



# **CHILDSPACE DAY CARE**

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

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

**(Created: January 2008 Revised: April 26<sup>th</sup>, 2021, Updated February 2024)**

### **CHILDSPACE DAY CARE CORPORATION**

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## MISSION STATEMENT AND PROGRAM PHILOSOPHY

### Statement of Purpose

Childspace Day Care Corporation (“**Childspace**”, “**we**”, “**our**”, “**us**”) views children as being competent, capable, curious, and rich in potential. Childspace offers a learning program consistent with the Ontario Ministry of Education’s policies, pedagogy, and curriculum, including How Does Learning Happen? Ontario’s Pedagogy for the Early Years (“**HDLH**”), The Early Learning for Every Child Today and Think, Feel, Act Lessons from Research about Young Children. Childspace aims to provide a stimulating environment which enables the child to develop emotionally, socially, intellectually, creatively, and physically.

In accordance with this Program Statement, the Centre’s Guiding Principles as well as other applicable policies, management and employees will foster children’s growth and development.

### Guiding Principles of Childspace Day Care Corporation

Our guiding principles to achieve our program statement are based on HDLH and serve as a vision for the future potential of all children and a view of what they should experience each and every day. Childspace Day Care Corporation was created and given its name based on the desire to provide learning experiences and care to all children in “*a child’s space at a child’s pace*”. This philosophy is key to our programs and decision making. Therefore, the Centre will plan for and create positive learning environments and experiences in which each child’s learning and development will be supported, and which is inclusive of all children, including children with individualized plans. <sup>1</sup>The following principles apply regardless of age, ability, culture, language, geography, or setting:

### Promoting the wellbeing of all enrolled children

One of the goals of the Centre is to provide an environment that safeguards the children while promoting safe and healthy practices in order to contribute to each child’s wellbeing.

A major contributing factor in this area is providing a menu that meets the nutritional needs of every child. A licensed dietician reviews the menus annually to ensure all hot lunches and snacks meet the Canada Health Food Guide criteria. Children are offered meals in proportion to their time in the programs. Our carefully planned menus offer children fresh fruit and vegetables daily, meal substitutions that adhere to any food or beverage restrictions, and extra daily servings, as needed. Water is made available consistently throughout the day.

The physical environment is maintained to ensure children are free to partake in activities within a setting that is free of clutter, hazards and barriers.

The Centre supports ongoing professional development for all its employees in areas of behaviour monitoring, health and safety, mental health, age-appropriate activities for indoor and outdoor environments, child pedagogy, CPR and First Aid.

Policies and procedures are continuously updated, reviewed, and executed within all areas of the programs to promote the health and safety of every enrolled child.

### Supporting positive and responsive interactions among the children, parents, Centre employees, students, and volunteers

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<sup>1</sup> 2019-Nov-19 – Language amended for compliance with the Ministry, as per direction from City of Toronto.

Supporting interactions that promote positive and responsive communication is vital in all the Centre's relationships. Our employees communicate with parents/guardians on a frequent basis sharing observations, providing documentation, and offering reflections through regular conversations.

We strive to promote a sense of belonging for children and their families in our programs by creating positive interactions and collaboration with our families. We understand that strong relationships are the foundation for learning and continued development. Parental/guardian involvement is encouraged within all programs as it heightens the experience for the individual child while creating lasting memories of time shared, while engaging in activities together, enriching each participant's day.

As outlined in the Centre's Inclusion Policy, core principles that are embedded in the Centre's programs that aid in child development, and support positive and responsive interactions include:

- Every child is unique whose individuality will be respected and encouraged
- Every child and their family have the right to privacy and dignity
- All children bring value to the Centre's programs
- Children are supported best through collaboration
- Children learn best when they can participate with others who have different goals and abilities
- Parents/guardians are integral to a successful inclusion process
- Strong working relationships between the Centre and families will assist in the growth of children's developmental needs
- All children and their families will be supported by the Centre through collaboration with community partners offering specialized services, when needed
- Program delivery is reflective of changing and varying needs of children and their families
- Programs are delivered by Centre employees that demonstrate flexibility in their approach
- The Centre is supportive of ongoing professional development for all employees

### **Encourage children to interact and communicate in a positive way and support their ability to self-regulate**

Encouragement for positive interactions and communications are modeled by the Centre employees in areas of the program throughout each day. Demonstrating appropriate forms of behavior and communication allows each child to learn methods that will allow them to express themselves positively.

