



# PARENT HANDBOOK

VICTORIA PARK  
CHILD  
CARE  
CENTRE



MARCH 2024



## **Victoria Park Child Care Centre Parent Handbook**

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## WELCOME TO VICTORIA PARK CHILD CARE CENTRE

We would like to welcome you to Victoria Park Child Care Centre. Welcome!☺ Thank you for choosing us to care for your special bundle of joy. Let us tell you a little bit about us, staff, program, philosophy and policies and procedures. Please read this handbook carefully, and feel free to discuss with the Executive Director, a staff member or Board of Directors any questions that you may have.

## ABOUT OUR CENTRE

We officially opened our doors on September 22, 1986, to service the growing demand of child care in the North York area. We are a community based Child Care Centre; with some of our spaces reserved for Victoria Park Collegiate Institute (V.P.C.I.) students and employees. We are a non-profit, charity corporation operated by a team of Early Childhood Educators, Early Childhood Assistants and Executive Director and administered by a voluntary Board of Directors. The Board of Directors is responsible for the governance of the Centre. It delegates the day-to-day management of the Centre to the Executive Director. The Board, as a whole, is responsible for the conduct of Centre's affairs. The Board must observe the requirements of the Corporations Act and the Childcare Early Years Act (CCEYA) and must protect and control all of the assets of the corporation. The Board meets once per month (except July and August) to review the past month's business and to make plans for the future. This process ensures that the objectives of the program are being met, as well as giving the Board and Executive Director an opportunity to discuss matters of concern. Board Members are elected from parents who have children enrolled currently and/or previously enrolled at VPCCC. Elections are held at the Annual Meeting where all parents are invited to attend and participate. The officers of the Executive Board include a President, Vice President, Secretary and Treasurer. Parents are welcome to join as committee members.

When operating at full capacity, we provide care for 36 children; 10 infants (6 weeks to 18 months), 10 toddlers (18 to 30 months), and 16 preschoolers (2 ½ to 5 years of age). We are licensed by The Ministry of Education and hold a Purchase of Service Agreement with the City of Toronto Children's Services and abide by the Toronto Operating Criteria as well as Ministry standards for licensing. We provide subsidy spaces.

Our staff consists of 2 Registered Early Childhood Educators in every classroom, 7 Early Childhood Assistants, and an Executive Director. We follow the emergent curriculum under the Early Learning for Every Child Today (ELECT) framework. We offer wide variety of experiences for students from V.P.C.I. as well as ECE students from Community Colleges. It takes a community to raise a child, and we are truly happy to have such an amazing opportunity to blend three generations under one roof!

## PHILOSOPHY

"To develop each child through an environment that fosters a positive self-image and a love for learning, a qualified and experienced staff that supports each child's growth and development through programming that builds on their curiosity and interests, and a partnership with parents, families and community that expands on the child's experience and world."



## PROGRAM STATEMENT

VPCCC is committed to providing children with a high-quality, enriched, and stimulating program within a loving and caring environment. We understand that learning and development can always happen within the context of a relationship among children, families and the environment. Together with the Ministry of Education's Regulations: Child Care Early Years Act and How Does Learning Happen?, Ontario's Pedagogy for the Early Years, our understanding of what children and families need will help support our mission and our commitment to quality early learning and care for children.

At Victoria Park Child Care Centre, we view children as being competent, capable, curious, and rich in potential and we believe children are most successful at learning when curriculum experiences account for their interests, strengths, needs, and lived realities. We look to each child to help us guide their learning. We value and respect children and believe that their theories and ideas are an important source of curriculum. This is why we have adopted the "**Emergent Curriculum**" approach to learning and use the *How Does Learning Happen? Pedagogy* set out by the Ministry of Education to guide our program.

In emergent curriculum, both adults and children take initiative and make decisions. This power to impact curriculum decisions and directions means that sometimes curriculum is also negotiated between what interests children and what adults know is necessary for children's education and development. Ideas for curriculum emerge from responding to the interests, questions, and concerns generated within a particular environment, by a particular group of children, at a particular time. Thus, emergent curriculum is never built on children's interests alone; parents and teachers also have interests worth bringing into the curriculum. The values and concerns of all the adults involved help the classroom culture evolve.

"**Early Learning for Every Child Today (ELECT)**" is a framework that describes how young children learn and develop and provides a guide for curriculum in Ontario's early childhood settings, including Child Care Centres. We began to use the ELECT framework to guide our curriculum and goals for child development coincided; we believe every child has the right to the best possible childhood. You will find a copy of the ELECT document in every classroom beside the Weekly Lesson Plan. The teachers in the room use daily observations of the children to plan activities for the following day referencing the ELECT document.

"**How Does Learning Happen?**" is Ontario's pedagogy that encourages our Centre to:

- a) promote the health, safety, nutrition and well-being of the children;
- b) support positive and responsive interactions among the children, parents, child care providers and staff;
- c) encourage the children to interact and communicate in a positive way and support their ability to self-regulate;
- d) foster children's exploration, play and inquiry;
- e) provide child-initiated and adult supported experiences;
- f) plan for and create positive learning environments and experiences in which each child's learning and development will be supported;
- g) incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to the individual needs of the children receiving child care;



- h) foster the engagement of and ongoing communication with parents about the program and their children;
- i) involve local community partners and allow those partners to support the children, their families and staff;
- j) support staff and others who interact with the children at a child care centre in relation to continuous professional learning; and
- k) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.

**We build positive and responsive relationships among children, parents and child care educators. O. Reg.137/15 Section 46 (3) (b,c,h,k)**

- We know that families are the first and most powerful influence on the learning and development of their child.
- We recognize that care and education is a joint partnership between educators, caregivers and parents. We support parents and share in their child's day.
- We encourage and build positive and responsive relationships between our employees and parents
- We make daily connections with our families in person and through daily reports, bulletin boards and newsletters.
- We encourage children to interact and communicate in a positive way; We recognize that the educators and child care providers are positive role models for them.
- The educators and child care providers support each child's ability to self-regulate and interactions are always respectful and come together with a positive and caring approach that often leads to more constructive behaviours in children.
- We promote a sense of belonging because we believe that a relationship of trust is the basis of a good foundation.
- We expect our child care providers and employees to build positive and responsive relationships amongst themselves

**VPCCC provides a vibrant, play-based program for children that fosters individual socialization and creativity through exploration, inquiry and play. O.Reg.137 Section 46 (2), (3) (d-g)**

- We recognize that every child is unique and competent, capable, curious and rich in potential.
- Children are encouraged to practice and develop their self-help skills at mealtimes and independence with dressing themselves.
- Educators child care providers prepare a weekly program that is based on the children's interests. Materials that allow for the opportunity for both child-initiated as well as adult-supported activities and interactions are provided.
- Children learn about the world through the tools we provide in their environment to encourage exploration and investigation.
- Educators and child care providers actively participate in children's play experiences as a play partner and are constantly observing, recording and documenting their communication with the children.
- VPCCC offers a program that aligns with the Ministry of Education's Pedagogy and Curriculum which includes the following:  
How Does Learning Happen? Early Learning For Every Child Today  
(ELECT) and the Think, Feel, Act: Lessons from Research about Young Children.
- Educators focus on the four foundations of Play: Belonging, Well Being, Engagement and Expression.

