



CHILDREN'S LICENSED PROGRAMS (CLP) PARENT HANDBOOK

Nursery School and Jr. Enrichment Program
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Community Centre 55

Children's Licensed Programs (CLP)
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Community Centre 55-Children's Licensed Program
Policy Statement on Programing & Pedagogy
(required under section 46 of Ontario Regulation 137/15)

In the profession of early childhood education there are many factors that contribute to a child's learning and development, if we start with the view that children are 'competent, capable of complex thinking, curious and rich in potential' the foundation for their development will be strong. It is difficult to isolate the impact of any one curriculum (e.g., Reggio Emilia, Carlina Rinaldi, High Scope, Montessori) however, using the document 'How Does Learning Happen?' and the ELECT framework are effective tools that all staff/volunteers and students will use when working at Community Centre 55. The actual effect of an individual early childhood educator as well as the individual needs of a child can outweigh the effect of a particular curricular approach. Play is child-centered activity that engages a young child and promotes learning. Play is how children make sense of the world and is an effective method of learning for young children and their co-learners, educators. Ideas and skills become meaningful; tools for learning are practiced and concepts are understood. All staff/volunteers or students shall ensure each child has a sense of:

Belonging; Well-being; Engagement; Expression

Staff/students/volunteers will provide child initiated and adult-supported initiatives-through daily observations, programming and conversations, as well as documentation through real pictures and parent or family inclusion. Planning for an environment that allows children to explore and create within their own interests by way of; available equipment, a variety of areas and different materials for both inside and outside allowing for; active play, rest and quiet time which also allows for the individual needs of each child receiving care in our program.

With this in mind the common threads for each child that staff/volunteers and students will adhere to are as follows:

Promotion of health, safety, nutrition and the general well being

Health & general well-being of children and staff:

- Visual checks of children and staff/volunteers/students as they enter the program and throughout the day.

Accidents/Incidents that effect the health and well-being of children or staff will be:

- Documented by staff, copied for parents, curtesy call made and documentation in staff daily journal
- observations of children and communication with parents through the day when necessary
- Daily safety checks of the environment by staff who will complete a check list including the development of a plan of action for items that need addressing
- Nutrition- Menu's will be posted and changes made when required. Food will be served to all children as outlined by Canada's Food Guide
- Children need to have the opportunity to explore outside in their environment, outdoor time should be daily weather permitting. Community Centre 55 will provide a minimum of half an hour per program.
- Sleep or rest periods should be available for children that need it, this will help them to focus and serve to help with overall wellness.
- By law CAS, CCAS or other children's aid chapters need to be consulted when viable concerns are prominent with a child, family or staff.

Pedagogical documentation is a means to learning about how children think, learn and understand themselves? It offers a process to explore all of our questions about children. As suggested by Carlina Rinaldi - it is a way of listening to children, to learn about children during the course of their experiences and to make this learning visible to others for interpretation. And, it encourages educators to be co-learners alongside children and also alongside families. By reflection through Pedagogical documentation this will allow and support an educator to provide child development at an individual pace. It will also allow educators to attain a broader aspect of any experience, a different point of view and the ability to provide for more complex learning. It also provides:

- a way to value children's experiences and include their perspectives;
- a process for educators to co-plan with children and with families; and
- a means of sharing perspectives with parents and colleagues. When families and others are invited to contribute to the documentation and share their own interpretations, it can provide even more insights.
- a way to make children's learning and understanding of the world around them visible to the children themselves.

Using questions can help to frame documentation, support planning that reflects the complexity of children's lived experiences and provide a deeper understanding of why these experiences are important for children's meaning-making. For example, educators can investigate questions such as:

- "How do children demonstrate they are competent and capable of complex thinking?" helps educators focus on what children know and can do. It helps to ensure the environments and experiences created for children are engaging and stimulating rather than limiting children's potential.

- Asking “How is a child’s current approach to a problem different from an earlier response?” helps educators to identify the progression of learning and increasing complexity of approaches. This can be shared with parents and with children themselves.
- “What questions and theories do children have about the world around them? How are they going about finding answers to their questions or testing their theories?” helps educators to be co-learners with children. This can help educators to make sure the materials and experiences available to children support this deeper investigation.

Support positive and responsive interactions among the children, parents and Staff/volunteers/students.

- Open communication between children, parents, staff, volunteers and students. This can be accomplished with parents, through conversations and questions at drop off, pick up and through our daily documentation.
- Invite family members to participate and become involved in their child’s daycare life by show & tell, involving them in activities at pick up or during special events, encouraging the parents to look through the available portfolios that are in place which gives a current idea of where their child is developmentally and what we are working on.
- Staff will document children’s interactions with each other by the way of photos and written observations. Relaying verbally to parents developmental milestones that their child has reached.
- Encourage the children to show their parents the daily ‘write up’s’ and pictures that have been placed in the binder. Staff can also encourage parents to write their own responses or add to the journal.
- Show friendliness and interest in the parents as they enter the program. Introduce them to new staff, students or volunteers, encourage new adults to introduce themselves and become familiar with the families.
- Staff will engage in friendly conversation between each other showing respect and understanding thereby emulating social interactions for the children
- Question parents regarding concerns or interests that the child has exhibited

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

Provide opportunities for children to communicate through different means of expression

- Have picture schedules, native languages posted, story boards, materials are provided to have the written or verbal opportunity to express their feelings with a calm understanding approach from the staff
- Mentor children through example, how staff speak to each other, how staff speak to children and how children speak between themselves.
- Encourage children to express what they are feeling in a safe, monitored environment, question them on what the best way would be for them to express themselves or calm themselves so that they can work through the feelings that they have exhibited.
- Recognize and acknowledge what they are feeling, encouraging them to follow through with possibilities that are known to help calm and regulate a child’s mood for example:
 - Do they need a quiet area
 - Move to a different activity
 - Listen to calming music
 - Use a weighted object
 - Play with a fidget toy
 - Speak with a parent by phone if needed
 - Safely release their anger, tears, frustrations
 - Ask if they need affection ie: a hug, to sit with them

Staff can help children form relationships with one another through;

- Engaging in positive interactions with the children
- Recognize and support the developing social skills, through mentoring and example
- Foster children’s sense of belonging with acknowledgment and understanding of their emotions
- Encourage children to express themselves in their own way
- Reflect on the needs of each child’s developing social skills and foster the growth of these skills

Foster the children’s exploration, play and inquiry through observations, programming and communication.

