

# **CHILDSPACE DAY CARE**

## **P A R E N T**

## **H A N D B O O K**

**(Revised April 16, 2014)**

### **CHILDSPACE DAY CARE CORPORATION**

Director: Pat Costello

Centre 1 - 50 Woodmount Ave Toronto, Ontario M4C 3X9 (416) 425-7763

Charlotte Risk, Supervisor

Centre 2 - 690 Carlaw Ave, Toronto, Ontario M4K 3K9 (416) 469-0560

Joan Sinclair-Thomas, Supervisor

Centre 3 - 49 Felstead Ave, Toronto, Ontario M4J 1G3 (416) 469-9766

Kim Tamar, Supervisor

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## **MISSION STATEMENT AND PROGRAM PHILOSOPHY**

### **Mission Statement**

Childspace Day Care Corporation is committed to the highest quality in day care in a warm, nurturing environment for all children that our present staff and program can provide.

### **Program Philosophy**

To plan for any play based curriculum, we must begin with a basic knowledge of how young children grow, develop and learn. As early childhood educators, we recognize that children learn best under the following conditions:

- 1) When they have a good self-image and are warmly accepted as they are by both adults and other children;
- 2) If given repeated opportunities to discover, explore, be challenged, be creative and to problem-solve through direct experiences;
- 3) When given diverse choices of play to internalize that choice and its consequences that can lead a child to independence, self-confidence, self-esteem, self-control and a sense of responsibility;
- 4) Following the children's lead and by capitalizing on the children's natural curiosity and exuberance;
- 5) Through a rich environment that considers their total development and each child's individual needs and interests;
- 6) When supervised by teachers who protect and ensure each child's rights without sacrificing any individual's child's right of the freedom to learn;
- 7) Recognition that for all people learning is a life time experience and
- 8) A child's learning is fostered when we include: the family, day care teachers, school teachers, public health and all other community partners.

In order to provide a rich, diverse and secure environment, keeping in mind the child's interests, we must provide and allow for a balance of activities; structured/unstructured, informative and creative, active/quiet, indoor/outdoor, observing/participating, and alone/in a group.

### **Aims**

The aims of the daycare centre are:

- 1) That we develop each child in all ways, to achieve as fully as possible intellectually, emotionally, socially, physically and creatively through play.
- 2) That we are aware of the stages of development of the group and the individual in the group.
- 3) That we have a safe and clean place for children. For their safety, areas are checked by staff before children enter. Also a fire drill is practiced monthly. All our staff are knowledgeable of applicable health regulations and ensure we have a clean day care.
- 4) That we follow the Canadian Food Guide in preparing interesting, varied and healthy foods for our hot meals and snacks.
- 5) That we have a positive approach to the program and expand the child's concept of time by placing emphasis on the task beginning and completion.
- 6) That we plan space properly to promote this learning and develop the child's ability to complete tasks and achieve satisfaction.
- 7) That for optimum creative development, the teacher-directed portion of the program is kept to a minimum, and the material in the room is designed in such a way so that the child can think of all possible options for experimenting and learning as he or she plays.
- 8) That communication between teacher - child - parent - board - director - supervisor - assistant supervisor - teachers is wide open.

## **ADMINISTRATION**

### **Operating License**

Childspace Day Care Corporation (Childspace) is licensed and regulated by the Ontario Government and operated under the authority of the Provincial Day Nursery Act (DNA) to provide year-round care for children.

Childspace has a subsidy agreement with the City of Toronto and under that agreement we must adhere to the City's standards as set out in the Operating Criteria.

Childspace Day Care Corporation is committed to developing policies, practices and procedures that provide accessible quality services to its clients and their children. Services will be provided to clients and staff with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

Childspace Day Care Corporation is dedicated to ensuring all programs and services are accessible to staff, clients and their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services. (See A.O.D.A. Policy for more details.)

### **Staff**

Childspace employs full-time Registered Early Childhood Educators (R.E.C.E.), part-time R.E.C.E.s as well as experienced E.C.E.A.s (& non-E.C.E.s). Our aim is to have all full-time staff certified in First Aid and CPR. Students are employed during the summer and can also be working from 3:00 p.m. to 6:00 p.m. during the school year. The staff members speak a variety of languages. All new staff are required to have a satisfactory police criminal check before they are hired. All staff must adhere to many policies within our centre including our Child Abuse Health & Well Being Policy, Bias-Free Policy, Child Guidance and Behaviour Management Policy, Playground Supervision Policy, etc. Staff members are recruited in a fair and equitable manner, and are represented by CUPE.

### **College Placements, High School and Elementary Students**

We believe in the value of college field placements during ECE training. From time to time, we may have post-secondary students placed at Childspace. Besides giving these students valuable cooperative education placements and parenting skills, it provides the day care staff with extra hands. Staff can spend more time with individual children in the program. We also provide elementary and high school students the opportunity to learn more about childcare as an important career option. The trained staff members supervise students at all times. Therefore, students are never left alone with the children. Students over 18 years need to have a medical assessment and a satisfactory police criminal check completed before they can begin their placements. They are required to review, sign and adhere to all policies at Childspace Day Care Corporation.

