



CHILDREN'S LICENSED PROGRAMS (CLP)



FAMILY HANDBOOK

Revised December 2024



CHILDREN'S LICENSED PROGRAMS (CLP)

Table of Contents

Welcome to Community Centre 55's Children's Licensed Programs!	6
About Community Centre 55	7
Our Vision.....	7
Our Mission.....	7
Our Values.....	7
Service Offerings and Hours of Operation	8
Early Years.....	8
Before and After School Programs.....	8
Closures Due to Severe Weather or Disruption in Service	9
CLP Program Statement Overview	9
Duty to Report	9
Confidentiality	10
CLP Staff Team and Age Groupings	10
Waitlist and Registration	11
PA Day Programs in Before and After School Programs	11
Enrolment and Admission	11
Emergency Contact	12
Drop-off Procedure	12
Pick-up Procedures	12
Custody and Access.....	12
Emergency Late Pick-up.....	13
Children's Immunization.....	13
Child Care Fees	14
Payment of Fees.....	14
Non-sufficient Funds (NSF)	14
Notice of Fee Increase	14
Subsidized Fees	14
Payment Methods.....	14
Fees in Arrears	15
Notice of Withdrawal.....	15
Income Tax Receipts	15
Canada Wide Early Learning and Child Care Agreement (CWELCC)	15
Age Group Transitions.....	15
Safe Arrival and Departure	15

Absence..... 18

Emergency Management 18

 Evacuation Sites 18

Nutrition Policies 19

 Early Years Meals and Snacks 19

 Bagged Snacks in Before and After School Programs 19

 Birthday and Event Celebrations 20

Food Allergies/Anaphylaxis 20

Outdoor Play..... 22

 Sun Safety 22

 Cold Weather Safety 22

 Heat and Smog Alert 23

Activities off Premises..... 23

 Planned Community Walks 23

 Planned Trips..... 23

Health and Wellness..... 23

 When Your Child Is Sick..... 23

 Attendance Protocol for Contagious Conditions and Diseases (Exclusions) 24

Medication..... 26

 Over-the-Counter Products 26

Individual Medical Plan..... 26

Inclusion of Children..... 26

Accidents and Injuries while in Care 27

Rest Time 27

 Toddler and Preschool Children..... 27

Clothing and Personal Belongings 27

Toilet Habits..... 28

 Toilet Learning 28

Photograph Permissions 28

Supervision of Students and Volunteers 28

Use of Tobacco, Cannabis and Electronic Cigarettes 29

Parking..... 29

Prohibited Practices 29

Serious Occurrence Reporting 29

A Respectful Environment 30

Access and Equity 30

Withdrawal from the Centre..... 30

 Withdrawal by Parent/Guardian..... 30

 Withdrawal Due to Maximum Age Requirements..... 30

 Withdrawal – Program Unable to Meet Child’s Needs..... 31

 Withdrawal Due to Unpaid Fees..... 31

 Withdrawal Due to Accommodation Shortage..... 31

 Withdrawal Due to Failure to Comply with Parent Contract..... 31

Family Issues and Concerns 31

 Concerns about Suspected Child Abuse or Neglect of a Child..... 33

Family Handbook Updates and Revisions 34

Contact Us..... 35

 COMMUNITY CENTRE 55 - Nursery School and Jr. Enrichment Program 35

 COMMUNITY CENTRE 55 – Ted Reeve Arena 35

 COMMUNITY CENTRE 55 - Kimberley/Beaches Alternative School Before & After School Program..... 35

 COMMUNITY CENTRE 55 - Adam Beck Before & After School Program 35

 Teresa Romagnuolo, Assistant Manager 35

 Narni Santos, Manager 35

 Reza Khoshdel, Executive Director..... 35

Appendix A: Program Statement 36

Appendix B: Safe Arrival and Departure Policy and Procedures 47

Appendix C: Waitlist Management Policy and Procedures 53

Appendix D: Attendance Protocol for Contagious Illness (Exclusions) 55

Appendix E: Cost of Care – 2025 Fee Memo..... 59

 Main St Nursery School and Junior Enrichment Program..... 59

 Ted Reeve Child Care Program

Program & Age	Hours of Operation	Days of the Week	Fee Term	2022 Frozen Fee	2024 CWELCC Fee	2025 CWELCC Fee
Toddler Full Time 18 months – 2.5 years	7:30 – 6:00	Mon – Fri	01 Jan – 31 Dec	Monthly: \$1450 Daily: \$66.67	Monthly: \$685.12 Daily: \$31.50	Monthly: \$462.00 Daily: \$22.00
Preschool Full Time 2.5 – 4 years	7:30 – 6:00	Mon - Fri	01 Jan – 31 Dec	Monthly: \$1250 Daily: \$57.47	Monthly: \$590.62 Daily: \$27.15	Monthly: \$462.00 Daily: \$22.00

..... 59

 Kimberley Before and After School Program 59

 Adam Beck Before and After School Program 59

Appendix F: Community Centre 55 CLP Parent Contract 60

Welcome to Community Centre 55's Children's Licensed Programs!

We are pleased that you have selected one of our programs as your child care provider and your partner in early learning, care, and development. We look forward to your child's participation in a safe, nurturing learning environment with qualified, experienced Registered Early Childhood Educators (RECEs) and Early Childhood Assistants.

We offer quality early learning and child care programs for children 18 months to 13 years of age. Our early learning and child care programs are divided into age groups as set out in the Child Care and Early Years Act, 2014 (CCEYA). We serve:

- Toddlers (18 months – 30 months)
- Preschool (30 months – 4 years)
- Kindergarten (44 months up to 7 years)
- Primary/Junior School Age (68 months up to 13 years)

Each of our child care programs is unique in size, design, and age groups they serve. Please visit us at <https://www.centre55.com/> for more information.

Community Centre 55 Children's Licensed Programs (CLP) welcome parent participation in our programs. Families are also encouraged to share any special talents or skills that will enhance the learning experiences for the children. Further involvement would be to share with your child's teacher any at-home activities and special interests your child engages in that can be incorporated into the classroom activities.

You are welcome to visit your child's program at any time!

If you have any questions, please contact the Centre's Supervisor/Designate.

Narni Fernandes, RECE
Manager, Children's Licensed Programs
Community Centre 55



About Community Centre 55

Built on the site of the former East Toronto Town Hall, the Centre 55 building was constructed to house Toronto Police Station #10 (later renamed Station #55). The police service shared the building with public health and community workers. When Division #55 moved to a larger facility, a group of dedicated local residents began meeting to secure the building for a community centre. They encountered competition from the Department of Emergency Services, which wanted to use the building as a training school and ambulance station. Local residents successfully persuaded City Council, which contributed \$100,000 for renovations. The plant was seeded. Community Centre 55 was born.

Today, Centre 55 continues to build on its great legacy as a pillar of community development and support with over 40 programs available for members of all ages, in addition to spearheading numerous events and fundraising campaigns. For now and forever, Centre 55 will be the heart of the community. We are proud to carry on this important tradition of programming and community service excellence.

Our Vision

Enriching our community as a welcoming place of inspiration, belonging, and well-being.

Our Mission

Through programming and service excellence, we contribute to a healthier and happier community.

Our Values

Compassionate, Inclusive, Generous, Responsive, Collaborative

Service Offerings and Hours of Operation

Early Years

Community Centre 55

97 Main Street, Toronto, ON M4E 2V6

Nursery School: 9:00 – 11:30 am; Junior Enrichment: 9:00 am – 2:30 pm

Age: 2.5 – 4 years

10-month program: Sept – June

Mon – Fri; Part-time Care

Closures:

Labour Day	Sept 3, 2024	Thanksgiving Day	Remembrance Day
Dec 18, 19, 20, 23, 24, 27, 2024	Christmas Day	Boxing Day	Jan 2, 3, 2024
Family Day	Mark Break	Good Friday	Easter Monday
June 26, 27, 30	July and August		

Community Centre 55 – Ted Reeve Arena

175 Main Street, Toronto, M4E 2W2

7:30 am – 6:00 pm

Age: 18 months – 4 years

Full-time Care

Closures:

New Year's Day	Family Day	Good Friday	Easter Friday
Victoria Day	Canada Day	Civic Holiday	Labour Day
Thanksgiving Day	Remembrance Day	Christmas Day	Boxing Day
Dec 27, 30, 31			

Ted Reeve site will be closed from Christmas Day to New Year's Day

Before and After School Programs

Community Centre 55 – Adam Beck Junior Public School

400 Scarborough Road, Toronto, ON M4E 3M8

7:15 – 8:15 am; 2:45 – 6:00 pm

Age: 4 – 13 years

10-month program: Sept - June

Community Centre 55 – Kimberley Junior Public School

50 Swanwick Avenue, Toronto, ON M4E 1Z5

7:30 – 8:45 am; 3:15 – 6:00 pm

Age 4- 13 years

10-month program Sept – June

Before and After School Closures:

Labour Day	Thanksgiving Day	Remembrance Day	Christmas Break
------------	------------------	-----------------	-----------------

Winter Break	Family Day	March Break	Easter Monday
Good Friday	Victoria Day	June 30, 2024	July and August

Before and After School PA Day Offerings:

Friday, Sept 27, 2024	Friday, Oct 11, 2024	Friday, Nov 15, 2024	Friday, Nov 29, 2024
Friday, Jan 17, 2025	Friday, Feb 14, 2025	Friday, June 6, 2025	

Closures Due to Severe Weather or Disruption in Service

For any of our child care that are in a school, we will follow the directive of the school board; namely that if TDSB closes the school, Community Centre 55 before and after school programs will be closed as well. Parents/guardians are encouraged to check the TDSB website and Twitter/X page for updates. All Community Centre 55 centres operating in schools and those not operating in schools will be closed as well, and no refunds will be issued for closed days. Parents will be notified by the Manager/Assistant Manager by email, no later than 6:30 am. If the program opens and severe weather conditions progress throughout the day, Centre 55 staff will call families to encourage early pick up.

Unforeseen circumstances, such as, labour disruptions, power outage, flooding, loss of heating, and other emergency situations, may prevent us from safely operating our programs. Emergency situations will be managed on a case-by-case basis, and decisions around closures or early closing will shared with families no later than 6:30 am. Fees will be charged to families during unforeseen closures.

CLP Program Statement Overview

Our Program Statement (*see also Appendix B*) is a guide for staff, regarding children’s programming and pedagogy (how children learn). It is intended to strengthen the quality of our programs to support positive outcomes in relation to children’s learning, development, health, and well-being. The program statement outlines strategies, practices, beliefs, and techniques that guide our interactions with children, parents, and colleagues to support positive, professional, and respectful interactions.

Children’s Licensed Programs follows a play-based learning program model that reflects the [Early Learning for Every Child Today \(ELECT\)](#) framework and [How Does Learning Happen? Ontario’s Pedagogy for the Early Years](#) as outlined in the Minister of Education’s Policy Statement on Programming and Pedagogy within the Child Care and Early Years Act, 2014.

Our programs support each child’s wellbeing, health, safety, and nutrition through a team approach that includes Centre Supervisors, Registered Early Childhood Educators (RECEs), Child and Youth Care workers, Child Care Assistants, and support services, like resource consultants and facilities management.

Duty to Report

Every person in Ontario is required under the Child and Family Services Act to report their belief that a child may need protection to a children’s protection agency. The legislation specifically requires individuals who perform professional or official duties with respect to children who have reasonable grounds to suspect that a child may have been abused, to report suspicions and supporting documentation to a Children’s Aid Society (CAS) immediately.

A professional who works with children, can be charged, and fined for failing to report. The child protection agency has the responsibility to investigate and follow-up on the situation, as necessary.

If a parent/guardian expresses concerns that a child is being abused or neglected while in care, the parent will be advised to contact the local Children’s Aid Society (CAS) directly.

Any concern or complaints made by a parent or visitor that suggests an allegation of abuse will also be reported to a local Children’s Aid Society by the CLP staff who received the complaint.

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, and students, except when information must be legally disclosed (e.g., to law enforcement or a Children’s Aid Society). Anyone wishing to gain information regarding a child will have to provide written consent from the parent or guardian.

