

**CARDINAL LEGER  
CHILD CARE  
CENTRE**

**PARENT  
HANDBOOK**

# TABLE OF CONTENTS

<b>Welcome Parents</b>	<b>page 3</b>
<b>Program Statement</b>	<b>page 4</b>
<b>Prohibited Practice</b>	<b>page 7</b>
<b>Fees</b>	
<b>Fee Schedule</b>	<b>page 8</b>
<b>Method of Payment</b>	<b>page 8</b>
<b>NSF Cheques</b>	<b>page 8</b>
<b>Outstanding Fees</b>	<b>page 8</b>
<b>Tax Receipts</b>	<b>page 8</b>
<b>Program Information</b>	
<b>Days Centre is Closed</b>	<b>page 8</b>
<b>Snow Closure Procedure</b>	<b>page 8</b>
<b>Late Arrival Policy</b>	<b>page 8</b>
<b>Guardianship/Custody Right</b>	<b>page 9</b>
<b>No Smoking</b>	<b>page 9</b>
<b>Flushing for Lead</b>	<b>page 9</b>
<b>Parking at the Centre</b>	<b>page 9</b>
<b>Safety</b>	<b>page 9</b>
<b>Responsibility/Liability</b>	<b>page 9</b>
<b>Waiting List Policy</b>	<b>page 9</b>
<b>Fresh Air</b>	<b>page 10</b>
<b>Medication</b>	<b>page 10</b>
<b>Respect to Sleep</b>	<b>page 10</b>
<b>Arrivals &amp; Departures</b>	<b>page 11</b>
<b>Field Trips/Excursions</b>	<b>page 11</b>
<b>Transferring to a New Program Within the Centre</b>	<b>page 11</b>
<b>Health and Nutrition</b>	
<b>Illness &amp; Contagious Diseases</b>	<b>page 12</b>
<b>Immunization</b>	<b>page 12</b>
<b>Nutrition</b>	<b>page 12</b>
<b>Menus</b>	<b>page 12</b>
<b>Policies &amp; Procedures</b>	
<b>Withdrawal/Dismissal</b>	<b>page 13</b>
<b>Reporting Serious Occurrence</b>	<b>page 13</b>
<b>Reporting Suspected Child Abuse</b>	<b>page 13</b>
<b>Inclusion Policy &amp; Procedure</b>	<b>page 13</b>
<b>Anaphylaxis</b>	<b>page 14</b>
<b>Supervision for Volunteers &amp; Students</b>	<b>page 15</b>
<b>Code of Conduct</b>	<b>page 15</b>
<b>Access &amp; Equity Policy</b>	<b>page 15</b>
<b>Police Reference Checks</b>	<b>page 15</b>
<b>Emergency Management Policy &amp; Procedure</b>	<b>page 16</b>
<b>Parents Issues &amp; Concerns</b>	<b>page 16</b>
<b>Regulatory Bodies</b>	<b>page 20</b>
<b>Parent Agreement</b>	<b>page 21</b>

## **WELCOME PARENTS!**

We are happy that you have made the decision to send your child to our Centre. Once your child is enrolled we intend to make their time here as happy, enriching, and as safe as possible.

Cardinal Leger Child Care Centre (CLCCC) has been providing quality child care since 1989. We are a not for profit, community based Centre. There are Registered Early Childhood Educators in each room to provide your child with an optimum program. Operation of the centre is overseen by a volunteer Board of Directors made up of parents and members of the community. The Board meets once a month to ensure that objectives of the programs are being met, to make plans for the future, and to give the Board and Centre Director an opportunity for discussion. It is also the Board's responsibility to review the Centre policies, to update them and ensure that they are current and within compliance. Parent participation, suggestions and questions are always welcome.

CLCCC is licenced by the Ministry of Education, Early Years Division. We hold a Purchase of Service Agreement with the City of Toronto, Children's Services. The Centre operates independently of Cardinal Leger Catholic School yet we strive to maintain a close relationship with staff and students of the school. We believe that both school and child care play a great role in the socialization process and that community spirit are essential.

CLCCC offers care to children in four different programs as follows:

Toddler Room: 18 – 30 months

Preschool Room: 2 ½ - 3.9 years

B&A Kindergarten Room: 4-5 years\*

Schoolage - Primary: 6-8 years

Schoolage – Junior: 9-13 years

\*Please note that when the Ministry of Education implemented FDK it was intended to provide children with a seamless day. Therefore, your child must attend the B&A KG program located in the school the child attends.

In the attached handbook you will find policies and procedures that help us to maintain a safe and happy environment for your child. Please be sure to read and understand all of these policies and procedures as they are agreed upon conditions of admission.

## **PROGRAM STATEMENT**

This Program Statement document captures the philosophy and goals that guide our program for our children. It describes the strategies we use to realize these goals, the plans of action to execute the strategies and the practices to implement, monitor and evaluate those action plans and continually improve our performance.

### **Philosophy:**

Cardinal Leger Child Care Centre (CLCCC) provides activities and experiences to children using “How Does Learning Happen” and “Early Learning Framework” as the framework to guide programming and pedagogy. How Does Learning Happen reflects the province’s view of children as competent, capable, curious and rich in potential. It is grounded in current research in early child development and provides a positive framework to support children and families.