### **Volunteers**

Childspace Day Care Corporation provides the opportunity for volunteers to learn more about childcare as a career option or obtain work experience. Volunteers at our Centres need to have completed a medical assessment and a satisfactory police criminal check prior to starting their volunteer time. Volunteers are also required to review, sign and adhere to all policies at Childspace Day Care Corporation. Volunteers are never left alone with children and are supervised at all times by our staff. (\*See our Volunteer, Student & Chaperone Policy attached).

## Parent Chaperones

A parent who wishes to accompany their child(ren) on a field trip is welcome to do so, if sufficient space on the bus exists. Parent chaperones are asked to abide by the planned activity/program while with the group. *The parent may not assist children apart from their own child.* Parent chaperones are not required to review Childspace policies nor have a criminal reference check completed, therefore they are not permitted to escort other children.

## Communication

At Childspace various forms of communication are used. These include our website, parent bulletin boards, letters to parents, individual meetings and phone calls.

## Concerns/Complaints

If you have any concerns or complaints regarding your child in particular or the day care program in general, please contact the teacher in your child's room to discuss the issue. If the issue is not completely resolved then contact the Centre Supervisor in person or by sending the Supervisor a letter. The Supervisor may ask you to come to a meeting to discuss the issue. We can only improve if you let us know of any concerns. Our offices are always open. If it involves a Supervisor, contact the Director. If the issue involves a Centre's policy, the Centre Supervisor will bring it to the attention of the Board of Directors at our monthly Board meetings. (\*See our Parent Complaints Policy).

## Fundraising

Childspace raises funds during the year to add extra items to the day care, for example, extra equipment for our playground. You can support us by being on a committee or helping with our fundraising activities.

## Admission Package

There are several forms that are included in our admission package. Please ensure that all of these forms are filled out completely. Parents are also asked to bring in 4 individual pictures of their child and one family picture with their child.

## Collection of Personal Information and Protection of Privacy

As part of the admission process, Childspace needs to collect certain essential personal information in order to better serve you and your family. Personal information will be kept confidential and safeguards are in place to protect that confidentiality. Childspace Day Care will not permit access or disclosure of personal information on file to any person other than an employee, Provincial Program Advisor, City of Toronto Consultant or board member with a legitimate business need for the information, except as may be required by legal process, statutory authority or business practice.

## Annual Updates

To ensure that personal information is accurate, we ask you to complete an annual Update Form of your telephone numbers, address, email address and emergency contacts. Various forms will also be updated. Toronto Public Health requires that the centre has updated information on childrens' immunizations. Please let us know every time your child is immunized so that we can update our records. Changes in your children's medical information must also be reported to help us better serve your children.

Also please ensure that we are notified when there are any other changes to your contact information in the event we need to contact you. The Change of Information form is by the Parent Bulletin Board for your convenience to sign/date and return to the office.

If your marital/relationship status changes e.g. from married to separated or divorced, please inform us as you deem necessary. Please note that the day care cannot refuse to release a child to a parent or guardian unless we have received a **certified** copy of a Court Agreement or a **certified** copy of a Custody Arrangement indicating that a change in custody has taken place.

## **Immunizations**

Any child attending the Centre must have their mandatory immunizations such as Diphtheria, Tetanus, Polio, Measles, Rubella (German measles) Mumps up to date or have an exemption letter on file prior to being accepted. **Children who have not been immunized and children who are too young to receive an immunization will be excluded from the day care** during any outbreak of contagious outbreak/disease at the daycare. Fees are due during the above absences.

## **DAILY PROGRAM**

### **Hours of Operation**

Our hours of operation are as follows:

- Centre 1 & 3: 7:15 a.m. to 6:00 p.m., Monday to Friday, excluding statutory holidays, Family Day, Easter Monday and
- Centre 2: 7:00 a.m. to 6:00 p.m., Monday to Friday, excluding statutory holidays, Family Day, Easter Monday.

### **Arrival and Dismissal**

For your child's safety, you and your child must greet the staff on duty together and you must sign the Sign In/Out Form or Infant Daily chart.

Please wait until the staff acknowledges your presence. The staff could be preoccupied with another child and not be aware that she has the responsibility for your child. This applies to all children including school-age children. Our responsibility begins when we have made parent and child contact (and the parent has signed the Sign In/Out Form/Chart).

We cannot stress this enough for your child's safety. When the staff members routinely greet you and your child, it adds to the child's sense of security. The staff will also be assessing the wellness of your child while you are still present. If at the time the staff observes that the child is not well, you will be there to take your child home.

There may also be papers/permission slips that require your attention that day for your child to participate in a trip. Similarly, when you come to pick up your child(ren), you must make contact with the staff and fill out the Sign Out Sheet. Please note that the Centres close at 6:00pm (see section on Late Pick-up Fees for further details).

Specific to Infants/Toddlers: It is necessary for parent(s)/guardian(s) to communicate and update their child's daily form. The Infant Form is signed daily by the parent. It is also used as Sign In/Out Sheet. Daily communication is also necessary in regard to the toddlers: what time they slept, the last diaper change, last time they ate/what they ate. The toddler form has a section where any change/concern of the parent or staff is noted. The toddler parent(s) sign and note the time on the Sign In and Out Sheet.

