre may not be able to meet the needs of a family or child and therefore; we have developed a Withdrawal Policy to clearly define the parameters regarding a withdrawal requested by the Centre.

**SUGGESTION BOX:**

We have available for your use, a suggestion box. We encourage you to use this venue to express your ideas, concerns or needs. The Board of Directors will read and respond to any note left in this box during regular monthly Board of Directors meetings.

**EMERGENCY MANAGEMENT POLICY AND EVACUATION SITE:**

Golf Road School has in place an Emergency Management Policy and procedures to assist the staff in dealing with emergency situations calmly, effectively and to ensure communication during and after an emergency situation. In the event that there is an emergency which requires the Centre to evacuate, our alternate site will be Tecumseh Senior Public School 1<sup>st</sup>, Cornell Public School 2<sup>nd</sup> and Heather Heights Public School 3<sup>rd</sup>. All parents will be notified ASAP of the evacuation and re-location site. Children will need to be picked up as soon as possible.

**CAS REPORTING:**

As child care professionals, we are legally bound by Section 43 of the Human Rights Code to report any suspicions of child abuse. The staff have been trained to deal with any reporting in a professional, discreet, respectful and non-judgemental manner.

**CODE OF CONDUCT POLICIES:**

The Centre has developed a Code of Conduct/Ethics policy to address the Board of Directors, Staff, Students, Volunteers, Parents and Children to ensure that Golf Road School Child Care Centre provides a safe, ethical, mutually respectful environment for everyone while either working, volunteering or attending our program. Every Board Member, Staff, Student, Volunteer and Parent will sign a code of conduct policy.

## **Parent Issues and Concerns Policy**

### **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 Golf Road School 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 3 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](#) (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>

## 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:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 3 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> <p>-</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

**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 Biljana Volkanoska, Board President at [bvolkanoska@yahoo.ca](mailto:bvolkanoska@yahoo.ca).

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

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

**Contacts:**

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

City of Toronto Children's Services: Susan Krisiya Arumagananthan

College of Early Childhood Educators: [www.college-ece.ca](http://www.college-ece.ca)

Children's Aid Society: 416 924-4646

Catholic Children's Aid Society: 416 395-1500

Jewish Children's Aid Society: 416 638-7800

We would like to express our thanks to you for choosing our child care centre to meet the needs of your child/ren and family. We hope that you and your child/ren will be truly happy here.