**We give consideration for the individual needs of the children in our program. It is vital that we have respect for cultural diversity, equity and inclusion. O. Reg. 137/15 Section 46 (3) (g)**

- VPCCC welcomes children and families of all abilities and Educators and child care Providers view the diversity of children and families as an asset. Children learn from one another.
- Educators create strategies to foster an inclusive learning environment in which every child can participate and have feelings of belonging.
- Routines are guided by Educators and child care Providers (in smaller groups of children) so that children can accomplish tasks at their own pace and success.
- We value cultures including race, language, gender, gender identity, sexual orientation, religion, socio-economic status, family environment, and developmental abilities and needs of all children.

**We meet and exceed all health and safety requirements of the Ministry of Education and Ministry of Health. We incorporate both indoor and outdoor play as well as active play, rest and quiet time into the child's daily routine. O. Reg. 137/15 Section 46 (3) (a, k)**

- Educators and child care Providers maintain documentation of each child's development and individual learning, health, safety, nutrition, and well-being.
- We monitor the children's health daily by doing a daily health check on each child.
- The safety and supervision of children is a high priority and is promoted and maintained.
- Accident reports are completed when a child has an injury.
- Accommodations are made for the children who have allergies and food restrictions.
- Medication prescribed by a physician is administered and reports are filled out.
- Educators and child care Providers nurture the children's healthy development and support their growing sense of self and well-being by providing daily opportunities for indoor and outdoor active play.
- Nutritious food is provided according to the Canada's Food Guide that meets the daily recommendations for all age groups. Menus are posted for parents.
- Food alternates are provided and documented.
- Rest times and periods of quiet activities are encouraged by Educators and child care Providers.
- All Educators, child care Providers and Employees are trained in Standard First Aid and Infant/ Child C.P.R. Level C and can effectively respond to emergencies and evacuations.

**We foster the engagement of ongoing communication with parents about their child. O. Reg. 137/15 Section 46 (3) (h)**

- Families are encouraged to participate in the program whenever possible to improve our program and services.
- Parental involvement is the key to the success of the child's learning experience.
- Our parents get involved by participating in both verbal and written feedback and sharing information about their child's development, parent surveys, attending special events and volunteering on field trips or in the classrooms.
- We use parent input to improve our programs and services. The partnerships with each family supports the program in many ways by helping to meet the child's needs and understanding what the family's needs are as well.



**Our Program Employees and Educators have the opportunity for self-reflection and participate in continuous learning and professional development. O. Reg. 137/15 Section 46 (3) (j)**

1. VPCCC encourages and facilitates professional development and training for all Educators child care Providers and Employees which will provide opportunities for self-reflection and continuous professional learning.
2. Our employees are respected and supported. We encourage all the Employees to grow and develop to their full potential.
3. Employees work closely with children to extend their learning by encouraging them to build upon their existing awareness.
4. Employees recognize and support each child's uniqueness and can then reflect on their own practices as they engage in new learning experiences both with children and with other colleagues.

**VPCCC involves community partners and we will allow those partners to support children, their families and educators. O. Reg. 137/15 Section 46 (3) (l)**

1. VPCCC recognizes that the family is unique and their needs are growing and they are often met with challenges. We have a huge support network in Toronto that consists of many diverse agencies in the community that can offer support and assistance to families, children and the educators.
2. VPCCC supports volunteers and students from the community and provides placement, training opportunities and practical work experience for them with children.

To achieve these goals, centre strives to create an environment with a sense of belonging that promotes well-being of the children and families in the centre through engagement and expression. It is important for the children and families of our centre to engage in the children's learning and curiosities through communication and opportunities to be heard. We believe the four foundations, **well-being, belonging, engagement, and expression**, are optimal for the children's learning and growth.

The link can be found here <https://files.ontario.ca/edu-1/edu-introduction-how-learning-happen-for-educators-en-2021-03-10.pdf>

By working together as a team, parents, educators, and children, we will be able to create high quality programs that focus on the children and their growth and development.

**Please note:** if your child requires additional support, the Centre and with the parents' participation will access specialized services to help meet the needs of each individual child. The Centre staff will work in co-ordination with outside agencies to support the child, which may include individualized program plans, assessments, and team meetings. Please refer to the ***Inclusion Policy*** for more information.

## STAFF

In an Emergent Curriculum, Early Childhood Educators are not only nurturers; they are partners, facilitators, observers, and co-learners who have a deep understand of developmentally appropriate practices. The Early Childhood Educators understand





individual differences and arrange their room so that children can explore at their own pace. The Early Childhood Educators provide a wide range of materials and activities in order to allow children to make their own choices. They work hard to match the curriculum to the strengths and interests demonstrated in the children.

The Early Childhood Educators understand that the early childhood experience is about learning not teaching, as a result the Educator must learn about the child from the child and family. The Early Childhood Educators watch, listen, and reflect on what is happening in order to reinforce the child's learning and appreciation of an experience. Lastly, the Educators facilitate the building of relationships between children, families, and communities.

All our Early Childhood Educators are registered through the College of Early Childhood Educators and participate in Professional Development Training on an on-going basis. All the staff hold a current First Aid and CPR Certificate and are recertified annually.

The staff at Victoria Park Child Care Centre comes from different backgrounds and walks of life, which only enhances our program and enriches our children's experiences. All the staff, volunteers and students have a Police Reference Check and cleared under the vulnerable screening test. We assure you that our staff is qualified and experienced in working with children.

### **CONTACT INFORMATION**

The Executive Director and child care staff can be reached at:

Phone# (416)445-0287.