In the event that someone other than yourself or your designated emergency contact is to pick up your child, you must notify us by writing a note, by contacting us by phone or providing details (person's full name printed, address, telephone no.) in Childspace Day Care's daily log giving us authorization to release your child(ren) to a person (over 18 years) that is not on the emergency list.

Please note that Childspace will **not** release your children to anyone not listed on your contacts form unless you give us a note, write in the logbook or call. Childspace will only release your child to an authorized adult (someone 18 years of age or older) with valid photo identification.

When children who are normally dropped off at the day care in the morning are taken directly to school, it is the parents' responsibility to notify the day care that your child is at school and that we need to pick him/her up at lunchtime and after school.

**Please note that if the school contacts you concerning any incident that occurs when your child is attending school, you must respond and come to the school office to pick-up your child(ren). If your child is expelled from school you need to come and pick up your child from school. We cannot accept the child in day care.**

## **Day Care Exit/Entrance**

For building security, the school has asked that you arrive and leave by the designated exits. The day care staff should be the only ones to open the door when the buzzer is pressed. At Centre 3 the parents will be given a code to enter the building. The code is not to be given to your emergency contact people. We monitor people entering the day care and make sure they are authorized to pick up children.

## **Food and Meal Preparation**

Childspace Day Care follows the Canada Food Guide and the Day Nurseries Act in the planning of our balanced 8:00 a.m. & 2:30 p.m. snacks and our lunches. Our 5:30 p.m. snack exceeds the basic food guide requirements. Our lunch and snack menu is posted and rotates on a four-week basis. A Dietitian reviews our catered lunches and snacks annually.

For infants ages 0 – 12 months special formula that is prepared in bottles and baby food are to be provided by the parent until the infant can be on our Transitional Menu with whole milk. Infant food should be introduced at home before the food is brought to the day care. An Individual list of food your infant has tried will be kept in the Infant Room. For Toddlers and Infants not on our regular menu, we have a Transitional Menu where our regular menu is served chopped into finer portions.

We understand good nutrition is a prerequisite of ensuring happy, healthy children who can learn. We will adjust our meals for allergies if you specify the nature of the allergy. We will provide vegetarian alternatives. Substitutions will be provided similar in appearance to what the other children are eating whenever possible. If your family observes special diet preferences, which fail, in our opinion, to provide the necessary requirements under the D.N.A., we may request that you will provide the required total daily intake of food ready-to-eat for your child at your expense and consult with the Supervisor on its reasonable storage/preparation. In the event that you obtain written dietician's opinion that the special diet meets the D.N.A. requirements, we will accept that as meeting our requirements.

Food that is transported for trips/schools is carried in approved containers in compliance with Toronto Public Health guidelines.

Please speak to the Centre Supervisor/designate and ask to see the Centre's Anaphylactic Policy if your child has a life-threatening allergy or let us know if he/she has serious medical condition.

## **Cubbies and Hooks**

Each child has a cubby or hook. The parent can store their child's labeled outdoor apparel and a change of clothes there. A change of clothes is necessary for every age group as accidents can happen to anyone (water play or paint spills).

Artwork is usually placed in the children's' cubbies on Fridays. Please take their artwork home as your child is very proud of his/her work. If display space at home is limited, you can place one picture at a time on the refrigerator. Your child's selfworth is connected to how you appreciate his/her production.

### **Local Excursions**

Parental permission, as part of your application package, is required for your child to take part in any outing in the nearby community planned and supervised by the day care staff, students/parents/volunteers.

### **Field Trips**

You will be advised in advance regarding upcoming trip days. Parents/guardians are required to sign permission forms that have been completed with all necessary details. The form stipulates the departure and the return time to the Centre. If your child arrives after departure time on the day of the trip there may be no staff at the centre. If you do not want your child to participate in a field trip, it is your responsibility to indicate this to Childspace staff on or before the date the permission slip is due so that Childspace can attempt to make alternate arrangements. Parents may accompany their child(ren) on trips if space on the bus allows. Only children enrolled in the day care can accompany us on the trips. Please let the Supervisor know if you wish to accompany us, and refer to the 'Parent Chaperone' section for further details.

### **Articles from Home (toys, gum, money etc.)**

We discourage the children from bringing anything from home (candy, gum, money, and toys). Occasionally, we may suggest that children bring in toys for special activities. Anything your child brings from home can get lost or damaged. It's best that these toys are left at home.

Personal electronic devices are not permitted at the centres. These electronic devices consist of hand-held video games, cell phones, MP3 players, etc. If children do carry cell phones, they must be turned off during day care hours and kept out of sight. If parents need to reach their children during day care hours, please call the centre directly.

### **Lesson Plans**

A weekly indoor and outdoor Lesson Plans are based on the staff's observations of the children's play interests, their needs and strength. Following E.L.E.C.T., the staff members create activities which will expand the children's knowledge, to reinforce ideas and language throughout the day in creative development, music, yoga, dance, movement, science, math, cooking and gym. As they interact with their peers during activities, they gain skills in their emotional and social development. You can learn more about E.L.E.C.T. -The Continuum of Development, as known as the E.L.F. – The Early Learning Framework, by reading beside the posted Indoor Lesson Plan in each room. The Outdoor Lesson plan is posted in the room and on the playground. Preschool, Kindergarten and School age activities may last longer than one week as the children's interest may dictate the project be expanded and developed further. We are nondenominational day care but we will help your child celebrate or share important days for our families (i.e. Yom Kippur, Ramadan, Christmas, etc.). Sharing various cultures enriches all of us. Donated items depicting your culture are welcome to enrich our program. If you wish to contribute to the program, please contact the Supervisor at your centre.

