

PARENT HANDBOOK



Courtleigh Place Child Care Centre
135 Fenelon Drive, North York, ON 416-446-2875

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Welcome to Courtleigh Place...

This is a manual containing our Program Statement, Philosophy, Policies, and Procedures that may be of interest to you. If you have any questions or concerns, please do not hesitate to ask.

Courtleigh Place Philosophy

At Courtleigh Place we believe that children learn through play. Through play, children use their imaginations to the fullest and gain skills that will help them grow. We believe that children are entitled to opportunities that support their social-emotional, cognitive and physical development in an environment that supports active learning, independence, and respect for diversity. We recognize that these opportunities occur through children's daily routines which incorporate a balance of indoor and outdoor play, active play, rest and quiet time. Children's individual needs are considered and the program is adapted depending on the need of the child. This approach to learning is in accordance with the Ministry of Education, "How Does Learning Happen?" This document was created by the Ministry for the purpose of guiding Licensed Child Care Centres.

We have created warm and natural surroundings at Courtleigh Place so that the children feel safe and comfortable. Children are rich in potential; we encourage children to problem solve independently, thus creating a positive self-image, and a feeling of self-worth and competence. We encourage children to use self-regulation strategies to manage their emotions and behaviors. Strategies can vary from child to child. Some examples of strategies practiced at Courtleigh Place are modelling effective communication, deep breathing, suggesting a quiet space to reflect, expressing feelings through words and aiding the children through conflict resolution skills.

The staff document the children's interests and abilities and use their documentation to plan learning experiences, facilitate and extend child-initiated and adult-supported play. The learning experiences they provide, fosters children's exploration, meets the children's natural curiosity and are responsive to their needs which allow the children to succeed physically, intellectually, and socially. Developmental checklists are completed and reviewed with parents on an ongoing basis.

The staff at Courtleigh Place believes in the importance of their profession and value the importance of continual learning. Staff are given opportunities for professional development (i.e., First Aid/CPR training, WHIMS training, workshops related to child care) and receive annual performance reviews. We support staff in continuing their education through the Apprenticeship Program or taking courses to upgrade their skill and knowledge.

Courtleigh Place Child Care Centre is located in an area where a variety of cultures are represented, and these diverse cultures are intertwined in our daily program. We have created a respectful and welcoming place for all families. We enhance the children's understanding of their own culture and help them develop an appreciation for the diversity and uniqueness of others. We believe that becoming acquainted with and integrating into the surrounding community is another way that children become knowledgeable, tolerant, and social beings.

Parents are the most important people in a child's life, establishing positive, trusting relations between children, parents and staff are essential in delivering the best quality child care program and ensuring everyone feels a sense of belonging. We provide opportunities to ensure that information sharing takes place between parents and our staff through: daily communication, parent surveys, quarterly newsletters, and family events (i.e., summer BBQ, workshops, annual potluck and such). We welcome parent involvement in all aspect of our program. Our community workshops are held at the Centre and the topics are selected through parent questionnaires. The topics generally focus on parent issues and concerns.

At Courteligh Place we understand that children learn and develop at their own pace. We work closely with a resource educator from Adventure place who provides suggestions and support for the staff and parents of children requiring extra support. She will also make referrals to outside agencies, if necessary. Such agencies include Toronto Speech and Language.

Finally, we believe that every child and their families should have access to early childhood programs; where children learn to empathize with others, cooperate and share, express their thoughts and feelings, resolve conflicts; and develop self-competence, self-worth and self-regulation skills to help them through life.

1. Program Statement

Welcome to Courtleigh Place Child Care Centre. Courtleigh Place is a privately run child Care Centre located in the Graydon Hall area. Courtleigh Place opened its doors in 1998 and since then has been providing quality care for children from infancy through to Preschool and has enrolled in the Canada Wide Early Learning Child Care program to help make child care more affordable for families.

We use a play based learning approach and view children as competent and curious learners who are capable of acquiring knowledge about the world around them through their interests and experiences. This approach to learning is in accordance with Ontario's Pedagogy for the Early Years, *"How Does Learning Happen?"*

As Early Childhood Educators, our role is to provide activities that support their development and ensure that children have opportunities to pursue their own interest, thus enabling their creativity as they learn.

In turn, building the children's self-esteem and self-worth, providing a learning environment where children feel valued and respected. At Courtleigh Place, we meet government quality standards, providing excellent care for our children in a warm, secure and engaging environment.

We understand that for children to grow and flourish the four foundations outlined in **"How does learning Happen?"** need to exist:

- Every child needs to feel a sense of **belonging**
- Every child is developing a sense of self, health, and **well-being**.
- Every child is an active and **engaged** learner who explores the world with body, mind, and senses.
- Every child is capable of communicating their needs and desires and can **expresses** themselves in different ways.

Courtleigh Place will adopt the following goals in Our Program:

1. Promote an environment which is healthy, safe, and supports general well being
2. Promote an environment which ensures good nutrition and safe food preparation
3. Support positive and responsive interactions
4. Encourage the children to interact and communicate
5. Foster exploration, play and inquiry
6. Provide child-initiated and adult-supported experiences
7. Plan for and create positive learning environments and experiences
8. Incorporate indoor and outdoor play, active play and quiet time
9. Foster the engagement of and communications with parents
10. Involve local community partners
11. Support others in relation to continuous professional learning

Courtleigh Place Program Statement: Goals + Approaches = s.46(3)(a)-(k)		
Courtleigh Place Program Statement: Goals + Approaches = s.46(3)(a)-(k)	Goals (What)	Approaches (How)
Strategies A-K	Goals (What)	Approaches (How)

Courtleigh Place Program Statement: Goals + Approaches = s.46(3)(a)-(k)		
Courtleigh Place Program Statement: Goals + Approaches = s.46(3)(a)-(k)	Goals (What)	Approaches (How)
(a) Promote the health, safety, nutrition and well-being of the children	To ensure the children are comfortable healthy and safe in their environment	The Centre has locked door entry system to prevent unauthorized individuals from entering the Centre, to ensure the safety of the children and staff. The Centre will endeavor to consistently remain in compliance with Public Health's procedures and practices and promote immunization as set out by Public Health Our menus are rotated seasonally, follow Canada's Food Guide and are reviewed annually by a registered dietician. The staff encourage children to have healthy respect for food and eating by using this time to engage and develop relationships with all children Our playground is inspected annually by a third party inspector to ensure all materials, play equipment, furnishings and fixtures are in good working order, clean and safe for children and staff. The staff encourages children to explore their environment with acceptable risks. The Centre conducts monthly fire drills to ensure the children are prepare in the event of a fire/ evacuation and missing child drills quarterly Daily visual checks are completed by the teachers upon arrival to ensure the children are able to fully participate in the program Staff conduct direct visual check of the children every 30 minutes during rest/sleep times to ensure the well-being of the children.