E-mail: [victoriaparkccc@gmail.com](mailto:victoriaparkccc@gmail.com)

Messages: Himama app

### **HiMama App**

The Centre provides electronic daily reports to all families about the children's day. We use Himama which is the ultimate all-in-one childcare app. We ask you to provide your email address of yours in order to create your child/ren's profile. Through the app, the staff would be uploading details about your child/ren's day such as sleep time, diaper changes (if applicable), meal entries, one picture of the day, any message that they would like to pass you such as your child/ren's needs or notes etc. The final report would be sent to you at the end of day. General messages and announcements are also shared with the families through Himama by the Executive Director.

The families are welcome to use Himama to send a message to communicate with your child/ren's classroom teachers. The staff members will do their best to respond based on their availability of the day.



## POLICIES AND PROCEDURES

### **ADMISSION AND DISCHARGE POLICY**

Victoria Park Child Care Centre requires parents to provide the following information when registering on our wait list: Parent(s) name, child/ren's name, child/ren D.O.B, intended start date, contact number, subsidy file #if applicable via email at [victoriaparkccc@gmail.com](mailto:victoriaparkccc@gmail.com).

No fee will be charged to parents for placing a child on the waiting list. Parents may contact the Centre at any time to inquire about their wait list status. Please refer to our *Waiting List Policy and Procedures*.

Before your child can be officially enrolled in Victoria Park Child Care Centre you must complete and provide the following documents:

- Signed Parent Agreement and Fee Schedule
- Completed Medical Information Form and a Copy of Immunization Record (or Signed Waiver)
- Signed Consent Forms including Authorization Pick-up List
- A refundable deposit of two-weeks (10 business days) of payment will be required on start day based on full fee daily rate. When the subsidy caseworker confirms the eligibility of the subsidy for a family, there will be no charge for security deposit.

For the first day you are encouraged to stay with your child at the beginning of the day in order to reassure the child and minimize fears until you and your child become more comfortable. This gives the staff the opportunity to ask you questions and learn more about your child.

Victoria Park Child Care Centre requires two weeks written notice of withdrawal stating the child's last day, parents name and signature for the security deposit to be refunded (if applicable). A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. Please also be advised that being offered a spot in one program does not guarantee your child a spot in the upcoming program. Victoria Park Child Care Centre may terminate services if policies are not followed, or fees are not paid. **The Centre reserves the right to terminate the parent's contract due to the Centre's inability to accommodate the child/ren's needs or family circumstances. If the Executive Director determines that the child/ren cannot be accommodated in the program and recommend that withdrawal is in the best interest of the child, the parent(s) will receive written notification and the withdrawal will be effective two weeks from the date of notification.** Please refer to the *Withdrawal Policy* for more information.

Please keep us updated on any changes to your address, telephone number, children's health issues or emergency contact information.

### **SAFE ARRIVAL AND DISMISSAL PROCEDURES**

To ensure the safety of all the children in our care, children must be brought directly to the classroom in the morning and their outdoor clothing removed and indoor shoes put on by the parents. Under NO circumstances should a child be sent into the classroom alone. Parents must ensure that a staff member is aware of the child's arrival. If you arrive before



8:00am, please go through the Toddler door if your child is in the Toddler or Preschool class.

Please help us in keeping our environment clean and safe by removing your shoes at the entrance of each classroom. We will have shoe coverages available at each entrance of the classrooms if you wish to put them over your shoes instead of removing your shoes.

In order to allow your child to settle into the program and to maintain the continuity and smooth operation of the planned activities, we encourage all children to arrive before 9:00 a.m. Due to ratios, we might not be able to accommodate your child if they arrive after the class has gone on the walk. You will be required to wait with your child until the class returns or find them on their neighbourhood walk.

The classroom will post a sign on the outside of their classroom door with the route/time if they are gone on the walk for you to find your child's class outside.

We encourage families to bring their child before or after nap time (12:00 pm to 2:00 pm) as this is the designated sleep period and arrival during this time may cause disruption.

All families/guardians are requested to inform the Centre by 9:30am latest if the child will be absent or late due to appointments via Himama Message, phone call at (416)445-0287 , or email at [victoriaparkccc@gmail.com](mailto:victoriaparkccc@gmail.com) .

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated with the staff, the staff will call both parent/guardians by 10:00am. If no response to the call, staff will leave a voice message. If no response/follow up by 10:30am, the staff will send a Himama message. If no response is received by 11:00am, the staff will call the emergency contact persons that is on the child's file.
2. Once the child's absence has been confirmed or the contacts cannot be reached by 11:30am, the program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record. The staff should inform the Centre's Director or the Designated RECE during the Director's absence.

Children must be picked up by the scheduled closing time of 6:00 p.m. (including designated earlier closing times due to trips, special holiday hours or relocation) or a late fee charge will of a \$1.00 a minute for the first time and then a dollar increase per occurrence of a maximum of \$5.00 a minute will apply. The verbal reminder will be given at the very first time of the occurrence.

Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 7:00pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) 416-924-4646 or toll free at 1-866-527-0833. Staff shall follow the CAS's direction with respect to next steps.

If anyone other than the person listed on the *Authorization for Pick-Up* list in the Registration Package will be picking up your child, you are required to give written authorization by filling the authorization form or emailing on Himama or [victoriaparkccc@gmail.com](mailto:victoriaparkccc@gmail.com) with the person's full first and last name. We will **only** release



your child to persons on your *Authorized Pick-Up* list and with proper photo identification (ID).

In the event of custodial disputes, we must have legal documentation regarding child custody arrangements. The Executive Director and or Designated staff must be provided with a copy of any court orders in place which will be kept in the child's file. If parents of a registered child are living separately and custody has not been legally determined, the staff will abide by the information given on the child's registration form as completed by the enrolling parent. We encourage both parents to sign a written agreement confirming details regarding authorization for pick-up and access to information surrounding the child's care while attending the daycare.

The centre assumes no responsibility for children once they are picked up by the authorized person by the parent (i.e., relative, an emergency contact, child care provider, etc.). It is the Centre's policy not to release children to siblings or others under the age of 12 years even with parental permission.

Please refer to *Safe Arrival and Dismissal Policy and Procedures* for more information.