## Television

At Childspace, television is not a significant part of our program. While there is much to learn from TV, we prefer a more active program and a more direct interactive style of learning. We ensure that any television programming is age-appropriate, related to the program and entertaining. Other activities are available for any child not wishing to see the television program or the movie.

## Special Events

We will help your child celebrate any day special to him/her. Please let the staff know if you are going to bring a Birthday Cake/cupcakes. (Please ensure that you observe our commitment to being peanut/nut free). We celebrate some days such as Valentine's Day with a group party. The day care provides decorations and special snacks for these occasions. If you have a special celebration in your family and would like to share it with us please bring it to the Supervisor's attention.

## Clothing

Children should be dressed in play clothing so that they can run, slide, paint, and explore without fear of getting dirty. Running shoes, or sandals with ankle straps are best suited for the children. We see a lot of falls when children wear flip flop-type of footwear. Please put the children's names on all their clothes/boots. We are not responsible for lost items. However, any unlabelled articles we find will be put in the lost/found box.

Under the Day Nurseries Act, we are required (weather permitting) to go outdoors for two hours per day (up to 2 hours for children under 30 months). Therefore, early in the fall and winter, children need warm outerwear: warm jacket, snow pants, mittens (are better for younger children to put on), scarves and boots. Mittens/gloves can have short elastic/clasps to attach to jackets (long strings can get hooked and strangle a child on outdoor play equipment).

In the winter, jumpsuit style snowsuits are easier for younger children to put on. Manageable clothing encourages each child to develop the ability to do things for himself or herself to gain independence without undue frustration.

In the summer, hats and a top with long sleeves are recommended for outdoor time. A bathing suit and towel are required in the lockers for spur of the moment sprinkler fun and scheduled romps in City of Toronto wading pools at local parks and field trips. Older children visit nearby City of Toronto swimming pools.

We do not have superheroes in our program and we require that children's clothing (and shoes, hats) reflect this. This also applies when children wear their pajamas on movie party days as part of our program.

## Toilet Learning

For infants and children who are still learning to use the toilet, you need to provide a supply of disposable diapers/"Pull Ups", disposable wipes as well as diaper cream, if used. Because the outer clothing might also need changing, we ask that you send a couple of changes including socks. Please mark all items with your child's name.

## Temporary Absences

If your child is going to be away from the day care, e.g., when s/he is sick, on vacation, attending a doctor's appointment or other exceptional circumstances, e.g., suspension from school, please let us know. When we do not know about the absence, we will be concerned by it, we may wait unnecessarily and the program would be delayed for the rest of the children.

## Child Development Reports

Child development reports are done as required or/on request by parent or staff. Meetings are held with the parents/guardians to discuss this report.

Infant Development Reports are done every three months. Daily Reports are done on their eating, bodily functions, sleeping times and other activities.

Toddler development reports are done every six months. Daily Reports are done on their eating, bodily functions, sleeping time and other activities.

Preschool, School Age children's development reports are done annually.

## HEALTH AND SAFETY

### Illness

Staff will observe the arrival of each child daily in order to detect possible symptoms of illness. Should a child appear to be ill, the parent may be advised to take the child to a doctor to prevent the possible spread of infection. The child with a fever needs to be able to fully participate in the day care program both inside and outside before he/she can return to day care. If a child is lethargic/unable to fully participate in the indoor and outdoor program, the child cannot be admitted. If the child is admitted and becomes lethargic/unable to participate, the parent will be called to pick up their child.

The child who cannot participate usually has:

- a fever (over 38°C or 100.4°F) OR
- vomiting OR
- diarrhea OR
- any reportable communicable disease as defined by Toronto Public Health

Your child must be free of diarrhea and/or vomiting and other symptoms for 24 hours before he/she will be permitted to return to the centre. (*An outbreak of two or more children with diarrhea or vomiting that is reported to the Toronto Public Health the time to return to the centre could be 48 hours.*) It is helpful to us to know if your child was not feeling well over the weekend and what the doctor's current instructions are. If your child becomes or is observed to be ill during the day, the day care staff will notify you and require you to pick up your child within the hour if it is possible.

When a staff observes that your child is in need of possible medical attention: the child complains of an earache, a swollen ankle, the staff will fill out an incident report. The parent will be asked to sign that they have been informed of the situation and have been advised if the child is to be seen by a doctor.

If your child is injured and is taken by ambulance to a hospital, the day care staff would call the parent/guardian (emergency contacts if you cannot be reached) and continue to call until you are reached. As part of your application package, you sign for emergency care, enabling a doctor to look at your child at the hospital. The staff would stay with your child until you arrived. In exceptional cases a staff will take a child by taxi to the hospital and the parent/guardian or emergency contact would be instructed to meet staff/child there.

## Doctor's Note

Toronto Public Health's contagious diseases guidelines stipulates when medical notes are required. These guidelines will be followed at Childspace. For all children, a doctor's note will be required if a contagious condition/disease was suspected. A Supervisor may ask that you provide a doctor's note at her/his discretion. If a child has been hospitalized we need to have a doctor's note when they can return to day care.