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(b) Support positive and responsive interactions amongst the children, parents, child care providers and staff	To establish positive and responsive relations between children, parents and staff.	The Centre is a welcoming place for all families. At Courtleigh Place we have an open door policy where we encourage parent participation and involvement. The staff greet each child at arrival and departure times and refer to parents by their names. We share information about their child's day during these times. They create meaningful relationships by getting down to the children's level when speaking to them and acknowledging their feelings and emotions. We endeavor to enhance the children's understanding of their own culture and help them develop an appreciation for the diversity and uniqueness of others by incorporating elements from their culture in our environment. Such items include books in the children's home language, fabrics and clothing, and other familiar items from their culture. Staff sing songs in different languages, and incorporate familiar words on a daily basis

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Courtleigh Place Program Statement: Goals + Approaches = s.46(3)(a)-(k)	Goals (What)	Approaches (How)
(c) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate	To encourage children to use self-regulation strategies to manage their emotions and behaviors. To communicate their feelings, ideas and thoughts with others in an effective and positive way.	The staff are attentive to the children's individual needs and acknowledge their feelings. They treat the children with dignity and respect and view children as capable and curious learners. Establishing a connection with the children is our priority. We spend time throughout the day creating these trusting relationships. The Centre recognizes the importance of having flexible routine/schedule within reasonable means. The staff encourage the children to problem solve independently and offer support as required. This creates a positive self-image and a feeling of competence. We encourage children to use self-regulation strategies to manage their emotions and behaviors. These strategies can vary from child to child depending on their language and social emotional abilities. Staff role model communication using "I don't like it when" statements and breathing techniques. The staff provide children with a safe space to reflect, and encourage children to express their feeling through words and aiding children through conflict resolution skills

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(d) Foster the children's exploration, play and inquiry	To ensure that all the children's developmental needs and interests are incorporated in the program	The staff listen, observe and document the children's interest and abilities and use their documentation to plan learning experiences We are co-learners with the children, encouraging children to explore their inquiries The learning experiences are open ended and foster the children's natural curiosity. They follow the children's interest, and therefore cultivate a desire to engage in the program
(e) Provide child-initiated and adult supported experiences	The children's flow of ideas and interests guide and influence activities and experiences in the staff programming	The staff plan programs based on the children's observed interest and developmental abilities. Our program is truly the children's vision As children's interests evolve, the staff support their shifting interest by changing the program appropriately Our learning environment is rich in materials for independent activities. Children are encouraged to use objects from one area in the room to another, and/or to use materials for different uses such as a spatula used in art, music, or sensory activities to name a few
(f) Plan for and create positive learning environments and experiences in which each child's learning and development will be supported	To ensure that children's learning and development is supported in a positive environment	The Centre hires qualified staff who are knowledgeable about child development. They complete Individual Portfolios for every child. The Portfolios are reviewed with parents quarterly, and include Developmental Checklists, goals/ observations, and pictures/art work showing progress of each child. The goals for the children are evident in program plan posted in the rooms

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(g) Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care	To create a daily experience for children that includes both of indoor and outdoor play, and that incorporates active and quiet time to ensure the well-being of each child.	The children will participate in engaging activities both indoor and outdoor that utilize a range of materials including our natural environment. The learning equipment can be used in a manner that reflects the children's interests, learning style and level of inquiry. Staff engage in play with the children during outdoor play. The Centre requires that parents provide adequate clothing for children to participate in all types of weather. The Centre will also have extra supplies of outdoor clothing on hand.

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(h) Foster the engagement of and ongoing communication with parents about the program and their children	To ensure that everyone feels a sense of belonging. The Centre provides opportunities to ensure that information sharing takes place with families and staff.	At Courtleigh Place we make an effort to communicate with parents about the child's day through daily conversations and postings on our information boards. The staff document information about the children's day daily including meal times and sleep times and their general disposition. Visual Documentation is displayed to provide parents with insight on their child's learning and developmental abilities and progress. We send out yearly parent surveys in search of feedback on our environment and performance. Courtleigh Place Newsletters are sent to parents quarterly with information about upcoming events and information. Courtleigh Place is very proud of our Community Workshops. Workshops are offered to parents three times a year. The topics are selected through parent questionnaires and generally focus on parent issues and concerns. Finally, our annual summer BBQ and Holiday Potluck are events our clients and their families have come to look forward to.

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(i) Involve local community partners and allow those partners to support the children, their families and staff	To involve community partners and allow them to support the children, families and staff	Courtleigh place recognizes the importance of being a part of a community. The staff take the children on neighborhood walks often and invite our local librarian and public services workers to the Centre throughout the year. Our Resource Consultant is an important member of our team. Together we provide children and their families with available resources and supports in the community. Music is another important facet at Courtleigh Place; our weekly music teacher enhances our program with song and dance.
(j) Support staff who interact with the children in continuous professional learning	To ensure staff are given opportunities for professional development and growth. To keep staff informed of changing policies and practices for the well-being of the children	Courtleigh Place employs registered Early Childhood Educators and qualified assistants. All our staff have a successful police reference check including vulnerable sector screening and are trained in First aid and CPR. The staff are provided opportunities to attend professional development training at the Centre's expense. We also support staff in continuing their education through the Apprenticeship program or by taking courses to upgrade their skills and knowledge. Many of our staff have been with us since we opened in 1998.

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(k) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families	To review and document the success of the strategies on the children and their families.	The Centre documents observations of the successes of our approaches through daily observations of the children's behaviors. Our parent surveys directly speak to the 11 strategies in HDLH. Incident and accidents reports are reviewed monthly with staff members.

Our Practice

As educators who deliver high-quality early years programs, we are committed to continuous learning and improvement of our program. Courtleigh Place will ensure that these goals are achieved by management policies and practices that embrace our Program Statement.

1. All new staff on hiring, and all existing staff (annually) will acknowledge and review:
 - a. This program statement document
 - b. All relevant and attached guidelines
2. Parent survey will be conducted annually to assess performance against the 11 key requirements
3. Internal Rating (AQI) for each Plan of Action will be conducted annually for each program
4. The Centre will have monthly staff meeting and include in the agenda our performance against Our Program Statement and plan for improvement for next month.
5. Share performance outcomes and goals with our Owner and document and incorporate her feedback
6. Each monthly staff meeting will, on a rotation basis, include on the agenda, one of the 11 key strategies to create the conditions promoted by the HDLH document. Staff will discuss and reflect on current practices, and any opportunities for improvement will be captured.

7. The Director will meet with each team to establish a clear understanding of the program statement, to support staff in their delivery of the Program Statement and to aid the staff in self-reflection, during monthly room meetings. The Director will view each staff as competent and able, and give them time to be heard and respected, and to reflect on their own performance and their contributions to the environment and the development of each child in their care. The Director or Supervisor will use all observations, interactions and conversations to monitor all staff.

Budget a professional development investment for each staff and align the professional development with the program statement needs

8. The annual employee performance review will include a self-assessment of the 11 key strategies to create the conditions promoted by the HDLH document. Staff will explain the self-assessment with an example of each and identify goals for improvement for the next year.

In the event that the Director or Supervisor observes or is made aware of any practice that is not supported, they will address the issue with the staff member according to the strategies outlined in the Disciplinary Policy that is outlined in the CPCC Policies and Procedures Binder.

