

Williamson Road Day Care Centre



2015-2016 FAMILY HANDBOOK

TABLE OF CONTENTS

Introduction.....	3
Mission Statement.....	3
Staff.....	3
Hours of Operation.....	3
P.A. Days & Holidays and Other Closures.....	3
Inclement Weather Policy.....	4
Drop Off and Pick Up Procedure.....	4
Early Drop Off and Late Pick Up Fees.....	5
Movement of Children	5
Parental Agreements	5
Release of the Children/Self-Escort Policy.....	5
Payment of Fees.....	6
Subsidized Care.....	6
Part Time Care.....	6
Age Limits.....	6
Program Content.....	6
Discipline/Behavior Management.....	8
Parent Interviews.....	8
Trips.....	9
Food.....	9
Holiday Celebrations	10
No Nut Policy.....	10
Anaphylaxis Policy.....	10
Clothing/Shoes.....	12
Board of Directors.....	13
Parental Involvement.....	13
Fundraising.....	13
Medication	14
Illness	14
Pediculosis (Head Lice).....	14
Smoke Free Centre.....	15
Sun Safety and Smog Alert Policy.....	15
Fire, Health and Safety.....	16
Lockdown.....	16
Inclusion Policy.....	16
Anti-Bias Policy	16
Parent and Student Volunteer Policy.....	19
Child Abuse.....	19
Serious Occurrence.....	20
Protection of Personal Information	21
Termination/Discontinuation of Services.....	22
Suspension and Withdrawal.....	23
Accessibility for Ontarians with Disabilities Policy.....	23
Babysitting Policy	25
Privacy Policy.....	26
Policy Questions.....	26
FEE SCHEDULE	26

INTRODUCTION

Williamson Road Day Care Centre (WRDCC) was established in January of 1987, after the parents of school aged children at Williamson Road Public School felt they needed licensed childcare for their children. From the start, our Centre has focused on meeting the needs of our families in our school community, and is why we only accept children that attend Williamson Road Public School. WRDCC is a non-profit organization governed by a Board of Directors. All parents are members WRDCC and can become Board members by being nominated and elected by the other members at the Annual General Meeting usually held in late September or early October.

MISSION STATEMENT/PHILOSOPHY

At WRDCC, we work very hard at maintaining a quality program, which changes and develops along with the children who are in it. We encourage constructive feedback from the children and parents so that we can find ways to try and meet everyone's needs. We encourage open communication with all people involved in the children's lives, so that we are all working towards the same goals. We believe in implementing the (ELECT) Early Learning for Every Child in our program; from kindergartens to school-age. This is a theoretical framework for setting up appropriate programs for young children and a developmental continuum. It is broken into domains of development, Social, Emotional, Communication (Language and Literacy), Cognitive and Physical. Our focus is to meet every child's needs and help them grow based on these domains, while following an Emergent Curriculum Program. Our program consists of quality care for 53 school agers and 30 kindergarten children.

STAFF

The staff at our Centre regularly participate in workshops that pertain to the needs of school age/kindergarten children. All staff members are required to have a Criminal Reference Check on file prior to commencing employment. All RECE teachers are required to be members of the College of Early Childhood Educators. As well, we are all trained in First Aid/CPR.

HOURS OF OPERATION

The Centre is open from 7:30 am to 8:45 am, 11:25 am to 12:25 pm and from 3:15 pm to 6:00 pm on all school days. On P.A. days, and part of the Winter Break, the daycare is open from 7:30 am to 6:00 pm unless otherwise notified.

P.A DAYS & HOLIDAYS AND OTHER CLOSURES

WRDCC will be closed on all statutory holidays as specified by law, the period between Christmas Eve and New Year's Day inclusively, March Break (March Break is open for Kindergarten Children only), Family Day and Easter Monday and on the days decreed by the T.D.S.B. WRDCC is closed after the last P.A. day in June and re-opens the day following Labour Day. The daycare is closed during July and August.

Toronto Public Health or the Ministry of Education may be required to close the Centre in response to a rapidly spreading virus or, if, due to staff illness, the caregiver-to-child ratio falls below legislative requirement. This could be to reduce the possibility of infections, because there is insufficient staff to supervise students or there are other situations that would result in closure. In the unlikely event that the daycare is forced to close due to a pandemic outbreak, the daycare will be unable to refund fees incurred for the duration of the closure. As we are required to continue to compensate staff and other service providers. Existing fees would be needed to cover these fixed monthly costs. We appreciate your understanding in this matter. WRDCC's service continuity plan will be integrated with the City of Toronto's Emergency Plan and the Toronto Pandemic Plan. WRDCC will endeavour to minimize any supplemental fees.

While we have tried to make this a comprehensive policy, the Board of Directors reserves the right to make changes as new issues arise.

INCLEMENT WEATHER POLICY

In the event of severe weather conditions, please be advised that we will follow the schools actions in that we will close if they close and remain open if they also remain open. Please listen to the news to be informed of school closures.

We will inform parents should the school be open in the morning but close during school hours. Parents will be contacted immediately by phone/Email. In this situation, please be prepared to pick up your child as soon as possible. Please note that staff will remain with the children until all are picked up, so whenever possible, please try to arrive as early as you can to enable staff to get home safely. As per our late policy, if the daycare has not heard from the parent by 6:15 pm, the supervisor will follow through with the normal Late Pick Up Procedure (see below).

DROP OFF AND PICK UP PROCEDURE

Please enter the building through door "B" located west of the Kindergarten Playground. Please ring bell and staff will identify parents and parents will be buzzed in. Parents or designates are required to sign children in and out of daycare. In addition, please make sure that you have informed a staff member your child has arrived or is about to depart from daycare. Children may not sign in for themselves (unless they are 10 years old and have a self-escort permission form on file). The daycare is not responsible for children who are dropped off in the school yard or out the front. Children arriving after 8:25 am will be considered under the care of the TDSB staff unless signed in by a parent. WRDCC staff will accompany children to playground that are signed in and will remain outside until bell rings for school. **Parents are required to contact the Centre when their child will be absent or when they pick up their child early from school. The school office does not inform us.**

EARLY DROP OFF AND LATE PICK UP FEES

Children must be dropped off **no sooner than 7:30 am**. Please plan to pick up your child **by 6pm**. There will be a late pick up charge of a \$1.00 per minute after that. If a parent arrives at 6:08 pm for example, he/she owes the staff on duty \$8.00. The parent is expected to pay the staff when he/she arrives; if this is not possible, the parent must pay the staff the following work day. Records will be kept of all periods of lateness. Habitual lateness will be discussed at board meetings and could result in your child being withdrawn.