CLCCC respects the individual differences in social, emotional, intellectual, physical and cultural backgrounds. We monitor each child’s development formally and informally as we go through the day. We believe that each child deserves to receive the support necessary, from educators and community resources, to participate regardless of ability, gender or cultural background and that these diverse needs should be reflected in the program and environment.

We aim to provide a warm, stimulating, child-centred learning environment that encourages the child to socialize. We recognize that each child needs to play and work at his/her own developmental level. Our environment fosters active learning through stimulating experiences that are warm and secure. Our program promotes supportive relationships among the children in our care, their families, our students, volunteers and educators. We are committed to modeling personal and professional integrity by practicing open and respectful communication and maintaining collaborative working relationships.

We will attempt to incorporate into the program, activities, which will make use of the natural environment by participating in nature walks and observations, to instill our children a love and respect for nature.

We believe that children develop best as individuals in a social setting. We encourage children to demonstrate their feelings and needs through interaction and cooperation with peers and with adults. Children are taught to recognize that their actions have consequences. Furthermore, they are taught skills, including self-regulation, that help them to resolve conflicts with minimal adult intervention. We also want children to understand and have respect for themselves, their peers, their educators and their environment.

The centre has a commitment to foster the foundational conditions that are important for children to grow and flourish:

- 1) Belonging - a sense of connectedness to others, an individual’s experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.
- 2) Well-Being – the importance of physical and mental health and wellness; incorporates capacities such as self-care, sense of health and self-regulation.
- 3) Engagement – a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged thus helping them to develop skills such as problem solving, creative thinking and innovating.
- 4) Expression – to be heard as well as to listen; through their bodies, words and use of material, children develop increasingly complex communication.

### **Strategies and Plans of Action:**

#### **1. To provide child-initiated and adult-supported experiences.**

- Allow time and choice for explorations both indoors and outdoors covering all developmental areas
- Asking open ended questions with children
- Collaborating for children to express their ideas
- Bringing the inside activities outside and outside activities inside
- Plan activities that are child initiated and driven
- Provide a supportive learning environment based on the children’s interests and skills
- Materials will be offered without expectations as the children complete the task/experience

2. **To encourage the children to interact and communicate in a positive way and support their ability to self-regulate.**
  - Create connections between children
  - Follow their lead in play, get down on the children's level
  - Being respectful
  - Role model, encourage, reinforce and praise positive communication
  - Support children through difficulties through behaviour management strategies, acknowledging and labeling emotions
  
3. **To plan for and create a positive learning environment and experiences in which each child's learning and development will be supported.**
  - Allowing and encouraging independence
  - Activities will be based on the children's interest and skills following their lead
  - Activities and learning environments will be accessible
  - Educators will encourage and support children through their interactions through role modeling
  
4. **To promote an environment which is healthy, safe and supports the general well-being of the children.**
  - All educators are trained in standard first aid and infant CPR level C
  - All educators have up-to-date immunizations
  - All educators must have a vulnerable sector check (VSC) or offence declaration (OD) as required under the Regulation no later than 15 days after the anniversary date of the previous VSC or OD
  - Practicing monthly fire drills
  - Playgrounds inspected daily, monthly, seasonally and annually
  - Having appropriate child size furniture, equipment (both indoors and outdoors), utensils etc. all safe and in good repair
  - Being aware/planning for meals/culturally diverse/food restrictions/allergies following Canada's Food Guide with a safe food preparation area
  - Displays will be inclusive and changed regularly to reflect children's interests/work
  - Comply with all Public health procedures and practices i.e. toy cleaning, hand washing, glove use, hand sanitizing, toileting and diapering maintained
  - Ensure supervision of the whole environment and safely for all through environment checks reporting any unsafe materials/equipment to the Director
  - Provide safe risk taking to build self confidence and self worth
  
5. **To support positive and responsive interactions among the children, parents and educators.**
  - Greeting children and parents warmly
  - Building authentic, meaningful relationships with children and families
  - Learning about family's cultures/languages
  - Become genuinely immersed/involved with the growth and well being of the children
  - Encouraging families to spend time in their child's room regularly and planning events annually that facilitate parent/child activities in the classroom
  - Provide ongoing communication with parents through positive daily feedback verbally, HiMama daily entries, informal meetings, pictorial displays etc.
  - Provide or have available resources connecting with children's developmental age/stage
  - Making connections between home and school through established relationships
  - Communicating with other educators to ensure consistency with children and families
  - Being aware of children's needs
  - Listening to and respecting parents' requests and if applicable discussing strategies with parents that meet the child, family and program's needs whenever possible
  
6. **To foster the children's exploration, play and inquiry.**
  - Let the children lead in their learning journey
  - Allowing time for children to finish their play
  - Provide an intentional plan for learning experiences that promotes on-going opportunities and growth
  - Plan activities based on their interests, skills and observed interests

- Actively listen to the children
- Scaffold learning opportunities into other areas
- Be a co-constructor of learning and play
- Encourage problem solving

**7. To incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and consider the individual needs of the children receiving care.**

- Time is planned for indoor/outdoor play as well as active play, rest and quiet time daily
- Allow natural lighting to illuminate playrooms as much as possible
- Parental requests received will be accommodated to the best of our abilities

**8. To foster the engagement of and ongoing communication with parents about the program and their children.**

- Ensuring parents are up to date with their child's daily routines by making daily entries and sending reports home to parents daily through HiMama
- Encourage parents to respond to observations shared in HiMama
- Visual Early Learning Framework displays will be changed seasonally incorporating all the children
- Program plans are posted and have a section listing observations and skills of children
- Monthly goals for each group are posted in their respective rooms along with notices of any special events/visitors
- Social events are planned throughout the year to include parent involvement
- Parents are encouraged to participate in the program in any way they are comfortable i.e. reading a book, teaching a language, singing a song etc.