### **BEHAVIOUR GUIDANCE AND PROHIBITED PRACTICES**

All children display undesirable behavior at some time. The ability to manage young children's behavior in a positive manner is often challenging and complex; however, the effective guidance of young children requires a patient and nurturing caregiver who understands the tasks of children at various ages, is aware that young children are naturally curious, active and impulsive, and recognizes that the main goals of positive management are to assist children to develop responsibility, to learn and develop skills to control themselves, and to take responsibility for their own behavior. *As stated in the Child Care and Early Years Act*, the following will not be permitted in guiding a child's behaviour:

- a) corporal punishment of a 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 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



Please refer to our *Behaviour Guidance Policy* for more information.

## CHILD AND FAMILY SERVICES ACT

In accordance with the Child and Family Services Act, it is the responsibility of every person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to Children's Aid Society if they suspect that child abuse has occurred or if a child is at risk of abuse. This includes any operator or employee working with children. An individual's responsibility to report cannot be delegated to anyone else. **Please refer to our *Child Abuse Policy* for more information.** If you need to report to a Children's Aid Society, the numbers are posted below.

Children's Aid Society  
(416) 924-4646

Catholic Children's Aid Society  
(416) 395-1500

Jewish Family and Child Services  
(416) 638-7800.

Native Child and Family Services  
(416) 969-8510

## CLOTHING AND POSSESSIONS

Children should come dressed in comfortable clothing that can get dirty, since some activities we do on a daily basis are messy. A spare change of clothes is required for all children in case of soiling of clothes. Children under the age of 3, and those who are potty-training require at least two changes of clothing (including underwear and socks). We want to keep your children happy and comfortable.

A separate set of indoor shoes is always required at the Centre for each child. Feet are required to remain covered by Toronto Public Health at ALL times when indoors. These "indoor shoes" can be simply a pair of cros from the dollar store, or even a separate set of sneakers if you wish. Indoor shoes also protect your child's feet in the event of a fire drill in the winter months/rainy days. We strongly encourage families to provide Velcro shoes to avoid possible accidents in case of tripping over laces.

Outdoor play is an important part of our program and under the Child Care and Early Years Act (CCEYA), we are required to have the children play outdoors for at least 2 hours per day, thus clothing for all weather conditions should be at the centre, such as winter/sun hats, coats, snow/splash pants, winter/rubber boots, 2 pairs of waterproof mittens, neck warmer. Please no scarves and strings on hats it is a safety concern. We recommend clips for mittens and Velcro closures on hats are the best.

In every classroom, there are cubbies for every child in the program that are labelled with their name. Wet or soiled laundry will be placed in a plastic bag and hung on your child's cubby hook to get laundered. If your child needs more clothes, the teachers will message you on Himama specifying what is needed by when. We ask that home toys and toys that resemble weapons are kept home to prevent them from getting broken or lost. The staff or the Centre will not be responsible for ensuring that toys are not lost or damaged. We encourage families to take the home toys with them after dropping off your child to avoid incidents unless it is requested by the classroom teacher for Show and Tell activity purposes.



It is very important for you to label everything you bring it to the Centre.

For more information, please refer to the Welcome Package from your child's class.

**Please discuss with the Executive Directors at the time of admission if your child is unable to participate in all facets of the program.**

### **TOILET TRAINING**

Toilet training is a co-operative effort between child, parent and staff. When a child is ready for training, we encourage parents to discuss that with their child's teachers. To begin a collaborative process in supporting your child's potty training success.

It is important that the child receives positive reinforcement when deserved and acceptance when an accident occurs. This process takes time. It is also usual that the child will regress at some time temporarily. We feel that it is important that the toilet training period be a happy one for both the child and the parent.

### **PARKING**

Victoria Park Collegiate Institute offers two parking lots; one located at exit 4 (North) and the other at exit 11(South). The most common and easiest way to access to the Centre is through Exit 11 doors. The parents can use the main entrances to enter the school as well.

### **STROLLERS**

The Centre does not have storage space for strollers. Parents may leave their stroller outside their child's classroom. The centre is not responsible for loss or damage to strollers, car seats or items attached to strollers.

### **IMPLEMENTATION OF OUTDOOR PLAY**

Outdoor play must be implemented for all children up to 2 hours per day , weather permitting.

The outdoor hours within weather permitting (playground or neighborhood walk) for infant are between 9:00am to 10:00am & 3:00pm to 4:00pm and for toddler & preschoolers are between 10:00am to 11:00am & 4:00pm to 5:00pm. Staff must ensure that planned outdoor activities are prepared and offered daily when outside.

The playground is the first choice to be used. However, if the play structures, the surface, or the playground roof that can cause injury when puddles, snow piles, icicles etc., then the outdoor neighborhood walk will be the alternative.

Staff are required to take children outside even when:

- The weather results in mist, fog or slight drizzle



- The playground is wet. It is acceptable for children to be on the playground in wet conditions. Toys and equipment must be stored in the outdoor shed properly so they remain dry and ready for use.
- Special events, guests and programming are planned. Outdoor play must not be replaced with these activities, but rather rescheduled for that morning or afternoon so that required outdoor play time is implemented. If, for example, a special activity is scheduled for 9:00 a.m., children must go outside after the activity has ended. If the playground is used by another age group because of the time conflict, outdoor walks must be implemented. Flexible programming is required on such days.

#### Restrictions to Outdoor Play

- Do all children have appropriate clothing (snowsuit, boots, hat, mittens etc.)
- Is the temperature/wind chill factor too cold? Too hot?
- Is it raining?
- Are the playground and sidewalks conditions unsafe?

#### Winter Time:

The playground check is done by the designated staff twice a day (morning and afternoon prior to the outdoor time). However, the staff members will check the temperature and the conditions right before the outdoor time to ensure it is still safe to use.

Infants, toddlers and preschoolers are expected to go outdoors if the temperature with a wind chill falls **below -10°C**.

If the temperature is **between 10°C to -15°C with the windchill, the outdoor time will be limited to use no more than 30 minutes with proper protection.**

The infants and toddlers need special attention since they do not move as much and can't tell us when they are cold therefore staff will make the judgment to restrict the outdoor time when it is **between 10°C to -15°C with the windchill, when outdoors with proper protection.**

#### Summer Time:

If the Air Quality Index (AQI) Value is below 30, the air quality is good and that there are no known health effects, the children should have their outdoor time.

There may be some adverse health effects for young children and adults on days where the AQI is above 30.

Children are not expected to play outdoors if the AQI reaches 30 or above. If, however, the outdoor area is shady and breezy, or if children will be engaged in water play, staff should take children outside, but will make a judgment call as to how long they will remain outdoors.