If no advice has been received that the parent will be late, then at 6:15 pm all people on the child's record will be contacted. If no one can be contacted, and no advice has been received from parents by 7:00 pm, the case will be reported to the police, and the Children's Aid Society as specified in the Day Nurseries Act. Please call the Centre if at any time you suspect you will be even a few minutes late. Exceptions will be made for unusual circumstances at the discretion of the Supervisor. Appeals may be made in writing and presented to the Board of Directors if the parent is unsatisfied.

MOVEMENT OF CHILDREN

Children will be placed/moved into classrooms based on their chronological age and social, emotional and cognitive development. This movement will also be determined by availability of space that allows us to maintain staff/room capacity ratios. Until the change takes place, the program fee that the child until the physical move is made. Please communicate regularly with the staff and Supervisor regarding transition.

- Once admitted into the Centre, the children are moved up to the next room based on their grade in school. The Board of Directors reserves the right to change the room offerings based on the needs of the Daycare.
- From time to time the BOD/ Supervisor may recommend that an exception to the room age/grade policy be made for educational or programming needs, or for unforeseen circumstances.

PARENTAL AGREEMENTS

All parents will be required to sign all registration materials. Subsequently, even in the event of a separation of the parents, the Centre will continue to accept either parent's authority until a direction signed by both parents and a court order is provided. If there is a custody agreement, the Centre requires a full copy and we will confirm with the custodial parent our understanding of that document. Without a custody agreement stipulating limited parental access, we cannot deny any parent access to their child. Please be assured that any documents provided and the information contained in them will be held in the strictest confidence.

RELEASE OF THE CHILDREN FROM DAYCARE AND SELF-ESCORT POLICY

WRDCC will only release children to those individuals named on the child release form, or to another individual with written parental permission obtained from the parent prior to the arranged pick up. **Exception:** a child may be released to another individual on verbal authorization given by the child's parent on that specific day for a non-routine occurrence by leaving a message on the WRDCC voicemail or via email. WRDCC prefers that children be released to an adult. Any individuals given permission to pick up your child must be a minimum age of 16 years old. **We will only allow the child to leave the daycare by self-escort when they are at least 10 yrs. old** and have written permission from the parent who will assume full responsibility for the child's safety. Please note that the child will not be allowed to walk unaccompanied should it be dark outside regardless of the time of day. Parents are responsible for making other arrangements for pick up or accept any late fees should this situation occur. Children that are permitted to self-escort must sign out after notifying a staff member they are leaving. Parents or designates must sign the sign out sheet and make sure staff are informed that they are picking up their child.

PAYMENT OF FEES

There is a non-refundable application fee of \$100.00 for the first child who applies to the wait list; each additional child's application fee is \$50.00. There are no guarantees that a child on the wait list will be able to attend.

We require a void cheque to cover monthly parent fees. Your account will be debited the first of every month from September – June. Parents are to fill out a Pre-Authorized Debit Agreement allowing WRDCC the access to debit your account accordingly to the program monthly fee. Two full calendar months of notice in writing is required when withdrawing children from the Centre (before the first of the month). Typically fees are increased on January 1st of each year. Current fee schedule is on the last page.

There will be a \$25.00 charge for any cheques returned NSF. Should the centre receive two NSF cheques, all further cheques for the remainder of the year must be certified. Certified cheques are due before 10 AM the first business day of the month. Non-payment or delinquent payment of fees will be referred to the Board of Directors for action and may result in the loss of your child's enrolment in the Centre. There are no rebates for illness, vacation, statutory holidays, or other days when the Centre is closed. All children pay full tuition fee; there will be no tuition discount for additional children.

At the middle of every June, a two-week deposit is required to hold a daycare space for September. This amount is deducted from September's fee and will not be refunded if you decline the space in September. As WRDCC policy requires that two months' notice be given when withdrawing a child from the program, **September's fee will only be refunded if the space can be filled for September.** In order to ensure a full refund for September's fee the Centre must be notified in writing before the Centre closes in June.

SUBSIDIZED CARE

Williamson Road Day Care Centre has a Purchase of Service Agreement with Toronto Children's Services. If you require subsidy, you may apply to Toronto Children's Services to receive it. The Supervisor will provide a breakdown of the monthly fees in September. Any family who has a child presently enrolled at WRDCC and whose financial situation has changed can approach the daycare Supervisor to discuss their situation.

PART TIME CARE

WRDCC does not provide part time care.

AGE LIMITS

To attend WRDCC your child must also attend Williamson Road P.S. and must be in Junior Kindergarten to Grade 6.

Parents of children going into grade 6 the next school year should discuss with the Supervisor the childcare arrangements for the next school year. It is important that the children be included in this discussion so that their desire to remain in Centre is considered.

PROGRAM CONTENT

We are proud of our program at WRDCC and we work hard at meeting the needs of all the children who are in it. We provide care from junior Kindergarten to Grade 6. A typical day in our Centre begins in the morning before school. Children arrive and choose from a variety of activities. Board games, foosball and computer are popular choices as well as art activities.

At lunchtime (if enrolled in School Age Program) the children eat and then tidy their spots. They can then choose:

- Creative Art activities (there are plenty of materials available for the children)
- Dramatic Play (in the form of puppets, dress up clothes, felt cut outs etc.)
- Building Materials (Lego, Big Blocks, Construx and many more)
- Board or Computer Games

Children may choose to read a book, do homework or other quiet activities, and they may choose to go outside for some gross motor play when most children are finished their lunch and two staff are ready to accompany them outside. After school the children wash their hands and sit down for snack, and then it's outside for outdoor activities. We strongly believe in the benefits of being outdoors. We go outside in all but extreme weather conditions, and we are outside for approximately one hour. Please ensure your child has appropriate clothing for the season.

We provide the children with a variety of outdoor equipment and encourage their participation in active outdoor games and sports activities. During the winter, we attempt to go tobogganing (at the Glen Manor Ravine) whenever the weather permits and there is enough snow. The Centre provides the toboggans.