Additionally, all Early Childhood Educators have made a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators Code of Ethics and Standards of practice. All Early Childhood Educators hold themselves accountable, and will use the Code of Ethics, the Standards of practice and the CCEYA to guide their decisions and practice.

2. Days and Hours of Operation

Full-time care is provided 5 days per week, Monday – Friday, 52 weeks per year.

Hours: 7:00a.m. – 6:00 p.m.

We are closed on the following statutory holidays:

New Year's Day
Victoria Day
Labour Day
Boxing Day

Family Day
Canada Day
Thanksgiving Day

Good Friday
Civic Holiday
Christmas Day

3. Fees

Effective January 1, 2025, the daily fee is \$22.00 per day for infant, Toddler and Preschool care. No refunds will be issued for absences due to illness or holidays.

Fees are due on the first Monday of each month and payment can be made by cheque, cash or e-transfers. Cheques returned from the bank will be subject to a processing fee of \$20.00. E-transfers are preferable and can be made to courtleighplace@rogers.com.

Refunds and credits will be given for overpayment of monthly fees (i.e., subsidy recalculation, and withdrawals with appropriate notices)

4. Arrival and Pickup

All children are encouraged to arrive at the Centre by 9:30a.m. If you know that you will be arriving after this time, please call the Centre and inform the staff. It is very important that you contact the Centre when your child will be absent, as this will allow us to plan for staffing needs, meals, and programming effectively for the day. Upon admission, parents will be advised of the buzz code to enter the Centre. Please do not share the entry code to anyone not authorized to pick up your children.

Your child depends on regular routines for his/her own sense of security. We recommend that you establish fixed hours to pick-up and drop-off your child. When your child arrives, notify a member of the staff as to your child's presence. Similarly, when picking up your child, enter the building and make sure that the staff knows that you and your child are leaving. Unless otherwise arranged, children will not be released to any person other than those specified on the admissions form.

The Centre closes at 6:00p.m and if you are late picking up your child, you will be subject to a late fee. The fee is payable to the staff on duty at the time. If you know you are going to be late, please make arrangements for your child. If the late staff does not hear from you, they will contact the emergency numbers. If we are unable to reach you or your emergency contact by 7:00p.m, the police and Children's Aid Society will be contacted.

5. Nutrition and Allergies

Courtleigh Place provides morning, two afternoon snacks and a hot, nutritious lunch. All meals follow Canada's Food Guide and are monitored by government standards. We encourage each child to try each type of food. Our goal is to help children develop a taste for a variety of foods.

6. Anaphylaxis Protocol

Courtleigh Place follows the Anaphylaxis Protocol to ensure the safety of all children with allergies in our programs. Upon registration, parents of children with a risk of an anaphylactic response will complete an Anaphylaxis Action Plan. Our Centre is a peanut-aware environment, and due to severe allergies and Public Health requirements, any outside food brought into the Centre must comply with the Centre's allergy restrictions, and special treats to be shared must include the manufacturer's list of ingredients.

7. Rest Period

It is a requirement that all children attending a licensed Child Care Centre have a rest period each day. It is not necessary for your child to sleep, but he/she will be encouraged to rest quietly on his/her cot during this time. Please refer to the **Sleep Safety Policy**.

8. Activities off the Premises

Throughout the year, walking trips will be taken to places of interest within our community. Parents will be given advance notice, indicating the date, time, and location.

Signed permission slips for the trip must be returned to the Centre to authorize the child's participation.

Please note: It is imperative that your child arrives at the Centre at the time specified on the trip permission form. Otherwise, you risk your child being left behind. In such a case, we would

be unable to provide care due to strict ratio regulations governed by the Child Care Early Years Act.

9. Outdoor Program

It is our belief that the time spent outdoors is just as important and valuable as the time spent in the classroom, therefore, we bring the classroom outdoors. Please take the time to look at our outdoor program plans. In addition to the riding toys, balls, and climber, we offer creative, sensory, gross motor and other special activities for the week. The staff plan daily active physical play that meet the children's needs.

10. Accident/Incident Reports

Communication about their child's well-being is important to parents. Parents will be informed regarding any incidents affecting their child's health, safety or well-being. If a child is injured, parents will be provided a copy of the Accident/ Incident Report.

11. Clothing and Possessions

Your child should be dressed in clothing suitable for physical activity, the weather, and the season. A second set of clothes should be kept at the Centre in case of accidents. Clothing should allow for self-dressing. All clothing should be labeled with your child's name.

Children are asked not to bring in toys from, to eliminate any potential conflict and the risk that they may get lost or broken.

Courtleigh Place is not responsible for lost or stolen items.

12. Parent Involvement

Ongoing communication between the teachers and the parents provides consistency, compatibility, and it enhances the children's experiences at Courtleigh Place.

We believe that Courtleigh Place is an extension of a child's home. We want to celebrate each child's uniqueness and by doing so, we are essentially celebrating your uniqueness as well. By bringing in items that reflect your lifestyle, culture, and family, it helps the child to identify him/herself in the child care setting and teaches other children tolerance and acceptance of the unique qualities of their friends. Therefore, we welcome items such as family pictures, fabrics and food that reflect what is eaten at home.

Whatever way you choose to involve yourself in our program, it will be acceptable; in day-to-day conversations with staff, attendance at Centre barbecues and potluck dinners, doing a cooking activity with the children, and/or helping out on field trips. Any level of involvement is encouraged!

13. Information Regarding Child Abuse

Duty to Report

In accordance with the *Child and Family Services Act*, it is the responsibility of every person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to a Children's Aid Society if he/she suspects that abuse has occurred or if a child is at risk of abuse. An individual's responsibility to report cannot be delegated to anyone else.

Failure to Report

It is an offense under the *Child and Family Services Act* for a professional to contravene one's reporting responsibilities. The penalty imposed (a fine of up to \$5,000) emphasizes that a child's safety must take precedence over all other concerns.

The person who suspects the abuse must call him/herself – do not ask anyone else to help you decide if a report should be made or to make the report for you. Do not discuss your suspicions with anyone else until you have spoken with a Children's Aid Worker.

If the child's religious affiliation is known, the report can be made directly to the society of the appropriate religious affiliation.

- Children's Aid Society (24 hours a day 7 days a week) 416-924-4646
- Catholic Children's Aid Society (24 hours a day 7 days a week) 416-395-1500
- Jewish Family and Child Services (Mon. to Thu. 9am-5pm, Fri. 9am to 4pm, closed Sat. & Sun.) 416-638-7800
- Native Child and Family Services (Mon. to Fri. 9am-5pm) 416-969-8510 after 5:00 pm and before 9:00 am and on weekends call after hours services 416-924-4646.

14. Prohibited Practices

Prohibited Practices are strict rules established to reflect our Program Statement and ensure full compliance with the *Child Care and Early Years Act (CCEYA)*. This policy sets the mandatory minimum standard of conduct, providing clear and consistent expectations for everyone at Courtleigh Place Child Care Centre. This protocol is designed to protect children from harm, define clear operational roles for staff, and establish total organizational accountability.