Children are encouraged to explore their understanding of their experiences through different modes of expression including the arts: drama, dance, music, visual art, science, fine motor, gross motor, literature, math, writing, verbal, roll play and cognitively.

- Staff will change the environment frequently through listening, observing and questioning the children’s interests
- Staff will pose questions and suggestions to the children to encourage them to express their thoughts and provoke questions, where answers can be reached together

- Staff will encourage children to ask for equipment and materials that they would like to access
- Staff will float around the room to be inclusive and engaged with the children providing opportunity to extend and engage learning
- Self-reflection-allows staff to help provide the means necessary for children to continue learning and expressing their needs.

There are no planned goals or standards that indicate what is to be learned, it is the process as opposed to the end product with each child viewed as an individual who is competent, capable of complex thinking, curious and rich in potential.

- Children should have access to the materials that are of interest to them
- Question and talk about what they are making where they started and what they would like to achieve
- Do they need new items to add to the one that is already in process
- Observe and strategize as to where the child is developmentally and what can we bring to the table to extend and promote their development, then provide these materials
- Talk to the child and other staff so that each child can be supported through their own pace of learning.

Projects emerge from the children based on staff observations that are documented as concepts, ideas & interests.

- By observing, writing, pictures and learning alongside the children staff can see what children are interested in, which will enable them to make the documentation and introduction of new materials allowing children to continually move at their own pace and interests

Collaborative group work is valuable and necessary to advance cognitive development.

- Children, staff, parents and other adults can learn a great deal from each other through projects
- Communication in many forms happen, ideas become available and are passed around sparking the imagination and wonderment of all involved.
- Learning to take turns speaking & assembling
- Pooling ideas and sharing thoughts
- Collaborative work helps socially and emotionally with children that may be shy or need encouragement. It can help children take the lead and also learn to follow.

The role of the early childhood educator; is first and foremost as a learner alongside the children.

- Working alongside the children in their environment will help staff to see what they see, develop the children's interests and learn what strengths and needs children have, allowing for the staff to reflect what is needed and what they themselves need to do to help children develop at their own pace.
- Reflection of the staff is an important component as this is where self-growth and being more aware will ultimately help each child through the day.

Encouraging parents and families to participate by the use of open and frequent communication creating a harmonious environment that fosters inclusion and engagement. This can be achieved by:

- Emails, Newsletters and bulletin boards containing information that is of interest to families including encouragement for participating in activities that happen at the centre.
- Inviting parents to come to the program and read a story, talk about their culture.
- Staff should reflect how to engage parents during convenient times
- Have the child take home a task that could involve the parent then have it returned to the centre for sharing

Involvement of local community partners in the following ways can help develop a sense of community and belonging.

- Visit the fire station in collaboration with discussions before. Contact the Fire Department and arrange a site visit to extend the learning
- Visits to the library to participate in group activities, read books or check books out
- Contact the local businesses to arrange a tour or visit for example: the local vet, dentist, optician

Children and staff can benefit from numerous resources that are available. These resources can help staff, the program, the children and their families collectively.

- Resource Consultants that are dedicated to providing help and strategies to staff in program. They can also provide financial, educational and professional resources
- City Consultants that can provide information pertaining to the implementation of programs and AQI feed back
- Program Advisers that provide support, direction and feed-back through visits and the implementation of license renewal
- Public Health information and workshops help in the care and healthy well-being of the children and staff
- City of Toronto (City Wide Training) provides the opportunity for staff to grow their wealth of knowledge in a way that can be implemented in everyday use

Community Centre 55 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

Individualized support plan

If there is a child that has special needs a support plan will be put in place so that the child can function and participate in a meaningful and purposeful manner while in program. The plan will be age appropriate and can accommodate the developmental levels of the child with special needs and that it is inclusive of all children. The support plan must be developed in consultation with a parent/guardian and any regulated health professional or other person who works with the child in a capacity that would allow the person to help inform the plan.

The support plan will include:

- A description of any support aids, adaptations or other modifications to the physical, social and learning environment
- Instructions relating to the child's use of support aids and /or in necessary direction of the child's use of any modifications

Staff will receive training of each support plan that is developed.

Documentation & review of strategies

Overall documentation and conversations of all strategies that are implemented through this Policy, will help in the review of what kind of impact is felt on the children, families and staff, allowing for reflection and changes to be made. To ensure that Community Centre 55's strategies are effective and that parents have input the following will be carried out:

- Frequent parent surveys
- Frequent staff surveys
- Daily opportunities for parents to give feedback on the activity documentation

Prohibited Practices (as required under section 48 of Ontario Regulation 137/15)

Young children benefit from an affirming approach that encourages positive interactions with other children and adults, rather than from a negative or punitive approach to managing unwanted behavior. This Policy forbids corporal punishment and other harmful disciplinary practices to protect the emotional and physical well-being of the children. The following are never permitted in any of Community Centre 55's Children's Licensed Programs:

- Corporal punishment
- 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 only used as a last resort and only until the risk of injury is no longer imminent.
- Locking the exists of a 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 licensees emergency management policies and procedures.
- 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.
- Depriving the child of basic needs including food, drink, shelter, toilet use, clothing or bedding; or
- Inflicting bodily harm on children including making children eat or drink against their will

Staff will be monitored on a regular basis to ensure that the Program Statement is being implemented and disciplinary measures could follow if found in contravention.

Healthy Environment & Code of Conduct

Community Centre 55 is committed to providing a safe, healthy and respectful environment. We have zero tolerance for all forms of abuse and misconduct, including but not limited to: aggressive communications in person or through technology, physical or verbal abuse, dangerous or unacceptable behaviours from clients, registrants or the general public where staff and/or clients are placed in dangerous or unsafe situations. We reserve the right to take appropriate measures which may include; requesting that you to leave the premises, removal of your child from program or legal action.

Access & Equity Policy

It is the policy of Community Centre 55 (or, the "Centre") to prohibit discrimination in employment, accommodation, contracts, goods, services and facilities because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, age, handicap, marital status, family status, sexual orientation, or the receipt of public assistance. Also prohibited is harassment on all grounds, including sex. Any incident involving discrimination or harassment must be reported to the Centre's Executive Director or Board of Management. When required pursuant to the Human Rights Code or any licensing regulations applicable to the Centre, including regulations under the Child Care and Early Years Act (the "Applicable Regulations"), the Executive Director or Board of Management will report such incidents with the Ontario Human Rights Commission and as required under the Applicable Regulations.