After our outside time, the children return inside for our formal program time. Sometimes activities are done as a whole group and sometimes we break into smaller groups. We offer several choices of programming throughout the year. Sometimes we work with a **theme** or **interest** that has been generated by the children, and may continue until the interest wanes.

Emergent curriculum is a way of planning curriculum based on the child's interest and thoughts as well as the teacher's. To plan an emergent curriculum requires observation, documentation, creative brainstorming, flexibility and patience. Rather than starting with a lesson plan, emergent curriculum starts with the children's interests.

The children's ideas are an important source of curriculum; we as staff observe the children and once we see an interest "emerging" we brainstorm with the children to see ways to study the topic. We begin to create a web of the children's thoughts and ideas. These thoughts and ideas give our staff creative ways to plan and implement activities, crafts, and science experiments based on what the children want to learn about, build, or create. Our staff are all trained in using the **ELECT** and it is implemented in all of our programming.

We also offer programming in a **club format**. In this instance, children sign up for a "club" they are interested in. Clubs are offered at a certain time, once or twice a week. Ideas come from both the children and teachers and wherever possible children lead the activity. Some club ideas include: Sewing, Cooking, Structures, Scrapbooking, Dodgeball, Science, Painting or any other club of interest.

The possibilities are endless. Any expertise in a particular club is welcome. If you know someone who is willing to teach the children (or teachers) a particular skill such as crocheting or someone who can provide supplies for a club let us know. Ideas from parents are encouraged, but remember that the children must be excited about it for it to work.

DISCIPLINE/BEHAVIOR MANAGEMENT

At WRDCC, children are taught creative ways of solving problems and taking responsibility for their actions. We encourage the children to think of the consequences of inappropriate behavior. The teacher's role is to guide this process. For instance, the teacher might ask the child, "What can you do next time she grabs something from you?" We do this both verbally and/or by having the children write down (or draw depending on age and ability) what behavior they have used that was inappropriate and what positive behavior they will use the next time they are in that situation. It is important that children express their feelings to each other and solve problems together. Whenever there are children involved in a conflict they are asked to express how they have made each other feel, and together decide how best to solve their problem. The teacher will guide the children through this process and intervene only when necessary. Sometimes this discussion is delayed until each party feels ready to communicate.

Parents are notified if the child has had a particularly upsetting experience. Most issues are dealt with in the Centre and therefore parents are simply informed about their child's experience and how it was dealt with. If you are told of an incident that involved your child, understand that we are not asking that you to further discipline your child, but rather just be aware of what is happening. Occasionally, a parent's help is requested when behavior issues become more serious or frequent, but these situations are rare and would be discussed in detail with the parent in order to present a united front.

PARENT INTERVIEWS

Parents are requested to ask questions of the WRDCC staff as they arise. Formal interviews are not conducted per se, but can be arranged if either the parent or staff members feel that it is necessary to meet and discuss any concerns.

When your child is in grade five, interviews may be conducted to help with the decision of whether your child should return to Centre for their grade six year. Your child will be asked to sign a contract outlining his commitment to respecting the rules of the Centre and his understanding that he is an important role model to younger children.

TRIPS

Prior written and signed authorization is required for any trips outside of the area bounded by Victoria Park, Woodbine Avenue, Gerrard St. E. and Lake Ontario. Trips will be announced to parents several days before they occur and will be supervised under the requirements of the Day Nurseries Act. Parents are always welcome to accompany us on a trip (sometimes if may be necessary to charge the cost of a ticket), provided they have read and signed our Volunteer Guidelines and have a up to date Police check on file.

FOOD

Food makes up a very important part of our daily lives. It nourishes us, comforts us, and gives us something to look forward to. At the daycare, meal times are also important social times, for the children and the teachers. Any food allergies will be posted and adhered to (please also see NO NUT POLICY below). We try to encourage all the children to taste new things. We generally use disposable plates and cutlery.

Lunchtime in the Centre is a time to chat with friends and enjoy our food. We do not provide lunch, so the children bring in lunch from home. It is required that lunches are packed with ice packs to keep food at the correct temperature. We do have a fridge, microwave and a toaster oven. We require that lunches meet Canada's Food Guide and Please see enclosed sample menus/suggestions from Canada's Food Guide.

We provide breakfast in the morning. Staff begin to serve breakfast between 7:50am-8:15am. The teachers prepare the snack, which is provided by the Centre. Three food groups are included with each snack. Water is always available. We provide 2 snacks a day. One at 3:15pm and again at 5:00pm. Once a month, we have birthday cake to celebrate the children's birthdays for that month. We always offer 2 food groups along with the birthday snack. Our menus are always posted and we follow a 4 week rotation. We are not permitted to serve any food that is home baked or prepared. Please do not

send any food or edible treats into the Centre for the children. Any items distributed by parents for celebrations; the label must read NUT FREE

HOLIDAY CELEBRATIONS

We honour and celebrate all Canada's major holidays and celebrations in our child care programs. In addition, we will incorporate other cultural celebrations, as much as we are capable of, out of respect for the children in our program and the diversity of our community. If you would like us to celebrate something meaningful to your family, please let us know at least one month in advance and we will do our best to accommodate your request. If there are celebrations you prefer your child not to be involved in, please discuss this with us prior to the date so we can accommodate your preference.

NO NUT POLICY

WRDCC has a "no nut or nut products" policy. Some children have life threatening allergies to nuts/peanuts in our school and therefore WRDCC requests that parents check ingredient labels before sending in lunch snacks. Please make sure they do not contain nuts/peanuts or their products as this poses a severe health risk to children with these allergies. Should an item be sent in by accident, we would ask your child not to open it while in d Centre. If your child has already begun eating, we will remove it right away, and ask that he/she wash their hands immediately. Your co-operation in this matter is greatly appreciated.

ANAPHYLAXIS POLICY

Anaphylaxis is a serious allergic reaction and can be life-threatening. The allergy may relate to food, insect stings, medicine, latex, exercise etc. The anaphylaxis policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and awareness to parents, staff, students and visitors at the daycare. This provision aligns with *Sabrina's Law, 2005* legislation which came into effect on January 1, 2006, requiring all district school boards and school authorities in Ontario to develop an anaphylactic policy.