Employees, students, and volunteers are expected to demonstrate positive communication techniques by exploring options daily such as:

- Using a calm tone of voice
- Meeting a child at their eye level
- Using one's own body language to reflect positive tones and voice level
- Articulating feelings through discussion and asking for assistance when required
- Using resources and/or tools to assist with message delivery (i.e., pictorial reference)

Promotion of self-regulation stems from a clear understanding of the individual child's strengths, abilities, and communication style. Recognizing a child's specific triggers and de-escalators will allow Centre employees to carefully guide and redirect children as they self-regulate in a safe and trusting environment.

Through daily observation and input from parents/guardians, Centre employees are able to support children in developing and mastering this important skill that is both positive and respectful.

### **Foster and promote children's exploration, play and inquiry**

The Centre's play-based curriculum allows planning for learning based on children's interests and the interactions and experiences they share with each other and others around them. Children's external experiences and their prior knowledge base will also enhance their learning experiences offering opportunities to expand on this knowledge base intellectually and socially.

Promotion of exploration stems from continued communication between the children and the Centre employees (and when applicable, students and volunteers). Open-ended questions from the Centre employees (and when applicable, students and volunteers), opportunities to introduce new materials, flexibility in programming are just a few ways children will feel that exploration, play and inquiry are natural and embraced.

Emphasis on a process-driven curriculum offers children time to inquire about all elements of the activity in hand. Exploration of each element introduced allows children participating the opportunity to question, probe, feel, manipulate, and observe while being supported through facilitation by the Centre's employees.

Process-driven concepts allow all children to be engaged and responsive in the learning process, as it will have personal meaning and appeal.

### **Provide child-initiated and adult-supported experiences**

The Centre's curriculum focuses on child-initiated experiences that the Centre employees will support and facilitate daily. Planning around children's interests will allow children to grow, learn and explore based on their personal interests, fueling their appetite for more knowledge, instead of it being pre-planned for them by others.

Experiences in all areas of the curriculum will link the age-appropriate activities with specific learning objectives and outcomes. Skill sets will be further developed and honed through the child-initiated activities and will be noted weekly on each program's planning chart.

The Centre employees (and when applicable, students and volunteers) are expected to support the child-initiated experiences by promoting dialogue, introducing other elements pertaining to the experience (i.e., music, food, or language links to the experience) and when possible, including parental/guardian feedback and participation. The latter is crucial for educators and families as it promotes a strong, positive link for the child in developing skills sets with specific objectives and outcomes.

### **Plan for and create learning environments and experiences that are barrier-free and supportive of children's learning and development**

The Centre is committed to the creation and provision of learning environments that are flexible and adaptable as required for all children. Child-initiated activities that allow for process-oriented programming versus product-oriented programming will support children's learning and development as the experiences will be rooted in their personal interests.

Age-appropriate furniture, equipment and activities for indoor and outdoor experience will enhance each child's learning experience as it caters to their individual needs while participating in a stimulating environment.

Availability and accessibility are integral in promoting a creative learning environment. Employees of the Centre take pride in ensuring that sufficient supplies for all activities are available for use by all children. Open shelves that are at a child's level allow for every child to examine closely the variety available and can easily access individual containers or baskets with their desired supplies.

Containers that are transparent, allowing clear view of contents are readily accessible and easily transported from shelves to desired areas within the program and even outdoors. Pictorial guides with wording allow all children to identify contents of each labeled container.

### **Incorporate a balanced schedule of activities that respects the individual needs of enrolled children**

Each program's daily schedule includes a healthy balance of indoor play, outdoor play, active play, rest, and quiet times for all children. The daily schedule allows for flexibility and modifications to meet the changing needs of growing children as they enter the school system, spend their non-instructional days with us, or participate in day-long excursions.

Naps are offered for all Infants, and Toddlers, and Preschool children. Each child has their own labelled crib or cot with sheets and blankets. Rest periods are offered to all preschool children, and quiet activities are available to those preschool children transitioning out of their daily naps.

Infants, Toddlers and Preschool children receive a minimum of 2 hours of outdoor play daily. School age children (includes before-and-after kindergarten and school age programs) receive a minimum of 2 hours of daily outdoor play on non-instructional days and a minimum of 30 minutes of outdoor play on each instructional day.

Based on observations, a family's request, and the child's needs, consideration and/or changes will be made to ensure the child is able to participate at a pace that meets their individual needs.

### **Foster the engagement of ongoing communication with the parents/guardians**

Providing every child, the opportunity for success begins with strong partnerships between the family and the Centre. The Centre promotes open and honest dialogue amongst its employees and its enrolled families. Sharing of information, tips and strategies provides a solid foundation of understanding of a child's needs. As a collaborative team, Centre employees and parents/guardians can advocate for, and support children to set and achieve goals.