CLP Staff Team and Age Groupings

Each CLP Programs consists of a site supervisor/assistant site supervisor, qualified staff (Registered Early Childhood educators or Child Youth Worker), and child care assistants in accordance with the staff-child ratios set out by the Child Care and Early Years Act, 2014. The ratios of staff to children in our programs are as follows:

Age group	Age range	Ratio of staff to children	Maximum number of children in a group	Proportion of employees that must be qualified staff
Toddler	18 months or older but younger than 30 months	1:5	15	1/3
Preschool	30 months or older but younger than 4 years	1:8	24	2/3
Kindergarten	44 months to 7 years	1:13	26	1/2
Primary/junior school age	68 months to 13 years	1:15	30	1/2

Registered Early Childhood Educators (RECEs) are registered with the College of Early Childhood Educators. Only College members can practice the profession of early childhood education and use the protected titles “Early Childhood Educator” and “Registered Early Childhood Educator” along with the professional designations ECE, RECE and their French equivalents. The purpose of a protected title is to assure the public that any person who uses it has met the education and other requirements for entry into the profession. The protected title also assures the public that any person who uses it is accountable to practice the profession of early childhood education in accordance with the ethical and professional standards set by the College.

As a condition of employment, all CLP staff are required to undergo a Vulnerable Sector Police Record Check upon hire and every five years while employed. In addition, all staff are required to have up-to-date standard first aid and infant/child CPR certification, food handler certificate, up-to-date immunization record, as well as be trained in Anaphylaxis and the use of auto-injectors.

Waitlist and Registration

Each Children’s Licensed Programs location maintains a waitlist. The waitlists can be long, so families are encouraged to register early. Before registration, we ask families to:

- Review the information concerning Centre 55 CLP sites to decide which program(s) best meets the family’s needs.
- Review our current fees.
- For families, who may need help with the cost of child care, please use the child care fee subsidy calculator at toronto.ca/childcaresubsidy to find out if your family might be eligible.

To place your child(ren) on the waitlist for a CLP program subsidy, please visit <https://www.centre55.com/programs/childrens-licensed-programs/> and complete a waitlist form online.

Families of children enrolled in any of our current programs and alumni are given priority and first right of refusal in that order. When a space becomes available, the space is offered based on the earliest date of registration on the waitlist. Families will

Families requiring a fee subsidy must be approved for placement by City of Toronto Children’s Services’ Client Services Unit or other approved fee subsidy programs. See Appendix C for CLP Waitlist Management Policy and Procedures.

A non-refundable registration fee of \$30 is required for each new child that registers. Registration fee applies to all new children or when a child re-registers for a program after withdrawing for a period of time. An annual registration is required for children attending Adam Beck, Kimberley, and Main St locations as the program operates for 10 months in alignment with the TDSB school year calendar. Priority will be given to current families and alumni families, before offering available spaces to new families. Families are required to re-register in April if a space is required for next September, along with a \$30 non-refundable registration fee. New registration will also be required for children moving from full day care at Ted Reeve to any CLP before and after school programs.

PA Day Programs in Before and After School Programs

Full day programs are offered during PA Days from 7:30 am – 6:00 pm for an additional charge and families are required to register for each PA Day. Registration forms will be distributed in September for the fall and winter PA days, and in January for the PA days until June. There are approximately 7 PA Days throughout the school year. Once children are registered for PA Days, PA Days fees are non-refundable.

Enrolment and Admission

Prior to enrollment, the parents or guardians of a child who has been admitted to Community Centre 55 will be provided with an enrollment package, which will include the following:

- Copy of Family Handbook outlining the general policies and practices of the Centre
- Registration package and signed parent contract
- Welcome email detailing daily schedule, items to bring, first day of program instructions, staff names, and other specific information about the program
- Copy of immunization record (in toddler and preschool programs)

- Signed consent forms, medical plans, individual supports plans (if applicable)

In toddler and preschool programs at Ted Reeve Site, parents are encouraged to follow a gradual enrolment schedule the first week to help children adjust to the full day program:

- First day: 8:30 - 11:00 am
- Second day: 8:30 am - 12:00/12:15 pm
- Third day: 8:30 am - 2:45/3:00 pm
- Fourth/fifth day: 8:30 am - 5:00/5:30pm

In the Nursery School and Junior Enrichment Program, a meet and greet will be arranged prior to first day of the program.

At Adam Beck and Kimberley, families will be provided instructions around the safe transition of children from child care to school and vice versa, after staff have had the opportunity to connect with the school and gather children's classroom and teacher information so as to aide in the smooth transition of children in before and after school program.

Emergency Contact

At admission, staff will request information regarding emergency contacts and authorized pick-up contacts. This information must be provided and should be updated as changes occur. Parents must provide the Centre with the name and contact information of at least one person if the parent/guardian is unavailable or cannot be reached. The Ministry of Education requires us to have this information.

Drop-off Procedure

Parents must drop their child off directly to the room where they are enrolled. For the safety of your child, it is important that parents confirms that a staff member is in the room and knows that your child has arrived. Staff will document the arrival of your child when they enter the room. This also provides an opportunity to share any information about your child's health, child's development, or interests. This helps staff in planning activities for your child and the others in the room.

Pick-up Procedures

Children can be picked up at any time before the program closes by a parent, guardian, or a person who has received authorization from the child's parent or guardian to pick-up. Please ensure that the staff are aware when alternate arrangements for pick-up have been made and provide the individual's name and contact information. Children will not be released to any person without authorization or confirmation from the parent. The person will be required to provide identification. If staff are not aware of alternate arrangements, staff are required to confirm with the parents by phone and verify identification before releasing the child. It is important that you make sure that the staff is aware that your child is leaving the program for the day. This is also an opportunity to speak to your child's teacher to find out about your child's day.

Custody and Access

At the time of admission, please share any specific restrictions, instructions or custody arrangements with the Site Supervisor concerning release or access to your child. Please be prepared to provide legal documentation for custody arrangements.

Emergency Late Pick-up

Community Centre 55 Ted Reeve, Adam Beck and Kimberley programs close at 6:00 pm, while Community Centre 55 Main St programs close at 11:30 am and 2:30 pm respectively Monday to Friday. Parents should plan to leave enough time to pick up their child, communicate with the staff about their child's day and gather all belongings prior to the Centre's closing time.

If a situation arises where you will be arriving late to pick up your child, please notify the program as soon as possible. In these circumstances, we encourage you to have alternative pick up arrangements in place, so your child can be picked up as soon as possible.

If the Centre has not been contacted by the parent(s) to notify staff that they will be late to pick up their child, staff will attempt to reach one of the child's emergency contacts that have been provided. If the parents and emergency contacts cannot be reached by 7:00 pm, staff will contact the appropriate child protection agency. Parents will be charged a late pick-up fee for care that is provided after 6:00 pm.

CLP Late Pick-up Fee Structure

Late pick-up fees are charged on a per quarter hour basis at a rate of \$15.00 per quarter. Please see the following table.

Time of Pick-Up	Late Pick-up Charge
6:01 – 6:15 pm	\$15.00
6:16 – 6:30 pm	\$30.00
6:31 – 6:45 pm	\$45.00
6:46 – 7:00 pm	\$60.00
7:01 pm – onwards	\$75.00 +

Note: Late pick-up fees are charged to families per household, and will be communicated by email, indicating the amount owing and the date due. Late pick-up fee charges will be added to the family's current child care fee balance, and will be reflected on the child care fee invoice for the following month. After 3 late pick-up occurrences, families will receive a letter stating that any further lateness will result in a meeting with the Manager to discuss further actions. If continued lateness is continues, the Manager will support the family to explore alternate child care arrangements. A notice of withdrawal from care may be issued for unresolved patterns of lateness.

Children's Immunization

For children enrolled in toddler and preschool programs at Ted Reeve Site and Main St, proof of immunization must be provided prior to the enrolment of a child in the Centre. If this documentation is not in English, a Doctor or Medical Practitioner must verify, in writing, that the requirements are met. An Ontario Ministry of Health Immunization Card or a note (on letterhead) from a medical professional listing all your child's immunizations received to-date are acceptable as proof of immunization. The child must also be immunized from time to time thereafter, following the Ontario publicly funded immunization schedule for children

Objections or Exemptions must be completed on the approved forms provided by the Site Supervisor must be submitted prior to admission. NOTE: ** If an outbreak occurs, the child who has an objection or exemption on file will be excluded from the program. **

Child care centres are not required to keep immunizations records or exemptions of grade-school children (i.e., children in before and after school programs).

Child Care Fees

Payment of Fees

Fees are charged for all service days and for statutory holidays (except for Easter Monday and Remembrance Day, See Appendix D). Fees charged for statutory holidays cover fixed costs. 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.

Changes to banking information can take several days to complete so please provide information at minimum a week prior to the fee withdrawal date of the 6th day of each month.

All child care fees are non-refundable. Credits are issued on a case-by-case basis in circumstances where an error in processing of fees occurred.

Non-sufficient Funds (NSF)

If a payment is returned for non-sufficient funds, an NSF non-base \$35.00 administration fee will be charged.

Notice of Fee Increase

Notice of fee increases are distributed at least 60 days before the increase comes into effect.

Subsidized Fees

Community Centre 55 holds a purchase of service agreement with the City of Toronto Children's Services for subsidized child care spaces. Based on Toronto Children's Services policy regarding absent days in excess of the maximum allowable number of days for children receiving subsidy, families will be required to pay the daily fee at the full fee rate for any additional days taken in excess of Toronto Children's Services absent days entitlement. If a child will be absent and the expected time away will exceed the maximum allowable days, families are responsible to reach out to their caseworker as soon as possible to determine if additional days could be granted. For more information, please refer to the City of Toronto website at: www.toronto.ca/children or contact Children's Services caseworker to discuss the policy.

Payment Methods

The collection of child care fees is conducted via Electronic Funds Transfer (EFT) monthly from family bank information we have on file. Payments will be processed on the 6th of day of each month (in the event of a statutory holiday, the following business day). Invoices are processed at the beginning of each month and will be mailed to families within the second week of the invoice month. The invoices reflect all fees from the start date of enrolment, including absent days, and any late pick-up fee, if applicable. If you have questions related

to your invoice or for any other billing inquiries, call the phone number located on the front page of your invoice.

Fees in Arrears

Non-payment by the due date will result in the issuance of a written past-due notice requiring immediate payment. If outstanding fees are not received by the date indicated in the notice, the child will be withdrawn from the program.

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.

Income Tax Receipts

A tax receipt will be issued annually for all child care fees paid from the previous calendar year by email.

Canada Wide Early Learning and Child Care Agreement (CWELCC)

All Community Centre 55 CLP locations 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)

A current list of the child care fees for each program and age group is posted in each Centre. Starting January 1, 2025 the base fee for eligible children would be the lesser of \$22 per day or the reduced fee charged to parents on December 31, 2024 (52.75% reduction of the 2022 fee) to a minimum of \$12 per day.

Age Group Transitions

Families will receive advance notice when a child is moved from one age group to the next. Fee changes for the next age group will commence on your child's first full day in the new program. Subsidized families will continue paying their assessed fee, unless changed by Toronto Children's Services.

Safe Arrival and Departure

Children in the various programs should arrive at the times indicated under the "Service Offerings and Hours of Operation" heading. All parents/guardians MUST bring their child directly to his/her program. Please ensure at all times CLP staff are made aware of your child's arrival and departure.

At Ted Reeve and Main St Location:

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.

At Adam Beck and Kimberley locations:

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., indicated that no follow up is required if child does not attend, or left a voice message or advised the closing staff at pick-up the prior day or indicated that the child will be in later), the program staff in the classroom must follow the procedure below

Before School

On instructional days, program staff will commence contacting the child's parent/guardian as soon as sufficient staff are present to provide adequate supervision. Staff shall call the parent/guardian by phone at least once and leave a message if no response is received.

After School

There is a designated meeting area at each school and the check in time is 3:15 pm. Children will meet CLP staff in this area as soon as the school dismissal bell rings. Parents are asked to communicate to child/ren to arrive as quickly as possible to avoid any confusion. Once all children has checked in with CLP staff and all children are accounted for, the staff will then escort them to their designated rooms.