Any staff member, student, or volunteer convicted of an offence under Section 9 of the *CCEYA* (as detailed in the "Prohibited Practices and Cause for Immediate Dismissal" section) must inform the licensee immediately. Such individuals are legally barred from working or providing childcare.

All staff must review and sign the Prohibited Practices Policy prior to their first day of employment, and annually thereafter. Hard copies of this policy are readily available in the Staff Handbook, the master Policies and Procedures binder, the front lobby, and inside the blue duo-tangs located in every playroom.

THE PURPOSE OF PROHIBITED PRACTISES

To ensure that all staff are aware of and adhere to the Prohibited Practices guidelines set forth by Courtleigh Place Child Care Centre with regards to the supervision of children.

The role of the staff is to provide opportunities for the children to learn how to interact with others in an appropriate manner; thus, fostering their social and emotional development. The Teachers encourage children to problem solve and offer support as required. The teachers will encourage children to use self-regulation strategies to manage emotions and behaviors. Teachers will role model and ensure that time is spent connecting and building relationships with individual children.

REASONABLE EXPECTATIONS

Infants and Toddlers require more adult intervention, closer supervision and guidance. They require expectations that are reasonable and constantly applied. Staff anticipate problems and plan and prepare the environment. Staff spend time building a connection with the children; They use positive language, redirect behaviours and focus on appropriate and acceptable activities. The staff use positive reinforcement and praise the children for their efforts.

Preschool children are able to exercise more self-control and have a better understanding of the concept of safety and the respect for others and their environment. Children need the opportunity to explore their environment and discover their abilities. Staff anticipate problems and plan and prepare the environment. Staff spend time building a connection with the children; They use positive language, redirect behaviors and focus on appropriate and acceptable activities. The staff use positive reinforcement and praise the children for their efforts.

Prohibited Practices Policy regarding the care of children:

All staff, volunteers and students sign this Prohibited Practices Policy before they begin work in the centre. It is reviewed and signed annually at the first staff meeting on or before the new calendar year.

If certain behaviours of staff are inappropriate, the Director will complete an "Incident Report". This report indicates the inappropriate behavior, expectations to be followed and consequences. The report is reviewed with and signed by each staff member and the Director. If warranted, a staff member may be placed on probation for a period of time. During this time the staff member would be monitored, and through supervision, would be given guidance on how to modify their behavior to meet the requirements indicated in the Incident Report.

Monitoring Prohibited Practices

The Director will observe the staff on a daily basis in order to evaluate behavior guidance practices used with the children. The Prohibited Practices Policy will be reviewed upon hiring and observations will be reviewed once a year with staff, using the Behavior Guidance Assessment Chart as a monitoring and goal setting tool. This chart will be signed and dated by the Director and each individual staff member and will be kept on file for five years.

The Owner Operator, the Assistant Director and the staff will observe the Director. The staff will observe the Director on a daily basis and evaluate practices used with the children.

Observations will be reviewed once a year, using the Behavior Guidance Assessment Chart as a monitoring and goal setting tool.

In addition to daily observations and monitoring, the Director will review observations of adherence to the policy at the staff member's annual evaluation, and the Owner/Operator will review observations of adherence to the policy annually.

Monitoring of practices is the responsibility of the Director and all teaching staff. Areas of observation will include physical, verbal and emotional interactions with the children as set forth in the Behavior Guidance Assessment Chart.

Copies of this policy are available in each playroom and on the parent board in the blue duo-tangs

THE FOLLOWING PRACTICES ARE PERMITTED:

- Appropriate voice tone
- Open ended questions
- Positive wording
- Age appropriate language
- Positive physical contact
- Redirection to another activity
- Offer genuine T.L.C.
- Encouragement of a child's self-respect
- Role model appropriate behaviors
- Allow for cultural differences
- Use appropriate natural and logical consequences

PROHIBITED PRACTICES AND CAUSE FOR IMMEDIATE DISMISSAL:

- Corporal punishment of the child
- 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;
- Locking the exits of the Child Care Centre 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 Placing a child alone in a room
- Depriving a child of basic needs including food, drink, clothing, shelter, sleep, toilet use or bedding
- Inflicting any bodily harm on children including making children eat or drink against their will
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent. Please refer to Guidelines for De-escalating Volatile Situations.
- Suspected of or been observed of sexual abuse, sexual misconduct or prescribed sexual acts (as defined under the Early Childhood Educator Act. 2007)

**CONTRAVENTION OF THIS POLICY WILL RESULT IN SET MEASURES AND PROCEDURES TO RECTIFY AND IMPROVE STAFF GUIDANCE SKILLS.
ANYONE OBSERVING THE MISTREATMENT OF A CHILD MUST IMMEDIATELY CONTACT THE CHILDREN'S AID SOCIETY. THIS IS A LEGAL RESPONSIBILITY.**

15. Medication and Administration of Drugs

Our Centre will only administer prescription drugs to children in accordance with Provincial legislation. Courtleigh Place requires written authorization from a parent. The parent must fill out the Medication Dispensing Form in its entirety and the form will be reviewed by the staff member to ensure all required information is present. If any information is missing or the form is completed incorrectly the medication will not be administered until a new form is completed. The Medication Dispensing Form advises the schedule that sets out the times the drug or medication is to be given and amounts to be administered; drugs or medication will be administered to a child only from the original container as supplied by a pharmacist or the original package and that the container or package is clearly labelled with the child's name, the name of the drug or medication, the dosage of the drug or medication, the date of purchase and expiration, if applicable, and instructions for storage.

Courtleigh Place will ensure that all medication is:

- (i) Stored in accordance with the instructions for storage on the label,
- (ii) administered in accordance with the instructions on the label and the authorization received under clause (d),
- (iii) Inaccessible at all times to children, and
- (iv) Medications are kept in a locked container. Courtleigh Place has one locked medication box for refrigerated medications and each room has a medication box for other medication kept in their cupboard.
- v) Staff must carry all emergency allergy medications, asthma inhalers, and any physician-mandated, life-saving drugs at all times. All carried medications must be kept inside a securely zipped bag. Staff must store the zipped bag entirely out of reach and sight of other children.

Administration of Medication

Courtleigh Place has designated staff responsible for the administering of medications in each room. It is usually the registered RECE or designate. A notice of the responsible staff is posted on the bulletin board in each room.

Time to Administer

At the time of administration designated staff will:

- (i) Retrieve the medication,
- (ii) Take the child aside to a quiet area to avoid distraction,

(iii) Staff will cross reference the information on the Medication Dispensing Form to the information/ instructions on the child's medication bottle

(iv) Staff will administer the medication.

The staff will initial and document the Medication Dispensing Form confirming the dosage and the time given.

In the event that an error is made the staff will notify the Director / designate immediately who will advise the parent.

Once the medication/duration is completed the medication will be returned to the parent. Parents are required to sign the Medication Dispensing Form once completed. The completed form will be maintained in the child's file.