Parents/guardians are the first and most crucial influence in a child's development. Open and frequent communication regarding the child's interests, development and individual needs will assist the Centre in developing an environment that promotes the development of children as competent, capable, curious, and rich in potential.

Parents/guardians are encouraged to visit their child's program, volunteer on excursions, provide feedback, and to ask questions regarding their child's progress. Communication in its many forms (written, in person, electronically) are encouraged to respect parental/guardian schedules and requests for their children's wellbeing. Seasonal newsletters and parent nights provided by the Centre keep all of its membership aware of the learning opportunities experienced, upcoming events, and important information.

Participation in Centre-based events and programs or volunteering for the Board of Directors, enhances the communication and connection between the Centre and its families.

### **Invite community partners to support children and their families as well as Centre employees as needed**

The Centre is committed to providing flexible programming that is adaptable as required for all children. In collaboration with families and if necessary, support agencies and/or community partners, programming will be adapted to meet the needs of the children.

Support agencies, along with specialized training and development, provide the Centre employees with tools and strategies to modify or adapt the program as needed. With parental/guardian consent, individual programming and resources can be made available to assist a child in full participation. Examples of modifications include:

- Pictorial schedules designed for the child to assist him/her with daily routines
- Pictorial symbols to demonstrate an action, feelings, etc.
- Pre-written instructions for activities and routines
- Self-regulation strategies (can be in the form of pictures, portable toolkit, list of exercises, etc.)
- A wide variety of tools for all skill levels and abilities (large and small balls, broad and thin paintbrushes, printed materials in large font and small font, etc.)
- Materials and equipment are placed at children's level to allow for independent access
- Adjusted table and chair heights
- Adjustments to daily schedules, routines, and transitions to encourage optimal learning opportunities for all
- Wider pathways between furniture to allow for use of assistive devices, if necessary

Community partners range in the types of services they provide. The Centre works closely with our school community, local vendors, libraries, and other institutions to enhance our curriculum and each child's experience. Services may be delivered in the form of an enhancement program, resources, information, or support for families as needed.

### **Support employee participation in continuous professional learning**

As outlined in the Centre's Professional Training and Development Policy, the Centre will promote career growth and continuous education among employees.

The Centre supports professional development activities, both inside and outside of the employees' regular duties. Professional development activities include, but are not strictly limited to, professional associations, committees, board of directors, webinars, seminars, and conferences, e-learning, and mentoring.

Each employee must annually participate in standard first aid training and infant and child cardio-pulmonary resuscitation.

At its sole discretion, the Supervisor may approve training activities to further support career growth and continuous education to assist in sustaining our diverse workforce.

Any Centre employee that is registered and in good standing with the College of Early Childhood Educators ("CECE") must adhere to the requirements of the CECE with regards to ongoing professional development.



## **Document and review impact of the above strategies on the children and their families**

Daily observations and documentation are viewed as an integral part of the curriculum planning process. Documentation of children's interactions, interests, skill set, language and other aspects of their day provides the employees an understanding of the direction that they will facilitate daily activities. This measure of effectiveness is continuously reviewed to ensure the children receive a well-rounded curriculum while enrolled at the Centre.

The information that is documented and collected from these observations provides:

- A way to value children's experiences and help them to reflect on those experiences and what they have been learning
- An opportunity to make children's learning and understanding of the world visible to themselves, their peers, and their parents/guardians
- A reflection of developmental growth over a period of time
- A dialogue with families about the children's experiences and extends an invitation for parents/guardians to add their perspective
- A self-reflection opportunity for the Centre employees, as they participate in continuous professional learning

The Program Statement will be reviewed with all staff, students, and volunteers prior to employment and annually thereafter. Staff and students will read and sign to demonstrate they have read and understood the policy.

## **ADMINISTRATION**

### **Operating License**

Childspace Day Care Corporation (Childspace) is licensed and regulated by the Ontario Government and operated under the authority of the Provincial Child Care Early Years Act (CCEYA) 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 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 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 the policies within our Centres, 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 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 as well as 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. 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, emails, parent bulletin boards, letters to parents, individual meetings, and phone calls.