The following procedures must be carried out on a daily basis:

- The children's attendance is completed as soon children arrive at the designated meeting area.

- If children does not check in at the designated area during the designated time, the following safety steps will be initiated until the child is located;
 1. Staff will speak to the school secretary/staff to see if the child attended school, was signed out or sent home.
 2. The staff will ask the school secretary to page the child and direct them to meet at the designated spot immediately.
 3. Parents will be called and messages will left at all available phone numbers, including the emergency contacts. If no verbal contact is made, then a second round of calls will be made messages will left. The CLP Management will be made aware.
 4. A 5 minute waiting period will be observed to allow calls to be returned. When the 5 minute period has expired, a call will be placed to 55 Police Division dispatch 416-808-2222. They will be notified that a child cannot be located, and that parents and emergency contacts were unable to be contacted, and that no instructions have not been given that the child would not be attending the child care program. 55 Division will then dispatch a Police Cruiser to help look for the child. A third round of messages will be left notifying parents, emergency contacts, and CLP Management that the police have been called.
 5. The Site Supervisor or designate will be in constant contact with the pickup staff regarding the situation & must continue to call the parents/guardians.
 6. The CLP Management will provide support to the program during the entire process and notify the Executive Director.
 7. This incident constitutes a Serious Occurrence; a serious occurrence report must be submitted through the Child Care Licensing System within 24 hours of the incident.
- All children must be accounted for within 10 minutes of the dismissal bell.

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.

Absence

Please notify CLP at the number provided at the end of this handbook if your child is sick or is to be absent for one or more days. If your child is not coming in due to illness, it is important to advise CLP of the nature of the illness. This will help staff to identify symptoms in other children with whom your child has come in contact. Refunds or substitute days are not given for days on which your child is absent due to sickness, vacation, isolation requirements, or an outbreak within the Centre.

Emergency Management

Community Center 55 CLP has policies and procedures in place for various types of centre and city-wide emergencies. These are reviewed regularly with all employees to help ensure the safety of all children, parents, employees, and visitors to the centres.

In the event of centre emergencies (i.e., evacuation), information will be shared with parents via:

- Email
- Postings on the doors of the centre
- Parents/Guardian or child emergency contact will be notified of the emergency via telephone number provided on file

Evacuation Sites

In the event of an emergency that makes the Centre premises temporarily unavailable, the children will be taken to a pre-determined neighbourhood evacuation site, and parents/guardians will be contacted to pick up their children. The name, address, and contact information of the evacuation site is posted in the Centre.

Centre	Evacuation Site
Ted Reeve	Community Centre 55 – 97 Main St
Adam Beck	

Kimberley	
Main St – Nursery School/Jr. Enrichment	East Toronto Village – 43 Kimberley Avenue

Nutrition Policies

Early Years Meals and Snacks

Meal times for all children are viewed as an opportunity for positive and social interaction. Meal times also provide learning experiences and support the development of self-help skills, such as, serving their own lunches, feeding their self, etc.

Our toddler and preschool programs at Ted Reeve and Main St locations offer a variety of nutritious foods for lunch as well as morning and afternoon snacks. The selected foods promote good health and give each child the opportunity to enjoy new foods. Community Centre 55 uses the help of [Real Food Real Kids](#) catering program to incorporate the healthy eating guidelines of Canada’s Food Guide and meet the CCEYA regulations. Weekly menus are posted in advance for your information. All the menus are reviewed annually by a registered dietitian. A Sample Menu will be provided to families during enrolment.

If your child has a health related, special diet or any food related allergies, please let the centre know immediately so that arrangements can be made to provide an alternate food item or menu. Written instructions from a medical practitioner may be required. Parents who choose to provide food for their child must ensure that all centre food restrictions are met, and that the food is clearly labeled with the child’s name. The centre will ensure the food is stored safely and served to your child at the appropriate meal time. Parents may only provide food for their own children.

Bagged Snacks in Before and After School Programs

Kimberley and Adam Beck before and after school programs operate with a Bagged Lunch/Snack Policy. Children are required to bring a nutritional snack daily and parents are asked to follow the guidelines provided below. On PA Days, children will be required to bring a lunch and a morning and afternoon snack to ensure the needs of the children during full day programming are met.

Staff will ensure that the children do not share food and that proper hand hygiene is followed before and after eating. Emergency food (crackers, granola bars) will be provided to children without snack. Water is available at all times.

Guidelines for Content of Bagged Lunch/Snack

- Fruit
- Whole grain bread
- Cheese
- Vegetables
- Yogurt

Please ensure that snacks/lunches do not include:

- Potato chips
- Chocolate bars
- Soda pop
- Candy

Allergy Awareness Procedures – Rules for Parents

- ✓ Staff will be monitoring the contents of lunches to ensure food does not contain peanut/tree nuts or have come into contact with peanuts or tree nuts.
- ✓ Parents will be notified when concerns arise regarding the nutritional adequacy and/or presence of allergens in snacks and meals.
- ✓ Food Allergy Lists are posted in the program space where lunch takes place.
- ✓ Parents are to notify CLP staff in writing with regards to any allergies or food intolerances.
- ✓ Food and drinks must be labeled with the child's name including containers for individual storage of food.
- ✓ When lunches/snacks do not meet the bag lunch guidelines for nutritional value or allergens are present, the CLP will have on hand extra snacks (i.e., granola bars, crackers) to supplement and parents will be notified.

Birthday and Event Celebrations

To ensure that all children's food allergies and restrictions are met, the centre will only allow families to bring in a cake from Real Foods Real Kids to acknowledge and celebrate each child's birthday.

Food Allergies/Anaphylaxis

Our Centres promote a "nut-free" environment, and as such, nuts and nut products are not permitted. In addition, there may be other food allergies in the Centre/program.

Meals in toddler and preschool programs are catered and menus are carefully planned in accordance with Canada Food Guide requirements, while before and after school programs at Adam Beck and Kimberley operate a bagged snack/lunch policy.

Written notification must be made for all allergies or for any special diet/ dietary restriction so that appropriate arrangements can be made for meals and snacks. These will be kept in the child's file. For children attending toddler and preschool programs, the caterer will be informed but requires 72 hours (three business days) advance notice to provide a meal substitution.

Written notice is required for any change in a child's allergy, special diet/dietary restriction. Written notice is required to cancel a child's allergy, special diet/dietary restriction. If a child has a known or develops an anaphylactic allergy and requires use of an EpiPen, an Anaphylactic Plan will be created and 2 Epi-Pens must be left at the Centre.

Allergy/Risk Mitigation Strategies:

- Outside food is not permitted in the programs
- Animals are not permitted in the program, per Toronto Public Health guidelines
- Our environments have a scent-free policy in effect

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.

- 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 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 CLP 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.

Outdoor Play

The Child Care and Early Years Act requires that children attending full day care in a licensed centre must participate in at least two hours of outdoors play, and children in before and after school programs must spend at least 30 minutes of outdoor play, weather permitting.

Community Centre 55 recognizes the value the learning experiences, developmental opportunities, and health benefits that participating in outdoor play year-round provides. Outdoor play time is used as an opportunity to expand on children's learning and encourage physical activity to support optimal success in the future. Both spontaneous and planned learning experiences are implemented during this time.

It is important that children be dressed for the various types of weather to ensure they can actively participate in the outdoor program. Please ensure that adequate and suitable clothing and footwear is provided for your child year-round. Occasionally, due to weather, children's outdoor time may be extended or shortened to ensure that children are active, engaged, and comfortable. Staff monitor the children's comfort and activity level in the varying weather conditions to determine the length of time children will remain outside. We strive to provide outdoor environments that provide children with various levels of activity to suit the time of year and weather.

Sun Safety

It is required by all Children's Licensed Program participants that these procedures are to be followed to help prevent dehydration, sun stroke, heat exhaustion and sun burn during hot weather:

- Children are kept out of the sun from 11:00 am – 4:00 pm as much as possible
- Sun screen should be applied or available to each child for application
- Wide brimmed hats should be worn
- Fluids replenished regularly
- Strenuous activity is kept to a minimum
- Shaded areas are available for children to relax in
- Staff will provide enough water to help keep children hydrated

Cold Weather Safety

To ensure the children have appropriate protection from the cold/wind chill, the following must be implemented:

- Children and educators should wear warm, appropriate outdoor clothing – snowsuits or snow pants, a coat, hat, gloves or mittens, warm and waterproof boots, and neck warmer.
- Dress in layers with a wind-resistant outer layer for the best protection.
- It is recommended that each centre maintain a supply of spare winter gear for children or educators who may need it.
- Educators will plan and facilitate gross motor activities and physical activity to ensure children are moving and generating body heat.
- During periods of colder temperatures, Site Supervisors will make informed decisions regarding time spent outdoors. These will be based on accurate wind chill information from the Environment Canada

website, site-specific conditions such as wind-sheltering trees or buildings, age and activity level of the children, and the physical conditions of the outdoor space.

- Supervisors may shorten the period of time spent outdoors when exposure risk is a concern. Indoor physical activity alternatives will be provided during periods of reduced outdoor time or when there is a high exposure risk.

Heat and Smog Alert

It is required that when there is a City of Toronto Smog Alert Advisory, staff take into account the quality of the air and provide all children with options to have gross motor activities in a cool appropriate areas to avoid the following effects that smog may cause this can include but not necessarily be limited to:

- difficulty in breathing
- eye, nose and throat irritation
- wheezing, coughing and shortness of breath
- lower resistance to infections
- make heart and lung conditions worse

It is advised that the staff return to the Centre in an appropriate time frame and provide the children with water and cold snacks in an air-conditioned (if possible) area. An outdoor program plan and an indoor activity plan (for smog days) will be posted and available for parents to review. The plan must contain the activities that will enhance gross motor and creative stimulation. All heat alerts that are sent to the Community Centre via the City of Toronto will be posted.

Activities off Premises

Planned Community Walks

Our centres are an integral part of the local community and strive to implement a variety of learning experiences for children to explore through walks to local sites. Parents will be notified of planned local walks on the individual room Program Plans. We encourage parents to share suggestions and resources within the community that the children may enjoy exploring.

Planned Trips

Occasionally, older children may participate in planned off-site excursions by school bus or TTC. Parents will be consulted and notified in advance of all off-site excursions during the planning phase and will be provided with a consent form to complete prior to their child's participation. Day trips may be planned for pre-school, kindergarten, and school-age children, provided there are sufficient staff and volunteers (Vulnerable Sector Police Check required).

Health and Wellness

When Your Child Is Sick

Each day when your child is dropped off at the centre, staff are required to do a basic health check to ensure your child is able to participate in the program that day. If your child is not well, we encourage you to keep them at home or visit a medical practitioner if necessary.

Staff practice daily infection control measure to prevent and manage illness to the best of our ability.

If your child is showing ill symptoms at home (e.g., unexplained rash, vomiting, diarrhea), your child should not attend care and should remain home unless:

- their symptoms have been improving for at least 24 hours (or 48 hours if they are experiencing any nausea, vomiting and/or diarrhea) AND
- they do not have a fever AND
- do not have any new symptoms.

If a child shows symptoms, parents and staff are reminded to follow either Toronto Public Health's Child Care and School Screening Questionnaire or Ontario's School and Child Care Screening Tool for the most up-to-date recommendations regarding symptoms.

Some illnesses require children to remain home for longer than the time noted above. Please speak to the Site Supervisor or visit the Toronto Public Health website to determine if your child should remain home. Unless indicated by Toronto Public Health, medical documentation is not required to return to care.

Should your child become sick at the centre, staff will monitor the child and inform you. Depending on the type of illness, the staff or Site Supervisor may contact you to arrange for the child to be picked up for their own well-being.

It is common for some children to be more susceptible to illness in the first few months of attendance. We recognize that this can be concerning and stressful for parents; we encourage you to ensure that you have plans in place in the event that your child may not be able to attend care. With time, most children develop immunity and adjust to being in a group environment.

[Attendance Protocol for Contagious Conditions and Diseases \(Exclusions\)](#)

Our health and wellness policies are based on information received from Toronto Public Health. Although Toronto Public Health guidelines may state that there is no exclusion for certain illnesses, children will be excluded in certain circumstances in the best interest of all the children in care.