For infants aged 0 – 18 months parents are advised to submit a doctor's note for their child's file to permit staff to administer Tylenol/other fever medication and to provide this medication to the Centre should their infant(s) develop a temperature over 38 degrees C/100.4 degrees F. The parent will still be called when the infant has a fever and the expectation is that the parent will come as soon as possible to the day care.

## Communicable Disease

If there is a reportable communicable disease at the centre, Toronto Public Health will be notified. We will post the information on the Parent Bulletin Board so that you can watch your child for any symptoms of the communicable disease. If you find out your child has developed a communicable disease, please notify the day care. Children who have not been immunized and children who are too young to receive an immunization will be excluded from the day care.

## Accident Form/Incident Form

When an accident occurs at the centre, an accident form will be filled out and you will be required to sign the form. It is then filed in your child's file. Should the accident/injury be the result of aggression, an Incident Form will be completed. We review our accident/incident forms monthly to see how we can prevent them from happening again. If you notice a mark/bump on your child that happened at home, please inform us. If we notice a mark/bump on your child, when he/she arrives, we will note in our room logbook: child arrived with.... on.... and we will write up an incident report for you to sign.

## Developmental/OnGoing Behaviour Management Concerns Meetings

When a staff notices any developmental or behavioural issue concerning your child, the Supervisor will contact you and arrange a meeting to discuss our observations and develop a plan to work together to help your child. For further details ask to see our Inclusion & Withdrawal policy.

## Duty to Report

Under the Child and Family Services Act (CFSA), any adult (staff) who has contact with any child must report any suspected child abuse to the appropriate child protection agency. We ask you to fill your respective CAS agency on your application form. Further details are available in our Child Abuse Policy.

## Permission to Administer Prescription Drugs or other Medication

The following procedures are followed in regards to administering any medication to a child in our centres.

Childspace staff will administer:

Prescribed medication must always be in its original container labeled with:

- date of purchase
- **date of expiry**
- full name of child
- dosage amount and frequency
- instructions for storage

- *equipment for administration (syringes)*

or

Non-prescription medication, if it is in the original container and accompanied by a doctor's note including the following details:

- o date
- o full name of child
- o name of medication (e.g. Tylenol, Advil, etc.)
- o dosage amount and frequency
- o instructions for storage, and
- o an 'expiry date' for this doctor's note – whether it is valid for 6 months, a year, 2 years, etc.

Parents/guardians need to sign the medication form giving permission to staff to administer medication. DNA 37 (1)(e) states the date of drug purchase, amount of dose, full name of child, instruction for storage and instruction on dosage are required. Staff will follow the procedure for administering medication and make a written record of medication given to child. Any day that a child on medication is absent, it is marked "absent" on the Medication Form and signed by staff. All medication must be given to staff for the proper storage.

Over the counter items (decongestants, Tylenol, medicated creams and all nonprescription medications) or doctor's samples cannot be administered unless the doctor writes a note as described in the bulleted list above. This note is stapled to the Medication Form that the parent has completed and signed. Diaper creams are the exception.

Before we can administer some prescriptions for your child, we need annual instructions from your doctor how we administer certain items such as Epi-Pens and puffers/Inhalers. Emergency medication is accessible to designated children and staff as per the parents/doctor's written instructions: i.e., the designated child can carry EPI Pen in his/her hip pouch or it is available in his/her knapsack which he/she will carry outdoors. The staff with a younger Epi-Pen user will carry an emergency bag containing the Epi-Pen at all times the child is in care. We suggest to parents to have two Epi Pens when their child goes on field trips. All medications that have expired will not be administered. Unused medication is returned to the parent and signed that it was returned.

If the EPI PEN is administered, the staff must call 911.

We need a doctor's note if your child self-administers a puffer or inhaler, etc., which states that the parent is confident that their child has been instructed how to self administer his/her prescription and will be able to do so. No medication (or vitamins) can be left in the child's locker or on the child's person without the special exception letter above.

## **Sunscreen & Hand Sanitizer**

Sunscreen and hand sanitizer are used at Childspace as signed on our consent form. These items are provided by the day care. Should you prefer an alternate brand, you will need to send these items with your child and have them clearly marked with your child's name.

## **Lice**

If head lice or nits are noticed in your child's hair, you will be notified to pick up your child from the day care immediately. The child's hair needs to be free of all lice and visible nits have to be removed before your child can return to the day care. Some parents use Lice Removal Shampoo and go through their child's hair with a finetooth comb. When your child returns to the day care, the staff will check your child's head. If nits or live lice are found, the child will not be admitted to day care. All lice & nits must be removed before a child is accepted in the day care.

## **Severe Weather and Staff Escorting Children to School**

At times staff escort the children to Earl Beatty Public School (from Centre One). Under severe weather conditions such as wind chill factor, blinding snow, sheer ice conditions and severe lightning storms, we will not escort the children to/from school. If you wish your child to attend school under these extreme weather conditions, it is your responsibility to escort them to and from school. If you normally drop your child directly at school, on severe days, check with Childspace to see if we are going to escort children

Exception: If we take the children to school in the morning and then the weather turns severe, we will always pick them up. We would not take any children in the afternoon, if the severe weather persists. Likewise, if the weather becomes severe after we had taken the afternoon children, we would still pick them up.