OPERATING STRUCTURE / GOALS & OBJECTIVES

Hampers Preschool is licensed under the Child Care and Early Years Act (CCEYA) Provincial License # 2500 to operate a part time preschool program for children 30 months– 6 years old, in accordance with all legislative requirements. The program will operate 10 months of the year from 9:00 am-2:45 pm with designated closures. We aim to:

- 1) To implement a pedagogical age appropriate, safe, stimulating program, providing an opportunity for each child to participate in an inclusive program of play based educational activities aimed at promoting social, emotional, physical and intellectual growth based on his / her needs/interests within the 'How Does Learning Happen?' framework.
- 2) Provide a harmonious integrated environment in which children will love to participate and initiate a variety of learning experiences, based on their age and abilities.

Wait List Policy (as required under section 75.1 of Ontario Regulation 137/15)

Community Centre 55 offers responsive, high quality, accessible and integrated programs for children 2 ½ to 12 years of age on a part time basis ie: third party Before & After care, a part time pre-school program (no longer than 6 hours), full time care for toddler (18-24 months) and pre-school 24 months – 6 years of age. City of Toronto Subsidy is available for our daycare, Kimberley/BAS and Adam Beck third party Before & After School programs. Our wait list for full fee families is maintained by the CLP Manager and for subsidized families is maintained by the City of Toronto-Children's Services. The waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

Here is the process that we follow:

- Families are encouraged to submit a completed wait list form, via email or hard copy
- There is no charge to be added to the wait list
- Forms can be accessed from; the centre, online or by request (email)
- The list is categorized by date of wait list submission and program request
- As a space becomes available in the requested program it is offered to the family next on the list
- Email offering is sent, if there is no response within the designated time frame a secondary email is sent, if there is still no response a call is placed, once all 3 points of attempted contact have been made, a final email is sent letting the family know that we have moved on to the next wait listed family so on and so forth.
- Regular emails are sent to all families on the list asking if they would like to maintain their spot or if their requirements have changed.
- After a family has been offered the space twice on different occasions with no indication that they wish to stay on the list for a later date, their information will be shredded.
- If they indicate that they no longer wish to remain on the list, their paperwork is shredded
- If a space is offered and accepted the enrolment paperwork is forwarded by email/mail or left for pick up to be completed within a designated time frame
- Once the space has been offered the family can secure the spot with a non-refundable \$30 registration fee along with their paperwork.
- Families can email or call in a request to find out where they are on the wait list and a possible date of availability. The information that will be required: their name, their child's name and program requested.
- Current families are offered space annually on a priority basis (siblings, alumni) usually by April of each year. Upon acceptance a \$30 registration fee plus all necessary paperwork is submitted for each child per school year.
- Once priority registration is complete, wait list families in order of date submitted will be offered any remaining spaces.
- Once the child outgrows the age group the wait list form will be shredded unless a request to move them to the next age group is made by the parent.

Registration process consists of:

- A tour/meeting with the parent(s)/guardian and the child to see the program(s), discuss the needs of the family and to decide whether we can facilitate the family's requirements.
- Copy of handbook emailed or hardcopy will be given or made available
- Written & verbal confirmation from Management that based on the first meeting with the parent(s)/guardian there appears to be a suitable blend of the C.L.P and the child
- Written & verbal acceptance by the family of the Handbook, Policy & Procedures outlined by Management including the enrolment forms and a \$30 non-refundable registration fee.
- Confirmation of admittance to the program will be emailed when all documents are deemed complete which will include a copy of 'what to bring and contact info'.
 - **Orientation for the program will be the last 2 days of the week after Labour Day**

Program Fees and CWELCC

Collection of Fees: The collection of child care fees is conducted via Electronic Funds Transfer (EFT) monthly from one payment source. Payments will be processed on the 6th of day of each month (in the event of a statutory holiday, the following business day).

Child care fees are structured and processed on a monthly basis and takes into account weekends, statutory holidays and Union designated holidays, and other closures. Once a child is enrolled in the program, there are no reduction in fees regardless of attendance (including when the child is on vacation, during illnesses, centre closures as a result of situations beyond our control i.e., inclement weather, labour disruptions, and non-attendance due to other reasons). This remains in effect until a formal withdrawal notice is given, and a pro-rated amount is incurred for the remainder of the month.

- **Registration Fee:** Community Centre 55 charges families a one-time, non-refundable registration fee of \$30.00 per child that is payable upon registration. **As a result of its participation to the Canada Wide Early Learning and Child Care (CWELCC) Agreement, this fee is being reduced by 52.75% effective January 1st, 2023 to \$14.18 per child per registration. Families that paid a registration fee of \$30.00 in 2023 will receive a refund of \$15.82 to reflect this reduction in registration fees.**
- **Insufficient Funds:** The parent whose name is on the account will be contacted for immediate collection of fees. A NSF char of \$35 will be added to the amount owed. Families will have one week to ensure Community Centre 55 receives the parent fees by cash, certified cheque or e-transfer only. If more than two payments are returned, all remaining months may need to be paid by cash or certified cheque. Failure to do so may result in the family being asked to withdraw from the program until their account has been brought into good standing.\
- **Fee Schedule:** Fees are applied on the 6th of every month, unless otherwise communicated to families.
- **Late Pick-up:** It is imperative that all children are picked up from the program and leave the premises no later than 2:30 pm, based on Centre 55 cell phones. Late fees are subject to a \$2 fee per minute per family with incremental penalties for chronic lateness (please refer to Late Pick up Policy). When there is no communication from parents/guardians/emergency contacts, it is the duty of all CLP staff to report to Children's Aid Society (CAS) when a child is not picked up from the Centre within 1 hour of the program ending.
- **Notice of withdrawal:** A minimum 30-day written notice of withdrawal is required when withdrawing from the program. Fees will be charged a pro-rated rate using a daily fee for any mid-month withdrawals.
- **Summer Camp:** Community Centre 55 Summer Camp is a separate non-MEDU licensed, non-subsidized program that operates in July and August outside of Adam Beck Junior Public School for all families in the community. Priority is given to families currently attending the before and after school program at Adam Beck. Information around registration is shared to families through CLP.