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

- He / she shows definite signs of illness and or has an elevated temperature of 38 degrees Celsius or above within a twenty four hour period before the Program.
- There is a communicable disease in the family. The Centre must be notified of the disease so the correct procedure can be followed according to Toronto Public Health. A doctor's note maybe required before the child is allowed to re-enter the Program.
- The Site Supervisor/designate will notify the 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 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 Toronto Public Health 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 the Centre when their child will be absent for a day or more due to illness. The Site Supervisor can then advise the family of any Doctors note / certificate that may be required for the child to return to the program.

Exclusion Guidelines when Ill

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	
Scabies, pink eye*, or ringworm	Must be away and on treatment for at least 24 hours before returning to care *Pink eye is redness, itching, pain, discharge	
Head lice or nits	A full course of treatment is required prior to returning to care. Hair must be free of all eggs & bugs (Staff must check before entry into the program)	
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 (Varicella)	Children must be excluded from care until blisters and lesions have dried and crusted	Must complete the Toronto Public Health's Child Care and School Screening Questionnaire each day before attending child care or school; a doctor's note is required to return
Measles (Rubeola, Red Measles, Morbillivirus)	4 days after the onset of rash and when the child is able to participate	Must complete the Toronto Public Health's Child Care and School Screening Questionnaire each day before attending child care or school; a doctor's note is required to return
Mumps (Rubulavirus)	5 days after the onset of parotid gland swelling or symptom onset if parotitis is not present	Must complete the Toronto Public Health's Child Care and School Screening Questionnaire each day before attending child care or school; a doctor's note is required to return

Medication

Centre staff are only able to administer prescription medication only. If your child requires prescription medication, it must be provided in the original bottle/packaging, clearly labeled with your child's name and instructions for administering.

Parents must also complete and sign the appropriate medication administration form before the medication can be administered by our staff. A new medication administration form will need to be completed and signed whenever there are any changes in medication or medication instructions. Where necessary, parents must train CLP staff in the proper technique, use and the appropriate times to administer medication.

If your child requires a non-prescription or over the counter medication, it must be accompanied by a note from a medical practitioner. CLP staff administer over the counter medication without a doctor's note and such medication is prohibited from being stored in the building.

For the safety of the children, we ask that parents hand any medication directly to the staff so that it can be securely stored away from the children's reach.

Parents are required to take home any expired or medication that is no longer to be administered to the child at the centre or for disposal at a pharmacy.

Over-the-Counter Products

The following products may be administered to children with a single "blanket" authorization (in the registration package) without documentation of administration: sunscreen, moisturizing skin lotion, lip balm, hand sanitizer and diaper cream. These products must be labelled with the child's name.

Individual Medical Plan

An Individual Medical Plan will be developed and put in place for any child with ongoing medical concerns or who requires medication on an emergency basis. This also applies to any child requiring medication for a chronic or acute condition or diagnosis or who requires medication on an emergency basis. This includes Asthma (puffer), Anaphylaxis (Auto-Injector/EpiPen). An Individualized Plan for a Child with Medical Needs, or an Anaphylaxis Plan will be developed and put in place. All Individual Medical Plans will be developed in partnership with the child's parent/guardian. Plans will be reviewed and signed off annually by all centre staff and students.

Inclusion of Children

Our Early Learning Centres adhere to the Ontario Human Rights Code. No child shall be denied childcare accommodation because of his/her race, ethnicity, sexual orientation, physical, mental, or emotional condition. All children requiring space in Children's Licensed Programs will be placed solely based on their parent(s) ability to pay the full fee or obtain the necessary subsidy from the City of Toronto Children's Services Department.

All children in our care shall be treated equally and with respect. They will be given the support and opportunities they need to help them grow and develop emotionally, mentally, and physically. Our Individualized Support Plan for Children with Special Needs and our Individualized Plan for a Child with

Medical Needs policies outline how we will support a child who has been identified as requiring additional support. These plans will be developed in consultation with parents, regulated health professionals (where applicable) and any other persons who work with the child.

Accidents and Injuries while in Care

While at the centre, the children are supervised at all times. Despite close supervision, some accidents may occur as your child explores and develops new skills and abilities. If your child is injured at the centre, staff will provide immediate first aid, as needed. If the situation requires attention beyond basic first aid, we will contact you or the emergency contact person(s) on file. Emergency Services (9-1-1) will be called if required. The child will be transported to the closest hospital by taxi or ambulance and staff will accompany the child. Parents will be notified immediately and asked to meet at the hospital.

Staff will provide an accident report documenting the accident or injury. A parent or guardian's signature is required at the bottom of the form to verify that you were informed of the accident/injury. A copy of the signed report will be provided to you.

If your child has an accident or injury at home, please inform the staff when you drop off your child the following day, so we are aware of the incident.

Rest Time

Toddler and Preschool Children

As per the Child Care and Early Years Act, a rest or nap period of no more than two hours is scheduled during the day in full day programs. The child's age and individual needs are considered when implementing a rest routine. At Ted Reeve location, children are provided with their own cot or crib and bedding. All beddings are changed and laundered weekly, at a minimum. Children are welcome to bring a personal soft toy or blanket from home to use at rest time.

Children's sleep/rest time is monitored by staff through a regular visual check on each child and documented to help ensure their health and safety. After one hour of resting, children who are not asleep are provided with quiet learning experiences, as identified on the Program Plan while their peers may still be sleeping.

Children enrolled in our part-time program at Main St location do not require a rest or nap period, and no cots are provided for children. Children's individual needs will be considered during program, and parents will be notified for pick up when children appear tired and require rest before the program ends.

Clothing and Personal Belongings

Each child enrolled in our toddler and preschool program will be assigned a cubby, a personal space to store their outdoor clothing, shoes, and extra clothes. Please ensure that your child has a complete change of clothing in their cubby in case of washroom or well spill accidents.

Children in diapers will be provided with a small storage in the washroom area to store diapers, wipes, creams, etc. Please ensure your child has sufficient supplies each day. Staff will strive to notify parents when supplies are becoming low, but we encourage you to monitor this as well.

Children's clothing and belongings must be clearly labelled to minimize mix-ups and lost items. Please refrain from leaving any valuables in your child's cubby. Community Centre 55 is not responsible for lost or missing clothing or personal items.

Toilet Habits

In toddler and preschool programs, CLP staff helps children with diapering and toileting by following the guidelines and standards of the Toronto Public Health [Infection and Prevention and Control in Child Care Centres](#). In kindergarten and school age programs, children are expected to use the washroom independently with verbal guidance from staff, where needed. Per TPH, wet and/or soiled cloth diapers will be stored in a sealed plastic bag to be laundered at home.

Toilet Learning

Toilet learning is an important milestone for children and their families. Parents/guardians are encouraged to notify the staff of your child's bathroom routines at home.

- Ted Reeve Site: Due to the design of the space in the toddler program, toilet learning in the toddler group is limited, however families are encouraged to speak to the team to determine the support needs on a case by case basis. Preschool families are encouraged to discuss the routines and strategies followed at home to create a consistent approach once children are ready. The Site Supervisor will then share the toilet learning expectations in the preschool program to ensure healthy practices for staff and children, while meeting TPH guidelines.
- Main St Site: Children enrolled in the part-time preschool program are encouraged to be toilet-trained or in the process of training upon enrolment. As our learning environment is not fitted with a diapering facility, Public Health guidelines allow children to be in pull-ups only, and diapers are not permitted. Change of clothes, underwear or pull-ups and wipes are required to be left in your child's cubby.

Photograph Permissions

Your written consent is required for your child's picture to be taken for educational, agency, or other use.

Supervision of Students and Volunteers

Our goal for encouraging volunteer and student participation in our child care programs is to provide participants with an opportunity to work with experienced staff in a team-based environment so that they may obtain professional skills and training through interaction with children and families. Generally, students are placed through colleges and universities. Parents/caregivers may volunteer for trips or outings with the Centre.

To ensure the safety and protection of our children, volunteers, and students must:

- Be at least 18 years of age
- Undergo a Vulnerable Sector Police Record Check
- Adhere to the Centre's policies and procedures

Students and volunteers are not:

- Allowed to be alone with children (unless parent volunteer is alone with their child)
- Included in the staff complement, and cannot be counted as part of the staff to child ratios
- Permitted to administer medication

Students and volunteers are always supervised by an employee. At no time, and under no circumstance, shall a student or volunteer be left unsupervised with children.

Use of Tobacco, Cannabis and Electronic Cigarettes

The Smoke-Free Ontario Act, 2017 prohibits the smoking of tobacco, the use of electronic cigarettes (e-cigarettes) to vape any substance, and the smoking of cannabis (medical or recreational) in a childcare Centre or a place where an early years program or service is provided, as defined in the Childcare and Early Years Act, 2014.

This applies to all internal and external areas of our child care centres, including stairwells, washrooms, playgrounds, parking lots, and sidewalks adjacent to our centres.

Parking

Our child care locations have a designated drop off and pick up area for parents to park their car for a short period of time. If you expect to spend more time in the centre, please park in a designated parking area and refrain from blocking other cars.

Community Centre 55 is not responsible for any parking costs, parking infraction costs, or damage done to your car while on centre premises.

Prohibited Practices

In accordance with the CCEYA, the following practices are prohibited in all Community Centre 55 Children's Licensed Programs:

- a) Corporal punishment of a child.
- b) Physical restraint of a child, such as confining the child to a highchair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- c) Locking the exits of the childcare Centre for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the Centre's emergency policies and procedures.
- d) Use of harsh or degrading measures, threats or derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth.
- e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding, or
- f) Inflicting any bodily harm on children including making children eat or drink against their will.

Serious Occurrence Reporting

Our Early Learning Centres have a process for documenting and reporting incidents according to the Child Care and Early Years Act or other legislation. For more information, please refer to the Serious Occurrence Reporting Policy posted in the Centre.

All licensed child care centres are required to post a Serious Occurrence Notification form in a public area (e.g., in the parent information board) for at least 10 days, plus an additional 10 days for updates. The notification form will be kept on file at the Centre for three years from the date of the report.

A Respectful Environment

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 and Equity

It is the policy of Community Centre 55 (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.

Withdrawal from the Centre

Withdrawal from the Centre may happen because:

- The parent(s) is voluntarily withdrawing the child from the program;
- A child has reached the maximum age he/she can be at the Centre;
- The program is unable to meet the child’s needs;
- There is an accommodation shortage; or
- The required child care fees have not been paid.

For all withdrawals, whether the request is made by the Manager or the parent, a 30-day withdrawal notice in writing is required.

Withdrawal by Parent/Guardian

If adequate notice is not received, payment of the full fees for the four-week period will be required.

Withdrawal Due to Maximum Age Requirements

When a child reaches the maximum age that he/she can be in the program, the Manager will notify the parent in writing, of the date by which the child will be withdrawn.

If necessary, the Manager will assist the parent by making referrals to other age-appropriate child care programs or services.

Withdrawal – Program Unable to Meet Child’s Needs

Sometimes, the Centre is unable to meet the child’s needs. The Site Supervisor, the Resource Consultant and the child care staff team shall make every effort to assist the child. If the decision is made to withdraw the child from the Centre, the parent(s) will be referred to another childcare Centre or specialized program.

The following steps will be taken:

- Documentation of meeting with parents outlining the steps taken, resolution made and any referrals to another child care program or relevant service;
- Notification of Toronto Children’s Services Consultant (if receiving subsidy), and Community Centre 55 Board of Management

Withdrawal Due to Unpaid Fees

When the required childcare fees are not paid by the due date, the parent/guardian must meet with the CLP Manager to discuss the next course of action.

Withdrawal Due to Accommodation Shortage

On occasion, the Ted Reeve program may find that they are unable to continue to provide care for your child. This take place when a space is not available in the next age group when your child is of age to move to the next age group.

Community Centre 55 works to provide as much notice to parents as possible when demission may happen. In these circumstances, the centre will work in partnership with the family and, if applicable, the subsidy worker to find alternate child care arrangement.