**9. To involve local community partners and allow those partners to support the children, their families and educators.**

- Welcome parents and other visitors into the classroom
- Collaborate with community partners i.e. Early Years Centres, Cardinal Leger Catholic School, Special Needs Resource Consultant, Speech and Language, Community Colleges, Consultants, Ministry of Education Specialists, Toronto Children's Services Consultants, Public Health, AQI Personnel, Ministry of Labour etc.
- Have resources available to parents

**10. To support educators who interact with the children in relation to continuous professional learning.**

- Educators will have annual performance reviews based on the Centre's Program Statement
- Educators must maintain the membership with the College of ECE's and remain in good standing
- Educators will mentor new employees and students at the Centre
- Educators are encouraged and the Centre will cover the cost for Professional Development (workshops, visits to other agencies etc.)
- Courses and workshops will be taken based on each educator's professional learning plan or through goals set at an annual performance review

**11. Promote an environment which ensures good nutrition and safe food preparation.**

- Being aware/planning for meals, food restrictions, allergies following Canada's Food Guide with a safe food preparation area
- Provide a well balanced and culturally diverse menu rotating from Spring/Summer to Fall/Winter using seasonally available foods
- Educators will be encouraged to have their Food Handlers Certificate

**12. To document and review the impact of the strategies set out in the program goals on the children and their families.**

- Through monthly staff meetings, annual performance reviews, Board meetings, parent feedback

### **Plans of Action:**

The Plans of Action in each of these topic areas are the means to execute our strategies:

Daily written and visual schedule; program plan; learning experiences; indoor physical environment; displays; art and sensory; books, language and literacy; music and accessories; physical play learning experiences; cognitive and manipulative; science and nature; blocks and construction; pretend play; care practices; meals and snack time; cots and bedding; health and safety; toys & play equipment hygiene; transitions and attendance verification; positive atmosphere; supervision of children; fostering children's independence; development of self-esteem; behaviour guidance; communication and extending children's learning; menu and/or snack adaptations; food substitutions; preparation, handling and transportation of food; health and safety kitchen and/or food preparation area; connecting and collaborating with local community and institutions; outdoor playground environment

### **PROHIBITED PRACTICES**

In accordance with the Child care and Early Years Act, the following will not be permitted at Cardinal Leger Child Care Centre:

1. corporal punishment of the child;
2. physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
3. locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
4. 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;
5. depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
6. Inflicting any bodily harm on children including making children eat or drink against their will

Failure to comply with these policies could result in immediate suspension and dismissal.

Various criteria will be considered when determining which disciplinary measure to take.

Criteria will include:

- seriousness of the offence
- actual or potential risk, or harm to the child
- past performance of the educator, in general
- frequency of occurrence
- previous disciplinary action taken

In the event that immediate suspension and dismissal are not necessary, based on the previous defined criteria, the following steps will be taken:

- 1) Identify the difficulty and reasons for it.
- 2) Discuss the implication with respect to each child.  
Specify ways of employing positive methods of behaviour management.  
Commit the results of the discussion to writing and have all concerned sign.
- 3) Trial periods whereby the educator improves her management methods and the Director observes.  
Further discussions and results again committed to writing and signed by both parties.  
If no improvement is shown over a one month period, and if the educator does not appear to be trying, then termination of employment will be required.

## **FEES**

### **Fee Schedule**

Fees are reviewed annually or as needed by the Board of Directors. When fees need to be increased, a minimum of one month's written notice will be given to parents. Fees for each of our programs can be found on our website [www.cardinallegerchildcare.com](http://www.cardinallegerchildcare.com) as well as they are posted in each room. Current fees apply to each room regardless if your child is overage.

The fees will not be adjusted in any way for statutory holidays, vacations, illness, or if your child is absent from the program for any reason.

### **Method of Fee Payment**

Payment is to be made with post-dated cheques or by email transfer to Cardinal Leger Child Care Centre by the first of the month.

### **NSF Cheques**

In the event Cardinal Leger Child Care Centre receives an NSF cheque, the family will be notified and required to replace the amount along with a \$50.00 NSF fee immediately via email transfer, money order, certified cheque or cash. Should this occur on two or more occasions, future payments may be required via email transfer, money order, certified cheque, or cash.

### **Outstanding Fees**

If payment has not been received by the 15<sup>th</sup> of the month, the Centre reserves the right to withdraw the child upon two weeks' notice. The Director will contact the family to make arrangements for a payment plan. If the account is still in arrears at the 30<sup>th</sup> of the month the family will receive a letter from the President and Treasurer notifying the family that full payment must be made within 5 business days or this will be considered your 2 weeks' notice for withdrawal from the program. If full payment has not been received within 4 weeks the outstanding amount will be sent to a collection agency.