Children (especially with breathing difficulties) are particularly at risk on Smog Alert Days. It is therefore important that staff limit outdoor activities to early morning and late afternoon when air pollutant levels are lower.



**DAYS AND HOURS OF OPERATION**

The Centre is open year-round and operates Monday to Friday, 7:15 a.m. to 6:00 p.m. The centre will be closed during the following days:

New Year's Day	Family Day	Good Friday	Easter Monday
Victoria Day	Canada Day	Civic Holiday	Labour Day
Thanksgiving Day	Christmas Day	Boxing Day	TDSB Day in Lieu of Remembrance Day-December

We follow the Toronto District School Board in closing our Centre due to severe winter storm warnings. When TDSB is deemed unsafe to open due to inclement weather, our Centre will be also closed. It will be the parent's responsibility to pick up their child from our Centre or find alternate care if the Centre is closed on such rare occasions.

When the school buses are canceled, the Centre will be still open. When the Toronto District School Board closes **all schools** then the centre is closed also.

The closure information will be shared via Himama by the Executive Director as soon as TDSB makes their decision.

**2024 FEES**

Our fees for the following rooms are:

- Infant        \$732.38
- Toddler      \$618.98
- Preschool    \$484.79

For more information regarding our fee, please refer to the *Fee Schedule* in the registration package.

For late fees, please refer to the *Safe Arrival and Dismissal Procedures*.

**FIRE DRILL PROCEDURES**

For the safety of all children and staff in our program, a monthly fire drill is conducted as part of our program. This provides children with practice exiting the building in a calm and orderly manner. In the event of a building evacuation, Victoria Park Child Care Centre will evacuate to our emergency shelter as stated in the posted *Fire Drill Procedures*.

In case of emergency, every effort will be made to contact the parents or the emergency contact. Sometimes this is not possible, and immediate treatment is necessary. If your child is hurt or becomes seriously ill while in care at Victoria Park Child Care Centre, he/she may be treated at the emergency room of the hospital as required.

IN THE EVENT OF A FIRE OR AT THE SOUND OF THE BELL:





- Each staff member will take the group of children that he/she is responsible for and leave the building by the southeast exit doors (if obstructed use the North doors) in a calm and orderly manner.  
\*All Infants are placed in a designated emergency crib and two staff members push the crib to the designated exits.
- Each staff member and his/her group of children will remain outside until the arrival of the Executive Director. The Executive Director will be responsible for making sure all children are accounted for and will give the all-clear to return inside. DO NOT MAKE YOUR WAY TO THE CENTRE.
- If it is a necessary to vacate the school for an extended period of time, the staff and children will proceed to the emergency shelter location.
- Parent(s) will be informed of the event once possible via Himama/email by the Executive Director and/or Designated Staff.

**EMERGENCY EVACUATION SITE**

Ranchdale Public School	60 Ranchdale Crescent, North York, ON M3A 2M3	(416) 395-2800 Principal: George Bartzis
Ranchdale Rompers Day Care	60 Ranchdale Crescent, North York, ON M3A 2M3	(416) 441-1233 Director: Donna Ciccarelli

If you are picking up your child during a Fire Drill or from the emergency Evacuation site, please see your child’s teacher to ensure they are aware of your child’s departure. This is important to assure that every child is accounted for.

**MANAGEMENT OF EMERGENCY POLICY AND PROCEDURES**

In case of an Emergency, when it is unsafe to return: Upon arrival at the emergency evacuation site, Executive Director or Designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children via phone or Himama app.

Where possible, Executive Director or designate will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

In case of an Emergency, when **“All Clear”** notification is given: As soon as possible, Executive Director/Designated staff must notify parents/guardians of the emergency situation and that the all-clear has been given via phone or Himama app.

Where disasters have occurred that did not require evacuation of the child care centre, Director and/or Designated Staff must provide a notice of the incident to parents/guardians by the end of the day.

If normal operations do not resume the same day that an emergency situation has taken place, Executive Director and/or Designated staff must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

The Centre will adopt the VPCI emergency management policies and procedures when the school declares an emergency. The Centre has a *Management of Emergency Policy and Procedures* in response emergency occurs and the policies and procedures will be followed in the event of the cases.

## FIELD TRIPS AND OUTINGS

Field trips and walks are a regular and carefully supervised part of our program. At times, off-site activities such as walks in the neighbourhood are not always planned ahead of time but occur to accommodate the interests and needs of the children. Children in our programs often go on walks and take advantage of what the surrounding community has to offer (e.g., parks, stores etc.). These excursions are considered part of the daily program and will not include motor transportation. A consent form, in the registration package, acknowledges parental permission for a child to leave the premises for neighbourhood walks and visits to local parks.

Parents will be notified of any field trips through the monthly calendars, permission forms and postings. Majority of the field trips take place during the months of June, July and August. Parents are welcome to come along with their child on these outings. If parents do not wish for their child to participate in field trips; it is the parent's responsibility to find alternate child care for the specified length of time allotted for the field trip.

Field Trips are by foot or school bus only. No private vehicles, other than the case of a parent/guardian transporting his/her own child, will be used for transportation of any child in any program provided by the Centre. During all trips and walks, the individual ratios of each program will be maintained for all children.

## HEALTH POLICY

To maintain a good standard of health, a Daily Health Check is completed upon each child's arrival at the centre. The Centre follows Toronto Public Health and Child Care and Early Years Act guidelines on illness and exclusion policies. Children showing signs of a communicable disease include but are not limited to pink eye, repeated vomiting (2 or more episodes), 2 or more bouts of diarrhea, fever, undiagnosed rash/skin disease, must be kept at home until diagnosed by a physician. Please notify the centre if your child has been exposed to any communicable disease whether they are showing any symptoms. The Centre is responsible for reporting it to Toronto Public Health if there is an outbreak. A sign will be posted to report any communicable disease to the parents.

Our staff will monitor children on an ongoing basis for signs of illness. Our basic guideline is that a child should not be in the Centre if he/she has any of the following:

- a fever greater than 38.0C. or 100.4F
- diarrhea (two or more loose bowel movements)
- repeated vomiting (2 or more episodes)

- an unexplained rash
- red, puffy eyes and/or yellow or green discharge from eyes, nose or ears
- a contagious disease
- an antibiotic prescription which has been administered for less than 24 hours. Prescriptions for the treatment of ear infections and for preventative measures have been exempted but must be accompanied with a note from the child's physician.