Withdrawal Due to Failure to Comply with Parent Contract

If a parent/guardian or other individual entering Centre on behalf of a family refuses to correct behavior that contravenes the Parent Contract after 2 written warnings and 1 subsequent meeting with the CLP Manager and Executive Director, withdrawal notice may be given.

Family Issues and Concerns

This policy outlines the process for how Community Centre 55 CLP responds to client complaints about its services.

Client Concerns: Concerns are defined as specific feedback or comments given by a client to a CLP staff which are intended by the client to flag an issue. Client concerns are addressed in a conciliatory manner with a focus on improving Community Centre 55 services and learning from client feedback.

Client Complaints: A client complaint occurs when a client has indicated a desire to bring the concern forward for resolution.

Policy

Community Centre 55 recognizes that concerns and complaints are an important component of continuous quality improvement and are valued. The Centre also recognizes that at times, concerns and complaints are part of the service delivery process.

When a client brings a concern to staff, staff will work with the client to find a resolution that is satisfactory to the client. When a client brings a complaint to staff, staff will determine whether the complaint is within their ability to address, or whether the client needs to be asked to speak with the Site Supervisor. In both cases, the CLP Manager is to be informed by staff, in writing, of all client complaints within 1 working day.

Procedures

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 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 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;
<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 or - 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>	<ul style="list-style-type: none"> - 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>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.</p>

Student- / Volunteer- Related	<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>Document reasons for delays in writing.</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 Suspected Child Abuse or Neglect of a Child

The Child, Youth and Family Services Act, 2017 states that any allegation or suspicion of abuse must be reported to a child welfare agency. This means that staff must report to a Children's Aid Society any information they may have about suspected child abuse or neglect without first informing the individual against whom the allegation was made. If it is necessary for us to call a child welfare agency about your child, we will:

- Keep the report confidential and protect your privacy as best we can.
- Talk to you about our report as soon as the Children's Aid Society gives us permission.
- Most of the time, this means after they contact you.
- Offer you and your child all the support we can.

Child Welfare Agencies - Contact Information:

- Toronto Catholic Children's' Aid Society: 416-395-1500

- Toronto Children’s Aid Society: 416-924-4646
- Jewish Children’s Aid Society: 416-961-9351
- Native Child and Family Aid Society: 416-363-8510

Family Handbook Updates and Revisions

The procedures and policies stated in this handbook are subject change. Each time this handbook is modified you will receive the updated version. Please discard previous versions.

Contact Us

COMMUNITY CENTRE 55 - Nursery School and Jr. Enrichment Program

97 Main Street, Toronto, ON, M4E 2V6
Maddy Harpley, Site Supervisor
Email: cc55ss@centre55.com
Contact: 416-997-5097

COMMUNITY CENTRE 55 – Ted Reeve Arena

175 Main Street, Toronto, ON, M4E 2W2
Nadia Bartolotta, Site Supervisor
Email: tedreevess@centre55.com
Contact: (647) 999 – 4081

COMMUNITY CENTRE 55 - Kimberley/Beaches Alternative School Before & After School Program

50 Swanwick Avenue, Toronto, ON, M4E 1Z5
Connie Whitehall, Site Supervisor
Email: kimberley@centre55.com
Contact: (416) 333 – 0314

COMMUNITY CENTRE 55 - Adam Beck Before & After School Program

400 Scarborough Rd, Toronto, ON, M4E 3M8
Vanessa DiLeo, Site Supervisor
Email: adambeckfdk@centre55.com
Contact: 647-268-6033

Teresa Romagnuolo, Assistant Manager

Email: teresa@centre55.com
Contact: (416) 691 – 1113 x 232

Narni Santos, Manager

Email: narni@centre55.com
Contact: (416) 691 – 1113 x 231

Reza Khoshdel, Executive Director

Email: reza@centre55.com
Contact: (416) 691 - 1113

Appendix A: Program Statement

Community Centre 55 Children's Licensed Programs Program Statement

Community Centre 55 Children's Licensed Programs (CLP) provides learning experiences for children 18 months to 13 years that are consistent with Ministry of Education Early Years policies, pedagogy and curriculum. Some of the Ministry documents we reference in our program include the following:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Ontario Early Years Framework
- Think Feel Act: Lessons from Research about Young Children
- Early Learning for Every Child Today

Children's Licensed Programs also utilizes an emergent curriculum approach in all its programs: Toddlers, Preschool, Kindergarten, and School – Age. Emergent curriculum emphasizes the focus on being responsive in children's current interest to create meaningful experiences. Since we know that children learn best by pursuing their personal interests and goals, children make their own choices about materials and activities during the program time. As they pursue their choices and plans, children explore, ask and answer questions, solve problems, and interact with peers, program staff, volunteers, students on placement and other adults.

“Children are competent, capable, curious and rich in potential”

Community Centre 55 CLP recognizes that each child is a unique individual who brings his or her own abilities to the program and deserves the encouragement and space to try new things, explore new ideas, and develop their own unique creativity.

We provide an environment that fosters curiosity—one that allows children to explore. We believe that every child deserves a safe and caring environment (a place where children want to be and where they feel “at home”), in which to grow and develop to their maximum potential.

We understand the importance of taking children's stages of development into consideration. For each child, their stage of development is an individualized and complex interplay between developmental factors and their unique family, community and life experiences. To the best of our ability, we aim to integrate all areas of the child's development into our program in a holistic way.

Our goals for children, consistent with Ontario's policy statement on programming and pedagogy, *“How Does Learning Happen? Ontario's Pedagogy for the Early Years,”* include the following:

- For every child to have a sense of **belonging**, where he or she is connected to others by forming relationships and contributing to the world as part of a group or community.
- For every child to develop a sense of **well-being** through self-care, sense of self, and self-regulation skills.
- For every child to develop a sense of **engagement** through the exploration of the world around them, acquiring skills such as problem solving, creative thinking, and innovation, which are essential for school-readiness and beyond.

- For every child to develop a sense of **expression**, becoming a capable communicators and acquiring skills for literacy, numeracy, and problem solving.

The above foundations provide our programs guidance for working towards achieving goals for children. Grounded in research, theory and practice, we integrate HDLH concepts such as, responsive relationships; learning through exploration; play and inquiry; educators as co-learners; environment as third teacher; pedagogical documentation; and reflective practice and collaborative inquiry to offer a rich variety of experiences. The type of activities we intentionally offer daily include:

- Drama, construction, and design
- Music, dance, and creative arts
- Language and literacy
- Nature, science and technology
- Daily opportunities for physical and active outdoor play
- Opportunities to develop social, emotional, and problem-solving skills

All of our programs from Toddler to School - Age are designed to:

- Encourage children to interact and communicate in a positive way and support their ability to self-regulate
- Foster the children's exploration, play and inquiry
- Provide child-initiated and adult-supported experiences
- Offer opportunities to create authentic lasting relationships with others in the program

Overarching Goals to Guide our Programming

Community Centre 55 CLP incorporates and embeds the Early Learning for Every Child Today (ELECT) principles, along with the provincial pedagogy for early learning, to strengthen the quality of our programs and ensure high-quality experiences that promote the health, safety, nutrition and well-being of children. Working collaboratively, we will plan for and create positive early learning environments that:

1) *Promote the health, safety and well-being of young children, families and educators.*

In CLP programs, you will observe:

- Names of all the staff posted;
- Well organized environments, with numerous materials that are easily accessible to the children – children don't have to ask for what they need;
- A written process for children going in and out of the program, to ensure they are safely supervised at all times;
- Healthy, daily menus, that follow Canada's Food Guide in programs that offer meals;
- Children and staff washing their hands frequently throughout the day to promote good hygiene and to reduce the spread of illness;
- Morning snack, lunch, and afternoon snack are available to toddlers and preschool children; kindergarten and school-age children bring from home nutritious snacks free of allergy. Water is available to the children throughout the day.
- At meal times, educators sit and eat with the children and there is ongoing conversation about the children's interests

- Food is served family-style, and children serve themselves as much as possible, and are encouraged but never forced to try new foods;
- There are many opportunities for gross motor play and outdoor play; children are encouraged to use their whole bodies to explore the world;
- Alternative activities, such as freeze dance, musical chairs, yoga are provided on days when children are not able to go outdoors.
- Educators are trained in First Aid and CPR, required to complete training in children's individualized medical needs, and possess food safety certificate
- Accidents/Incidents that effect the health and well-being of children or staff will be documented by staff, copied for parents, courtesy call made and documentation in staff daily journal
- Staff, students/volunteers, and families providing enrichment activities are required to obtain a Vulnerable Sector Screening
- Positive language that emphasizes accomplishment and effort;
- Our environments are kept clean throughout the day using daily safety checks of the programs. An action plan is completed to address any outstanding health and safety concerns.
- Based on current research related to children and screen time, there are no televisions, or video games in the programs for the children: and
- Educators follow the health and safety guidelines set out by the Ministry of Education Early Years, the City of Toronto Public Health Infection and Prevention Control in Child Care Centres, and the City of Toronto Children's Services Assessment for Quality Improvement (AQI)

Additionally, opportunities for rest and a balance between active and more reflective play are strategies that are implemented to support positive interactions and facilitate healthy development.

2) *Support positive and responsive interactions between educators, children and families.*

In CLP programs, you will observe:

- Facility tours with Site Supervisors prior to registration to provide families with information about the programs daily schedule, introduce staff teams, and compile information about the child's like and dislikes. This will allow educators to begin to build an understanding of the child's individual needs.
- Educators who greet and welcome you and your child upon arrival at the program;
- Educators using calm voices and at the child's level for face-to-face interactions;
- Families and educators speaking to each other, sharing information and knowledge about each child to foster continuity of care between home and child care;
- Up-to-date resources available to families around food and toy safety, community events, child care news, external agencies
- Educators and families working collaboratively create a plan for a child's individual needs
- Families volunteering their time to the child care program to offer enrichment activities to groups of children
- A policy and procedure in place for parents' concerns

Strategies to Support and Strengthen Positive Interactions

Positive interactions are encouraged and supported by the development of enriched environments where all children belong, and where there are a range of interesting, intriguing and developmentally appropriate activity options to engage children. Educators are reflective

practitioners whose knowledge and understanding of child development supports positive behaviours of children. The focus on the “positive” is a key component of our approach.

Reflective questions CLP educators ask themselves:

- *How do I engage with children in a way that builds on their strengths, as opposed to identifying what they are doing “wrong”?*
- *Am I learning too? How do I respond when a child asks me something that I don’t know? Do I redirect the child to something else or do I respond: “Let’s find out together!”*
- *Am I moving away from viewing play as just something children do and moving towards viewing play as intentional and inquiry based; a way for children to express themselves in multiple ways?*
- *Am I engaged and enjoying my time with children? Is at least 1 part of each day filled with a shared sense of joy that is a wonder of new learning for me and the children with whom I engage? What are the clues that demonstrate that I am engaged and interested in what I am doing?*

Supporting Children to Manage their Behaviour

Children benefit socially, emotionally and physically from our positive approach. CLP educators focus on helping children understand their feelings and emotions and provide support to help children regulate their behaviour.

In CLP Programs, you will observe:

- Educators using tools, such as pictorial schedules, story boards, and other visuals to help children anticipate change throughout the day
- Quiet/rest areas are available for children to provide a safe space when needed
- Quiet activities and tactile/sensory material are provided for children to support their ability to self-regulate
- Children are provided with tools and strategies, such as problem-solving, expressing emotions, practicing self-help skills, during difficult situations

The following are Prohibited Practices, as set out in Section (48) of the Child Care and Early Years Act and are not permitted at any time under any circumstances:

- Corporal punishment;
- 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.
- Physical restraint of the child, such as confining a child to a chair, car seat, stroller, or other devices for the purpose of discipline or in lieu of supervision
- Locking the exits of the child care centre or using a locked or lockable space to separate the child from other children for the purpose of restraining a child (except in an emergency lock down situation)
- 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

In the event of any allegation of violation of the prohibited practices, an internal investigation will be conducted by CLP Management, and staff involved will be suspended until the conclusion of the investigation.