➤ **WRDCC strategy to reduce the risk of exposure of all children at risk of anaphylaxis reaction by the following procedures:**

Parents of children in the Centre will be advised in writing, if any child is known to have an allergy that is life threatening, in order to reduce the risk of exposure to anaphylactic causative agents and asked to sign. In this event, parents/children will be asked to refrain from bringing into the Centre any anaphylactic causative agents putting a child at risk of reaction. These include foods, latex, fabrics, medicines, and chemicals etc. that commonly produce allergic reactions.

- The Centre will refrain from including certain foods on the menu and in materials/foods that may be used for craft and sensory programming, depending on the allergies of children attending the Centre.

- The list will be revised as necessary depending on the life threatening allergies of the children involved.

PROCEDURE

➤ Communication Plan:

- In order to inform parents, staff, students and volunteers on life threatening allergies, including anaphylactic allergies, written information will be provided to them if a child is at risk.
- Information will be obtained from the parents about their child's medical condition, including whether children are at risk of anaphylaxis by the initial interview and consent/information forms filled out at enrollment and again every September
- Parents, staff including supply staff, students and volunteers will be advised that there are children attending the Centre that are at risk for potentially life threatening allergies and the foods and causative agents to be avoided. Staff will double check any food ingredients before serving snack.
- A list of known allergies of enrolled children will be posted in food preparation and eating areas/activity rooms.

➤ Development of child's individual plan

- An individual plan requiring input from the parent/guardian and physician will be developed for each child with an anaphylactic allergy that includes emergency procedures including the following:
 1. a description of the child's allergy
 2. monitoring and avoidance strategy
 3. signs and symptoms of an anaphylactic allergy
 4. action to be taken by daycare staff in the event the child has a anaphylactic reaction
 5. parent/guardian consent that allows the day nursery staff to administer the allergy medication in the event their child has an anaphylactic reaction
 6. emergency contact information (parent/guardian/emergency services)
- Parents are required to advise the Centre supervisor if their child develops an allergy and requires medication, of any change to their child's individual plan or treatment or if their child has outgrown an allergy and no longer requires medication.
- Individual plans for a child with anaphylaxis will be reviewed by all employees, (before they begin employment) all volunteers and students (before they begin

care) and at least annually afterwards as well. Staff will sign off that they are aware of procedure should a child have a reaction.

➤ Training

- Where a child has an anaphylactic allergy, staff, students and volunteers will be provided with training from a physician or parent on the procedures to be followed in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and how to administer medication.

➤ Other Considerations

- Children are allowed to carry their own asthma medication or emergency allergy medication provided the parent/guardian has signed the medication form. Parental permission is required for the child to self-administer allergy medication. A copy is to be kept on file.
- Staff should confirm that an enrolled child who is permitted to carry their own asthma or allergy medication has the required medication in their possession prior to leaving the daycare (trips, school etc.)
- In the case of a child who does not administer their own medication, the staff will have the medication accessible in first aid pouch and take it on field trips.
- Epinephrine will be kept in the metal cupboard where it is easily accessible to staff. Locations will be known to staff and will be labeled.

CLOTHING/SHOES

The Centre is not responsible for any lost belongings, and **all belongings should be labeled**. The children should be prepared for the weather. Teachers will suggest that your child put on appropriate clothing, but we will not insist.

Children refusing to wear necessary items may be restricted from participating in certain areas or activities. For example, a child without snow pants is unable to slide in the snow or toboggan, and a child without boots will be asked to only play in the dry areas.

We require a pair of shoes to be kept at the daycare during the winter months. This is necessary as it is difficult for the children to transport shoes back and forth to school and we cannot allow them to go in stocking feet or boots.

BOARD OF DIRECTORS

All of the current parent members elect the Board of Directors annually. This election takes place at the Annual General Meeting, usually held the last week of September or first week in October. It is best if Board Members serve for two years but a minimum of one year is required. The Annual General Meeting is an important one and we encourage all parents to attend. The Board is made up of the following positions:

CHAIRPERSON/PRESIDENT, TREASURER, SECRETARY, PERSONNEL CHAIR, PRIVACY OFFICER, ANTI-BIAS OFFICER, AND MEMBERS-AT-LARGE. Other positions may include: VICE-CHAIR/VICE-PRESIDENT and VICE-TREASURER.

The Supervisor attends all Board meetings to give a report on the daycare's affairs. The Board meets one day of the month at 6 pm in the school's staff room for approx. 1 1/2 hours. Dinner and childcare are provided for the children of the parents on the Board.

PARENTAL INVOLVEMENT

Parents are encouraged to attend the Annual General Meeting and vote in the Board of Directors. Parents may also take part in fundraising and social activities. Parents help when they keep the staff informed of their child's needs. If there is a change going on in your child's life, please let us know. It is important for parents to keep themselves updated on what's happening in the centre. You will be notified about dates to remember and Centre details via email or thru our centre newsletter. There is also a **Parent Bulletin Board** where other information can be found such as program plan, menu and the minutes from the Board meetings and our Privacy Policy. Our Policies and Procedures Binder is located under the Parent Board for further information. Please also be sure to give us the best email address where details of the latest happenings can be sent to you.

Parents may join us to watch special performances, share snack or play a board game. We want you to feel welcome here! Although it is our policy to invite parents along on field trips (sometimes it is necessary to charge a small fee to cover the cost of a ticket etc.). Parents who wish to accompany us on a field trip may do so if they inform staff of their intention on the permission sheet. Last minute decisions to accompany the Centre may not be able to be accommodated, depending on the trip, so plan ahead to avoid disappointment. On the trip, we ask that you sit only with your own child or by yourself on the bus. Parents cannot take groups of children to the washroom without a staff member present. Parent Volunteers must read and sign our Volunteer Contract and have a Police Reference Check on file before attending a trip.

FUNDRAISING

Fundraising activities are decided by the Board, in collaboration with the Centre Supervisor. Past initiatives included muffin/cookie dough sales, as well as donations and/or fundraising for local charities (i.e. Community Centre 55) to promote community involvement in the Centre. To fundraise we host an Annual Silent Auction featuring the Children's Art Work. We believe that activities such as these promote positive self-esteem in the children and parents who get involved, so be sure to participate!