Community Centre 55 – Nursery School and Jr. Enrichment Program has joined the Canada-Wide Early Learning and Child Care (CWELCC) program. Child care fees for children 6 years of age and under will be reduced using a phased approach until fees reach an average of \$10 per day. For more details, visit [CWELCC - Information for Families](#)

There are two types of fees:

- **Base Fees:** everything considered to be mandatory charge to a parent for providing child care, including everything a licensee is required to provide under the CCEYA. Under CWELCC, base fees will not increase. However, child care operators may choose to opt-out of CWELCC – even at a future date. The board of directors reserves the right to make such a decision.
- **Non-Base Fees:** fees charged for optional services (e.g. field trips, transportation) or any fees where a parent fails to meet agreement terms (e.g. fees for late pick up, NSF fees)

Fee Memo

Age Group/Program	Hours of Operation	Days of the Week	Monthly Fee	Daily Rate
Nursery School 2.5 – 4 years	9:00 – 11:30	Mon - Fri	\$261.00	\$12.00
Nursery School 2.5 – 4 years	9:00 – 11:30	Mon, Wed, Fri	\$153.00	\$12.00
Nursery School 2.5 – 4 years	9:00 – 11:30	Tues, Thurs	\$105.00	\$12.00
Junior Enrichment 2.5 – 4 years	9:00 – 2:30	Mon - Fri	\$425.25	\$19.55
Junior Enrichment 2.5 – 4 years	9:00 – 2:30	Mon, Wed, Fri	\$254.21	\$19.94
Junior Enrichment 2.5 – 4 years	9:00 – 2:30	Tues, Thurs	\$171.00	\$19.55

*All families with children under the age of 6 participating in licensed childcare programs will see a fee reduction of up to 25% (to a minimum of \$12 per day).

**The December 31, 2022 fees have been reduced by a further 37% for a total of a 52.75% reduction compared to the original base fee. These fees were approved by the board of directors on December 16, 2022 and take effect on December 31, 2022. The 2023 CWELCC Fee for eligible children is a 52.75% reduction of the 2022 fee (to a minimum of \$12 per day).

Centre Closures

The centre is closed with no reduction or reimbursement of fees as follows:

- Thanksgiving, Remembrance Day (if it falls on a week day) Christmas Day, Boxing Day, New Year's Day, Family Day, Good Friday, Easter Monday & Victoria Day

As well as:

- The Tuesday and Wednesday after Labour Day (September 3 & 4, 2023); the program starts on the Thursday after Labour Day (September 5, 2024)
- Christmas Break: December 23 – 31, 2024
- The week of New Year's Day (January 2, 3, 2025)
- March Break (March 10, 11, 12, 13, 14, 2025)
- June 26, 27, 30 2025)

Disruption in service - The centre may have to close due to unforeseen circumstances that are out of our control, including but not limited to: inclement weather, emergency situation ie: no power, flood etc., where legal ratios cannot be met and any directives from governing bodies ie: pandemic, outbreak

When unforeseen closures occur the following will be implemented:

- All parents will be notified by phone and email of the need to close, the reason and if necessary where and when they are required to pick up their child.
- Information on continued fee payment for extended closures will be decided on a case by case situation

Emergency shelter- East Toronto Village. 43 Kimberley Ave, Toronto, ON, phone: 416-694-1733

- The staff and children will remain at the emergency location until such time that it is safe to return to their original site or until an authorized person has picked up all children.
- Ministry will be informed of the evacuation, as this constitutes a Serious Occurrence.
- Evacuation drills will be performed monthly.

Attendance Record and Verification

- Children will be signed in and out by a CLP staff member on the room attendance sheet. No child in the CLP is permitted to sign themselves out. They have to be accompanied by an authorized person 16 years or older.
- The sign in/out sheets are considered **legal documents, and are used for record-keeping, maintenance of accurate number of children in the program at any given time, and for attendance verification.**
- School Age children should check in promptly after the dismissal bell rings. A child that cannot be unaccounted for will result in a missing child report with the police being contacted to initiate a search until the child is found. A missing child is considered a serious occurrence under the Child Care and Early Years Act, 2014.
- A child will not be released to an unfamiliar adult without written/verbal notice from a parent or guardian. The person picking up needs photo I.D. (including unfamiliar parents)

Also:

- Please ensure that your child is in program by 9:30 am daily to help avoid transitional upsets.

Parking:

- There is no designated parking in the lot. Limited 'stopping' is available on the street to the East of the driveway, post signs that are provided in your car window and put 4 ways on. Please do not park longer than it takes to drop off or pick up your child/ren as the street is patrolled and tickets are issued.

Parent withdrawal notice and requirement

Based on operational requirements parents are required to provide Community Centre 55 (the CLP Manager) with written withdrawal notice, consisting of 30 calendar days. Day one will be from the date when the written receipt, (ie: email) was received and any days of program during this notice will be prorated and the fee taken accordingly, after which the banking information will be deleted.

Enrolment Guidelines

Once a child is enrolled, in the rare instances that CLP Management determine that the centre cannot safely and responsibly meet a child's needs and/or family circumstances the following procedures will take place:

- Enrollment can be terminated for any reason, including but not limited to: inflicting self-harm or harm upon others, repeated and ongoing disruption of program(s), bullying or threatening others, leaving the building or play/ park/ gym areas without a designated adult, bringing to school any items which could harm others and/or any behaviors which require support beyond what the CLP Management deems the program is able to reasonably provide.
- There will be documentation of all meetings with parents/resource staff, the City Consultant and documentation that appropriate resource services have been involved and a team put in place in order to help facilitate the family and child's needs.
- Children's Services Consultant will be notified
- Executive Director of Community Centre 55 will be notified
- Outside agency involvement where appropriate
- Should Community Centre 55 be unable to accommodate the family and child's needs we will make every possible attempt to research, recommend and contact other services that may be of help.
- Lack of payment (see Family Accounts Policy)
- Failure to provide a current medical prescription or individualized plan for a child who is in need of: Epi-pen, asthma, other life dependent medication or has medical needs ie: seizures.
- 30 calendar days, written notice from the family to Community Centre 55 with per diem cost for all remaining program days after the written notice has been completed.
- 30 calendar days written notice or request of immediate removal from Community Centre 55 to the family (if it is

deemed necessary) – with per diem refund for all remaining program days after the written notice has been completed.

- If the service that you are receiving is not satisfactory to you it is recommended that you follow the Parent Issue/Concerns Policy (as attached).

Community Centre 55 shall not be responsible for any loss or inconvenience that may result from termination or suspension of enrollment.