If found in contravention of the Prohibited Practices the following may result:

- Progressive discipline with additional training and ongoing monitoring to help address the concern
- RECE's will be reported to the College of ECE's
- Child Abuse Policy and Serious Occurrence Policy will be followed, if an observation or report that; a prohibited practice has been used by a child care staff, volunteer or student this will be reported to child welfare authorities as per the child abuse reporting procedure and Community Centre 55 is required to follow child welfare authority's directions and recommendations.
- Termination

3) *Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.*

In CLP programs, you will observe:

- Many opportunities and experiences for children to communicate their ideas, thoughts and feelings, including through: painting, drawing, modelling with clay, plasticine and other art and creative / sensory materials;
- Telling or writing stories;
- Singing and dancing
- Speaking their home or native language
- Talking with other children;
- Building with blocks and other building materials;
- Conducting experiments;
- Solving problems; and
- The child care program being visited by people employed in different agencies of the community (i.e., police, paramedics, doctors, dentists, among others) to encourage a sense of belonging in the community
- Educators using routine activities, such as diapering/toileting, transitions, clean-up time, as opportunities to have conversations with each child

4) *Foster exploration and inquiry that is play based. Evidence from diverse fields of study tell us that when children are playing, they are learning.*

In CLP programs, you will observe:

- Children making sense of the world around them through dramatic/pretend play, science, arts and crafts, and sensory play
- Play that is supported by caring adults in environments with various materials, space and time that encourage complex thinking and aid children to gain essential skills. These skills include: creative problem-solving, learning to get along with others, coping with challenges, overcoming obstacles, and learning to focus their attention. These are foundational activities that promote the development of literacy, numeracy and other important life skills.
- Educators observing and documenting children's learning in order to create intentional experiences that support children's interests and developmental level

- The use of developmental screening tools for children 4 and under to support each child's individual needs
- Planned enrichment activities, such as cooking, sports, exercise, story-telling, library visits, outside of the weekly program plan to scaffold and extend children's learning

Pedagogical Documentation

At Community Centre 55 Children's Licensed Program, each child's specific strengths, needs and developmental goals are identified. Educators set goals through individual and group activities, inquiry play-based experiences, and positive learning environments in which each child's learning and development are supported. Educators focus on children's social, emotional, physical, creative, and cognitive development in a holistic way. This approach will be strengthened by:

- Preparing the environment to foster learning and development;
- Building on the children's ideas, questions and theories as observed in play;
- A collaborative approach that incorporates discussion amongst team members about how to support deeper exploration; and
- Inviting and engaging others in the continuing process of program development including parents, the children themselves, and other community partners including but not limited to educators within the school system.
- ***Shared Activities***, or photo documentation, are completed daily for all programs and are used to support the next step in the program planning process. Shared Activity binders are available in each program room.

Children learn through exploration, play, and inquiry with the educators as co-learners. Educators have thoughtful exchanges with children, which encourages them to interact and communicate in a positive way, and promotes their ability to self-regulate. We use children's observations, learning stories, pictures and other pedagogical documentation of children's activities on an ongoing basis to study, interpret, make visible, and help inform children's learning and development, as well as the overall program.

5) Provide both child-initiated and adult-supported experiences to foster development.

In CLP programs, you will observe:

- Opportunities for each child to take the lead in planning the activity and opportunities educators to build on observations to develop and implement experiences that support each child to extend his/her skills and abilities.
- Weekly Program Plans posted with a variety of educator planned activities, that will be added to throughout the week as the children expand on the activities or move forward in new directions; child-led activities are added to the weekly programs plans to capture children's learning
- The daily schedule is adjusted to reflect the needs and interest of the children
- The number of transitions during the day are limited; children do not spend a lot of time lining up or waiting for activities to take place.

6) Plan for and create positive learning environments and experiences in which child's learning and development will be supported, and which is inclusive of all children with individualized plans.

In CLP programs, you will observe:

- Children actively engaged in activities, usually in small groups
- Children and educators are smiling, laughing and expressing genuine enjoyment in the activities;
- Educators observing and documenting children's progress to be able to provide a context to children's experiences and extend learning;
- Educators utilize a digital program application system, Lillio, to daily observations and documentation of children 4 and under throughout the day.
- Educators create weekly program plans that take into account children's developmental goals, while integrating individual support needs
- A focus on learning through play with educators encouraging and supporting questions from children
- Children's artwork are process-oriented, as opposed to product-oriented

7) *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*

In CLP program, you will observe:

- Well stocked toy shelves and a variety of creative materials available to the children;
- Quiet and comfortable spaces for reading or quiet individual activities during rest;
- Children engaged in a range of different activities throughout the day;
- Children taking the lead, actively shaping their play, with guidance from trusted adults
- Educators listen and learn from the children as much as the children listen and learn from the educators;
- Educators encouraging children to explore nature and their natural environments;
- Children have use of the outdoor play space or school gymnasium daily to encourage physical activities;
- Quiet activities provided for children who do not require a nap during rest times;

Requirements regarding Sleep/Rest Time

Our programs highly take into consideration instructions given from parents regarding their children's sleep and rest period. We try our very best to follow these instructions as closely as possible, but our best practice approach also takes into consideration the need of the individual child. For ex: if a parent has provided instructions for their child to not sleep during the day but the child is falling asleep on their cot/at the table, we are obligated to provide a rest period for this child. Staff can provide communication to families if their child required a nap that day as they were unable to stay awake and provide families with the sleep duration.

CLP educators recognize that not all preschool children require 1-2 hours of nap during the rest period, particularly the older ones. Alternatively, quiet activities, such as story books and table top toys are provided throughout the rest period and towards the latter part of the rest period. When children fall asleep, we permit them to sleep for at least half an hour to 1 hour to ensure that their developmental needs are being met.

- **Toddler Program:** All children will be given cots covered with a sheet. Cots will not be shared with other children. Toddlers are asked to bring their own blankets, which will be sent home at the end of each week. Children will be given no longer 2 hours to nap/rest and may engage in

other activities if they are no longer able to sleep. Children's sleep will be supervised and monitored for the duration of the rest period.

- **Preschool Program:** All children will be given cots covered with a sheet. Cots will not be shared with other children. Children will be given no longer than 2 hours to nap/rest after lunch and before afternoon activities begin. Children in part-time Nursery School Program are given opportunities to rest in a quiet space, if they choose to.
- **Kindergarten and School – Age Program:** Kindergarten and School Age children are given opportunities to rest in the book area or designated quiet space, if needed if they choose to. Staff follow children's cue and notify families when children fall asleep during program.

8) ***Foster the engagement of and ongoing communication with parents about the program and their children.***

In CLP programs, you will observe:

- Educators seeking out opportunities to speak with parents without ignoring the needs of the children;
- In the toddler program, daily information sheets containing information around meals, washroom routines, sleep duration, are completed by educators and shared with families through Lillio.
- Educators complete LookSee Developmental Screening Tool for each child 4 and under, and communicate children's progress with families. Educators may use developmental screening tools for older children to guide individual support plans
- Planned and spontaneous discussions with families for parents and educators to share ideas about how best to support each child;
- Accident/incident reports are completed for each child and shared with families to provide specific information about a child's situation.

Parents as Partners

Educators foster engagement and ongoing communications with families regarding the program and their children. We strive to build positive and responsive relationships with children and their families. We recognize and value each family for their unique strengths, perspectives and contributions to our program. Families are encouraged to participate in our program; we pride ourselves as partners in supporting the development of healthy, happy, capable and competent children.

A strong, respectful and equitable relationship with parents are key to our ability to fully engage as co-learners with the children. To this end, we seek out ways to engage parents in a way that meets their needs and builds on strengths while respecting the challenges that face young families including long commutes, time pressures and the busyness inherent in raising a family. Strategies include but are not limited to:

- Informal discussions on a daily basis;
- Posted documentation of activities, interactions and engagement;
- Parent/educator interviews meetings;
- Sharing resources and materials about community supports and activities;
- Inviting parent participation in the development of curriculum;
- Inviting and encouraging parents to participate directly in the day to day activities of the centre;
- Social and open house activities;
- Integration of families' celebrated holidays through songs, rituals and festivities

- Family/parent events scheduled at least 2 times per year
- Family involvement in the bigger context of the Community Centre

Key ideas and communication we share with families:

- Our program is **play and inquiry based** because research tells us that this is the way children learn best. A play based program provides the kinds of opportunities that children need to be fully **engaged in** and to learn how to **express** themselves positive ways. We sharing our learning with and about your children in many different ways;
- What do you think is important for us know about your child in order support his/her **well-being**?
- These are our **goals for your children** and this is what we will be doing with your child to support the achievement of these goals (outline the program expectations); and
- How can we support your **engagement** with our program so that you feel that you **belong**? What works for you, your schedule and your family?

9) ***Actively involve community partners and provide opportunities for the children and families to develop close connections with a range of community supports.***

In CLP programs, you will observe:

- Parents are invited to participate in our events and contribute their time to enriching our programming
- Children and staff visiting other places/people in our community, such as the Arena, Centre 55, public library, nearby park, fire station, market
- Use of community partners as a resource and support to families, children and staff.
- Parents and community leaders conducting monthly learning experiences for children at the centre.
- City of Toronto Every Child Belongs program available to families who may require additional support
- CLP families receive priorities when accessing other services offered by the Community Centre.

10) ***Strengthen the capacity of educators to collaborate effectively with children, families and their colleagues through the provision of ongoing opportunities for continuous professional learning.***

In CLP programs, you will observe:

- Intentional professional learning opportunities are prioritized for CLP educators to participate in, with no cost to educators
- Site supervisors and educators are encouraged and supported to attend professional learning opportunities to further their skills
- Registered Early Childhood Educators are required by their membership in the College of Early Childhood Educators to commit to their own ongoing professional learning;
- New ideas and strategies to support children's development introduced throughout the program through child care professionals
- Materials and research shared with parents.
- Program plans and experienced based on ELECT, How Learning Happens

Continuous Professional Learning for Educators

Community Centre 55 is an environment that support educators, and others who interact with children, to continually self-reflect, have discussions, foster ongoing collaboration, and engage in continuous professional learning, in order to provide the best possible learning environments for children in care. Staff are provided with many mandatory health and safety related training sessions, such as Standard First Aid and Infant Child CPR; Occupational Health and Safety training, Allergy Alert Training, Food Safety Training. In addition:

- Staff are encouraged to participate in up to 3 professional learning opportunities each year, based on their performance goals;
- Compliance and contravention monitoring for each staff is completed annually ensure accountability;
- Staff have scheduled planning time each week, away from the children
- Staff meet together to share ideas and information and to develop programs;
- Staff are encouraged and supported to participate in community networks or committees;
- RECEs are required to complete the College of Early Childhood Educators Continuous Professional Learning Program annually to maintain membership in good standing

11) Document and review the impact of the strategies set out in clauses 1 – 10 on the children and their families

At Community Centre 55 Children’s Licensed Programs, we understand that pedagogical documentation is a way for our educators to learn about how children think and learn.

Our staff teams write daily observations of children in the program and use this information to inform their future planning. Our intention is to move beyond reporting of children’s behaviour, in order to find meaning in what children do and experience. The purpose of our documentation is also:

- A way to value children’s experiences and help them reflect back on those experiences and the learning that has taken place;
- An opportunity to make children’s learning and understanding of the world visible—to themselves, to other children, to their parents and other families, to CLP staff;
- A way to reflect on developmental growth over a period of time;
- A process for CLP staff to co-plan with children about their learning;
- A dialogue with families about children’s experience and an invitation for parents to add their own documentation about their children’s learning
- A self-reflection opportunity for staff, as they participate in continuous professional learning

Program Statement Review

Community Centre 55 takes responsibility for ensuring that CLP staff, all new staff, students, volunteers review the program statement prior to commencing employment at the Centre or interacting with children.

The centre shall make available to staff, students, volunteers a revised copy of the Program Statement anytime it is amended or modified.

Program Statement Implementation

Community Centre 55 takes full responsibility in ensuring that the goals and approaches set out in its Program Statement are implemented in the operation of its Toddler, Preschool, Nursery School, Kindergarten and School-Age Programs.