### **Concerns/Complaints**

If you have any concerns or complaints regarding your child 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/email. 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 Executive 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 each child's 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 child(ren). 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 Daycare 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 with the deemed mandatory immunizations 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

- Centre 1: 416-425-7763  
7:15 a.m. to 6:00 p.m., Monday to Friday,  
Excluding statutory holidays, Family Day, and Easter Monday
- Centre 2: 416-469-0560 or 416-469-0561  
7:00 a.m. to 6:00 p.m., Monday to Friday  
Excluding statutory holidays, Family Day, and Easter Monday
- Centre 3: 416-469-9766 or 416-469-9722  
7:15 a.m. to 6:00 p.m., Monday to Friday

Excluding statutory holidays, Family Day, and 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 assumed 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 that 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 regarding 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 ahead of time by writing a note, 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 contact form unless you give us a note, write it 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 go 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 follows the Canada Food Guide and the Child Care Early Years Act in the planning of our balanced 8:00 a.m. & 2:30 p.m. snacks and our lunches. Our late snack occurs after 5:00 p.m. This snack exceeds the basic food guide requirements. Our lunch and snack menus are posted and rotates on a four-week basis. A Dietitian annually reviews our catered lunches and snacks.

For infants ages 0 – 12 months, special formula 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 foods 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 to ensuring happy and 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 Child Care early Years Act (C.C.E.Y.A.) and the City of Toronto Assessment for Quality Improvement (AQI), 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 C. C.E.Y.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 self-worth 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.

## Personal Items and Toys

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 is 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

Weekly indoor and outdoor Lesson Plans are based on the staff's observations of the children's play interests, their needs, and strengths. Following the Early Learning for Every Child Today (E.L.E.C.T.) framework, 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 emotional and social development skills. You can learn more about E.L.E.C.T. – The Continuum of Development, also 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 a nondenominational daycare, but we will help your child celebrate or share important days for our families (i.e., Yom Kippur, Ramadan, Christmas, etc.). Sharing various cultural experiences 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 unlabeled articles we find will be put in the lost/found box.

Under the Child Care Early Years 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.

### **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" or appropriate reusable diapers, disposable wipes as well as diaper cream, if used. Because the outer clothing might also need changing, we ask that you send a couple changes of clothes 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.

### **Child Development Reports**

Child development reports (Nippissing Screening) 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**

### **Prohibited Practices**

It is your responsibility as a staff, student, volunteer, and parent to act in a positive and respectful way with children. The following are prohibited practices at the Childspace Daycare, as stated in CCEYA General Regulation 137/15 section (48) (a-f):

(a) Corporal punishment of the child.

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

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

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

(e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or

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

The above-prohibited practices apply to interactions between staff, students, volunteers, and parents as well. Disrespectful or aggressive behaviour (such as yelling, hitting etc.) towards staff, students, volunteers, or parents shall not be permitted by anyone on the premises of the Childspace Daycare. Failure to comply with any or all of these policies may result in measures as stated below.

### **Contravention of Prohibited Practices**

Everyone including staff, students, volunteers, and parents are expected to comply with the program's policies and procedures stated above and the requirements of the Child Care and Early Years Act (CCEYA). Failure to comply could result in:

#### **For Students and Volunteers:**

- 1) A verbal warning
- 2) Termination of placement

#### **For others, including parents:**

- 1) A verbal warning
- 2) A written warning
- 3) Dismissal

#### **For staff:**

- 1) A verbal warning
- 2) A written warning
- 3) Dismissal

### **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. (*When a situation is classified as 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 will be after 8 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 (e.g., the child complains of an earache, a swollen ankle, etc.), 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 arrive. 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 indicating 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 with the deemed mandatory immunizations 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/On-Going 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. Parents also have the same obligation to report any suspected child abuse to the appropriate CAS agency.

### **Permission to Administer Prescription Drugs or other Medication**

The following procedures are followed regarding Childspace staff administering any medication to a child in our Centres.

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)

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

- date
- full name of child
- name of medication (e.g., Tylenol, Advil, etc.)
- dosage amount and frequency
- instructions for storage, and
- 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 for staff to administer medication. CCEYA 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 the 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 its proper storage.

Over the counter items (decongestants, Tylenol, medicated creams, and all non-prescription 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. Parental consent is required for all children to carry their own epi-pens. 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. Hand sanitizer is not used with infants.

### **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 fine-tooth 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 Child Care Early Years 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. Childspace endeavors to take the children outside within our policy guidelines. Programs check the temperature at <http://www.accuweather.com/en/ca/east-york/m4k/weather-forecast/49561> 5 to 10 minutes before getting the children dressed for outdoor play. Outdoor play times may be changed on any day to try to accommodate outdoor play as a result of inclement weather.

## **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 Earl Beatty Public School Gymnasium which is in Earl Beatty Community Centre, 455 Glebeholme Blvd. M4C 3R8.

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).

For all service disruption parents will be contacted via email, or phone call. The voice message and the website will be updated to reflect the emergency or service disruption.