Exclusion

Each child/staff must stay home from the Program if:

- He / she show definite signs of illness and or has an elevated temperature of 37.8 degrees Celsius or above within a twenty four hour period before the Program.
- There is a communicable disease in the family. The CLP Management must be notified of the disease so the correct procedure can be followed according to the Ministry of Health. A doctor's note maybe required before the child is allowed to re-enter the Program.
- Management has the authority to call parents and send a child home if:
 - Lice or nits are found
 - Rash (any kind of skin irritation or spots)
 - 2 or more episodes when stools are above normal within an 8-hour period while the child is in the program.
 - 2 or more episodes within an 8-hour period while the child is in care, and may be associated with other symptoms such as, but not limited to: fever, irritability, stomach pains, headaches, lethargy, change in skin color, etc.
 - A fever is present and children are lethargic and having challenges participating in regular programs offered daily.
 - Any signs of contagious disease/conditions (i:e pink eye, rash etc.)
- The child/staff must be free of any of the above symptoms without medical intervention ie: Tylenol, Motrin, Gravol etc. for 24 hours (48 hours for diarrhea and vomiting) to return to the centre or the submission of a doctor's note
- The CLP Management will consult and report to the Public Health Department any necessary information required regarding reportable diseases and advise the parents on such things as a communicable disease, safety, sanitation, first aid and health matters.
- Each family must notify CLP Management when their child will be absent for more than one week due to illness. The CLP Management can then advise the family of any Doctors note / certificate that may be required for the child to return to the program.
- The Site Supervisor is to be notified if a child will not attend the program due to illness, voice mail or email is available 24 hours a day through the designated smart phones.

Illness	Length of Exclusion	Details of Exclusion
Respiratory symptoms: coughing, runny nose, or sore throat	24 hours after the symptoms have been improving without the use of OTC	Please also follow the TPH Screening Guidelines, while in effect.
Diarrhea	48 hours symptom-free	2 or more episodes when stools are above normal within an 8-hour period while the child is in the program. Diarrhea is defined as any change from the child's normal solid or semi-solid to a liquid or semi-liquid state, that is not associated with any change in the child's diet (i.e. when bowel movements are loose and watery, and more frequent than usual)
Vomiting	48 hours symptom-free	2 or more episodes within an 8-hour period while the child is in care, and may be associated with other symptoms such as, but not limited to: fever, irritability, stomach pains, headaches, lethargy, change in skin color, etc.
Combination	48 hours symptom-free	1 episode each of diarrhea and vomiting within an 8-hour period while the child is in care
Fever	After 24 hours of having improved symptoms w/o the use of OTC medication	Fever with temperature of 38 degrees Celsius/100.4 degrees Fahrenheit or above by any method
Streptococcal pharyngitis	At least 24 hours and until the child has had and until the child has had 2 doses of a course of an appropriate antibiotic 12 hours apart	
Head lice, scabies, pink eye, or ringworm	The must be away and on treatment for at least 24 hours before returning to care *Pink eye is redness, itching, pain, discharge *Children must be free of head ice before returning to care. Staff will check to ensure entry into program is acceptable	

Rashes	24 hours and until the first treatment has started, or until the itchiness/redness/spots disappear, or a clearance from doctor stating the illness is not a communicable disease.	
Chickenpox, measles, or mumps,	7 days	Must have a doctor's note in order to return to the child care centre.

Please ensure that Site Supervisor is aware of any allergies or special needs your child may have. Although peanut products are not served in the Programs, ***we cannot guarantee a peanut/tree nut free building, an Anaphylactic Policy is in place and staff have received some training by the parent of an anaphylactic child. This process is reviewed annually or as required.***

Please make sure that CLP Management is aware of any allergies or special needs your child may have. Although peanut products are not served in the Programs, ***we cannot guarantee a peanut/tree nut free building, an Anaphylactic Policy is in place and staff have received some training by the parent of an anaphylactic child. This process is reviewed annually or as required.***

Administration of medication

Medication will be administered when necessary to a child providing that it is accompanied by a prescription or Dr's note. The staff designate will administer this medication, upon a parents request, signed authorization, Dr's note/prescription and/or emergency plan. All parents must complete the Medical Release Authorization form if medication is to be administered by a staff. If life dependent medication is provided by the parent / guardian an emergency plan outlining the signs, symptoms, procedure and whether the child can self-administer needs to be completed, reviewed by staff and kept on file. If epi-pens are required the parent must provide 2. If the parent / guardian refuses to provide the life dependent medication or emergency plan, it is Community Centre 55's practice that enrollment can be refused / suspended until such practice is observed. (Please review Medication Policy). ***The children or staff of Community Centre 55 CANNOT administer over the counter medication without a Dr's note and such medication is prohibited from being stored in the building.***

Hand Sanitizer

- Public Health recommends hand sanitizer for effective germ control where the hands appear clean. Permission for use is on the registration form and will be monitored closely by staff. Washing soiled hands and after bathroom use is required.



Family Structures

In the case of separated or divorced parents- access/information cannot be denied to either parent unless by court order. It is necessary to have a copy of the legal custody papers on file in the centre, clearly stating custodial rights. Should the non-custodial parent appear at the centre to collect the child, every attempt will be made to contact the parent who has custody or in extreme cases the Police. In the case of separated or divorced parents the centre will share information pertaining to the child with both parents unless a case can be proven which shows that to do so would not be in the best interests of the child. This information would include such things as attendance, accident and progress reports. It would not include any personal information regarding either parent of the child.

IMPORTANT POLICIES:

Safe Arrival and Dismissal Policy

The safety and well-being of the children attending all Community Centre 55 – Children's Licensed Programs are its top priority and the Centre is committed to working with families to ensure the safe arrival and departure of children in our programs.

- Community Centre 55 will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Community Centre 55 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.

- A parent/guardian may request that a child who is 16 years old or older be released from child care without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the child care is no longer responsible for that child upon their dismissal.
- 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.

Roles and Responsibility:

Parents/Families

Parents are responsible to notify the Program as soon as they become aware their child will not be attending care or if there any changes to the drop-off and pick-up arrangements. Parents may leave a message with the Site Supervisor, designated program cell phone, or send an email to the program's email address.

- If there are any changes to the child's pick-up procedure, it is the parent/guardian's responsibility to communicate this to the child care staff.
- Where there are legal custody documents, it is the responsibility of the main caregiver to provide us the Centre with a copy of the documents which is kept on file and followed accordingly when releasing the child/ren from care.
- Families with children in Before and After Care are responsible for making CLP staff aware of the details of any trips or extracurricular activities their child is participating in, which may interfere with the safe pick-up of children when the dismissal bell rings.
- It is the responsibility of parents/guardians to maintain the accuracy of children's registration information to alleviate any issues around release. Changes to children's information must be communicated to the Site Supervisor and designate as soon as possible to ensure the changes are captured in all emergency information and registration package.