16. Exclusion Policy and Procedures

The Child Care Early Years Act stipulates that prior to admission; each child must be immunized as recommended by the local Medical Officer of Health. Courtleigh Place requires that a medical certificate confirming a complete medical assessment be submitted upon admission. Regulations require outdoor play for each child; therefore, it is our policy that children who are too ill to play outdoors should remain at home. If a child becomes ill during the day, temporary care will be provided until you can be contacted and your child can be taken home.

The purpose of this policy is to identify the steps Courtleigh Place will take to exclude ill children or staff. The exclusion policy will take in effect if:

- a child has a legislated reportable-communicable disease, this child will be excluded from the program based on public health requirements. Please refer to the Toronto Public Health Guidelines for reportable-communicable diseases.
- the child has diarrhea more than once at Courtleigh Place, the child must stay at home until the symptoms of diarrhea have subsided for 24 hours without the use of anti-diarrhea medications.
- the child has more than one episode of vomiting during the day at Courtleigh Place, the child must stay home until vomiting has subsided for 48 hours or more without the use of medications such as Gravol.
- the child has a fever of 38 degrees Celsius or 100.4 degrees Fahrenheit, the child must stay home until the fever has stopped for 24 hours or more without the use of antipyretics such as: Tylenol or Aspirin.
- the child has pink-eye or ringworm, the child must stay home until the prescribed medication has been used for 24 hours.

- the child has an unexplainable rash, the child must stay home until the rash has disappeared, or until written approval to return to the Centre has been given by a physician.
 - the child experiences respiratory symptoms such as shortness of breath or wheezing, with other respiratory symptoms, the child must stay home until the symptoms have ceased.
 - a child has an illness that prevents them from participating in activities (i.e., there is a greater need for care than the staff can provide)
 - the illness poses a serious health risk if it spreads to others.
 - If a child becomes ill during the day, the child will be excluded temporarily until the caregiver can be contacted and the child taken home.
- ❖ ***The Director or Designated Person reserves the right to send a child home if he/she feels the child is too ill to stay in the Centre's care. If you are unable to pick-up your child then alternate arrangements need to be made.***

Immunization Requirements for Children

The Child Care and Early Years Act, requires that every licensee ensures that before a child is admitted to a child care centre, the child is immunized as recommended by the local medical officer of health. All children attending Courtleigh Place must submit proof of immunization, according to Ontario's Publicly Funded Immunization Schedule, or have a valid exemption on file.

Parents are required to provide updated proof of immunization every time the child is vaccinated. Children should receive their vaccinations according to their age. Children who do not have up to date immunizations or a valid exemption may be refused child care. The Centre Supervisor will update the child's file as required.

Immunization Requirements for Staff

The Child Care and Early Years Act, requires that every licensee ensures that, before commencing employment, every staff employed in each child care centre has a health assessment and immunization as recommended by the medical officer of health. The Centre Supervisor will collect and maintain the information in staff files.

Exemptions must now be documented using approved Ministry forms

- For medical exemptions, a legally qualified medical practitioner must complete the Statement of Medical Exemption Form

- Parents choosing not to immunize their children and staff who choose not to be immunized must submit a notarized Statement of Conscience or Religious Belief Affidavit
- In the event of an outbreak or case of vaccine preventable disease, children and staff who are not immunized may be excluded from the child care centre, in order to minimize the risk of spreading the disease

17. Sun Safety Policy

Children never seem to run out of energy. Play for them is not only a time to explore the world around them, but, is also a way in which they get exercise. During the summer it is expected that the children will spend a lot of their day outdoors. On days in which there is smog advisory and/or a heat alert, the following adjustments will be made to the children's schedule.

- Limited time will be spent outdoors.
- The children will play in shaded areas and/or water activities will be involved.
- Drinking water will be readily available to the children.
- Staff will reduce the level of activities while outdoors and encourage lots of rest breaks.
- The children's comfort will be monitored regularly

Courtleigh Place recommends that parents provide a labeled wide-brimmed sun hat for their child. Children must have sunscreen applied at home before their arrival to the Centre. The teachers will reapply sunscreen throughout the day when warranted. The brands most commonly used at the Centre are HEAT WAVE (SPF 30) and NO-AD (SPF-30). Upon enrollment, parents will be asked to sign a consent form for the application of sunscreen on their child.

A Smog Advisory means that there is a strong likelihood that there may be poor air quality within the next 24 hours due to ground-level ozone and/or fine particulate matter.

18. Confidentiality Policy

Children's records are confidential only authorized employees of Courtleigh Place Child Care Centre, Ministry of Community and Social Services, and the child's parents/ guardians will have access to these records.

Every child's and every family's right to privacy is recognized and protected. A parent/ guardian's written consent is required prior to the release of information to third parties. Access to records without parental consent may only be given to officials of the following jurisdiction upon written request to the Executive Director substantiating the why the information is required:

- a) Coroner's Office
- b) Courts- in response to a warrant or court order
- c) Authorities vested in provincial or federal statutes (i.e. Children's Aid Society, Police)
- d) Medical practitioners- in the case of an emergency

19. Sleep Safety Policy

Sleep is critically important to each child's health and well-being, and is essential to physical, cognitive and emotional development. Children vary in the amount of sleep they require, however, health experts agree that good habits, including established nap and bedtime routines help to ensure that young children get the amount of sleep they need for optimal development.

All staff, students and volunteers must review this policy with the supervisor or designate. A written record of the review must be signed by the supervisor or designate and all staff, students and volunteers prior to providing care to children and annually thereafter.

Courtleigh Place will review this policy annually to ensure that it is current. The policy must be signed by the Owner/ Operator who had knowledge of the review. The record will be kept on file for at least three years from the time of entry.

Policy:

In accordance with CCEYA regulations, Courtleigh Place will establish daily routines which provide for the sleep or rest needs of all children in care, as established in consultation with each child's family and will implement guidelines to ensure safety during sleep time routines.

Procedures:

Sleep Routines

1. Courtleigh Place will structure the daily routine so that each toddler or preschool classroom has a rest period that does not exceed two hours a day in length.
2. Every toddler or preschool group is permitted to sleep, rest or engage in quiet activities based on each child's needs. Teachers will organize room schedules, environment, material to facilitate individual needs for sleep and rest.
3. Every infant is encouraged to sleep according to their own biological rhythm, and sleep routines will be developed in partnership with each child's parents.
4. Parents will be consulted regarding their child's sleeping arrangements at the time of enrollment and at any other appropriate time, such as at transitions between programs or upon a parent's request.
5. The Centre application form contains a section for parents to complete which provides information regarding their child's sleep. This information is shared with

the child's teachers. Staff will have parents complete the *Preparing for the Toddler room* form when their children are transitioning to the Toddler room.

6. Information is provided to parents regarding the Centre's policies and procedures regarding safe sleep as outlined by Health Canada.
7. Parent of children less than 12 months of age are advised at the time of enrollment of the Centre's obligation under the Joint Statement on Safe Sleep that children up to their first birthday be placed on their backs for sleep. Parents are also provided with a Sleep Safety Information sheet.