Program Statement Monitoring

Daily observations, ongoing discussions, team meetings, performance reviews, policy compliances and contraventions are referenced by the Site Supervisor when program statement monitoring is completed for each CLP staff annually. Staff

Documents referenced in this program statement:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Ontario Early Years Framework
- Think Feel Act: Lessons from Research about Young Children
- Child Care and Early Years Act, 2014
- LookSee Developmental Screening

Appendix B: Safe Arrival and Departure Policy and Procedures

Policy Statement

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.

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Policy

General

- 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 be released from care to an individual who is 16 years old or younger 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 set out below.

Roles and Responsibilities

I. 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.

- In full day care (toddler and preschool program), contact the Centre by 9:30 am. The message must include: (1) Absent child’s name, (2) date(s) of the absence, and (3) reason for absence. Voicemail and emails are accessible 24 hours a day and are checked daily.
- 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.

II. CLP Staff

- A. 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.
- B. FDK/School-Age Before & After Care: Staff is responsible to meet children in the designated area after dismissal, check children in, escort them safely from the designated meeting area to each room, maintain attendance and verification records, and supervise children until a designated adult has signed them out of the Program.

It is the responsibility of CLP staff to follow through with any legal documentation stipulated in children's registration information to ensure their safety at all times.

III. FDK/School-Age Child

To locate and meet CLP staff at the designated area in a timely manner once the school dismissal bell rings.

Arrival Procedures

I. Toddler and Preschool Group

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

2. 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.

II. FDK/School – Age Before & After Care Programs

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., indicated that no follow up is required if child does not attend, or left a voice message or advised the closing staff at pick-up the prior day or indicated that the child will be in later), the program staff in the classroom must follow the procedure below

Before School

On instructional days, program staff will commence contacting the child's parent/guardian as soon as sufficient staff are present to provide adequate supervision. Staff shall call the parent/guardian by phone at least once and leave a message if no response is received.

After School

There is a designated meeting area at each school and the check in time is between 2:45 & 3:15 pm (depending on the school schedule). Children will meet CLP staff in this area as soon as the school dismissal bell rings. Parents are asked to communicate to child/ren to arrive as quickly as possible to avoid any confusion. Once all children has checked in with CLP staff and all children are accounted for, the staff will then escort them to their designated rooms.

The following procedures must be carried out on a daily basis:

- The children's attendance is completed as soon children arrive at the designated meeting area.
- If children does not check in at the designated area during the designated time, the following safety steps will be initiated until the child is located;
 1. Staff will speak to the school secretary/staff to see if the child attended school, was signed out or sent home.

2. The staff will ask the school secretary to page the child and direct them to meet at the designated spot immediately.
 3. Parents will be called and messages will left at all available phone numbers, including the emergency contacts. If no verbal contact is made, then a second round of calls will be made messages will left. The CLP Management will be made aware.
 4. A 5 minute waiting period will be observed to allow calls to be returned. When the 5 minute period has expired, a call will be placed to 55 Police Division dispatch 416-808-2222. They will be notified that a child cannot be located, and that parents and emergency contacts were unable to be contacted, and that no instructions have not been given that the child would not be attending the child care program. 55 Division will then dispatch a Police Cruiser to help look for the child. A third round of messages will be left notifying parents, emergency contacts, and CLP Management that the police have been called.
 5. The Site Supervisor or designate will be in constant contact with the pickup staff regarding the situation & must continue to call the parents/guardians.
 6. The CLP Management will provide support to the program during the entire process and notify the Executive Director.
 7. This incident constitutes a Serious Occurrence; a serious occurrence report must be submitted through the Child Care Licensing System within 24 hours of the incident.
- All children must be accounted for within 10 minutes of the dismissal bell.

Where a child attends an extracurricular program during the Centre’s hours of operation:

1. Parent/guardians are responsible in ensuring children who attend extracurricular activities are supervised by an adult while transitioning to and from our programs.
2. Where a parent/guardian requests that a child who has signed up for extra-curricular activities within the school join our program at a later time without adult supervision, the parent/guardian is aware that the child care does not take responsibility while the child is not checked in with the program. Parents/Guardians must provide written and signed authorization and instructions for the arrival and departure of children in extracurricular including dates of participation and time of arrival in and departure from our program.
3. Where a parent/guardian provides written instructions for the release of their child from care with supervision other than those indicated on the emergency contact list and authorized pick-up list, the parent/guardian is aware that the child care is no longer responsible for the child upon their dismissal.

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.

I. Release of Children to Families

8. 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.
9. A child/ren will be released to either parent/guardian unless Community Centre 55 has legal documentation that states otherwise.
10. CLP staff have access to children's registration information to verify the names of individuals permitted to collect children.
11. 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
12. 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.
13. 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.
14. 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.

II. 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.

III. 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.

This Policy shall be:

Reviewed & signed with all employees before they begin their employment.

Reviewed by students & volunteers before they begin placement.

Reviewed annually as a minimum or as needed.

Kept on file for 7 years as per City regulations

Appendix C: Waitlist Management Policy and Procedures

Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

Policy

General

- *Community Centre 55 will strive to accommodate all requests for the registration of a child at the child care centre.*
- *Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.*
- *No fee will be charged to parents for placing a child on the waiting list.*
- *The CLP Manager is responsible for the wait list*

Procedures

- Families are encouraged to submit a completed wait list form, via email or hard copy
- 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
- 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.

Determining Placement Priority when a Space Becomes Available

1. *When space becomes available in the program, priority will be given to families who are currently enrolled and children that need to move to the next age grouping, siblings of children currently enrolled and children of staff*
2. *Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.*

Offering an Available Space

1. *Parents of children on the waiting list will be notified via email that a space has become available in their requested program.*

Parents will be provided a timeframe of one week in which a response is required before the next child on the waiting list will be offered the space.

Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. *The Manager/designate will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.*

The Manager/designate will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. *The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.*

Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

This Policy shall be:

- Reviewed & signed with all employees before they begin their employment.
- Reviewed by students & volunteers before they begin placement.
- Reviewed annually as a minimum or as needed.
- Placed in the parent handbook
- Kept on file for 7 years as per City regulations

Appendix D: Attendance Protocol for Contagious Illness (Exclusions)

Purpose

Community Centre 55 Children's Licensed Programs is committed to providing a safe and healthy environment for children, families, and employees. CC55 will take every reasonable precaution to prevent the risk of all communicable diseases with all our locations. This Policy is aligned with the most current directives from Toronto Public Health's [Infection Prevention and Control in Child Care Centres Requirements and Best Practices Document](#)

Exclusion of Ill Children

When to exclude:

For the purposes of best practice approach in child care settings, an ill child is excluded from participating in child care program activities and interactions with other children and child care staff if:

- The illness prevents the child from participating in indoor and outdoor program activities
- The illness results in a greater need for care than the child care staff are able to provide without compromising supervision, ratios, and other operational requirements.
- The illness is an infectious or communicable disease as indicated on Toronto Public Health's "Reportable Communicable Diseases" list posted in the child care centre
- The child has an illness as outlined in the "Guidelines for Common Communicable Diseases" provided by Toronto Public Health
- A physician identifies that the child should be excluded from child care

How to exclude

As required by the Child Care and Early Years Act, CC55 must separate children of ill health from other children and contact parents/guardians to take the child home. When children are ill and/or exhibit behaviours that prevent them from participating in daily programs:

- Ill children will be separated from all other children and will be supervised and monitored by a staff until they are picked up from care by a parent/guardian.
- Symptoms of illness will be recorded in the child's daily record and in a daily log
- The parent/guardian of the ill child will be notified of the child's symptoms and of the need to pick the child up immediately; or
- If it appears that the child requires immediate medical attention, the child will be taken to the hospital by ambulance and examined by a legally qualified medical practitioner or a nurse registered under the Health Disciplines Act. R.R.O. 1990, Reg. 262, s. 34 (3)

Returning from exclusion due to illness

Following exclusion from the child care program, the child may return to the child care centre when the following is met:

- In the case of a common communicable disease, as directed by Toronto Public Health or as outlined in the "Guidelines For Communicable Diseases" provided by Toronto Public Health
- After **48 hours symptom-free** in the case of:
 - Diarrhea: 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: 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 colour, etc.
 - 1 episode each of diarrhea and vomiting within an 8-hour period while the child is in care.
- For fever with temperature above 38 degrees Celsius/100.04 degrees Fahrenheit by any method, the child must be away for 24 hours of having improved symptoms

- In the case of streptococcal pharyngitis (i.e., strep throat and other streptococcal infection), the child must be away for at least 24 hours and until the child has had 2 doses of a course of an appropriate antibiotic 12 hours apart.
- In the case of head lice, scabies, pink eye (i.e., eye redness, itching, pain, discharge), or ringworm, the child must be away and on treatment for at least 24 hours before returning to care.
- In the case of rashes, the child must be away for at least 24 hours and until first treatment has started, or until the itchiness/redness/spots disappear, or a clearance from doctor stating the illness is not a communicable disease.
- Any child with respiratory symptoms, such as coughing, runny nose, or sore throat, follow TPH Covid-19 isolation guidelines, while in effect.
- In the case of a communicable disease such as chickenpox, measles, or mumps, please follow the exclusion guidelines below.
- In the event Public Health has deemed an outbreak, children being managed by Toronto Public Health can only return based on the requirements and instructions from the TPH Communicable Disease Surveillance Unit or when they have been symptom-free for 48 hours.

Surveillance

Ensuring that all environmental conditions are constantly monitored is essential in prevention and reducing illness. Staff will monitor for an increase in above normal amount of illnesses among other employees and children by looking at the normal occurrence of illness at that location and during the specific time period:

- Observe children for illness upon arrival (daily health check procedure in place for each site)
- Record symptoms of illness for each child including signs or complaints the child may describe (e.g., sore throat, stomach ache, head ache etc.)
- Record the date and time that the symptoms occur
- Record the room the child attends (e.g., room number/program)
- Record attendances and absences. Follow-up with all individuals to determine the reason for any unplanned absences and determine if the absence is due to illness and note any symptoms
- Ensure children return to child care with completed Return to Child Care Attestation Form

Reporting and Notification

Possible gastrointestinal outbreaks are to be reported to Toronto Public Health's Communicable Diseases Surveillance Unit at 416-392-7411. Community Centre 55

Information on reportable and non-reportable common communicable diseases could be found on *Toronto Public Health Infection and Prevention Requirements and Practices Reference to Guidelines for Common Communicable Diseases*. In the event of a confirmed outbreak, notification postings will be made available at entrance(s) to the child care centre and shared with families.

Responsibilities

In the event of communicable diseases and outbreaks, the Manager/Designate will consult and report to the TPH Communicable Diseases Surveillance Unit any necessary information regarding reportable diseases and advise parents on information around communicable diseases, relevant health and safety matters, sanitation, management of outbreak, among others.

Returning from Exclusion due to Illness:

Each family must notify the Site Supervisor/Designate when their child will be absent due to illness. The Site Supervisor/Designate can then advise the family of any medical note/certificate and return to child care attestation document that may be required for the child to return to the program and make any necessary reporting and notification to TPH.

Community Centre 55 Children's Licensed Programs is committed to providing a safe and healthy environment for children, families, and employees. CC55 will take every reasonable precaution to prevent the risk of all communicable diseases with all our locations. This Policy is consistent with the most current directives from Toronto Public Health's [Infection Prevention and Control in Child Care Centres Requirements and Best Practices Document](#)

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	
Scabies, pink eye*, or ringworm	Must be away and on treatment for at least 24 hours before returning to care *Pink eye is redness, itching, pain, discharge	
Head lice or nits	A full course of treatment is required prior to returning to care. Hair must be free of all eggs & bugs (Staff must check before entry into the program)	
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 (Varicella)	Children must be excluded from care until blisters and lesions have dried and crusted	Must complete the Toronto Public Health's Child Care and School Screening Questionnaire each day before attending child care or school; a doctor's note is required to return
Measles (Rubeola, Red Measles, Morbillivirus)	4 days after the onset of rash and when the child is able to participate	Must complete the Toronto Public Health's Child Care and School Screening Questionnaire each day before attending child care or school; a doctor's note is required to return
Mumps (Rubulavirus)	5 days after the onset of parotid gland swelling or symptom onset if parotitis is not present	Must complete the Toronto Public Health's Child Care and School Screening Questionnaire each day before attending child care or school; a doctor's note is required to return

In the event Public Health has deemed an outbreak, children being managed by Toronto Public Health can only return based on the requirements and instructions from the TPH Communicable Disease Surveillance Unit or when they have been symptom-free for 48 hours. Possible gastrointestinal outbreaks are to be reported to Toronto Public Health's Communicable Diseases Surveillance Unit at 416-392-7411.