MEDICATION

Children who are prescribed antibiotics should be kept at home for the first 24 hours after beginning medication. This is to ensure children are no longer contagious, and to watch for allergic reactions. **The Centre will administer prescribed medication ONLY if the parent has filled out a medication form. Medication must be in its original container with**

the prescription label intact. Over-the-counter medication, such as Tylenol, will be administered only with a doctor's note. Children with life threatening allergies will be allowed to carry their own asthma medication or emergency allergy medication provided the parents have filled out a medication form. The parent's permission is required for the child to self-administer allergy medication.

ILLNESS

Children will not be admitted to the day care if they have:

Fever greater than 38.5 C (101.3 F)

More than two bouts of diarrhea and/or vomiting within the past 24 hours

Any of the following:

Chicken Pox	Tuberculosis	Strep Throat	Impetigo
Internal Parasites	Severe Cold	Ringworm	Influenza
Scarlet Fever	Whooping Cough	Conjunctivitis (Pink Eye)	

Any other illness that precludes active participation in the day care program.

If the child has any communicable diseases, a doctor's certificate is required prior to entry to the centre. If a child develops any of the above during the day, the parents will be required to pick up their child as soon as possible. We trust that all our parents will exercise their best judgment in deciding whether to send their child to Centre if they suspect any of the above illnesses. If a child has or may have a reportable disease or may be infected with a communicable disease it will be reported to Public Health as required as soon as possible and it will be recorded in the daily log. Any recommendations from Public Health will be recorded in the daily log. Copies of report from Public Health will be kept on file and a copy sent to the Ministry.

PEDICULOSIS (HEAD LICE)

Children will be checked periodically for head lice. If your child is found to have live lice then parents will be notified and your child will be required to be picked up immediately. Children with lice/nits must have two lice treatments. The first treatment must be completed and any nits must be removed before the child may be admitted back into the daycare. The second treatment must be completed seven days later (it does not help to do it sooner), once again removing any nits found). The reason to complete the second treatment is to make sure that any nits that have been overlooked and may have hatched into live lice are then killed before they are old enough to lay more nits, thus breaking the cycle. If you discover that your child has lice, please inform the daycare as soon as possible so we can do a check on the other children and hopefully keep the occurrences to a minimum.

SMOKE FREE CENTRE

Smoking or holding a lit cigarette is prohibited at all times in the centre or on the playground whether children are present or not. Anyone on premises is to be informed that smoking is prohibited. "No smoking" signs are posted throughout the Centre and in all washrooms. Any person who refuses to comply is in contravention of the Smoke-Free

Ontario Act. Anyone wishing more information may contact the local Health department. This policy is reviewed with all staff/students/volunteers prior to commencing employment and all parents before enrolling their children.

In the case of non-compliance:

- Staff/Volunteers- failure to comply with this policy will result in disciplinary action up to and including dismissal.
- Parents-failure to comply may result in termination/discontinuation of services
- Anyone else will be informed of policy and requested to comply. Repeat offenders will be reported to the Principal of Williamson Road P.S.

SUN SAFETY AND SMOG ALERT POLICY

It is our policy to have sunscreen on hand for any children who need protection from the sun. Children may bring their own sunscreen. Please label and keep in your child's cubby. It will be suggested that children wear hats when their parent has sent them along with their child. UV readings will be posted when available.

During a smog alert we will reduce outdoor activity levels and provide a wide variety of quiet activities including water play. Children will be monitored for any symptoms i.e. coughing wheezing or difficulty breathing. Water will be provided during hot days. AQI will be posted when available.

FIRE, HEALTH AND SAFETY

Williamson Road Day Care Centre adheres to all fire, health and safety regulations and must require all members and visitors to the premises to do likewise.

After a sound of alarm:

- Designated staff (staff 1) will have the children line up
- Staff 1 will take children and attendance records out the closest door of centre room and through the hall to exit the building.
 - No outer apparel is taken. Children need footwear at all times in centre for emergency and health reasons.
- Designated staff (staff 2) will stay behind and do as follows:
 1. Take the emergency pack located by the door (first aid kit, emergency cards, cell phone, etc.).
 2. Check room to make sure all the children have left the room.
 3. Check to make sure all windows and the back door are closed
- Everyone will meet at the designated meeting spot – at the very back of the upper yard
- Once outside and clear of the building attendance will be taken.
- If necessary, once attendance is taken, staff will leave a message on the voicemail indicating the reason for the evacuation and the location of the children and staff.
- We will return to the child care Centre when the “all-clear” is given.

LOCKDOWN PROCEDURE

Lockdown Procedures:

Should an event occur which threatens the safety of the centre children and staff; the following lockdown procedures will be followed.

- All doors into the centre will be closed and locked.
- Attendance will be taken
- Children will be asked to stay low to the ground.
- Children will stay out of sight as much as possible and to remain quiet during a lockdown.
- Staff will need to prepare children for staying in “lockdown” for possibly an extensive period of time.
- Keep everyone away from glass and doors where possible
- Do not use cell phones during a lockdown
- Do not call the daycare for information
- We will maintain our lockdown procedure until the principal of the school or authorities tell us it is “all clear”.

If it is necessary to go to our designated emergency shelter, parents will be notified of the location of the children or if it is possible, a staff member will return to the child care area to direct parents to their children.

Our emergency shelter if we cannot return to school is:

1. Beaches Rec Centre, 28 Williamson Road
or

2. Balmy Beach Day Care Centre, Pine Ave and Balsam

(Calvary Baptist Church at Main & Benlamond will accommodate until Beach United are finished renovations in the case of Emergency.

AODA – The Accessible Emergency Response Standard

When required, we will provide an individual workplace emergency response plan that is accessible to employees to prepare for those with a disability. This emergency response procedure will be updated and adapted as required based on the client’s disabilities or needs. For example, our employees will follow individual alternate emergency response plans for those with special need or requirement in regards to evacuation, fire emergency, lockdown, etc.

INCLUSION POLICY

Williamson Road Day Care accepts all children regardless of abilities. We include all children in all aspects of our program. We believe that by providing experiences based on children’s needs, we will help them achieve their fullest potential and are committed to the learning and growth of all children. Our staff is willing to access additional supports for the children in our program when necessary. We believe that positive social interactions foster growth and we strive to provide ~~such an~~ **(wording?)** environment.

ANTI-BIAS POLICY

In this policy “participants” include everyone who is involved with WRDCC i.e. children, parents, staff and board members. The term community refers to those living and working in the geographic area served by Williamson Road Day Care.