Should a child become ill during the day, the child will be isolated from the other children and the parent contacted to pick up the child immediately. It is the parent's responsibility to pick up their child or to make arrangements for them to be picked up. A child who develops one or more of the above symptoms must remain at home until symptom free for 24 hours. When the symptoms are a fever, please note that the child must be fever free for 24 hours without the use of fever-reducing medications. Please refer to our *Health Policy* for more information.

### MEDICAL INFORMATION & ANAPHYLACTIC POLICY

A full documented medical form and emergency consent form must be presented on or before the first day of enrolment. All children must be up to date with their required immunizations or have a signed exemption form signed by the parent and submitted prior to starting. It is the parent's responsibility to provide the Centre with up-to-date medical information.

Anaphylaxis is a severe allergic reaction that can be caused by foods, insect stings, medications, latex or other substances. Education and awareness are the key to keeping children with potentially life-threatening allergies safe. Our Centre's anaphylaxis plan is designed to ensure that children at risk are identified, strategies are in place to minimize the potential for accidental exposure and staff are trained to respond in an emergency. Please let the Executive Director know if your child has an anaphylactic allergy as soon as possible as we will need to fill out an Individualized Action Plan and Emergency Procedures for a child with an *Anaphylactic Allergy* and *Emergency Action Plan Agreement*. All individualized plans and emergency procedures will be reviewed with a parent of the child annually and/or as needed to ensure the information is current and up to date. For more information, please refer to our *Anaphylactic Policy*.

### DRUG AND MEDICATION ADMINISTRATION POLICY

Prescription medication will only be administered once the parent or guardian has completed a *Medication Authorization Form*. These forms must be filled out with specific instructions as to the time and dosage given to the child. Medication will **only** be given to a child if the medication is in the original container as supplied by a pharmacist and the package is clearly labelled with the child's name, the name of the medication, the dosage of the medication, the date of purchase and expiration, if applicable the instruction for storage and administration. Medication **will not** be given to the child if it has another name on the package, the medication is expired, or the above conditions are not met.

We cannot administer over the counter drugs or medication (i.e. Advil, Tylenol, eye drops) without a doctor's note for over-the-counter medications. Please refer to our *Drug and Medication Administration Policy and Procedures*.



The *Individualized Plan for a Child with Medical Needs* must be completed by the child's physician in consultation with the parent/guardian if your child has one or more acute or chronic medical conditions (Diabetes, Seizure, Asthma or other) such that the child requires additional supports, accommodation, or assistance. If your child's physician has recommended in writing on the *Individualized Plan for a Child with Medical Needs* that specific over the counter drugs/medication can ease the illness, the physician's note is required.

Medications will be stored in a container in the refrigerator or designated cupboard in the kitchen, as required. The required medications will be kept in locked containers. It is the parent's responsibility to take the medication home at night. Epi-pens and puffers will be kept always available and near where the child is, as required by the child's condition.

**PLEASE NOTE:** Children requiring medications for an illness of a serious nature, such as asthma or an anaphylactic allergy will not be allowed to attend daycare unless they have the appropriate medication (i.e., Epi-Pen, Puffer) with them.

## ACCIDENTS

Accidents and young children seem to go together. Children often fall and always seem to have bumps and scrapes. If your child gets hurt at the centre an *Accident Report* will be completed and available for you to sign in acknowledgment of the accident. The report will then be placed in your child's file and a copy provided to you. There is evidence (e.g. a parent signature/initial on the form, email verification) that a copy of any accident report has been provided to the child's parents.

## NUTRITION

Victoria Park Child Care Centre is a **nut-free environment**. Food and drinks from outside are not permitted. Parents are not permitted to bring food or allow their child to eat foods in the centre that has not been provided by the centre.

The menu rotates on a four-week cycle and is posted in the centre. Our lunch and snacks are catered by **Wholesome Kids Catering** who ensure that all the meals meet the daily nutritional requirements set out by the Child Care and Early Years Act and Canada's Food Guide for Healthy Eating. The menu does not include pork or products that contain or may have come into contact with nuts. If there are restrictions to your child's diet, please inform the Executive Director at the time of admission in order to determine how best to accommodate. The Catering Company takes two business days to make the changes effective. The Centre provides milk and fresh water readily available to children. For more information please visit their website, <https://wholesomekids.ca/>.

The children are provided with a hot, nutritious lunch and two snacks as well as a third late afternoon light snack. Parents are reminded that the morning snack is not meant as a replacement for breakfast. Please ensure that your child has had breakfast before his/her arrival at the centre.

For infants, a signed written feeding schedule including the type of food, time and quantities must be provided for the teachers to follow.



The schedule should be reviewed at least every two months and/or as necessary with the caregiver in case of any changes. Infant cereal and jar food will be provided by the Centre until the child is one or eating table food. Parents are responsible for bringing in formula and bottles labeled with your child's name. For infants on table food, parents are required to sign the menus provided by the caterer. All infants are fed in accordance with written instructions from a parent of the child. **For more information, please refer to the Infant Room Welcome Package.**

For special occasions such as holidays or celebration, The Centre will provide a special treat for every child. Parents are not permitted to bring in cake, food or include any food in loot bags. If loot bags are to be shared with the children, parents are reminded to only include items that are appropriate and safe for the age group. Any items depicting violence (i.e. guns & weapons) are not permitted. If needed, our staff will assist you in determining what is acceptable. Please also discuss with the Executive Director any other arrangements you wish for your child's birthday or other special occasion.

In the interest of health and safety, only food and beverages that are supplied by the centre may be offered to the children. Food without a clearly visible Nut-Free sign will not be served to the children.

Under no circumstances will young children be allowed to walk around or play with bottles in their mouths. If your child requires a bottle at nap, it will be given to him or her before they get into bed. Under no circumstances will children be allowed to go to sleep with bottles in their cribs/cots. This is also to ensure safety (prevent choking) and to prevent dental problems.

At all mealtimes staff sit with children and model positive appropriate social interaction and promote healthy eating habits. It is the parent's responsibility to notify staff regarding any dietary or cultural considerations for their individual children so staff can ensure that nutritional requirements are fully met.