Responsibilities

In the event of communicable diseases and outbreaks, the Manager/Designate will consult and report to the TPH Communicable Diseases Surveillance Unit any necessary information regarding reportable diseases and advise parents on information around communicable diseases, relevant health and safety matters, sanitation, management of outbreak, among others.

Each family must notify the Site Supervisor/Designate when their child will be absent due to illness. The Site Supervisor/Designate can then advise the family of any medical note/certificate and return to child care attestation document that may be required for the child to return to the program and make any necessary reporting and notification to TPH.

Appendix E: Cost of Care – 2025 Fee Memo

Main St Nursery School and Junior Enrichment Program

Program & Age	Hours of Operation	Days of the Week	Fee Term	2022 Frozen Fee	2025 CWELCC Fee
Nursery School 2.5 – 4 years	9:00 – 11:30 am	Mon - Fri	Sept - June	Monthly: \$410 Daily: \$18.85	Monthly: \$261 Daily: \$12.00
Junior Enrichment 2.5 – 4 years	9:00 am - 2:30 pm	Mon - Fri	Sept - June	Monthly \$900 Daily: \$41.38	Monthly: \$425.25 Daily: \$19.55

Ted Reeve Child Care Program

Program & Age	Hours of Operation	Days of the Week	Fee Term	2022 Frozen Fee	2024 CWELCC Fee	2025 CWELCC Fee
Toddler Full Time 18 months – 2.5 years	7:30 – 6:00	Mon – Fri	01 Jan – 31 Dec	Monthly: \$1450 Daily: \$66.67	Monthly: \$685.12 Daily: \$31.50	Monthly: \$462.00 Daily: \$22.00
Preschool Full Time 2.5 – 4 years	7:30 – 6:00	Mon - Fri	01 Jan – 31 Dec	Monthly: \$1250 Daily: \$57.47	Monthly: \$590.62 Daily: \$27.15	Monthly: \$462.00 Daily: \$22.00

Kimberley Before and After School Program

Program & Age	Hours of Operation	Fee Term	2022 Frozen Fee	2025 Fee	2025 CWELCC Fee	PD Days (Additional Fee)
Kindergarten Before & After School 4 – 6 years	7:30 – 8:45; 3:15 – 6:00	Sept - June	Monthly: \$640 Daily: \$29.43	N/A	Monthly: \$302.40 Daily: \$13.91	\$16.54
Kindergarten Before School 4 – 6 years	7:30 – 8:45	Sept - June	Monthly \$225 Daily: \$10.34	N/A	Monthly: \$225 Daily: \$10.34	\$15.81
Kindergarten After School 4 – 6 years	3:15 – 6:00	Sept - June	Monthly \$415 Daily: \$19.08	N/A	Monthly: \$261 Daily: \$12.00	\$15.92
School Age Before & After School Gr. 1 – 6	7:30 – 8:45; 3:15 – 6:00	Sept - June	N/A	Monthly: \$505 Daily: \$24.05	N/A	\$37
School Age Before School Gr. 1 – 6	7:30 – 8:45	Sept - June	N/A	Monthly: \$199 Daily: 9.48	N/A	\$47
School Age After School Gr. 1 – 6	3:15 – 6:00	Sept - June	N/A	Monthly: \$306 Daily: \$14.57	N/A	\$42

Adam Beck Before and After School Program

Program & Age	Hours of Operation	Fee Term	2022 Frozen Fee	2025 Fee	2025 CWELCC Fee	PD Days (Additional Fee)
Kindergarten Before & After School 4 – 6 years	7:15 – 8:15; 2:45 – 6:00	Sept - June	Monthly: \$658 Daily: \$30.25	N/A	Monthly: \$310.90 Daily: \$14.29	\$16.54
Kindergarten Before School 4 – 6 years	7:15 – 8:15	Sept - June	Monthly \$170 Daily: \$7.82	N/A	Monthly: \$170 Daily: \$7.82	\$17.14
Kindergarten After School 4 – 6 years	2:45 – 6:00	Sept - June	Monthly \$488 Daily: \$22.43	N/A	Monthly: \$261 Daily: \$12	\$17.50
School Age Before & After School Gr. 1 – 6	7:15 – 8:15; 2:45 – 6:00	Sept - June	N/A	Monthly: \$536 Daily: \$24.14	N/A	\$37
School Age Before School Gr. 1 – 6	7:15 – 8:15	Sept - June	N/A	Monthly: \$138 Daily: \$6.20	N/A	\$47
School Age After School Gr. 1 – 6	2:45 – 6:00	Sept - June	N/A	Monthly: \$398 Daily: \$17.93	N/A	\$42

Appendix F: Community Centre 55 CLP Parent Contract

- 1) I agree to submit a completed registration package prior to admission.
- 2) I agree that only pre-authorized persons designated on the registration form may pick up my child.
- 3) It is my responsibility to ensure that there is an adequate supply of diapers (where applicable), and a complete change of clothes, including training and plastic pants, if necessary. During the winter months, my child will have proper clothing including the following required items: snowsuit, boots, mitts, hat and scarf. On rainy days, a raincoat and rain boots are required. I understand the Centre cannot be responsible for lost articles. I understand my child will participate in activities - indoor and outdoor - that may involve themselves, as well as their clothing to become stained, dirty and/or damaged.
- 4) I understand that the staff will observe and record my child's development. If my child is 4 years of age or under, the staff will use a developmental tool to support the creation of program plans that meet the individual needs of my child. The staff will tell me about my child's development. If I wish, I may have a copy of the developmental assessment and request to have a written individualised support plan prepared for my child.
- 5) Should the Supervisor of the program determine that the safety of my child or other children and adults are in jeopardy as a result of my child's behaviour, a staff member will contact me and I may be asked to pick-up my child.
- 6) Should the Supervisor of the program determine that the needs of my child are not being met, or that the safety of my child or other children and adults are in jeopardy because the needs of my child are not being met, I may be asked to withdraw my child with 15 days written notice. A more appropriate setting for my child will be recommended to me in writing and this agreement will be terminated.
- 7) Should the Supervisor of the program determine that my behaviour interferes with, or is disruptive to, the daily operation of the child care centre, or is of a harassing, intimidating, or abusive nature to the staff, other parents, or children at the centre, the CLP Manager may, on fifteen (15) business days written notice, withdraw my child from the child care program.
- 8) In the event of the voluntary withdrawal of my child from the program, I agree to give thirty (30) business days written notice to the CLP Manager prior to withdrawal.
- 9) Ted Reeve Arena and Main St locations offer a carefully structured Early Childhood Education program. In order for my child to benefit from the full program I must ensure that my child arrives by 9:30 a.m.
- 10) Each morning that my child does not attend the Centre, I will phone the centre before 9:30 a.m. to inform my child's teacher of the reason for the absence, per the Safe Arrival and Departure Policy and Procedures.

- 11) I agree to accompany my child into the designated room, where I will be acknowledged by a staff member. Staff members will enter the time and initial the attendance form provided. At the end of the day, I agree to enter the designated room where I will be acknowledged by a staff member who will enter and initial my child's departure time.
- 12) If my child is involved in a custody decision that may have an impact on pick-up authorizations or communication, I will inform the Centre in writing and may be required to provide documentation.
- 13) I understand the program will **NOT** operate the following days:

New Year's Day	Family Day	Good Friday
Victoria Day	Canada Day	August Civic Holiday
Labour Day	Thanksgiving Day	Christmas Day
Boxing Day	Easter Monday	Remembrance Day
		(if on a weekday)

Since child care costs are consistent all year and the level of fees is based on 52 weeks in 12-month program/44 weeks in a 10-month program, **we require parents to pay for their child care space even if their child is sick, on vacation, and for statutory holidays.**

- 14) I agree that if my child becomes ill during the day, a staff member will notify me and if necessary, I will pick up my child. I understand that it is ultimately the Supervisor's decision as to whether my child should or should not remain in the Centre. I agree to follow the Centre's Exclusion of Ill Children Policy.
- 15) I agree that for the benefit of all, my sick child will not attend the Centre. I understand that my child will not be admitted with any communicable disease or any signs of fever, diarrhea, or vomiting, per the Centre's Exclusion of Ill Children Policy.
- 16) I agree that I am responsible for notifying the Supervisor about, consenting to, and sharing information regarding any allergy or other medical condition my child has and any information about my child and any medical procedures that are necessary for my child to safely attend the child care program.
- 17) I understand that I am responsible for bringing to the child care program any special equipment such as hearing aids, prescribed medication, glasses, braces, walkers, etc., which are necessary to permit my child to participate in daily activities.
- 18) I agree that only prescription medication will be administered to my child if needed. The medication is administered to a child from the original container or package as supplied by a pharmacist with a pharmacy label attached, outlining child's full name, the name of the drug or medication, the dosage, frequency and method of administration, the date purchased and the date of expiration (where applicable) as well as instruction for storage and administration. I will be responsible for completing the authorization for the administration of medication, as required by the Drug and Medication Administration Policy.

- 19) I understand that while my child has been enrolled in their current age group, a space in an older age group is not guaranteed. I understand that program space is conditional upon availability.
- 20) I agree to abide by the fee schedule policy established by Community Centre 55 – Children’s Licensed Programs.
- 21) I understand that for any returned child care fees, a charge of \$35 will be assessed automatically as an administrative and processing fee.
- 22) I understand that if my child remains at the centre past the scheduled pick-up time, I will be charged late pick-up fees and agree to pay according to the Centre’s Late Pick-up Policy.
- 23) If I am unable to be reached by 7:00 p.m., the police and the Children's Aid Society will be contacted.
- 24) I understand that children 5 years of age and under in full time care (Ted Reeve Arena) are required to have a rest period no more than 2 hours in length per day, and that they are permitted to sleep, rest, and engage in quiet activities based on their developmental needs and interest for the duration of the rest period.
- 25) I understand that there are times when authorized external agency staff (from the Ministry of Education, City of Toronto Children’s Services, Toronto Public Health) may request to gain access to my child’s file for the purpose of annual licensing inspection, quality assessment visits, and public health inspection.
- 26) Should the Supervisor of the program determine that I have not met my obligations under this agreement or the policies and procedures of the program, and if attempts to remediate the situation are deemed unsuccessful by CLP Management, I may be asked to withdraw my child with fifteen (15) days written notice. A more appropriate setting for my child will be recommended to me in writing and this agreement will be terminated.

***FOR BEFORE-AND-AFTER-SCHOOL PROGRAMS AT ADAM BECK AND KIMBERLEY JUNIOR PS:**

- *27) I understand that ongoing communication among professionals involved in my child’s day enhances the child care experience, and there are times when it is appropriate for the child care program and the school to exchange information about children attending both programs. The kind of information shared may include, but is not limited to: matter’s involving attendance, illness, behaviours, emergency contacts, transportation. I give consent to Community Centre 55 and Adam Beck/Kimberley Junior Public School for the reciprocal exchange of information about my child.

**** IF IN RECEIPT OF FEE SUSBSIDY:**

- **28) In accordance with the Toronto Children Services attendance policy, if I exceed 35 days of absence from January 1 - December 31, I am responsible for paying the child care centre’s full fee. In the event I start in the child care centre after July 1st, I am permitted to be absent a maximum of 18 days before I will be charged the centre’s full fee.

**29) If my child is absent for more than 20 consecutive days due to illness, I am aware that I can appeal these days with my intake worker at Toronto Children Services. I will also inform the child care centre if my child will be absent for more than 20 consecutive days due to illness. Prior to the appeal approval all applicable fees must be paid.

Child's Name: _____

Parent Signature

Supervisor's Signature

Date

Date

Date of Enrolment
Revised: September 2024

Date of Withdrawal