## **Lockdown in Schools**

We will follow the emergency plan and instructions given by the principal of the school in a case of lockdown. The lockdown procedure is 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 on 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 and the management team.

At all times, clients/parents or guardians are encouraged to voice any questions or concerns regarding Childspace and the care of their child/ren. Childspace's goal is to resolve most issues at the first point of contact.

If a client/parent or guardian has any concerns or questions, please contact the staff who are working directly with your child/ren. Every effort, when possible, will be made by staff to resolve complaints directly with the client/parent or guardian. Staff, from time to time, may have to liaise with other colleagues to gather the necessary information to respond effectively to the concern raised.

If the staff member is unable to answer the question or handle the concern, the client/parent or guardian will be directed to meet with the Assistant Supervisor or Supervisor and/or put your concern in writing and give it to the Supervisor. She/he may set up a meeting with the client/parent or guardian. If it is regarding a policy matter, the Supervisor will bring the matter up at the Monthly Board Meeting.

If the complaint is of a more serious nature or, the client/parent or guardian is not satisfied after having spoken directly with the Supervisor, they will be encouraged to speak with the Executive Director. If the complaint is regarding the Executive Director or a Board Member, the client/parent or guardian's concern will be directed to the Chair of the Board of Directors and/or the HR Committee.

Clients/parents or guardians will be required to submit, in writing, any complaint and/or concern that is of a serious nature or is being presented to the Board of Directors or the HR Committee (if applicable).

## **CHILDSPACE FEE INFORMATION**

### **Fees**

Childspace Day Care was successfully enrolled in the Canada-Wide-Early Learning and child Care System which has resulted in a 25% reduction of the base fee (daily charges for childcare) as of April 2022 for children 0-6 years old. This fee decrease does not incorporate the non-based fees (late fees and NSF fees).

All fees collected for children between 0-6 years old as of April 2022 will have a 25% refund. There was a further 27.75 refund.

Please see the fee schedule below for all fee changes according to the CWELLC as of April 2022 to January 2023.

### **Childspace 1**

Program	Jan- March 2022	Less 25% April- Dec 2022	Less 52.75% Current rate
Kinder school B/A	\$781.00	585.75	\$17.09
Kinder Summer	\$1,013	759.75	\$21.76
Kinder 3 session	\$865.00	648.75	
School Age – full time (3 sessions)	\$723 (33.24)		
School Age – (2 sessions)	\$581.00 (26.71)		
School Age summer:	\$923.00 (42.44)		

There were no changes to the school-age fees. Daily Rate is in brackets and what is charged starting 2023

### **Childspace 2**

Program	2022 Jan- March	Apr- Dec 2022 fee- Less 25%	Current rate- Less 52.75 %
Toddler	\$59.95	\$44.96	\$28.33
Preschool	\$48.18	\$36.13	\$22.77
Kinder- B/A	\$34.75	\$26.07	\$16.42
Kinder summer	\$46.02	\$34.51	\$21.74
School-age-B/A	\$26.71	\$26.71	\$26.71
School-age -3 sessions	\$32.78	\$32.78	\$32.78
School Age Summer	\$41.42	\$41.42	\$41.42

### **Childspace 3**

Program	2022 Jan-March	Apr- Dec 2022- Less 25%	Less 52.75 %- current rate
Infant	&82.66	\$62.00	\$39.06
Toddler	\$65.00	\$48.76	\$30.71
Preschool	\$49.00	\$36.55	\$23.15

The Board of Childspace sets the private day care fees in accordance with the day care's budget. The current year's public fees are posted on the Childspace website [www.childspacedaycare.com](http://www.childspacedaycare.com) under the 'For Parents' section. 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 for the month are due on the first day of each month.

Post-dated cheques written for six months are to be given to the day care in January and July. They will 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 per family, or the equivalent to their daily rate not exceeding \$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 review 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). The fee for any subsequent 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 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 reserve the right to request cash or money orders for future fees.

### **Accommodation of Kinder & 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 Child Care Early Years Act, children must be transferred from the Preschool room to the Kindergarten Room before Sept 1<sup>st</sup> of each year. It is the commitment of the Board of Directors of Childspace to ensure that there are adequate spaces in the kindergarten room to accommodate enrolled children entering Kindergarten & Grade One.

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 kindergarten with subsidy moving from the kindergarten room to the school age room, the 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.

## **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 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.

Guideline for bringing food into the daycare by parents:

- \* Parents who choose to bring in food have written consent. Within the consent parents will be advised of the allergies in the Centre.
- \* Children's food brought into the Centre by the parents will be labelled with their names.
- \* Instruction of storage will be listed by the parent.