Any family who has withdrawn their child from the Centre with fees in arrears, and those who have had their child care services terminated or suspended due to fees in arrears, will not be eligible for readmission until such time all fees and applicable penalties are paid in full.

### **Tax Receipts**

Income tax receipts will be issued in February for fees paid in the previous year. A \$15 administration fee will be charged for duplicate tax receipts.

## **PROGRAM INFORMATION**

### **Days Centre is Closed**

We are open 7 am to 6 pm Monday to Friday 12 months of the year, but are closed for the following statutory holidays: Thanksgiving Day, Christmas Day, Boxing Day, New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday and Labour Day.

The centre must also adhere to the Custodian schedule as set by TCDSB and may not be open without the Custodian on site – the Centre will closed ½ day for Christmas Eve and New Year's Eve.

### **Snow Closure Policy**

The decision to close the centre will be made by the Director in consultation with the TCDSB based on the weather forecast and advisories. Fees are not refunded for the time the centre is closed due to inclement weather.

### **Late Arrival Policy**

If a child remains in the Centre past the scheduled closing time of 6:00 p.m. an overtime fee will be charged as follows: \$5.00 for the first five minutes and \$1.00 for each additional minute. If this happens more than twice in any month then this fee will be doubled for each additional time late within that month. A late arrival form will be completed and signed by the parent and staff on duty.



The Centre must be contacted by the parent by 5:45 p.m. if unable to arrive by 6:00 p.m. to advise the staff and give an estimated time of arrival if unable to arrange for an alternate pick up person. Special circumstances will be considered if arriving late (i.e. snowstorm, Public Transit breakdown etc.).

If unable to contact the Centre by 7:00 p.m., the Police and Children's Aid Society may be contacted.

### **Guardianship/Custody Rights**

Parents with custody rights must submit legal documentation to demonstrate their rights. Cardinal Leger must be promptly informed about any change in the status of the custody rights. It must be stressed that where there is a dispute as to custody rights, the physical and emotional security of the child in question is the only concern of Cardinal Leger. This policy will be enforced without prejudice.

### **No Smoking**

Cardinal Leger Child Care Centre is a smoke free centre. Smoking or holding a lighted cigarette is prohibited at all times in the centre or in the playground whether children are present or not. Any person who refuses to comply is in contravention of the Smoke-Free Ontario Act. The local health department may be contacted for more information.

This policy will be reviewed with all educators, parents and students prior to commencement at the centre and annually thereafter with educators.

### **Flushing for Lead**

Water testing will be conducted annually as per the Safety Drinking Water Act, 2002 and Ontario Regulation 243/. Every Monday morning prior to the children arriving, the first 2 staff on duty will turn on all the taps and let the water run for between 1-5 minutes to ensure the safety of our water. Records will be retained on file for 6 years.

### **Parking at the Centre**

For the convenience of the parents to drop off and pick up their children there are 2 designated spots directly across from the front gate. There are also additional spaces available along the same side. Emergency vehicles must always be able to get close to the front door. All parents and their children must be able to enter and leave the centre easily. Please do not leave your motor running. Children are playing in the playground close to the parking lot.

### **Safety**

The staff will make every attempt to ensure that the children are playing in a safe environment. No child will be left without adequate supervision and reduced ratios are not permitted during outdoor play. In particular, in the playground, staff will ensure that children are visible by at least one staff member. Equipment which possesses a higher level of risk to children will have a staff positioned at that point to minimize the hazards. Other safety measures such as controlling access to equipment, etc. will be taken.

Fire drills will be held on a monthly basis and all staff are expected to know and practise their escape routines. Parents are encouraged to discuss these drills with older children. Parents must participate in the Drills if they are on the premises. Each child's chart has a record of accidents or ill health. All accidents in the Child Care Centre will be documented by the staff most closely involved. Documentation will be reviewed and filed by the Director. Parents will be offered a copy of the accident report.

### **Responsibility/Liability**

Cardinal Leger is not responsible for any loss or damage to clothing or property of the child while attending the centre.

### **Waiting List Policy**

A waiting list will be kept for each age group within the centre. Information required for waiting list:

- Parent's Name
- Contact Information
- Child's Name

- Child's Birthdate
- Date Space Required For

If a family contacts the centre with a request to be put on the waiting list their call will be directed to the Director.

Admission will be taken according to chronological order from date put on the list. Priority will be given to children with siblings already enrolled in the centre.

Families will remain on the waiting list until confirmation received that they would like to be removed or if the centre is unable to contact them. Family's information will be removed from the active waiting list and kept on the inactive waiting list.

Families may inquire as to their position on the waiting list at any time by contacting the Director by phone, email or in person and she will convey that information to them.

### **Fresh Air**

The CCEYA states that all children must be playing outside for a minimum of two hours per day, weather permitting. N'sheemaehn has an Inclement Weather Policy that includes guidelines surrounding wind chill and heat and smog. The children will not go outside if the following conditions exists:

There is a smog alert

30 degrees Celsius plus high UV rating

Below -15 degrees Celsius with the wind-chill

Please make sure your child has suitable clothing for the weather outside. It is always better to be prepared for the coldest weather. Please send your child in layered clothing, especially in the spring and fall. Parents are encouraged to send summer footwear with straps on back (no flip flops) and if possible, the toe enclosed.