#### **FOOD PREPARATION POLICY**

Food for meals and snacks will be provided by our catering service "Wholesome Kids Catering". No food prepared in staff member's homes or at the Centre's kitchen can be served to the children while they are in the care of Victoria Park Child Care Centre. Activities in the day care that involve the children making food are allowed as long as consent was provided through parent review of the meal plan. Food prepared by staff as a gift for the children can be placed in the cubby and then parents can decide if and when it is fed to their child.

#### **NAP TIME AND SLEEP SUPERVISION POLICY**

The Child Care and Early Years Act requires that each child eighteen months of age and up to and including five years of age in attendance for six hours or more in a day shall have a rest period of not more than two hours in length following the mid-day meal. A child who is unable to sleep during the rest period is not kept in bed for longer than 15 minutes and is to be permitted to engage in quiet activities (the rest period is to be agreed upon by caregiver and parent).



The children in the Toddler and Preschool room have their rest period from 12:00pm to 2:00pm every day. The children in the infant program follow their individual schedule for naps and feedings. For your child's comfort we ask that you bring a blanket for nap time. Children under 12 months will not be permitted to have any extra items in the crib such as blankets or bumper pads. Light weight sleep sacs are permitted. Visual Sleep Check will be done for toddlers/preschool room every 30 minutes and the staff will record it on the Sleep Visual Chart.

Cribs/cots and fitted sheets for each child provided by the Centre and the blankets/ sleep sack provided by the parent will be washed every week or more often if required. Please refer to our *Sleep Supervision Policy and Procedures* for more information.

### Infant Crib Policy

Proper sleep is an important part of every infants growth and development. VPCCC has a crib designated for each infant enrolled at the Centre. Infants' sleep times vary for each child and VPCCC follows your child's individual sleep schedule. Upon enrollment and other appropriate times, such as at transitions between programs or child's needs, parents will be consulted on their child's sleeping arrangements. Children under the age of 12 months will be placed on their back in the crib. A VPCCC staff member will be in the sleep room supervising the children when there are 3 or more children in their cribs. When there are less than 3 infants sleeping, a baby monitor will be used. The electronic monitoring device will be checked daily.

- Infants will be checked on by a VPCCC member according to each infant's needs as identified by their parent, or at least every 15 minutes while they are in their cribs. Staff will assess the child's breathing, temperature, safety, and overall well-being. Staff will then initial time of check on a chart in the sleep room.
- Parents are welcome to bring in a light blanket (12months and older) or sleep sack for their child to use.
- Other than a firm mattress and a fitted sheet, there should not be any extra items such as pillows, duvets, blankets and bumper pads in the crib to reduce the risk of suffocation.
- Infants are safest when placed to sleep in fitted one piece sleepwear that is comfortable at room temperature to reduce the risk of overheating and minimize the use of blankets (0-12 months of age).
- When not in use, blankets will be hung over the crib headboard as to not block air flow in the room.
- No sleep toys, stuffed animals or pillows are allowed in the cribs.
- Soothers may be used in the crib but cannot be attached to any item or clip.
- Infants may not be permitted to sleep with anything around their neck, i.e. bibs, necklaces.
- If a child has a mild illness, the staff will position themselves beside that child's crib.
- The procedures provided for placing children under 12 months of age on their own backs for sleep align with the requirement to meet the recommendations set out in Health Canada's document entitled "[Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada](#)".



## PARENTAL INVOLVEMENT

It is our goal as a Centre to maintain an "OPEN DOOR" policy. We feel it is important to have open communication with the parents and families. Parents are always welcome at the Centre at any time during the day to visit with their child. We feel that this is a very positive experience, as long as your child can deal with the separation once they return to the program or the parent leaves.

If any of the following is observed, we will meet with the parent and request a restricted visitation:

- Child cries or is distraught, having a hard time settling back.
- Child's play is interrupted.
- Child's individual schedule is interrupted i.e. sleep, lunch, diaper changes, etc.
- Other children become upset or distraught.

If you wish occasionally to take your child out of the Centre for a short time, please let your child's teacher know as they will be signed out of roster and signed in upon return. Only parents will be permitted to visit their child during the day.

Please Note: The Centre is not liable for any injury that may occur out of the Centre and program.

We ask that you advise us of any changes or events at home that may affect your child's behavior. Our staffs are committed to providing an environment which fosters co-operation between the home and Centre. It is very important that both the parents and the teachers work together to help your child reach their full potential.

Daily contact with parents is encouraged at drop off and pick up times. The children are involved in many new and exciting activities throughout their day. Talking with your child about their day's activities will enrich both their experiences and your relationship. We encourage parents to spend time in the centre during drop-off and pick-up times, this allows for informal information sharing for both parents and teachers. If you need longer amount of time to discuss your child's progress with your child's teacher, meetings will be scheduled upon request.

Parents with special talents are welcome to participate and contribute to the programs.

Weekly Program Plans are all posted in each program on the Parent Information Board located in each room.

Field trips – We encourage all parents to accompany us on our field trip outings.

Family Events –we plan an annual special family event. –Family Potluck taking place in August. We may also have other events happening and will keep you posted on these.

Fundraising- parents are asked to assist the centre in the fundraising throughout the year. Fundraising helps us in keeping our childcare fees down by assisting us in purchasing



numerous program supplies, such as new toys, gross motor equipment, creative supplies, and sunscreen.

### **SERIOUS OCCURRENCE POLICY**

If a serious accident occurs that results in the need for medical attention, the centre will contact you and arrangements will be made for you to pick up your child or meet the staff at the emergency facility. If you cannot be reached, we will contact your emergency contact.

The following are considered serious occurrences under the *CCEYA* and **MUST** be reported:

1. **Death of a child** who received care at the Centre, whether it occurs on or off the premises.
2. **Abuse, neglect, or allegation of abuse or neglect** of a child while receiving child care at the Centre.
3. **Life threatening injury or illness** of a child who receives care at the Centre.
4. **A confirmed case of COVID-19** in respect of a child who receives child care at the Centre, an employee at the Centre, or a student at the Centre.
5. **Missing or unsupervised child(ren)**. An incident where a child who is receiving care at the Centre goes missing or is temporarily unsupervised.
6. **Unplanned disruption of normal operations** at the Centre that poses a risk to the health, safety or wellbeing of the children while receiving care at the Centre.
  - A. Fire
  - B. Flood
  - C. Gas Leak
  - D. Detection of Carbon Monoxide
  - E. Outbreak
  - F. Lockdown
  - G. Other Emergency Relocation or Closure

### **PROCEDURE FOR REPORTING A SERIOUS OCCURRENCE**

1. Where the situation warrants it, employees must request immediate medical attention for any individual involved in a serious occurrence. When in doubt, appropriate medical attention should be sought immediately
2. All employees at the Centre are required to identify and report all serious occurrences, as defined above, to the Executive Director or their Supervisor **immediately** upon becoming aware of the circumstances that constitute a serious occurrence
3. Executive Director or Designated Supervisor will:
  - Address any continuing risks to the health and safety health of children or other individuals at the Centre resulting from the occurrence.
  - notify the local coroner immediately in all cases involving death, regardless of location or circumstances
  - Where a serious occurrence involves a child receiving care at the Centre, contact the child's parents immediately.
  - Contact the applicable agencies (e.g. Children's Aid Society, Police, Public Health or other agencies) as required or advisable.