### **Bias-Free Policy**

Childspace 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 handle 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 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 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 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 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 dignity, independence, integration, and equal opportunity. Please see our complete policy.

## **Serious Occurrence Policy**

All Serious Occurrences are reported by the Supervisor / Designate to the Child Care Licensing System (CCLS) and the City of Toronto Children's services (TCS). A posting to notify parents of the Serious Occurrence will be on the Parent Board for 10 days. Any allegations or mistreatment of a child by Childspace staff, students, or volunteers, which is under investigation by any CAS agency will not be posted on the Parent Board until the allegation has been closed or investigated and completed. Once completed the incident will be posted on the Parent Board for 10 days.

## **Waitlist Policy**

Childspace endeavors to provide equal opportunity for all families in search of quality child care. We realize the struggle that parents face when trying to secure a spot at a Centre when Centres cannot provide certainty until a few of months before the start date at best. Once Childspace can offer a family a space in one of its Centres, there are several measures put in place to confirm the space, minimize the turnover of families, and provide families with as much notice before their start date. These measures also help us in planning for as many families as possible. All families enrolled in Childspace Centres are first registered on our waiting list.

Once a parent/guardian is offered a space for their child (ren) in one of our programs, parents are required to pay a non-refundable membership fee of \$15/ child. See Childspace Constitution and By-laws.

Parents/guardians are also required to pay a Last Week Deposit (LWD) to secure the space. The LWD is required within the period specified by the Supervisor at that Centre, normally up to one week. The LWD is determined by the program in which the child is scheduled to enter. If the family pays a subsidized rate, they are required to pay the equivalent of the daily rate x 5 which constitutes the equivalent of an LWD. The LWD is refundable to the parent/guardian and is applied to the child's last month at the Centre, provided that the appropriate notice of a month is given. LWDs paid will only be refunded or applied to the child(ren) last month in care.

From time to time, LWD's may need to be adjusted to reflect the correct amount. This may occur if subsidized families' daily rates increase/decreases or if they started at the Centre with a nil fee and/or after a re-assessment which they qualified for a fee. This may also occur if a family registers another child at Childspace. Where families are paying our private rate, each child requires their own LWD for the program they are entering.

LWDs paid for children more than one month before their start date may only be refunded if notice is given at least one month prior to the planned start date. LWDs are non-transferable. Once your child(ren) is enrolled at Childspace, we endeavor to have each child transition to their new age group at the appropriate time related to their date of birth. Parents/guardians sign our consent form to state they understand that although their child is enrolled there is no guarantee that we will be able to move the child on the date of their next milestone e.g., 18 months, 2.5 years, etc. Childspace may utilize underage and over age mixed grouping variances to accommodate children. This is specified in the CCEYA. Families are responsible for the fees associated to the room that their child is enrolled in unless otherwise stated by the City of Toronto. In the event that a child is in an age grouping as an overaged child, the parent/guardian may choose to withdraw their child but are still required to provide the withdrawal notice of one month.

When planning the progression of children in each Centre, each Supervisor will follow the following priorities to ensure fairness to all families.

The age of the child is one of the determining factors when moving a child to the next age group. Development and start date are also factors that determine which child in a program moves first. In some cases, development may exceed the importance of age and start date however every effort will be made to accommodate multiple children of similar development.

Priorities given to children currently enrolled in Childspace that require transition to the next age grouping are:

1. First priority is given to the progression of children in their Centre from room to room based on their age/starting date and development.
2. The second priority is given to the progression of children at other Centres to transfer to a vacant spot based on age/starting date.
3. The third priority will be based on the situation where Childspace offered a space at another site because no spot was available at their child's original Centre and a spot opens at the original site. The parent/guardian will be given the choice to return to the original site.
4. The fourth priority is given to children who have siblings enrolled in the Centre ahead of the children on the Centre's waiting list. In the case where there are two children with siblings in the Centre and only one spot is available, the family with the earliest starting date has the seniority to enroll.
5. A child with a sibling within a Centre receives priority over a child with a sibling at another site
6. A child with a sibling at another Centre would receive priority ahead of the waiting list.
7. **Centre 1** Before and After School (BASC) kindergarten children will have priority to go to School Age Rooms at Centre 1. The spots left in the BASC room will be filled using the starting date of kindergarten children from all Centres. If more families apply than spaces allow, families from the waiting list will not be enrolled.
8. **Centre 2:** Kindergarten aged children will have priority to go to the BASC kindergarten program provided that there are enough spaces at Centre 2. Based on availability kindergarten children may be enrolled at preschool room rates if there are not enough spaces in the BASC program.
9. **Centre 3:** Kindergarten aged children will have priority to go to Centre 1 or Centre 2 BASC Kindergarten programs. Kindergarten aged children will not be accepted for enrollment at Centre 3 unless they are enrolled full time in the preschool room at preschool rates.