CLP Staff

Toddler and Preschool Group: Staff is responsible to receive children in care, maintain attendance and verification records, and supervise children until a designated adult has signed them out of the Program.

Arrival Procedures

The following procedures must be carried out on a daily basis when accepting children in 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. In order for children to feel secure and safe, it is important that children and families are greeted upon arrival by a member of staff and have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust, while parents/guardians leaving without saying goodbye could cause the child to think they have been left behind.
 - Ask the parent/guardian how the child's evening/morning has been, do a general well-being check, 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 authorized pick-up list in the child's registration package or where the individual is not listed, ask the parent/guardian to

provide authorization for pick-up in writing (e.g., note or email); document the change in pick-up procedure in the daily written record;

- Sign the child in on the classroom attendance record. Children are to be signed in and out by a staff member on a daily basis and the weekly attendance sheet is to be verified throughout the day. The transition of children between age groups are to be recorded in the appropriate area on the attendance sheet. It is the responsibility of all CLP staff to sign children in and out of the Centre on a daily basis and maintain accurate records of the attendance of all children.
- Children are to be sighted by a staff member before the parent or person responsible for the child leaves. This ensures that staff is aware that the child has arrived and is in the building.

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/email/text message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the site supervisor and they must commence contacting the child's parent/guardian no later than 9:30 am. Staff shall call parent/guardian, send text message or email via program's communication app with the following communication: "(Child's name) is absent. Please reply to this message to confirm and state reason for absence by 9:30 am. Staff must contact at least once and leave a message. Staff must make contact with the child's parent/guardian to confirm absence.
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.
3. All children must be accounted for no later than 10:00 am.
 - If staff is not able to confirm a child's absence from care by 10:00 am, staff will contact the following:
 - a. Emergency contacts
 - b. If staff are not able to reach the emergency contacts, the staff will contact the police and notify the Manager/Assistant Manager
 - Should this be a reoccurring concern (more than 2 unreported absences by the parent/guardian), the Centre may issue a notice of withdrawal to the parents and Toronto Children's Services will be informed if applicable.

Dismissal Procedures

Children are only to be released to authorized pick up persons 16 years of age or older and/or anyone 16 years or older that the parent has given written authorization for. No child will be permitted to sign themselves out of any CLP Program. There must be an authorized adult at all times accompanying each child when dismissed from care.

Release of Children to Families

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 individual that the parent/guardian has provided written authorization that 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):

- a. confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual;
 - b. 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.
2. A child/ren will be released to either parent/guardian unless Community Centre 55 has legal documentation that states otherwise.
 3. CLP staff have access to children's registration information to verify the names of individuals permitted to collect children.
 4. If a parent shows up to collect a child, and legal documentation is in place to state otherwise, the following steps will be taken:
 - The parent will be asked to leave the premises without the child/ren
 - The police will be notified that a parent is on the premise that has legal documentation against them and that they are attempting to leave the building with the child/ren. Follow directions given by the police.
 - The parent who has legal custody of the child will be notified immediately
 5. A child will not be released to any adult without consent from a guardian and picture identification matching the name that has been given the authorization.
 6. Staff must ask for I.D. if it is the first time a person is picking up the child or if they have never seen this person before. This information should be recorded in the room meeting minutes log.
 7. If a parent has not given authorization for anyone else to pick up their child the staff should do the following:
 - Contact the parent to confirm the person's identity and to confirm authorization for pick up.
 - If a staff cannot reach the parent, they should try the emergency contact phone numbers. Staff will also notify Management.
 - If they are still unable to reach the family, staff should follow through with placing a call to CAS at 7:00 pm, one hour after the program ends.
 - Under no circumstance are they to release the child without authorization from the parent.

Extreme Late Pick-up

1. Staff will place numerous calls to contact numbers that are available occasions and leave time-stamped messages within one hour of the program ending.
2. One hour after a program finishes and there has been no contact to or from families or emergency contacts, CLP staff are legally obligated to call Children's Aid Society notifying them that there is a child still in our care.
3. The police will also be called, notified of the situation, and seek out for directions (Police Division 55 416-808-5500).
4. If necessary, the staff may be asked to accompany the child to the police station. In this case, staff are to call a taxi to transport themselves and the child to the location as specified by the Police/CAS. The child's registration information must be brought to the police station, as well.
5. If CAS were not instrumental in the directions given, once the child is safe with the Police the staff should call CAS let them know what has transpired.
6. Keep in contact with the CLP Manager, who will report the incident to the MEDU as Serious Occurrence.

Suspected Intoxication to Drug or Alcohol

A CLP staff member who has reason to believe the person arriving to pick up a child is impaired should:

1. Request that a cab be called if the adult is driving.
2. The staff member will offer to call one of the people listed as an emergency contact on the child's registration form to arrive to take the parent and child home.
3. If these offers are refused and the parent leaves Community Centre 55 in a motor vehicle with the child, the staff is obligated to call the police and report the incident.
4. In extreme cases, where staff doubt the safety of the child in the care of the adult, staff is still legally obligated to release the child to the custodial parents. However, staff should immediately call the police CAS to report concern.
5. Staff will notify the above steps to Management immediately, who will report the incident as Serious Occurrence.
6. Management will approach the parent to communicate the seriousness of the incident and indicate that the re-occurrence of this problem will result in a request to withdraw their child from the program.

Anaphylactic

All staff will receive some training on the signs symptoms and administration of an Epi-Pen treatment by the parent/guardian of the anaphylactic child. It is the parents/guardians responsibility to provide the Centre with two Epi-Pens; one on the child (if permitted) and one to be kept on hand in the program/room that the child attends. Each child has an individual emergency plan designed by their parent, Dr or Allergist, on file and each plan is reviewed annually and is accessible to all staff working in the program.

Allergy/risk mitigation strategies:

- outside food is not permitted in the daycare
- Animals are not permitted in the daycare
- No scent policy in place

Rules; snacks brought from home for children with dietary restrictions

Children are required to avoid bringing in foods related to other children's allergies or illnesses.

All snacks entering the program must be allergen free including but not limited to: peanut, tree nuts, whole eggs, shell fish

A list of allergies will be posted in each room, emailed to the families and posted on the website.

Parents will be notified of the restrictions during orientation before starting in the program.

Food and drinks should be labeled for each child to ensure there is no confusion.