WRDCC shall make every effort to reflect the multiculturalism of our community, in the hiring of staff, volunteers and the election of Board Members. WRDCC procedures shall follow the non-discriminatory human governments and agencies which provide leadership in anti-bias policy development, such as, the Ontario Human Rights Code, The United Way and Toronto Children’s Services.

This shall be accomplished through community outreach, the ongoing education of participants and by keeping informed of new policies within this area.

Staff shall be aware of cultural differences in communicating in the daycare authority context and differences that would affect use and expectations of the daycare Centre.

WRDCC shall make every effort to communicate with parent members in their languages.

Staff and volunteers shall be aware of the importance of responding with skill and sensitivity to the various cultural differences in child rearing practices, however basic standards of Canadian child care will not be compromised.

Program activities shall respect cultural, racial, language, ability and diversity and encourage active sharing of these diversities. Programs shall include the teaching of biased free attitudes and behaviours.

WRDCC shall seek to eliminate systematic barriers and promote positive race relations and attitudinal change. We shall welcome all community members to participate in our program.

WRDCC plans to ensure full implementation of our anti-bias policy through ongoing:

- Commitment of the board, staff and parent members;
- Review of our programs, policies and practices, to identify and eliminate any biases;
- Necessary training for all Centre participants;
- Monitoring of implementation through surveys to parent members
- Appointing annually a designate Board member with the special responsibility to implement and monitor this policy.

Discriminatory or racist incidents and or behaviour from children, parents or staff are not tolerated. WRDCC will not tolerate racial, ethnic, culture, ability, sexual orientation or religious discrimination in any form from any of its participants. A racial incident may be intentional or unintentional, verbal or non-verbal. Incidents of bias may be subtle, passive or overt in nature. Avoidance, exclusion, rudeness, name-calling, jokes, slurs,

stereotyping, insults, threats, and intimidation shall be deemed expressions of biased attitudes.

Disciplinary action will be taken in response to incidents of bias. This action may take the form of a warning reprimand, suspension, termination or refusal to provide service. If the incident of bias is from a child in the Centre, the child's parents will be contacted and informed of the incident, and an appropriate consequence will be given. Further incidents could result in suspension and if necessary, withdrawal from program.

Any incidents of bias shall be reported to the supervisor and or the board of directors as soon as reasonably possible. Upon the report of an incident the Board shall authorize the Board member designated to implement this policy to undertake an investigation of the said incident. That investigation shall be undertaken in a fair and discreet manner. The said Board member will report back to the Board as soon as possible. The Board shall then take such action it deems necessary having in mind the principles of this policy. All racial incidents must be reported as a Serious Occurrence.

Information regarding WRDCC is in languages of parent members to the greatest extent possible. This includes forms, and other reading materials for parents as well as books, games and other language tools for children. Program materials shall be free of biases. Materials shall portray a variety of people in a variety of activities, regardless of race, colour, heritage, ethnic origin, sex, sexual orientation, age, religion, disability or physical attributes.

PARENT & STUDENT VOLUNTEER POLICY

Parent and student volunteers (over 18 years of age) are required to have a volunteer screening through the Police Reference Check Program and are responsible for payment of such. It must be cleared and on file before parent volunteers may attend a field trip. Only Vulnerable Criminal Reference Checks completed by Williamson Road Day Care Centre will be acceptable. **Other Agency Criminal Reference Checks will not be accepted.**

If you wish to accompany WRDCC on field trips please let the Supervisor know and she can provide the appropriate forms. The Police check will be valid as long as your child remains in the Centre. Parent and student volunteers who wish to join us on any field trips can do so as long as they have read and signed our volunteer guidelines and have been given permission to attend the trip by the Supervisor. Parents and students are required to sit apart from other children on the bus and must not be left alone with other children except their own child/children.

No child is supervised by a person under 18 years of age. All volunteers, as well as student volunteers will be supervised by WRDCC staff who will report any concerns to the Supervisor. All staff of WRDCC will review and sign the Volunteer Policy yearly to be familiar with the policy and procedures. The RECE staff will be responsible for the supervision and monitoring of the volunteer and inform them of the expectations of their

volunteering experience. Orientation will also be provided to the volunteer by the supervising RECE. This will include information about the WRDC's policies and procedures, program philosophy and needs of individual children. They will be provided with a Parent Handbook and informed of any relevant DNA information. Direct unsupervised access (volunteer alone with a child) is not permitted for persons who are not employees of child care centres. Volunteers are not counted in the staffing ratios. Behaviour policies and procedures are reviewed with volunteers before volunteering begins at WRDCC and at the start of every new school year. Volunteer's behavior management will be monitored and recorded twice a year. Anaphylaxis and Emergency procedures are reviewed and signed before volunteering begins and yearly afterwards.

CHILD ABUSE

Any staff/student/volunteer that suspects a child has been abused or is at risk for abuse physically, sexually, or emotionally is required by law to report to the Children's Aid Society under the Child and Family Services Act. Staff members are required to report directly to Children's Aid (consultation call) in the case of suspected abuse and not to the Supervisor or Board of Directors. This puts staff in a very difficult position in that we must report any suspected abuse without discussion with the parents, other staff, Supervisor, or Board of Directors. After a report has been made, the Supervisor can be informed and will provide support and direction. **Please be advised that this is the law and not reporting any suspected abuse could result in a fine, loss of job and worst of all a child being put at risk.** Of course we will do our best to exercise our best judgment but the welfare of a child must come first. Additional information may be found in our Policies and Procedures binder located below the parent board.