Health and Safety Practices

8. All children will be assigned to individual cribs or cots in accordance with this Regulation. Cots and cribs will be labelled with each child's name at the time of enrollment and placed on the room cot plan.
9. Bedding must be changed and cribs/cots disinfected between individual uses.
10. In the infant room a chart is posted on the sleep room door to immediately identify which children are present in the area or in the sleep room.
11. Children, who are younger than 12 months, must be placed for sleep on their backs unless recommended in writing by the child's physician.
12. If a child is able to roll from their back to their stomach or side they will not need to be repositioned onto their back after their initial placement. Sleep positioning devices will not be used as they pose a risk of suffocation.
13. All cribs will meet current safety standards and be equipped with a firm mattress and fitted sheets.
14. Pillows, comforters and stuffed animal toys are prohibited in the cribs.
15. Parents requiring a blanket/sleep sac will be permitted with written request from parents.

16. Children will be permitted to use pacifiers; however they will not be reinserted once they fall out during sleep. Pacifiers will be labeled with the child's name and are not permitted to be attached to a child or their clothes by a string or tether clip.
17. All children's head will be uncovered while sleeping
18. Infants will not be permitted to sleep in an upright position for an extended period of time.
19. If an infant falls asleep in a seated position in the room; they will be placed promptly in their cribs.
20. Cribs and cots will be arranged to allow space for staff to safely and quickly maneuver between each child.
21. Staff will remain alert and attentive for the duration of sleep time and position themselves to enable proper supervision of children.

Direct Visual Checks

22. A staff member periodically performs a direct visual check of each sleeping child by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviours; such as abnormal skin colouring, signs of irregular breathing, quality of sleep (i.e sound sleep or restlessness) signs of elevated body temperature including flushed skin colouring and excessive sweating.
23. If a staff discovers a child that is in distress or exhibits unusual behaviours, that staff will notify the parent immediately and inform the Director.

24. If necessary, staff will then follow the Children's Illness Policy or make the child as comfortable as possible.

25. The observance of any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep,

26. The blinds will be adjusted to ensure there is sufficient light in the sleeping area or room to conduct direct visual checks;

27. Checks will be conducted and recorded on the Sleep Monitoring Charts every thirty minutes for sleeping children.

Parent Communication

28. Parents will be consulted; respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as transitions between programs or rooms or upon a parent's request. Request for changes to sleeping routines must be provided in writing from the parents.

29. In the infant and Toddler rooms any significant changes in a child's sleeping patterns or behaviors will be communicated with parents in the child's daily chart and will be documented in the staff communication log for staff to review.

30. In the Preschool room parents will be verbally advised of any significant changes in a child's sleeping patterns or behaviors. Concerns will be documented in the communication log and on the sleep chart.

31. Staff, in conjunction with parents will implement changes to the manner in which the child is supervised during sleep when any significant change in a child's sleeping patterns or behaviors is observed as needed.

Staff Review

Sleep policies will be reviewed and signed with staff, volunteers and students, prior to the commencement of work, annually and when any revisions are made to the policy.

20. Admission and Withdrawal Procedures

The purpose of this policy is to ensure all staff members are aware of and adhere to the expectations for the admission and withdrawal of children from Courtleigh Place Child Care Centre.

An interview will be arranged to familiarize you and your child with the surroundings, to answer questions, and complete admission forms prior to enrollment.

A security deposit of two weeks fees is required and will be applied to your last two weeks of care when you withdraw from the Centre.

For the first week, you are encouraged to stay with your child at the beginning of the day in order to reassure him/her and minimize fears until you and your child become more comfortable.

We require two weeks' notice in writing if a child is being withdrawn. If a child is withdrawn without notice, two weeks full fees will be required in lieu of notice. A permanent space cannot be guaranteed for a child temporarily withdrawn. The child will be placed on the waiting list. Subsidized children are required to come on their last day of care.

Prior to a child's admission the Centre Supervisor and the parent(s) will complete the "Registration Package", and review the "Parent Handbook".

As legislated in the Child Care Early Years Act, up to date immunization details must be provided by parents prior to admission.

Parents complete the "Agreement to Pay the Assessed Fee". The Supervisor will add date of admission, household identification number, and the name of the Child Care Centre.

Parents are informed upon admission that if a notice of withdrawal is not provided the parent may be charged 10 days full fee payment.

The Director and parents review the daily routines to determine if program adaptations, physical accommodations, feeding protocols, positioning, or if specialized equipment will be required.

Families whose children are in receipt of therapy treatments, such as IBI/OT, are informed that these treatments may be conducted at the Centre under the supervision of an RECE staff.

The Director will inform parents of the role of Special Services Resource Staff and available program supports.

The Director may seek additional support to ensure a child's placement is successful. These supports may include:

- Establishing a Service Agreement with the Special Services Resourcing staff.
- Discussing concerns and developing strategies in conjunction with the Program Staff.
- Documenting meetings with parents and support services.
- The Director will inform the Children Services Consultant of any cases which could escalate to a Serious Occurrence, or withdrawal notice.

The Director will discuss and develop a gradual admission plan to support a smooth transition into the child care program.

The Director will provide a tour of the facility for the parents and their child/ren.

Withdrawal Procedures

When a child is withdrawn from care, the supervisor will complete a "Declaration of withdrawal from a child care program". The Supervisor will add this information to the "Centre update sheet" that is submitted to Head Office, (billing clerk). The Supervisor will check and update CSIS records to reflect an accurate withdrawal date.

Should the Director determine that the parent has not upheld the contract the child will be withdrawn.

The safety of all the children is our primary concern. The Provision of our service is conditional on both your child's and your compliance with our code of behavior and your treatment of the Centre and its staff. Behaviour that poses a safety hazard will not be accepted and could result in immediate withdrawal.

Please refer to the Centre's **Withdrawal Policy**

Should the Director be unable to contact the client to inform them that they have been withdrawn; notice of withdrawal will be communicated by phone immediately and followed by a termination letter to the clients last known address.

SAMPLE OF A TERMINATION LETTER

Date

Name of Client

Current Address of Client

The purpose of this letter is to address that you have been in violation of the Courtleigh Place Child Care Centre's Code of Behavior.

The above is an excerpt taken from our Parental Contract which you signed on [Current Date]. [Incident Date] you were in violation of the above expectations.

[Reason for termination of service].

Yours truly,

[Director's Name], RECE
Director

Should a client be absent and the client does not notify or contact the Centre, the Director will allow up to 5 days to seek a resolution with the parent. If the Director is still unable to contact the client they will be withdrawn on the 5th day.

Where 5 days no notice of withdrawal is applicable, the request will be made to the client's Caseworker and utilizing the "Attendance Problem" screen on the CSIS Attendance System. The child's last day in care will be noted on the CSIS Attendance System.

In addition, the Director will e-mail the billing unit clerk to advise of the withdrawal including the client's file number, the last day the child was in care and indicate that a request has been submitted for 5 days not notice payment.