Water will be available at all times during the program

Staff will ensure that the children do not share food and that proper hand hygiene is followed before and after eating.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at Community Centre 55.

- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- The caterer (Real Food For Real Kids) will provide the known ingredients for all food sent. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- All families that have children with food allergens/restrictions are required to complete the RFRK dietary restriction form, which is then submitted to the company.
- In cases where a child has food allergies and the meals and snacks provided by Community Centre 55 cannot meet the child's needs, we will ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the child care centre with the child's full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- We will not use craft/sensory materials and toys that have known allergens on the labels.

- Information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment will be shared with all families enrolled in the child care centre while maintaining confidentiality.
- Each child's individual plan and emergency procedure will be kept-up-to-date and all staff, students, and volunteers are trained on the plans annually or as changes occur.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

Communication Plan

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

- Parents will receive the Anaphylactic Policy upon enrolment.
- Parents will not be permitted to bring outside food onto the premise unless otherwise arranged as above.
- Parents and families will be informed about anaphylactic allergies and all known allergens at the centre through the posting of these allergens and newsletters.
- A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.
- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.
- Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving care.
- The caterer, food prep. staff, individuals who collect groceries on behalf of the centre and/or other food handling staff, where applicable, will be informed of all the allergies at each site, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the caterer and food prep. staff as soon as new allergies are identified. The supervisor or designate will communicate with the caterer/food prep. staff about which foods are not to be used in food prepared for Community Centre 55 and will work together on food substitutions to be provided.
- Community Centre 55 will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.
- This communication plan will be continually reviewed to ensure it is meeting the needs of the families that are registered in Community Centre 55 children's programs and that it is effectively achieving its intended result.
- All staff will be advised when the allergy information is up-dated and it is their responsibility to review and follow any changes.

Medical Needs

All children that have medical conditions ie: diabetes, Asthma, seizures etc. are required to complete an individualized plan and read the Policy so that the best possible care can be provided.

Standard First Aid & Infant/child CPR

All staff that are employed for the purposes of meeting ratios, including; Management, Supervisors & Site Supervisors will hold current Standard First Aid and Child/Infant CPR certification.

Procedures for accident reporting.

- Staff will call the injured child's parent/guardian as a courtesy to inform them of the accident
- Staff will complete an incident/accident report and present it to the parent/Guardian for signing.
- A copy will be given to the parent and the original placed in the child's file

Vulnerable Sector Screening (VSS)

The City of Toronto and the Ministry of Education requires that all employees/volunteers/students and Board members (19 years and older) undergo a confidential vulnerable sector check (PVSC) every 5 years as well as an offence declaration annually thereafter until the 5th year where a new PVSC will be submitted (please refer to full policy). Accordingly, all persons, including parents who intend to do volunteer days, will be required to undergo a check prior to their interactions with the children. A signed 'Consent to Disclosure of Personal Information' will be provided for submission to a police force agency. When the applicant submits the results of their PVSC to the CLP Manager, they will make a copy of the original including a notation on the back stating that the original has been seen, read and permission has been received from the applicant to copy it. Both the CLP Manager and the applicant will sign the notation. If an applicant refuses to provide the original results of the PVSC, Community Centre 55 will withdraw

their offer of employment or volunteer/student/Board membership options.

Confidentiality

Anyone wishing to gain information regarding a child will have to provide written consent from the parent or guardian. Only the following will have access without the written consent:

1. Coroner's office
2. Courts in response to a warrant or court order
3. Ombudsman
4. Authorities vested in provincial or federal statutes
5. Ministry and officials to whom he / she has been delegated the authority

Removal of family records, from the Community Centre is strictly prohibited with the exception of family phone numbers and relevant medical information when the C.L.P are out of the building, i.e. the park or a field trip.

Suspected Child Abuse - Duty to Report (Child, Youth and Family & Services Act, 2017)

The law states that; any suspected child abuse has to be reported to a Child Protection Agency, no matter how insignificant it may seem, so that they can determine whether an investigation is needed. Staff have a legal obligation and a duty to report.

- The person who has the reasonable grounds to suspect that a child is, or may be, in need of protection must make the report directly to a Child Protection Agency. The person must not rely on anyone else to report on his or her behalf in accordance with Child, Youth and Family Services Act, 2017.
- Licensees should report as a serious occurrence if the allegation of abuse or neglect has been made against an employee of Community Centre 55.
- RECE's- The Early Childhood Educators Act, 2007 and the Professional Misconduct Regulation state that it is an act of professional misconduct to '[contravene]' a law, if the contravention has caused or may cause a child who is under the member's professional supervision to be put at or remain at risk.
- The Police if appropriate to do so

Parent Issues & Concerns Policy (as required under section 45.1 of Ontario Regulation 137/15)

Purpose-The purpose of this policy is to provide a transparent process for parents/guardians, the staff and Management of Community Centre 55 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: Program room staff

Policy

We encourage parents/guardians 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 and the staff, to foster the engagement of and ongoing communication with them about the program and their children. Our staff are available to engage in conversations and support a positive experience during every interaction with the parent/guardian.

All issues and concerns raised by a parent/guardian either verbally or in writing are taken seriously by Community Centre 55 and every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible. We encourage the issue or concern to be communicated in a respectful manner and that the timing of such does not interfere with the immediate program and safety of the children in our care. The concern is extremely important to us and all initial responses will be provided to parent/guardian within 2 business day(s) depending on the severity ie: allegations of neglect will be within 24 hours. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. 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 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.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or CLP Manager in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the program staff directly <p>or</p> <ul style="list-style-type: none"> - the site supervisor or CLP Manager 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 1 business day or at the earliest possible opportunity. <p>Document the issues/concerns in detail. Documentation should include:</p>
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the site supervisor or CLP Manager 	<ul style="list-style-type: none"> - 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.
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the site supervisor or CLP Manager <p>All issues or concerns about the conduct of staff, 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.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the site supervisor or CLP Manager <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the CLP Manager as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

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 CLP Manager, Program Director or Executive Director.

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 as appropriate. Below are a list of contacts:

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

City of Toronto Consultant general number: 416-392-8171

Children's Aid Society: 416-924-4646

Local Police: 416-808-5555

Community Centre 55-CLP Manager 416-691-1113 x 321 or narni@centre55.com

Community Centre 55 - Executive Director 416-691-1113 x 225 or reza@centre55.com

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>.