In the case of staff/student/volunteer suspected of child abuse:

- A staff member will immediately inform his/her supervisor of the intention to call C.A.S.
- If a parent makes the allegation, they will be informed of their legal obligation to report their suspicions to C.A.S. and the Supervisor's obligation to also speak with a child protection worker
- If the person suspected is the Supervisor, then immediately inform the President/Chair of the daycare Board
- For all allegations made against a staff/student/volunteer, the Supervisor needs to be notified immediately
- The staff/student/volunteer making the allegations will follow the reporting procedure as outlined and complete all documentation required
- Allegations against anyone are considered a Serious Occurrence and the Serious Occurrence Policy and Procedure must be followed.
- The person suspected of the abuse will **not** be told by anyone about the suspicion/intent to report or the report of the abuse until after the Supervisor has consulted with a C.A.S. worker
- The Supervisor will receive direction from a C.A.S. worker and/or Police Services as to what, if anything should be done to protect the child/children receiving care in the daycare from the alleged abuser

- The Supervisor who in consultation with the President/Chair of the Board, C.A.S. and legal counsel will determine what if any action will be taken with respect to the job responsibilities of the staff person against whom allegations have been made.
- Once a joint decision has been reached by the Supervisor, President/Chair of the Board and legal counsel, the staff person will be spoken to regarding any changes in duty and/or responsibilities etc. A copy of the written decision and reasons will be given to the staff person who has been accused of the abuse and a copy will be retained on file.
- **Child Abuse Reporting Phone Numbers:**
 Toronto Children's Aid Society.....416 924-4646
 Catholic Children's Aid.....416 395-1500
 Jewish Children's Aid.....416 638-7800
 Native Child and Family Services.....416 969-8510

SERIOUS OCCURENCES

If a serious accident occurs while a child is in the care of WRDCC then immediate First Aid will be applied, the situation will be assessed by the Supervisor or the person in charge, and appropriate medical care will be obtained by the remaining staff. The parents of the injured child will be contacted as soon as possible. All serious occurrences will be reported to all governing bodies required.

Serious Occurrences to be reported to Toronto Children's Services and the Board of Directors:

1. Any death of a client which occurs while participating in a service
2. Any serious injury to a client which occurs while participating in a service
 - a) by service provider
 - b) accidental
 - c) self inflicted/unexplained
3. Any alleged abuse or mistreatment of a client which occurs while participating in a service
4. Any situation where a client is missing and the service provider considers the matter to be serious. In child care centres, the reporting of a missing child to the police must be immediate.
5. Any disaster on the premises where a service is provided that interferes with daily routines
6. Any complaint about the operational, physical or safety standards of the service that is considered serious by the service provider (including water quality).
7. Any complaint made by or about a client, or any other serious occurrence involving a client that is considered by the service provider to be of a serious nature
8. All racial or bias incidents

WRDCC will post a **Serious Occurrence Notification Form (SONF)** within 24 hours, to communicate information about serious occurrences that have occurred in the child care centre. This form will be posted on the Parent Board located inside the daycare and will remain there for 10 business

days. If the form is updated with new information then the form remains posted for 10 days from the day of update.

Exception: in the case of allegations of abuse or unverified complaints, the SONF will be posted at the completion of follow up /investigation.

Serious occurrences need to be reported within 24 hours of the occurrence. The operator enters information about the occurrence into the Child Care Licensing Service (CCLS) and calls the City of Toronto Children's Services Serious Occurrence line at 416-397-7359 to report the occurrence and confirms that they have entered the report in to Child Care Licensing Information System.

The city enters the reported information in to the Children's Services Information System (CSIS). This entry is emailed to the Ministry of Education Program Advisor, Ministry Compliance Manager, City District Director and City Consultant.

Protection of Personal Information and Privacy

- Operators must ensure the information posted in the serious occurrence Notification Form protects personal information and privacy.
- To help 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 Occurrence Notification Form.

If a serious occurrence were to occur, parents can find the Serious Occurrence Notification forms located in the school age room posted on the parent board. The notification form will include the date of occurrence, type of occurrence, description of the occurrence, the action taken by the operator, and the outcome.

TERMINATION/DISCONTINUATION OF SERVICES

WRDCC may refuse to provide/continue service to any families under the following circumstances:

- The child has exceptional needs that cannot be met in our program (See Suspension and Withdrawal Policy below)
- Non-payment of fees is unresolved (see Payment of Fees Policy on page 4)
- A family refuses to comply with the various policies at the Centre.

SUSPENSION AND WITHDRAWAL

The Centre will make every effort to provide a program that meets the needs of all children. Asking the children for their input, and discussing children's needs with the parents, helps accomplish this. Occasionally, there may be an unusual situation in which the regular program cannot meet the needs of an exceptional child. In this case, (in consultation with the Supervisor over a reasonable period of time) the Board of Directors reserves the right to determine that this child be withdrawn.

**It should be noted that in extreme circumstances, a child would be, at the discretion of the Board and Supervisor, immediately suspended from the program for the remainder of the day plus the whole of the following school day after the incident in question, if the child poses a clear and present danger to the safety of anyone at the Centre because of conduct that is injurious physically or mentally to the well-being of others in the daycare, because of willful destruction of daycare property, because of the use of abusive or improper language. Parents will be contacted of the offending incident by telephone and instructed to pick up their child immediately. **

In the case of a temporary withdrawal (suspension), a meeting will be scheduled on the day the child returns to WRDCC. It will involve the parents and WRDCC planning team and will develop a long-term action plan for future behaviour as well as to discuss terms for re-entry (i.e. a re-entry contract signed by parents and child). This would include a statement that a repetition of this offence could lead to withdrawal from the daycare.

Children may be withdrawn under the following circumstances:

- The child no longer derives benefit from the program.
- Communication between parents and the Centre are no longer conducive to foster growth and development for the child.
- All efforts have been made to help the child fit into the program by utilizing all necessary resources available.
- An evaluation has determined that another early childhood environment may be more beneficial for child/parent's needs.

Withdrawal will be taken as a last resort and is driven by the interests of the child and the safety of others at the Centre. For the benefit of all concerned we will follow these steps:

Documentation

At the onset of problems, staff will record the behaviour in question. Specific incidents, as well as responsive actions taken by the staff to manage the improper behavior, will be included. Supervisor and staff will meet to develop a strategy to help the child.

Parent Notification

Parents will be notified of any behaviour in question and informed of any actions the staff has taken to date. If problems persist, the parents should be notified and a meeting held, with the child present to establish a plan for improvement. Parental insight into any specific behavioural issues will be sought.

Development of a Long Term Behaviour Management Plan

If problems persist, a meeting will be held between parents, staff, the Supervisor and our Special Needs Resource Consultant to identify and agree upon key issues. At this point, the child's teacher and the principal may be contacted to ensure we are working toward common goals, and may attend the meeting, if the parent consents. This group will be referred to as the WRDC Planning Team.

A Behaviour Management Plan will be developed. Clearly measurable goals accompanied by specific timelines for these goals will be established. Responsibility for carrying out the various components of the plan will be assigned. Several such meetings may take place in order to monitor the situation. Proper minutes will be kept.