### **Medication**

There are a number of regulation involved in administering medication to children in a child care program. These rules and regulations are written to protect the staff as well as the children. These requirements must be adhered to by all staff and parents.

1. All medicine must be prescribed by a doctor. This means a pharmacist's label must be attached to such drugs as cough medicines and decongestants, showing that your doctor has prescribed them. Non prescription medicine must be accompanied by a note from the doctor.
2. No medicine will be given if it has been prescribed to another member of the family. It must be clearly labeled with the child's name on it.
3. No outdated medicine will be given. Outdated medicine will be returned to the parents in the original container.
4. Medicine must be stored in the original container with the pharmacy label attached. The label must include the following information: child's name, dosage instructions, expiry date.
5. The Medication Authorization form must be completed and signed by the parent before any medicine can be administered by a staff member.
6. Once medication has been administered it will be recorded on the Administration Record and be initialed by the 2 staff administering.
7. We are aware that parents are often in a hurry in the morning, however; it is very important that all medicine be stored in the locked container available. Medication should NEVER be left in the child's cubby.

Since the Centre is bound by the regulations listed above, medicine will only be administered if these guidelines are being met.

### **Respect to Sleep**

Every child enrolled in Cardinal Leger Child Care will be provided with a sleep/rest period of not more than 2 hours as required by the Child Care and Early Years Act.

Each child in the toddler and preschool programs will be provided with a cot (labelled with the child's name), sheet, blanket and pillow. These will be washed weekly. Children may bring in their own blanket and/or soft toy if preferred. A sleep room diagram/map showing placement of each child's cot will be posted in the sleep room.

Upon enrollment parents will be consulted respecting a child's sleeping arrangements and at any other appropriate time, such as at transitions between programs or upon a parent's request.

Parents will be notified of the child's sleep patterns through the HiMama App including length of sleep, behaviours during sleep etc.

A minimum of 1 staff member will be present in the sleep room at all times. A visual check of the children will be performed at a minimum of 30 minute intervals which includes being physically present beside the sleeping child and looking for indicators of distress or unusual behaviours. Anything out of the ordinary will be documented in the Hi Mama App and verbally told to the other staff in the program.

In the toddler program Individualized Plans will be posted for children that will indicate any special requirements during sleep time.

### **Arrivals and Departures**

The children's arrival must be acknowledged by the staff of the program to maintain the continuity and smooth operation of the planned activities, all children should arrive before 9:00 a.m.

If a child is sick, late or will not be present at the Centre for a day, parents are asked to notify the staff of the program before 9:00 a.m.

When a school age child is picked up from school in the middle of the day, parents must notify the Centre. We need to be informed so the child is not assumed lost or missing at 3:30 p.m. dismissal from school.

The children are involved in many new and exciting activities throughout their day. Plan on taking a few minutes to chat with your child's teacher at the beginning and end of each day so you may be a part of their growth and learning. Talking with your child about their day's activities will enrich their experiences.

Children will be allowed to leave the Centre only with their parent, unless otherwise stated in writing by the parents. The Centre reserves the right to request identification from those individuals picking up the child, especially if the Centre has never met this person. Child care staff will not allow a child to leave the Centre with a person they do not know unless these precautions have been taken.

### **Field Trips/Excursions**

The children will occasionally participate in field trips, especially during the summer months. A signed excursion form will be completed by each parent prior to any outing. Enhanced ratios and field trip policies will always be strictly adhered to on any such outings.

As part of our regular program the children will also participate in various walking excursions from the Centre i.e. to local parks, fire station, library etc.

### **Transferring to a New Program Within the Centre**

Purpose: This policy and procedure sets forth the criteria to be used when transferring children already enrolled in a program into the next age appropriate program. The Centre aims to make all decisions in an equitable way. Our purpose is to cause the least amount of disruption to our families and accommodate them to the best of our ability. The Centre does not guarantee spaces for children to move up to the next age appropriate program.

Cardinal Leger Child Care Centre offers a Toddler Program for ages 18 months – 30 months, a Preschool Program for ages two and a half to four years, a before and after Kindergarten program for ages four to five years and a Schoolage Program for ages six to thirteen years (reference: Policy of Children Turning 13 Years of Age).

All families enrolled at Cardinal Leger Child Care Centre are required to complete a re-registration form in March of each year. This indicates that they want to continue enrollment for their child/children for the following school year starting in September.

Once the re-registration forms have been completed and returned to the Centre an assessment will be completed. All children that still meet the age requirements of their program will remain in those spaces. Those children that exceed the age requirement will be put on a list for placement into the next age group. The number of vacancies in the next program will then be calculated. Those children already enrolled in a program at the Centre will be given priority when filling these spaces.

If there are more requests to enroll children for a particular program than we have licensed spaces for then the following criteria will be used to determine who is given the available spaces. Priority for enrollment will be given based on the criteria listed in order of importance:

1. The child has other siblings enrolled in the Centre.
2. The length the family has been enrolled in the Centre. Space will be given to the longest attending family and continue in order until all spaces are filled.
3. When applicable, in accordance with the City regulations subsidy ratios must be taken into account. Once the quota for the room has been reached the remaining spaces would only be available to full fee paying families.

Families who cannot be accommodated will be given notice of this, in writing, at the earliest opportunity. They will be asked to withdraw their child at the end of summer. However, circumstances are always changing. Families would be welcome to place their name on the waiting list and would be given priority should a space become available.