## **Weather/Environmental Policy**

The Day Nurseries Act requires 2 hours of outdoor play daily for children over 30 months of age, and up to 2 hours of outdoor play/sleep time for those under 30 months. However if outdoor play is not possible due to inclement weather conditions, an inside alternative gross motor activity will take place. Inclement weather is defined in our Weather/Environment Policy. Additionally, we adhere to Toronto Public Health guidelines which stipulate precautions that caregivers can take to protect children from overexposure to sun.

## **Evacuation or Emergency Procedures**

If we have to leave the buildings due to fire or water damage etc., we have made the following arrangements:

Childspace Centre 1 would be evacuated to Woodbine Child Care Centre, 700 Milverton Ave.

Childspace Centre 2 would be evacuated to Frankland Public School, 816 Logan Avenue.

Childspace Centre 3 would be evacuated to 110 Unity Road, Recreation Room.

We would begin calling the parents to come to pick up their children from the emergency site(s).

## **Lockdown in Schools**

We will follow emergency plan and instructions of the principal for the school in a case of lockdown as posted in each room.

## **Client Withdrawal Notice**

Please note that one month's written notice is required when you withdraw your child(ren) from the day care. Withdrawal forms are available in the classrooms or from the Supervisor. (Please see Inclusion and Withdrawal Policy – Withdrawal: re overdue fees; late fees etc.)

## **Breach of Code of Conduct**

A breach in the Code of Conduct will be addressed immediately and followed up in writing. A meeting will be held with this person, the Supervisor/Director and one or more Board Members. Childspace management and Board will determine the outcome of this breach for this person. Childspace wants everyone to be able to work or enter the centres and to be treated with respect and dignity without threats or harassment. Breaches can result in the discontinuance of service or employment for this person. The amount of notice of withdrawal of services, employment will be determined in each case by the Board.

## **Fees**

The Board of Childspace sets the private day care fees in accordance with the day care's budget. For parents receiving a subsidy from the City of Toronto, the daily fee is set by Children's Services in accordance with their requirements and their agreement with us. Fees are due on the first day of each month for the month.

Post-dated cheques written for six months are to be given to the day care in January and July. They can be put in a locked box in the office.

You will also be required to register as a member of the corporation and pay the one-time registration fee of \$15.00. Additionally, upon accepting a space at Childspace, a last week's fee deposit is required. This amount will be five times the daily rate at the time of your child's enrollment.

### **Overdue fees/Termination of Child Care**

If after one month you have not paid your fees, you will be instructed to pay or make arrangements to set up a payment plan. A charge of \$30.00 will be added to your account. You will also receive notice that day care services may be terminated by the fifteenth day of the current month.

If a parent needs more time to pay or consideration for financial hardship, they must contact a Supervisor as soon as possible after fees are due to arrange scheduled payments and make an immediate payment towards their outstanding account within two (2) business days. Payment plans will be subject to subsequent approval by the Board of Directors. Failure to set up a payment plan or meet the conditions of your payment plan will result in termination of services when your account is in arrears for 45 days.

### **Receipts For Cash Payment & Annual Tax Receipt**

Receipts for cash payment are given when payment is received. The year's total for the Official Tax Receipt is given at the end of February for the previous year's account.

### **Late Pick-up Fees**

You are required to pick up your child(ren) by 6 p.m. After this time, we will assess a fee according to the following schedule:

From 6:00 p.m to 7 p.m. the fee for the **first** time late is \$1.00 per minute until 7 p.m. (maximum charge: \$60.)

The fee for the **second** time late is \$3.00 per minute until 7:00 p.m. (maximum charge: \$180) and any time late after that in a 30 calendar day period, the rate will be \$3.00 per minute. If late six times in any seven week period the family faces removal from the centre.

The day care clock is the time used to determine the late payment. Late fees not paid within 48 hours are added to your statement. (See Inclusion & Withdrawal policy for repeated lateness)

At 7 p.m., if we have not heard from you or we have not been able to reach you or your emergency contacts, we will call the appropriate Children's Aid Society that you have indicated on your application form.

### **Temporary Absences and Vacations**

Parents are expected to pay fees for all the days their children are registered. Please note that an absence from the day care will not reduce your fees e.g. sick days, vacations, school closure

in December, January, March Break, or Family Day, **EASTER MONDAY** and statutory holidays during the year.

Day care expenses continue when your children are absent. We do not give a vacation credit. If a parent withdraws their child(ren) e.g., in the summer, we cannot guarantee a space for re-enrollment when you wish to rejoin us.

When we receive notice from Toronto Catholic District School Board regarding school building closures, i.e., Christmas and New Year's, Childspace's Board may direct the day care to close for an additional period. The parents agree to pay for these days the same as they do for Statutory Holidays and regular fee days. The TCDSB closed all schools for a snow day in February 2011. Therefore on this day, the day care could not operate. The fees were due for this day.