The WRDCC planning team will decide if a more appropriate goal for the child would be a reduction of time spent at the Centre.

Parents unwilling to co-operate with the adoption of a Long Term Behaviour Management Plan may be at risk of having the child withdrawn if, after a reasonable amount of time, the child's behaviour does not improve.

Assessment/Review

If the Behaviour Management Plan is unsuccessful and if after every effort has been made to improve the situation, the Board of Directors has the authority to suspend the child temporarily, with conditions, or permanently, as the situation may warrant. In the case of permanent withdrawal, parents will be informed of this decision in writing and if possible, alternate arrangements for the child may be suggested. An appropriate time period will be established (up to one month) in order to find suitable care and secure the best possible placement for the child. Advisors of City of Toronto Children's Services, and the Ministry of Community and Social Services and school will be informed of the withdrawal. After the decision has been made, all efforts will be made to conduct an exit interview for future reference in improving Centre quality as well as a debriefing meeting to determine what did/did not work, and what needs to be in place for future success.

WITHDRAWAL

If for any reason a parent chooses to withdrawal their child from the program. A minimum of two months' notice must be given to the Centre in writing. If less than two months' notice is given, the parent fee for the month will be non-refundable, unless the Centre is able to fill the spot immediately.

AODA – ACCESSIBILITY FOR ONTARIANS WITH DISABILITES ACT

The accessibility for Ontarians with Disabilities Act (AODA) was passed by the Ontario Government in 2005. This act falls under the jurisdiction of the Ministry of community and Social Service. AODA is an important law to ensure that we make Ontario accessible to all.

Under the act, Ontario is making the province accessible by 2025 through accessibility standards. These standards are the mandatory rules that businesses and organizations will have to follow in:

- Customer Service
- Transportation
- Information & Communications
- Employment
- The built environment

The first standard for customer service is now law. Other standards will be phased in over time and are developed by businesses and the disability community.

Williamson Road Day Care is committed to developing policies, practices and procedures that provide accessible quality service to parents and their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services. Services will be provided to parents/guardians and children with disabilities in a manner that promotes and respects the individual.

Accessible Standard for Customer service at WRDCC

- **Communication:** Our childcare Centre is committed to consider a person's disability when communicating with them. If an alternative method of communication is necessary, these methods will be provided as requested.
- **Use of Assistive Devices:** Assistive devices, walkers, wheelchairs, and oxygen may be used by individuals to assist in accessing services.
- **Support Persons:** WRDCC may require a person with a disability to be accompanied by a support person where it is necessary to protect the health or safety of the individual with a disability.
- **Service Animals:** All service animals must have proof of inoculations, vaccinations. This is required under the Day Nurseries Act. Staff and volunteers will be trained by the parent/supervisor in how to interact with individuals with disabilities who are accompanied by a service animal/support person or assistive device.
- The use of any items must be in compliance with the regulations outlined in the day Nurseries Act and the Toronto Operating criteria.
- **Notice of Temporary Disruptions:** Parents/guardians will be notified if there is a planned or unexpected disruption of our facility or a service that will affect the individual to use or access the building or any services. The notice will be posted on the Centre door, provided verbally if possible, or on the Centre's answering machine. The notice will indicate why the service is unavailable, the duration of the disruption, and an alternate facility or service if there is one available to us.
- **Feedback Procedure:**
We are committed to do our best to accommodate any request. Please be aware that these requests must fall under and be supported by the Accessibility for Ontarians with Disabilities Act. When making a comment or request, please provide us with perceived

barriers, ways we can assist you better, or how we can meet a need that is not currently being met in our Centre. Each request will be treated as unique and will be assessed. Your feedback is accepted in a variety of ways including by telephone, email, in person, or in writing. We do have a feedback form available for you located on the parent board. Our feedback protocol requires Williamson Road Day Care to respond to all inquiries within 10 business days. Whether we are able to or not able to meet your request, we will provide you a response verbally and in writing stating the reasons that we can or cannot accommodate your request.

- **Training of all Staff:** The supervisor of WRDCC is committed to provide ongoing training that is applicable for each of the Centre's client's individual needs.

AODA – The Accessible Emergency Response Standard

The Accessible Emergency Standard Response is part of the Integrated Accessibility Standards Regulations of the AODA. This standard requires us as an organization to take a proactive approach in identifying, removing and preventing barriers faced by persons with disabilities or persons with a special need.

When required, we will provide an individual workplace emergency response plan that is accessible to employees to prepare for those with a disability. This emergency response procedure will be updated and adapted as required based on the client's disabilities or needs. For example, our employees will follow individual alternate emergency response plans for those with a special need or requirement in regards to evacuation, fire emergency, lockdown, etc

***All Accessibility Policies of WRDCC are available to our clients. Alternative formats are available upon request.**

BABYSITTING POLICY (NEW)

The Centre has a duty to safeguard all enrolled children while on our premises and while in the care of our staff. If staff are caring for your children at home outside of Centre hours, we cannot guarantee the safety of children.

All of our Registered Childhood Educators are registered with the College of Early Childhood Educators. Under the Code of Ethics of Standards and Practices for the College it indicates that Early Childhood Educators:

- “do not engage in professional relationships that constitute a conflict of interest or in situations in which members ought reasonably to have known the child under their supervision”
- “Early Childhood Educators do not provide a professional service while the member is in a conflict of interest.”

- “Early Childhood Educators are to avoid conflicts of interest and/or dual relationships with children under the member’s professional supervision and/or their families or with colleagues or supervisees that could impair the member’s professional judgment”

Therefore it is our policy that WRDCC does not allow current employees to privately care for children away from the Centre setting, as a safeguarding precaution **and could result in termination for the staff member or the families involved.**

PRIVACY POLICY

Our privacy policy is available to parents and is located on our parent board.

POLICY QUESTIONS

Any questions regarding any policy should be directed to the Supervisor. If the question or concern is not able to be resolved, it may then be discussed with the Personnel Chair who will review the policy and work toward a resolution.

****If you would like to contact our board of directors, please email our board at:**
wrdcbod@gmail.com

Current Fee Schedule 2015 (Monthly):

Junior/Senior Kindergarten: \$735

School Age: \$535

Senior School Age: \$435