Courtleigh Place Child Care Withdrawal Form

Child Name: _____

Caregiver: _____ Home Phone: _____

Home Address: _____

File Number: _____

Reason for Withdrawal: _____

Notice of Withdrawal Date: _____

Withdrawal Date: _____

Parent Signature: _____

Director Signature: _____

21. Parent, Staff, Student And Volunteer Code Of Conduct

We all have the right to be safe and feel safe in our Child Care Community. The Courtleigh Place Child Care Centre Code of Conduct sets clear standards of behavior that apply to all individuals involved in our Centre.

These standards apply whether they are on Centre property or at Centre-sponsored events and activities.

All members have the responsibility to act as models of good behavior. Foul language (swearing, name-calling, shouting,) is not appropriate. Individuals engaging in such behavior will be asked to leave the premises immediately.

Inappropriate behavior or harassment of any kind towards a student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the Centre and/or police intervention. This type of behavior includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.

No weapons are allowed on Centre property or at Centre functions. The consequences for failure to comply will include but is not limited to the family's expulsion from the Centre.

Alcohol and illicit drugs are not allowed on Centre property or at Centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the Centre.

The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Director. Failing resolution with the Director, the matter will be referred to the Owner/ Operator.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the Centre hallways, the parking lot or via electronic mediums such as Facebook, Myspace, Personal blog sites or other forms of electronic information sharing.

Any pictures taken at the Centre or during Centre events are for the private use of the family only. These pictures cannot be posted in on-line albums (i.e. Photobucket, Facebook, Myspace, etc.)

This code of conduct must be signed by any and all adults that will be involved in your child's experience at Courtleigh Place Child Care Centre including parents, grandparents, and any other care givers.

As part of your contract with Courtleigh Place Child Care Centre, Courtleigh Place reserves the right to withdraw or deny services if it is believed that the particular needs of your child or family cannot be appropriately met. Parents and children are required to sign that they understand and agree to follow the Code of Conduct.

The decision for suspension and/or withdrawal will be based on, but not limited to, the following types of incidents:

- Repeated physical acts against other children, staff, students and/or volunteers; including hitting, biting, or any other form of physical threat or assault.
- Verbal attacks on other children, staff, students and/or volunteer, which include the use of threats, name-calling, as well as repeated profane or degrading language.
- Racial or other discriminatory incidents.
- A child who leaves the Centre without permission and/or leaves the care of Centre staff on or offsite.
- Any verbal or physical abuse of staff by a child or child's family member.

We realize that occurrences and disputes will occur among children and it is not our intent to exclude children as a result of normal developmental incidents that assist them in acquiring problem-solving skills. However, as individual needs vary in terms of environment and program, some children may not benefit from the program offered in this Centre. We will make every effort to meet the needs of your child, which may require the assistance of an outside agency. If the behaviours still occur and it is still deemed that we are unable to meet the needs of you or your child, then services will be withdrawn, with approval from the Owner/Operator.

In extreme cases (as determined by the Director/Supervisor in consultation with the Owner/Operator) of violent or threatening behaviour by either a child, a parent or a caregiver where the safety of other children and/or Courtleigh Place staff are at risk, the two weeks' notice of withdrawal is waived.

The Director/Supervisor and the Owner/Operator (or Designate) will meet with the parent/caregiver immediately and the parent/caregiver will be required to withdraw the child from Courtleigh Place Child Care Centre at a time set by the Director in its sole discretion.

I have read the Code of Conduct and agree to terms as stated. I have been given the opportunity to review this document, ask questions if required, and confirm that no further clarification is necessary.

Child's Name _____

Parent Signature

Print Name

Date

22. Supervision of Student and Volunteer Policy

Courtleigh Place Child Care Centre welcomes both placement students and volunteers into the programs offered at Courtleigh Place. Students and volunteers play an important role in supporting staff in the daily operation of child care programs.

The Centre's policy provides supervising staff, students and volunteers with a clear understanding of their roles and responsibilities.

The policy states that students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care. Students and volunteers are not included in staff to child ratios.

Before commencing a placement or volunteer experience at the Centre a vulnerable sector check (VSC) is required and annual offence declarations will need to be signed and kept on file for all students and/or volunteers in accordance with the child care centre's criminal reference check policy and procedures and Ontario Regulation 137/15.

23. Waiting List Policy

The purpose of the Waiting List Policy is to ensure a fair process is followed and communicated to all involved.

Policy

Courtleigh Place Child Care requires that every family interested in registering their child visit the Centre in order to make an informed decision. Interested families can come to see the Centre without an appointment; we welcome everyone to drop by anytime between 9am -5pm. There is no fee to place your child/ren on the waitlist.

When a space becomes available, the Supervisor will offer the space to the first child on the list below (in order of priority) and then proceed down the list until all available spaces are filled:

- 1) Needs of the Centre, taking age and Centre's vacancy into account
- 2) Children of Courtleigh Place staff
- 3) Children who currently have a sibling enrolled
- 4) Children returning to care after temporarily being withdrawn
- 5) Children that have been on Courtleigh Place waitlist or child/ren at the top of the subsidy waitlist or children transferring from another Centre

When a space becomes available, parents will be notified through the contact details that they have provided at the time of their Centre visit. Parents must respond by email or phone confirming acceptance of the space within two business days. It is strongly advised that you notify the Centre if you will be away from the city to leave an alternate method of contact to ensure you do not lose your position

on the list. If Courtleigh Place does not receive a response within this timeframe, the next family on the list will be offered the spot.

If a family is offered a space earlier than their requested start date, or it does not meet their criteria and they decline, they will maintain their spot on the waiting list and will be offered a space when another opening is available.

Parents may ascertain as to what position they are on the waitlist by contacting the Centre Supervisor who will advise their position. If a parent wishes to see the waitlist, the Supervisor will ensure that the names of other families are covered when viewing their position.

Waiting Times

Due to unpredictable variables, it is not possible for Courtleigh Place to approximate an entry date at the time of joining the waiting list.

Courtleigh Place encourages families on the waitlist to contact the Centre Supervisor prior to the requested start date in order to confirm that they are still interested in the Centre as a placement for their child/ren.

Courtleigh Place understands that plans and situations may change for families. If a family needs to adjust their original requested start date, they are requested to inform the Centre immediately.

24. Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Courtleigh Place Child Care Centre
Date Policy and Procedures Established: September 1, 2017
Date Policy and Procedures Updated: September 1, 2017

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Policy**General**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the Director and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1-3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our Centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childremsaid/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g.: schedule, sleep arrangements, toilet training, indoor/ outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - The classroom staff directly or - The Director or Designate.	- Address the issue/concern at the time it is raised - or - Arrange for a meeting with the parent/ guardian within 1-3 business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/ concern and/or information given to the parent/guardian regarding next steps or referral.
General, Centre- or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - The Director or Designate.	
Staff, Parent, Supervisor, and/or Licensee-Related	Raise the issue or concern to - The individual directly or The Director or Designate. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	
Student- / Volunteer-Related	Raise the issue or concern to - The staff responsible for supervising the volunteer or student or - The Director or Designate. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/ guardians become aware of the situation.	Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 1-3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/ concern.