### **Subsidized Parents 35 Days yearly Limit to be absent**

Subsidized parents are allowed 35 days yearly for their child to be absent to retain their subsidy. They pay their daily rate for their child's absent day. Parents can appeal to subsidy if they go over the 35 day yearly limit. They pay private fees for any day (holiday, sick day) over the 35 day limit. Subsidized parents need to provide us with a copy of the City of Toronto's written permission for their child(ren) to be absent from the centre(s): a) for more than 20 consecutive days or b) when their 35 days have been used up and they have been granted an extension of a certain number of subsidized days. Without permission in writing a subsidized parent is expected to pay full fees prior to the beginning period of absence in order to guarantee their child(ren)'s placement in Childspace. If a subsidized parent finds out after paying full fees for that period of time that they will be subsidized for that period, Childspace will reimburse them upon receipt of written confirmation from the City of Toronto.

### **Board Members and Outstanding Fees**

A parent/guardian or any other person may not stand for a position on the Board if they have fees outstanding. A Board member, whose fees are in arrears or who has not made arrangements to pay late fees, will not be permitted to vote at a meeting of the Board until such matters are resolved.

### **Non-Sufficient Funds (NSF) Cheques**

A fee of \$20 will be applied to NSF Cheques. We will request cash or money orders for future fees.

### **Accommodation of Grade 1 Children**

At the start of each school year children starting grade one will need to move from the Preschool room to the School Age room. According to the Day Nurseries Act children must be transferred from the Preschool room to the School Age Room before Sept 1<sup>st</sup> of each year. It is the commitment of the Board of Directors of Childspace Day Care Corporation to ensure there are adequate spaces in the school age room to accommodate enrolled children entering Grade One. Very occasionally, there is an insufficient number of spaces to accommodate the Grade One children. In these situations parents of children who are ten and older will be respectfully asked to withdraw their children by August 31<sup>st</sup>. Similarly if there are insufficient subsidized spaces for preschoolers with subsidy moving from the preschool room to the school age room then parents of children ten and older with subsidies will be asked to withdraw their children by August 31<sup>st</sup>. In both situations parents will be provided a minimum of four weeks notice to withdraw their children from Childspace Day Care.

### **Policies**

Below are summaries of some of the Childspace's policies which can be viewed at each centre. Please feel free to ask the Supervisor for detailed copies of these policies. Additionally, some

policies are also posted on our Parent Bulletin Board. For any Serious Occurrence that happens at any of our sites, the parents can see a posted report on the Parent Bulletin Board regarding each incident relating to their centre. Any allegation of abuse or mistreatment of a child that is under investigation will not be posted on the Parent Bulletin Board until the completion of the investigation. When completed it will be posted for ten (10) days.

**Anaphylactic Policy**

Childspace Day Care Corporation is committed to ensuring the safety of all of our children. Some children within our centres may have life threatening allergies. Signs are posted in our entrances, exits and in the classrooms. We ask that you adhere to requests to keep these anaphylactic causing agents out of the centre. Individual emergency plans for all children with life-threatening allergies are required.

Please be aware that bringing any nut/peanut products onto Childspace premises contravenes our commitment to being nut/peanut-free. Some people have a strong reaction to fragrances. If you could refrain from using fragrances while in our centre, it would assist their ability to breathe easier.

**Bias-Free Policy**

Childspace Day Care Corporation endeavors to provide a bias-free learning environment for all children. No expression of discrimination, harassment or racism will be tolerated at Childspace. Procedures are in place that handles any incidents involving discrimination, harassment or racism.

**Child Guidance and Behaviour Management Policy**

The staff at Childspace Day Care Corporation is guided by our Child Guidance and Behaviour Management Policy. A detailed copy of this policy is available on the Parent Bulletin Board.

**Inclusion & Withdrawal Policy**

Childspace endeavors to accept all children regardless of level or type of abilities, and will provide all reasonable modifications so that all children can participate. In our day care where there is a concern about a child, his/her unique need, we will explore the resources available to us and a plan of action will be established. Resources could include external support such as a Toronto Children's Services Special Needs Consultant. The plan and progress will be closely monitored and reviewed with ongoing communication between staff and the parent/guardian. If all possible avenues have been exhausted and it is determined that the program is unable to meet the needs of the child, a variety of other options from volunteer support to withdrawal will be explored. Withdrawal of a child from the program will only be considered once all possible solutions/methods have been enacted. See associated policy for full details.

**Part Time Care Policy**

Childspace Day Care Corporation will consider part time requests only when there is no one needing the care on a full time basis. Priority will be given to families who need care on a full time basis. Parents who enroll their children on a part time basis will be required to sign and date an agreement that acknowledges the right of Childspace Day Care Corporation to terminate their part time arrangement with two weeks notice if there is a parent needing the care on a full time basis. Parents in jeopardy of losing their part time child care will first be given the opportunity to enroll on a full time basis before this option is exercised.

**Smoke Free Policy**

Childspace Day Care Corporation is a smoke free environment. No smoking is permitted on our premises or anywhere on school property.

**Workplace Violence Policy, Workplace Harassment Policy and Client Code of Conduct**

Childspace Day Care has set up these policies and Code of Conduct in response to Bill 168 to provide a safe working environment for its employees, children, clients, students, volunteers and visitors to our centres. Please read the policies posted on your Parent Bulletin Board.

**Accessibility for Ontarians with Disabilities Act Policy**

Wherever possible, Childspace is committed to develop policies, practices and procedures that provide accessible quality of service to its clients, their children and our staff in a manner that promotes and respects the dignity, independence, integration and equal opportunity. (Please see our complete policy.)