## **HEALTH AND NUTRITION**

### **Illness and Contagious Diseases**

Cardinal Leger adheres to Toronto Public Health's guidelines for communicable diseases.

If a child is too ill to participate 100% in indoor and outdoor activities, s/he is too ill to be at the Centre. We do not have the facilities to keep children who are sick or have a communicable disease at our centre. Your child will not be accepted at the Centre if s/he has a fever, or any sign of illness.

A teacher has the right to refuse admittance, or to request a medical certificate, if the child has any of the following symptoms: 1) unusual skin disorder, rash or other infection; 2) heavy mucous and/or asthma symptoms (without medication); 3) fever; 4) diarrhea.

If your child becomes ill during the day, you will be contacted and your child will be isolated within the Centre's office until the parent/guardian comes to pick him/her up. If we are unable to contact you, we will call the emergency numbers in your file. Either you or your emergency person must be prepared to come and pick up your child immediately.

Parents are responsible for notifying the Centre if the child contracts a communicable disease. We will post a note on the Parent Information Board if a contagious disease occurs at the Centre. Parents will be informed of the disease, the incubation period, symptoms to watch for and the usual treatments.

**Please visit the Toronto Public Health website for Common Illnesses and Contagious Diseases**

### **Immunization**

All children must have up to date immunizations prior to enrolment. Immunizations need to be kept up to date to meet Health requirements. The Director must be given any new immunization information to put in child's file.

### **Nutrition**

Good nutrition is essential for healthy growth and development; therefore it is an important and intrinsic part of our program. We have an on site chef who prepares all of our meals. Most of our meats are bought from a local butcher whose products are grass fed and raised without hormones or antibiotics.

Cardinal Leger is a breastfeeding friendly environment. Please feel free to choose a comfortable place for you and your child. We support the parent's choice in bottle or breastfeeding.

Hot lunches and snacks will be provided in accordance with the CCEYA and the Canada Food Guide. Allergies and special dietary restrictions (not dislikes) will be accommodated. Allergy lists will include the child's name and their respective food allergy or restriction, reactions to allergens and what to do if medical attention is required. Allergy lists will be posted in each cooking and serving area; play area or play room; in any other area in which children may be present as well as on attendance boards. Every effort will be made to provide children with food that is not only nutritious but also a pleasure to see, smell, touch and taste.

Food from home is not permitted in the Centre unless otherwise permitted by the Teacher in your child's room or through the Director

### **Menus**

Our lunch and afternoon snack menus are provided by Food For Tots on a 4 week rotation, and change from Spring/Summer to Fall/Winter. Menus have been reviewed by a dietician. We use high quality, fresh ingredients and most of our baked goods contain no chemicals or preservatives. Menus are also posted on our website for your review. Morning snacks are prepared on site to provide flexibility and warm food options.

## **POLICIES AND PROCEDURES**

### **Withdrawal/Dismissal Policy**

Cardinal Leger Child Care Centre (CLCCC) is committed to providing for all children the best possible program within our means; however, there may be instances when CLCCC cannot accommodate the ongoing or future needs of a child enrolled.

These matters will be brought to the attention of CLCCC Board of Directors. In the event it is determined that the program at CLCCC does not meet the needs of the child, CLCCC reserves the right to affect withdrawal from the program. Two weeks' written notice of permanent withdrawal of a child must be given. In extreme cases (as determined by the Director with approval from the Board of Directors) of violent or threatening behaviour by either a child, parent or caregiver where the safety of other children and/or the educators are at risk, the two weeks' notice of withdrawal will be waived.

The Director and the President of the Board of Directors (or designate) will meet with the parent/caregiver immediately and the parent/caregiver will be required to withdraw the child from CLCCC at a time set by the Board of Directors in its sole discretion.

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

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

### **Reporting of Serious Occurrence**

Cardinal Leger Child Care Centre is required to report all serious occurrences which happen at the centre or while the child is in our care to the City of Toronto, Children's Services Division as well as the Ministry of Education, Early Years Division. A serious occurrence notification form will be posted in the front entrance of the Centre near the child care licence and licencing summary chart. This form will be posted for a minimum of 10 business days from the final time it is updated and will be retained for at least two years from the date of the occurrence and will be available for current and prospective parents upon request.

### **Reporting Suspected Child Abuse**

Educators are legally obligated to report any suspicions of child abuse to a Children's Aid Society. Educators are not trained to determine whether or not abuse has occurred. They must refer any concerns they have to a Children's Aid Society. It is their job to cooperate with the society and the worker, to help them assess the situation.

When child abuse is suspected, the Centre is instructed to call Children's Aid Society even before we call families. The Society informs us about who contacts families and when.

We are concerned about your child, as we know that you are, and when we suspect that a child has been abused, we have a legal responsibility to make a report.

### **Inclusion Policy and Procedure**

#### ***Policy Statement***

Cardinal Leger Child Care Centre provides care to all children and children come to the centre with varying needs. We support all children to reach their full potential. We believe that each child is unique and we are committed to meeting the

developmental/educational needs of all children. We ensure that all possible modifications are made to promote the full participation of all children. We believe that good programming requires dedicated staff who are flexible in their approach and who are provided with learning opportunities wherever possible. Cardinal Leger Child Care works in partnership with families and community partners to enhance our ability to support children with special needs.