**NOTE:** If there is a reason to suspect abuse and/or that a child is in need of protection, the designated person shall ensure immediate contact with



Children's Aid Society.

- Interview the staff or any other person witnessing or having knowledge of the occurrence or indicate that there is no need for their involvement at this point.
- Report all serious occurrences to the Ministry of Education within 24 hours of becoming aware of any given serious occurrence, including by submitting the following details of the serious occurrence through **Child Care Licensing System (CCLS)**:
  - Brief description of the occurrence
  - Date, time and place where it occurred
  - Time occurrence was reported
  - Reason for the occurrence (if known)
  - The names of people involved
  - Any actions taken by the Centre in response
  - Current status in respect of the serious occurrence
  - Parties/agencies who were notified of the serious occurrence
  - Any further action recommended
- Complete and post a **Serious Occurrence Notification Form** within 24 hours beside the operating license for 10 days.

**NOTE:** If the Notification Form is altered or updated, the form will remain posted for an additional 10 days.
- Contact **Jennifer Comber**, Program Advisor, at (416)315-4157 via email or directly by telephone or by calling the **Toronto Central Region Office at 1-877-510-5333** if emergency services (fire, police or ambulance) have been called or there is media attention.

## DOCUMENTING AND PROCESSING A SERIOUS OCCURRENCE

The Executive Director or Designate Supervisor must get a signed and dated statement from everyone who witnessed or knows about the situation.

**NOTE:** This "on the spot" information is essential for follow-up progressive discipline and follow up decisions. It is important to capture what each witness knows about the situation. The documentation at this stage should be as extensive in detail as possible. Relevant information regarding the incident will be reported through the following format:

- Point form, facts only, no personal information
- Child (ren) involved are to be identified by the first and last initials.
- Follow-up should include the immediate action taken, a review of the circumstances that led to the situation, and a proactive plan to prevent similar situations from occurring in the future.

### 1. DOCUMENTING THE NOTIFICATION FORM

Following submission of a Serious Occurrence Report to the Ministry through **Child Care Licensing System (CCLS)** within 24 hours of becoming aware of an occurrence, a Notification Form needs to be posted beside the Operating License. The Notification Form is to communicate information to the parents about the serious occurrence that has occurred at the Centre without revealing identifying details such as names of persons involved; age or birth date of child (ren), age group or



room.

The Notification Form will be:

- Posted next to the Operating License in the toddler room.
- Posted for a minimum of 10 business days.
- Updated as additional actions or investigations occur and posted for an additional 10 days.
- Retained for at least 3 years from the date of occurrence.
- available for current and prospective parents, licensing specialist and children's services staff upon request.

All documentation related to a serious occurrence must be retained by the Centre for at least three (3) years from the date that it was made.

## STUDENT PLACEMENT AND VOLUNTEERS

Victoria Park Child Care Centre works in cooperation with high schools, community colleges and universities in the area, the child care centre is frequently used as a source of practical experience for students in early childhood education. These students and volunteers enhance the staffing and permit individualized care and special activities to be implemented.

At times, the student will be observing a child and recording his/her actions and reactions. The names of the children do not appear anywhere. The purpose is to help the student learn the various observation techniques that they will use when they are in the field. The students and volunteers are supervised at all times and are never to be left alone with a child at any time. A short description about the volunteer or student will be posted in the classroom where they are volunteering or doing their field placement. **Please refer to our Volunteer and Student Supervision Policy for more information.**

## QUESTIONS OR CONCERNS

If you have any questions or concerns, please do not hesitate to speak with your child's teacher or the Executive Director.

If you feel your concern has not been addressed, please put it in writing in a sealed envelope and the Executive Director will take it to the Board of Directors. You can also email the Board of Directors at [ypccboardofdirectors@yahoo.ca](mailto:ypccboardofdirectors@yahoo.ca).

A meeting will be set up with the Board Representative and all people concerned. The Board Representative may choose to take concerns to the full Board of Directors for direction and will report back to the parent with the outcome.

It is our belief that close cooperation between parents and staff is essential in order to provide the necessary support and care to meet your child's needs while ensuring that they reach their full potential.

## PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Victoria Child Care Centre recognizes that the involvement of parents in their child's education partnerships is important for children's development and learning. We also recognize that there may be times of disagreement and issues of concern that will need to

be resolved. This policy provides a transparent process for parents/guardians and Victoria Child Care Centre staff to use when a concern/issue is brought forward. 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. All issues and concerns raised by parents/guardians are taken seriously by Executive Director or designate and will be addressed. Every effort will be made to address and resolve issues or 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. 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.

An initial response to an issue or concern will be provided to parents/guardians within 2 business day(s) depending on the nature of situation. 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.

Please refer to our *Parent Issues and Concerns Policy and Procedures* for more information.

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern received from the Executive Director and/or Board of Directors, they can report issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 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.

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> 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 Executive Director.</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 2 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</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 Executive Director.</li> </ul>	<ul style="list-style-type: none"> <li>- 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>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 or</li> <li>- the Executive Director.</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 Executive Director as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</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 or</li> <li>- the Executive Director.</li> </ul> <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>

### 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

Victoria Park Child Care 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 and/or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Executive Director.



### **CWELCC (Canada Wide Early Learning Child Care) System**

As of March 28, 2022, Ontario reached an agreement with the federal government for the Canada-Wide Early Learning and Child Care (CWELCC) System. The implementation of the CWELCC System is a five-year plan which includes improving affordability, enhancing quality, increasing child care access, supporting inclusion, and supporting data reporting. VPCCC is enrolled and approved for the CWELCC System as of November 23, 2022.

*We look forward to being a part of your child's development!*