**Other Policies**

Other Policies include:

A.O.D.A.	Bias-Free Policy
Conflict of Interest	Playground Supervision
Enhanced Serious Occurrence	Serious Occurrence Reporting Procedures
Fire Safety	Occupational Health & Safety
Flushing for Lead	Child Guidance & Behaviour Management
Head Count	Trips
Infection Prevention & Control Policy&Procedures	Volunteer/Student /Chaperone
Pickup of Children	Confidentiality

**Parent Involvement**

There are several ways for parents to get involved in the day care.

**Day Care Board** – Childspace is a non-profit day care operated by a volunteer board of directors. Parents/guardians and members of the community can stand for a two-year term of office on our ten-member board. Elections are held at our annual general meeting in June. Board training is provided. If your time is more limited you may consider one of our committees: Fundraising, Finance, Human Resources, or many one-time jobs. Our regular board meetings are held monthly and minutes are posted on Parent Information Boards. The Board Meetings usually run for one and half hours. Committees may meet once or twice a month.

**Rally for Day Care:** When various issues arise relating to day care, we would invite you to call your local politicians to give your views on the subject and how you and your child care would be affected. You can also write letters or make deputations.

**Parents’ Nights:** You can suggest a topic that would interest you and join us on Parents’ Night for lively discussions on related topics.

**Visits:** Let the Supervisor know: come and talk to the children about your job, hobby. Children have had activities and talks from officers, ambulance person, teachers, gymnast, architect, carpenters and grandparents who love to read to them.

**At Centre 1** - Before and After School Program for Junior & Senior Kindergarten children, begins at 7:15 a.m. to the start of school time and from the end of school time until 6:00 p.m., from September to June. Childspace Board will review the parents summer camp applications forms to determine if the number of children is sufficient to run the program over the summer. Please contact the Supervisor for more information (416 425 -7763).

**At Centre 2** - Toddler Room - This is for ten children ages 18 months to two and a half years. Please contact the Supervisor for more information (416 469 0560).

**At Centre 3** - We are licensed for children 0 - 6 years. We do not escort any kindergarten age child to any school (416 469 9766).

CHILDSPACE DAY CARE CORPORATION Volunteer, Student & Chaperone Policy Approved by the Board April 16, 2014
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### **General Information**

Childspace Day Care Corporation provides the opportunity for volunteers to learn more about childcare as a career option. Volunteers, Students, Chaperones are required to review, sign and adhere to all policies at Childspace Day Care Corporation, including the individual plan section of the Anaphylactic Policy for any child at the centre with serious allergies. Written confirmation that policies have been reviewed will be kept on file. They will be shown our Fire Evacuation Plan, Lockdown Procedures and be oriented into our program (special needs of children on a need to know basis) by the Supervisor or Designated Staff before they begin. Volunteers, Students, Chaperones are not left alone with the children and are always under the direct supervision of our regular staff in the room to which they were assigned. If Childspace is using a bus or public transit the regular staff will sit opposite or in a position to monitor a volunteer, student, chaperone with the children.

During the first month of their time at Childspace Day Care Corporation, a behaviour management monitoring will be completed for the volunteer, student and this will be kept on file. On a yearly basis thereafter a behaviour management monitoring will be completed for the volunteer, student. Students usually have two placement reports on their performances during his/her placement which are signed as completed by our staff. After the student's mid-report, staff members outline specifically what the student needs to accomplish in order to pass each outstanding skill and or activity. The staff gives feedback until the skill has been accomplished satisfactorily or the student does not wish to accomplish the task. The Supervisor and staff review the progress of the student, give feedback to ensure that the student has been given every opportunity for success by his/her final report.

### **Volunteers, Students aged 18 or older**

Volunteers at Childspace Day Care Corporation who are aged 18 or over are required to have an acceptable medical assessment, up-to-date immunization record, information sheet regarding emergency contacts and any allergy or medical condition that would affect their volunteering or working with children. They need a satisfactory police reference check prior to starting their

volunteer or placement time at Childspace. Volunteers are asked to abide by the planned activity and program while with the group, to follow our policies and any directions of staff.

**Volunteers, Students under the age of 18**

Volunteers who are under the age of 18 (e.g., high school students in co-op programs or completing their 40 hours community service) are too young for a police reference check. In the absence of a criminal reference check, volunteers under the age of 18 are required to provide a letter from their school and one character reference from a non-family member.

In the case of a volunteer under the age of 18, the student's parents must sign a volunteer form or the school co-op teacher must request that the student be placed at Childspace.

**Chaperones**

A parent, guardian, or caregiver who wishes to accompany their child(ren) on a field trip is welcome to do so, if sufficient space on the bus exists. They are supervised when they are with the children of Childspace. The chaperones are asked to abide by the planned activity and program while with the group. If Childspace is using a bus or public transit the regular staff will sit opposite or in a position to monitor the chaperone with the children.

***The parent may not assist children apart from their own.*** The chaperones are required to review Childspace policies. They do not need to have a criminal reference check completed and therefore they are not permitted to escort other children.

If they wish to help with children other than their own, they would be considered a volunteer rather than a chaperone. Refer to above sections regarding requirements for Childspace's volunteers.