STAFF

The Children's Licensed Program (CLP) staff are responsible for supervision and interaction of all children in an inclusive and supportive manner. The staff are committed to making the C.L.P experience a positive and rewarding one for all the children enrolled. All employees/volunteers/students of Community Centre 55 must abide by: all policies and procedures or Community Centre 55 and the following legislated authorities: Toronto Public Health, the City of Toronto Quality Assurance and the Child Care Early Years Act.

Program Development:

All staff have the opportunity to develop professionally through work-shops that are offered on site and through the City of Toronto, which in turn enhances our programs.

Volunteers & Students (as required under section 11.1 of Ontario Regulation 137/15)

The Volunteer/Student Policy states that every volunteer and student will be supervised at all times by an employee and they are not allowed to be alone with the children, only paid staff 18 years or older have this right. Staff, volunteers and students review and sign the policy before commencement of their employment / placement and annually thereafter.

Transparency

When the following Government bodies arrive at the Centre for inspection their report will be available for clients to review:

- Ministry of Education (CCEYA Licensing)
- City Consultants (AQI)
- Public Health (Disease & Food control)

Clean water

All toilets will be flushed before the start of each day and a full water system flush on the 1st day of Program for the week. The water quality will be tested annually unless 2 years of clear submissions, at which point the lead testing will be 2 years following the last clear result.

Food

All food is delivered and catered by Real Food For Real Kids daily. Menus are distributed via email monthly to our families so that they have a copy on hand. Food restrictions and newly developed allergies require a new form to be completed so that we can ensure Real Food For Real Kids send the necessary replacements.

Information

It is imperative that all information changes are passed on to the Site Supervisor. In an emergency, only validated information will help us contact you, immediately.

Change of clothing

The C.L.P will make every effort to have various sizes of clothing/pull ups available as back up, however it is the parent/guardians responsibility to ensure:

- a full change of clothing in your child's cubby.
- Children in the process of toilet training should have tabbed pull ups and wipes on hand
- Children who have a bowel movement will be changed and parents notified due to the lack of a separate diapering area. Parents at that point will have the option to come and pick the child up to perform a thorough cleaning.

Outdoor activities

Children flourish when they are outside, enjoying nature and getting fresh air. It is imperative to ensure that your child is dressed appropriately for the weather so that they can enjoy the activities offered. However there are some days when this may have to be reduced or canceled:

Sun, smog and heat

- Sun Safety is paramount to all children having a positive experience outside. All enrolled children during hot, sunny weather are expected to have sunscreen and a hat on. Water will be available at all times and children will be encouraged to drink before, during and after activities. Shaded areas in the play space will be available.
- Smog Alert days the children will be offered activities inside.
- Alerts will be posted as they are received.
- Extremely hot days the children will have a reduced/no outside activity time

Cold alerts, rain and snow

- If a cold alert is issued children will not go out due to the possibility of weather related health issues
- Torrential rain children will stay inside
- Drizzle as long as the children will not get cold, soaking wet outside activities will be limited
- Snow children will have outside activities.

Field Trips

A field trip (signed permission on registration package) is defined as local walks or visits to local parks. Any field trip that is further afield or entry into another building, parents will be notified and permission forms signed containing; date, time of departure from and arrival to daycare and destination, any required information or materials.

Smoking

The staff/patrons are not permitted to smoke in the building. Smoking is also prohibited within a nine meter (29.52 feet) radius of the entrances and egress doors as per the City of Toronto bylaw 709-4.

SECURITY

The ramp door will be unlocked 5 minutes prior to program starting in the morning and for 10 minutes after program starts, then again 5 minutes before the morning/afternoon program ends and 10 minutes after, otherwise it will remain locked. Parents will need to enter through the front door at all other times, please respect that staff are still working up to the start of program in the morning, do not leave your child unattended.

Communication

Good communication is the backbone of the Children's Licensed Programs. It is the most important tool we have to promote understanding, efficiency, problem solving and the gathering of new ideas. The following is the current communication structure of the programs:

Verbal

Please feel free to speak to staff regarding matters that you may have. If you wish to discuss your child or anything else, please call the cell phone (as provided) and leave a message for the staff and they will call you back at their first available moment.

Newsletter

A newsletter will be distributed 3 to 4 times a year to keep all our families up on current events.

Information is posted on the several bulletin boards on the right of the walk way and the door

Email

The easiest mode of communication these days for most families is by email. Please ensure that we have your correct email on file. If you prefer hard copies please let staff know.

Parental Involvement

Community Centre 55 has an open door policy, parents are welcome to stay with their child while they settle or visit on occasion. We welcome any suggestions that parents may wish to bring forward to our program. Parents receive newsletters seasonally to help them understand what our program is offering as well as the opportunity to speak daily with the staff. Fundraising events and field trips are a great way for our parent body to be inclusive in their child's activities.

What to know when you start:

Note: Please ensure that all items brought to the program are labelled clearly with your child's name including: packages of wipes/tabbed pull ups, all clothing, sun screen, etc.

What is needed daily;

- Appropriate clothing for outside (sunhats, raincoat, snow suit, hats, mitts, boots, etc.)
- Good shoes that fit properly and have a hard sole for inside

What needs to be left at the centre:

- A change of clothing
- Life sustaining medication ie: epi pens, asthma medication etc.
- Pull-ups (with tabs) & wipes

What to leave at home:

- All toys unless 'Show & Share' staff will let you know when your child can take their turn
- All food unless previous permission from Management is given ie: lactose free milk

Remember to take a look:

- There will be information left in your child's cubby along with pictures and craft activities that need to be taken home, please remember to check it daily to avoid a 'pile up'!
- Our licensing board has all our information and the menu will be emailed to you monthly

Specialized Services

Our programs are supported by Toronto's Children's Services and therefore we have a complementary Resource Consultant available to us for staff guidance and family support upon request.

Policies

All Policies are based on: CCEYA (Child Care Early Years Act), Public Health and The City of Toronto (Children's Services). If a copy of any policy is needed please request it from the Site Supervisor. A site copy of the policies are available for your viewing by the bulletin board on the right of the walk way in-side the room.

Community Centre 55-Children's Licensed Programs

Website Resources:

Ministry of Education Early Years Portal

<http://www.earlyyears.edu.gov.on.ca/EYPortal/index.htm>

Community Centre 55 www.centre55.com

City of Toronto community

<https://www.toronto.ca/community-people/children-parenting>

Toronto Public Health email: PublicHealth@toronto.ca

Eat Right Ontario <http://www.unlockfood.ca/en/default.aspx>

Kids Health Ontario <https://kidshealth.org/en/parents>