### ***Definitions***

#### **Special Needs**

Children who, due to emotional, familial, physical, behavioural, developmental, communicative or emotional factors, are at risk of not maximizing their potential. Special needs encompasses children who require support and assistance with daily living, whether formally diagnosed or not, and whether a diagnosis is short or long term in nature.

#### **Special Needs Resource Staff**

Staff that are funded by the City of Toronto to support licensed child care programs for the provision of providing consultation, training, referral, case coordination, transitional support and advocacy.

#### **Child Care Support Funds**

Funding available to licensed child care centres who have a service contract with Toronto Children's Services. Funding provides for enhanced staffing to support the successful inclusion of a child with extra support needs. Requests must be facilitated by Special Needs Resource Staff. Funds are limited, time specific, and are approved on a case by case basis. Funds are used to support the development of targeted goals, implementation of specific strategies for the child and are available for a specific time frame. A committee will review and approve all requests for funds and they will be accepted on a first come, first served basis.

#### **Program Consultation**

Program consultations relate to a specific program goal or identified program need. It often involves more than one program visit on the same topic. They often include general environmental recommendations, program adaptations, resource sharing sessions and other recommendations that address program issues.

#### **Individual Consultations**

These are consultations performed by Special Needs Resource Staff regarding an individual child.

### ***Procedures***

- Cardinal Leger Child Care will ensure that all educators employed understand and agree to support inclusive practices as outlined in the Inclusion Policy.
- Educators and Board Members will review and sign off on the Inclusion Policy annually.
- Educators will receive an orientation on the Inclusion Policy and attend special needs focused training opportunities on effective inclusive programming whenever possible. Educators will also have the opportunity to attend any training necessary as related to individual children with special needs.
- Educators will adapt the environment and routines as necessary to meet the needs of the children enrolled. Cardinal Leger Child Care is committed to developing flexible programming that can be adapted as required.
- Educators understand that they will receive and have access to confidential information about children and families. Each staff member will sign a Confidentiality Policy upon hire. Information about a child will not be shared with outside agencies or schools until the Centre has received parental consent. Documentation of consent to share information will be kept in the child's file.
- The Centre will foster partnerships by working collaboratively with parents and community supports in order to meet the needs of all children. The Centre will, with the consent of the parent, enlist services from Special Needs Resourcing for children whom they feel may need extra support.
- All parents interested in admission to the Centre will be dealt with in a fair and equitable manner. Parents will be asked to visit the Centre with the child to review the Centre's policies and procedures prior to admission.
- All efforts will be made to ensure success, however, if the Centre is having difficulty meeting the child's needs then we will ensure that the Withdrawal Policy is followed.

### ***Supporting Policies***

The following Policies may be referred to for additional information:

Anti-Racism Policy  
Access & Equity Policy

Program Statement  
Withdrawal/Dismissal Policy

Health Policy  
Code of Conduct

### **Anaphylaxis Policy and Procedure**

Anaphylaxis is a serious allergic reaction and can be life threatening. The allergy may be related to food, insect stings, medicine, latex, exercise, etc. This policy is developed to align with Sabrina's Law, 2005. This policy is

intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and awareness to parents, staff, students and visitors to Cardinal Leger Child Care Centre.

### ***Procedure***

This anaphylaxis policy, including the individual plan and emergency procedures for a child with anaphylaxis, shall be reviewed and signed by all educators, students and volunteers before they begin employment and at least annually afterwards.

At the initial Director-Parent registration meeting and at least annually after that the child's Anaphylaxis Individual Plan will be completed and updated. If there is any change in the child's health a meeting will be scheduled to update all staff, students and volunteers.

All educators, students and volunteers will be trained by the parent or physician on procedures to be followed in the event of a child having an anaphylactic reaction. As part of the centre's annual first aid training the educators will also receive training on how to use the EPI-PEN.

A communication plan will be implemented for the provision of information on life-threatening allergies, including anaphylactic allergies.

Cardinal Leger Child Care Centre will reduce the risk of exposure by communicating with the caterer to avoid and/or eliminate foods that children are allergic to. The Director will advise the caterer of the foods/causative agents not to be used and appropriate food substitutes. No baked goods or store bought foods that are not in the original packaging will be accepted by the educators for use in the day care. For any allergic reactions to chemicals used these will be replaced. Any materials used for crafts and sensory that children are allergic to will be eliminated from the program.

A list of all children's allergies/special diet/health conditions will be posted in each room and food preparation areas. Children with severe anaphylactic allergies will have their picture posted with a general information sheet and their individual emergency procedures.

Cardinal Leger Child Care Centre will ensure that no child will be separated from the other children at eating time. Formal hand washing procedures will be followed at all times. Tables and chairs will be disinfected after all uses.

### **Supervision for Volunteers and Students**

Cardinal Leger Child Care Centre's policy regarding the supervision of volunteers and students states that volunteers and students do not have unsupervised access to children. Students and volunteers will not be counted in the staffing ratios and must adhere to the program statement, anaphylaxis policy, all other relevant policies and are required to have a police reference check.