10. Parents/guardians of children who leave Childspace on their own accord and wish to have their child return to Childspace will be placed on the waiting list on the date they made their request to return. No priority will be given.

## Vacancies

Vacancies in each Centre must be communicated to the Executive Director and Board of Directors through the monthly Supervisor's Report. They must also be reported to the City of Toronto Subsidy office.

Planned vacancies for more than one month should be discussed with the Executive Director to ensure appropriate planning.

When planning vacancies, supervisors are to be mindful of the cost associated with the vacancy and are to plan vacancies for the least loss of revenue to the Centre. The supervisor is also to ensure that staffing meets the needs of the enrollment and does not exceed the required ratio in accordance with the CCEYA, except where safety or development warrants, or permission from the Executive Director is obtained.

## Safe Arrival and Dismissal Policy

### General

- Childspace Day Care will ensure that any child receiving childcare at any Childspace centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization to the child care centre to release the child to.
- Childspace will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

### Additional Policy Statements

Additional policy statements: Please see Pick Up & Late Fee Policy.

Childspace will only release children to their parents or a designated individual over the age of 18. If parents/guardians are having an emergency and are unable to pick up their child before the centre closes, they will call the centre and leave a voicemail authorizing the centre to allow their designated individual to pick up their child/ward.

### Procedures

#### Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - greet the parent/guardian and child.
  - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's emergency contact form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up by writing the person's name and contact information in the logbook, or send an email to the supervisor/designate.
  - document the change in pick-up procedure in the daily written record.
  - sign the child in on the classroom attendance record.

**Where a child has not arrived in care as expected**

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
  - *inform the supervisor/designate and all staff in the child's program. The supervisor/designate will contact the child's parent/guardian no later than 10:00 a.m. The supervisor/designate shall call the parent/guardian regarding the child's absence. If there is no response to the phone call, the supervisor/designate will send an email to the parent/guardian to confirm the child's absence.*
  - For the Kinder and School-Age programs, the supervisor/designate will contact the parents no later than 11:30 a.m. on instructional days and no later than 12 p.m. (noon) for non-instructional days.
2. Once the child's absence has been confirmed, 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.

**Releasing a child from care**

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or an individual authorized in writing by the parent/guardian to whom the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

**Where a child has not been picked up as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up 15 minutes after expected pick up time, the program staff or supervisor/designate shall contact the parent/guardian via phone call informing that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall call persons from the emergency contact list. If the child is not picked up and the program closes, the staff will call the parent/guardian and emergency contact again.

**Where a child has not been picked up and the centre is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 p.m., staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the



child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.

3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the authorized individuals listed on the child's emergency contact.
4. 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 7:00 p.m. or an hour after the centre closes, the staff shall proceed with contacting the local Children's Aid Society of Toronto (CAST) at 416-924-4646 or Catholic Children's Aid Society of Toronto (CCAST) at 416-395-1500. Staff shall follow the CAST's / CCAST's direction with respect to next steps.

## Waiting List Procedure

### **There is no fee to be added to our waiting list.**

1. Each family may call, walk-in, or e-mail each centre to be added to the appropriate waiting list.
2. Each age group at each centre has its own individual waiting list. The supervisor or designate will ask the parent/guardian questions to determine which age groups waiting list is most suitable.
3. The day that a parent/guardian calls, visits, leaves a voicemail, or sends an email will determine the family's seniority date on the waiting list at that centre. The seniority date is used to determine which families have first refusal of available spaces in the desired age group. Each child has their own seniority date even though they may be the same age.
4. Only once a withdrawal is confirmed in writing will the supervisor actively begin to find a new family from the waiting list for the soon to be vacant space. All internal transitions will be planned for in order to determine the space available to the waiting list.
5. If spaces are available in the centre, the supervisor will call all families that are eligible to start within that specific age group. All parents/guardians who are waiting for a particular month are contacted when spaces are available for that specific month, even if the month specified has already passed. If the child listed is still within the age group of the room, they should be offered a space and provided with as much information as possible regarding future transitions (e.g., expected transition month).
6. Once a family is called from the waiting list, the supervisor is to give them a specified time frame to return the call and express continued interest in the space available.
7. From the families that return our call within the specified time, the family with the highest seniority date is to be given the option to enroll, or first official refusal of the available space.
8. When a child is offered a space for an age group the supervisor should let the parent/guardian know the likelihood of them moving over to the next age grouping. For example: A child enters the Infant Room at 17 months there however there is not a space for them in the Toddler Room right at 18 months. The parent/guardian will be given a sense of when they may be able to move up to the Toddler Room.
9. Once a supervisor offers a space, and the family plans to accept it, they are required to provide the Last Week Deposit (LWD) of the child's fee for their respective age group. This deposit must be made within 2 days of accepting the space, or before the start date, to confirm and secure the start date. The Last Week Deposit (LWD) amount can be determined by the fee memo and a registration Fee. The total amount will be confirmed with parents by the Supervisor.
10. For all families that express continued interest in a space but are not successful due to seniority, the supervisor is to contact them to let them know that the space had been filled.
11. If a family is called for a space and they do not decide to take it at the time, their seniority on the wait list is not affected.
12. Supervisors are to encourage parents/guardians to call in and maintain accurate information for their file while on the waiting list.
13. Families will remain on the centers wait list until they ask to be taken off, or until their child has surpassed the age group for care in that centre.
14. Parents may contact the supervisors through email or phone call to ascertain where their child(ren) are on the waitlist.