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to The Owner/ Operator, Ronna Birnboim, 5140 Yonge Street Suite 2360, M2N 6L7

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

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

Contacts:

Director: Maria Hosein 416 446-2875,

Owner/ Operator: Ronna Birnboim 416 222-7882 ext.2

Children's Services Consultant: 416 338-0991

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or
childcare_ontario@ontario.ca

25. Emergency Management Policy and Procedures

Courtleigh Place has Emergency Management Policies and Procedures. The purpose of the policy is to provide clear direction for staff to follow and deal with emergency situations, resulting in the safest outcomes possible. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

If an Emergency situation occurs requiring an evacuation of the Centre the Director/Designate will:

- Update the Centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.
- Upon arrival at the emergency evacuation site, the Director/Designated and delegated staff will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children, by phone or text message.

The Director or Designate will notify parents/guardians of any changes in the Emergency situation and/or if an "all-clear" has been given, by phone or text message.

Where disasters have occurred that did not require an evacuation of the child care centre, the Director or Designate will provide a notice of the incident to parents/guardians by a written notice posted on the doors as soon as possible.

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

26. Withdrawal Procedures

In the event that a parent/caregiver wishes to permanently withdraw their child from Courtleigh Place Child Care Centre the procedure set out below must be followed.

Written Notice

- Written notice of permanent withdrawal of your child must be given at least two weeks in advance
- If notice is not received, full program fees will be charged.
- A permanent space cannot be guaranteed if you wish to temporarily withdraw your child.
- If you do withdraw your child, you must follow the application process if you wish to re-enroll.
- It is important for your child to be given the opportunity to say good-bye and have a sense of closure when leaving the Child Care program. Please let your child and our Staff know in advance of his/her last day, so that the transition can be a positive experience for everyone.

Withdrawal of Services from Courtleigh Place Child Care Centre

- There may be instances when Courtleigh Place Child Care Centre cannot accommodate the ongoing or future needs of a currently enrolled child.
- These matters will be brought to the attention of Courtleigh Place Child Care's Owner/Operator and Children's Services Consultant.
- In the event it is determined that the program at Courtleigh Place Child Care does not meet the needs of the child, Courtleigh Place Child Care reserves the right to require the withdrawal of the child from the program.

The Procedure for Terminating a Child's Participation Due To Behavioral Concerns is as Follows:

All incidents will be documented by Staff using the Incident Report Form. Parents must sign the form and a copy will be kept in the child's file.

Director will determine which incidents in the Code of Conduct are deemed worthy of suspension based on the seriousness of the incident.

- If a child is to be suspended, the Director will remove the child from the program room
- Parents will be contacted immediately to inform them of the required suspension, the reason and the length of the suspension
- A meeting will be arranged prior to the child returning to the Centre
- Parents must pick up their child as soon as possible
- Parents and Director must sign the Incident Report
- The Owner/Operator and the Children's Services Consultant will be notified if a suspension is required.

Discharge Due to Breaches of Courtleigh Place Child Care's Policies

- Upon admission into Courtleigh Place Child Care, families are in good standing.
- However, breaching any of the policies outlined in the Parent Handbook places the family at risk of being found NOT in good standing with Courtleigh Place Child Care.

The Owner/Operator reserves the right in its sole discretion to discharge any child for breaches of any of Courtleigh Place's Policies, by the child or the parents/ caregivers, including but not limited to the breach of the following:

- Courtleigh Place Child Care Parent and Child Code of Conduct
- Courtleigh Place Child Care Fee Policy or
- Courtleigh Place Child Care's Late Pick- up Policy

In Order For A Child To Be Withdrawn From Courtleigh Place Child Care:

1. The staff will document all relevant information /concerns over a period of time and communicate daily with parents regarding the child's needs. The parents will provide the staff with pertinent information that may help staff support the child's development.
2. The staff will inform the Director of their concerns. The Director and staff will meet to discuss the concerns. Strategies for remedying the situation will be discussed, documented, and implemented. If additional support is required, a discussion will be initiated between the child's parents, the staff, and the Director requesting the parents' consent to put in a referral to the Centre's special needs consultant (SNR).
3. If permission is granted the SNR will be contacted and an intake meeting date will be set. The SNR will then observe the child over a period of time. A meeting will be arranged with the SNR, the Director, staff and the parent to discuss the observations and strategies that will be implemented.
4. The Director will advise the Owner/Operator of the situation.
5. A trial period for the suggested strategies will be established. The Director will contact the Children's Services Consultant to inform them of
 - a. Reasons for concern will be identified.
 - b. The implications for the child and/or other children involved will be explained.
 - c. The strategies implemented and their effectiveness
6. On completion of the trial period, the SNR, staff and the Director will meet to discuss the effectiveness of the strategies. a meeting will be arranged between the child's parents, the staff, and the Director.
7. If the Director determines that the child's needs cannot be met at the Centre, a recommendation of withdrawal will be forwarded to parent(s), guardian(s), and an invitation will be extended for a meeting with the Owner/Operator, Director, and program staff, in order to put their position forward.
8. If the parent(s), guardian(s), do not attend the meeting, or if after attending, the Owner/Operator and the Director decide that it would be in the best interest of the child that he/she be withdrawn from the program, withdrawal will be effective two weeks from the date of the scheduled meeting.

What to Bring on Your Child's First Day

INFANT ROOM

- ❖ Diapers and wipes.
- ❖ Powder and creams (if used for diapers changes).
- ❖ If your child is still on formula, then bring three empty bottles.
- ❖ A sippy cup for water
- ❖ An extra change of clothes in case of accidents, and appropriate outdoor clothing for the weather.
- ❖ Please ensure the clothes you dress your infants in allow for full mobility and are okay for getting dirty.

TODDLER ROOM

- ❖ Diapers and wipes.
- ❖ Powder and creams (if used for diaper changes).
- ❖ A sippy cup for water
- ❖ An extra change of clothes that are labeled with your child's name, more changes of clothes if your toddler is toilet training.

- ❖ Appropriate outdoor clothing and seasonal hats for the entire year (your child will be outdoors two hours per day, weather permitting).
- ❖ Please ensure that your child is in clothes that are suitable for messy activities.

PRESCHOOL ROOM

- ❖ Diapers (if your child is not yet toilet trained).
- ❖ A water bottle
- ❖ Extra change of clothes that are labeled with your child's name.
- ❖ Appropriate outdoor clothing and seasonal hats for the entire year (your child will be outdoors two hours per day weather permitting).
- ❖ Please ensure that the child is in clothes that are suitable for messy activities.

Please ensure that all items are labeled with your child's first name and last initial. We encourage you to stay the first day to help your child to adapt to his/her new surroundings.

Confirmation Of Receipt Of Handbook

I (we) _____
(Print full name- Parent(s) / Legal Guardian(s))

Have received and agree to abide by the policies and procedures found within the Parent Handbook.

Child Care Centre: Courtleigh Place Child Care Centre
Address: 135 Fenelon Drive, North York, ON, M3A 3K7

Child's Name: _____ D.O.B. _____

(Signature of Parent/Legal Guardian)

(Signature of Parent/Legal Guardian)

Dated this _____ day of _____, 20_____.