### **Code of Conduct**

Cardinal Leger Child Care Centre believes that a strong relationship between the educators and parents contributes to high quality care for the child. Establishing and maintaining a relationship that is based on mutual respect is the responsibility of both the staff and parents.

Children learn both positive and negative behaviour by observing and imitating models. Through models, children can learn respect, generosity, cooperation, kindness, and helpfulness. For this reason, it is important for adults to act in the way they expect others to behave. Please refer to complete Parent Code of Conduct that must be signed.

### **Access and Equity Policy**

Cardinal Leger Child Care Centre provides care to all children and children come to the centre with varying needs. All children will be treated equally and admitted to the Centre on a strictly "first-come/first-served" basis. All policies, procedures and practices are free of racism and bias. Communications are sensitive, inclusive and non-discriminatory. The Centre has an Anti-Racism Policy which will be strictly followed and signed off annually by educators.

### **Police Reference Checks**

All staff, students and volunteers, over the age of 18 years, working at the centre will complete a Police Reference Check (VSC – Vulnerable Sector Check) prior to commencement. This will be renewed every 5 years and annually an Offence Declaration form will be completed in between. Any outside organization working within the program will complete an offence declaration form prior to commencement. This will be updated annually.

## **Emergency Management Policy and Procedure**

Cardinal Leger Child care has a policy and procedure for Emergency Management situations which outlines the roles and responsibilities of the staff in the case of an emergency as well as the procedures followed to ensure children's safety. In the event that there is an emergency situation at the centre parents will be informed by email, HiMama message and/or a direct telephone call.

## **Parent Issues & Concerns Policy and Procedures**

### ***Purpose***

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

### ***Definitions***

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

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

*Director:* The Individual who oversee and operates the centre.

### ***Policy***

#### **General**

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within 5 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

#### **Confidentiality**

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

#### **Conduct**

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



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

***Concerns about the Suspected Abuse or Neglect of a child***

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

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

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

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

**Procedures**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Director in responding to issue/concern:</b>
<p><b>Program Room Related</b></p> <p>E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to the classroom staff directly or the Director.</p>	<p>Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within 5 business days.</p> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> <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 [insert number] business days or as soon as reasonably possible thereafter. 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>
<p><b>General, Centre or Operations Related</b></p> <p>E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to Director.</p>	
<p><b>Staff, Duty parent, Director, and/or Licensee Related</b></p>	<p>Raise the issue or concern to the individual directly or the Director or Licensee.</p> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the Director as soon as parents/guardians become aware of the situation.</p>	
<p><b>Student/ Volunteer Related</b></p>	<p>Raise the issue or concern to the staff responsible for supervising the volunteer or student or the Director.</p> <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 supervisor as soon as parents/guardians become aware of the situation.</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 Director or directly to the Board of Directors.

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

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

#### **Contacts**

Director, Christine Keefe 416-287-0578 or [clccc@bellnet.ca](mailto:clccc@bellnet.ca)

President, Melanie Bynoe 416-427-6444 or [m.bynoe@hotmail.com](mailto:m.bynoe@hotmail.com)

Children's Services Consultant, Mirjana Silva 416-397-7961 or [msilva4@toronto.ca](mailto:msilva4@toronto.ca)

Program Advisor, Judith Bod 416-325-0675 or [judith.bod@ontario.ca](mailto:judith.bod@ontario.ca)

Catholic Children's Aid Society 416-395-1500

College of Early Childhood Educators 416-961-8558

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

## REGULATORY BODIES

### Ministry of Education

The Child Care and Early Years Act is the minimum standard set out by the Ministry of Education. To see in detail how these standards will be implemented in your child's room, please review The Program Statement and Implementation Policy.

### Ministry of Education

<http://www.edu.gov.on.ca/eng/parents/>

### Child Care and Early Years Act Program Requirements

<http://www.edu.gov.on.ca/childcare/>

### Cardinal Leger Child Care Centre

[clccc@bellnet.ca](mailto:clccc@bellnet.ca)

[www.cardinallegerchildcare.com](http://www.cardinallegerchildcare.com)

### College of Early Childhood Education

The College of Early Childhood Educators regulates and governs Ontario's early childhood educators in the public interest. The College is not an educational institution or a professional association that advocates for early childhood educators. It is an organization that helps to serve and protect children and families by setting registration requirements and ethical and professional standards for registered early childhood educators (RECEs), and governing member conduct through a complaints and discipline process.

For more information about the College of Early Childhood Educators please visit their website at

<https://www.college-ece.ca/en/About-Us/Purpose-and-Mandate>

### Toronto Children's Services

Cardinal Leger Child Care Centre has a Purchase of Service Agreement with Toronto Children's Services. For more information please visit their website at [www.toronto.ca/children](http://www.toronto.ca/children)

### Toronto Public Health

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=a253ba2ae8b1e310VgnVCM10000071d60f89RCRD>

## PARENT AGREEMENT

\*\*I have read, understand, and agree to abide by the policies written in this manual.

Child's Name \_\_\_\_\_

Parent/Guardian \_\_\_\_\_ Date \_\_\_\_\_

Parent/Guardian \_\_\_\_\_ Date \_\_\_\_\_

**Please be sure to hand in this signed form to the Centre with your registration package.**

**All consent and permission forms need to be kept in your child's file.**

The office door is always open to you and your family. We welcome the opportunity to get to know you and answer any questions/concerns you may have.