No program staff is to make promises to parents/guardians about enrollment. Program staff may speak to parents/guardians about the waiting list procedure but must refer them to the Supervisor/ Assistant Supervisor to confirm spaces.

This policy will be reviewed with all staff, student, and volunteer prior to employment and annually thereafter. Staff and students and volunteers will sign to demonstrate they have read and understood the policy.

### **Sleep Policy**

All children under the age of 44 months (3.8 years) will have a scheduled nap / quiet time after lunch, for a maximum of two hours per day. Provisions for quiet activities are made for those children who are not sleeping and become restless. All children will be assigned to individual cots or cribs that are labeled with their name on it. A sheet and blanket for each cot or crib will be provided by the centre. The family has the option to provide a sleep toy or blanket for their child(ren). A detailed copy of this policy is available on the Parent Bulletin Board.

### **Other Policies**

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 & Behavioural Management
Head Count	Trips
Infection Prevention & Control Policy & Procedures	Volunteer/Student /Chaperone
Pickup of Children	Confidentiality
Waitlist	Sleep

## **PARENT INVOLVEMENT**

There are several ways for parents to get involved in the day care. Below are some options for parental involvement:

### **Day Care Board of Directors**

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 meeting minutes are publicly posted on the Parent Information Boards within 4 weeks following the board meeting. 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.

### **Parent Nights**

You can submit suggestions to the centre Supervisor on educational topics that would interest you. You can join us on Parents' Night for lively discussions on related topics. Parent nights are planned quarterly and rotate between all three Childspace Centres. Topics we have discussed in the past are Picky Eating, Challenging Behaviour, and Parent Engagement.



## Visits

Schedule a time with the Centre Supervisor to come in and talk to the children about your job/hobby or plan an activity/craft to facilitate with the children. Children have had activities and talks from police officers, ambulance paramedics, teachers, gymnasts, architects, carpenters, parents, and grandparents.

## **VOLUNTEER, STUDENT & CHAPERONE POLICY**

### **General Information**

Childspace provides the opportunity for volunteers to learn more about childcare as a career option. Volunteers, Students, and Chaperones are required to review, sign and adhere to all policies at Childspace, including the individual plan section of the Anaphylactic Plan 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. The Inclusion and Withdrawal and Drug Administration Policies may require Volunteers to review and be aware of additional individual care plans and strategies for other children in the program. Volunteers, Students, and 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, or chaperone with the children.

During the first month of their time at Childspace, a behaviour management monitoring review will be completed for the volunteer or student, and this will be kept on file. On a yearly basis thereafter, a behaviour management monitoring review will be completed for the volunteer or 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 and 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 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/ 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's co-op teacher must request that the student be placed at Childspace.



**Chaperones**

The chaperones are required to review the following pertinent Childspace policies prior to chaperoning:

Anaphylactic Policy	Bias Free Policy
Child Abuse Health and Wellbeing Policy	Child Guidance and Behavior Management Policy
Volunteer, Chaperone and Student Policy	

The Chaperone is not required to have a criminal reference check completed and therefore they are not permitted to escort other children. ***The parent may not assist children apart from their own.***

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.

**Photos**

To adhere to our code of conduct, consent forms and confidentiality policies we ask that no student, volunteer or chaperone take pictures of the children in the classroom or on outings. If students require photos for school assignments, they may take the photo using the Day care camera, and the pictures will be developed by the day care and provided to the student for the use of their assignment only.