VICTORIA VILLAGE CHILDREN'S SERVICES LTD.

Muppets Preschool Centre

88 Sweeney Drive – North York – Ontario - M4A 1T7

Telephone: 416-759-5159

Email: mpc@victoriavillage.com

PARENT HANDBOOK

Orientation papers / Program policy

PROGRAM STATEMENT

At Muppets Preschool Centre we believe collaboration between educators, children and their families create a high-quality early learning and care environment. Adults and children are seen as co-learners who are capable, curious, competent, and rich in potential and by working together can develop a strength-based approach to learning and development.

The How Does Learning Happen? Document provides us with the framework to ensure we support all children to achieve the goals and expectations set out within it by building our program around the four foundations.

Foundations	Goals for Children	Expectations for Programs
Belonging	Every child has a sense of belonging when he/she is connected to others and contributes to his/her world	Cultivate respectful relationships and connections to create a sense of belonging among and between children, adults and the world around them.
Well-Being	Every child is developing a sense of self and health and well-being.	Nurture children's healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with her/his senses, bodies and minds.	Provide environments and experiences to engage children in active, creative and meaningful exploration and learning
Expression	Every child is a capable communicator who is able to express herself/himself in many ways.	Foster communication and expression in all forms.

Program Statement: Goals + Approaches = s.46(3)(a)-(k)		
	Goals (What)	Approaches (How)
(a) Promote the health, safety, nutrition and well-being of the children	• Muppets Preschool Centre plans collaboratively to create positive learning environments that promote the health, safety and well-being of young children, families and educators.by offering a balance between engagement, activity and rest, we aid in the facilitation of healthy development. • Providing opportunities for more reflective play and allowing the child to make choices between healthy foods during meal times, enables supportive, positive relationships to form.	• Educators sit and eat with the children in a "family style" setting and are encouraged to serve themselves, but never forced to try new foods. • Snacks are available to the children who arrive early and are set out for children to serve themselves. • Water is always available throughout their entire day. • Meals and menu planning follow the Canada's Food Guide and is developed and approved by a certified dietician and nutritionist. • Children and staff wash their hands frequently throughout the day and staff role model proper procedure.

Program Statement: Goals + Approaches = s.46(3)(a)-(k)		
	Goals (What)	Approaches (How)
	● Guidelines set out by the Ministry of Education and local Public Health are followed to promote good hygiene and prevent the spread of illnesses.	● In addition to the regular daily cleaning, the centre is cleaned on a nightly basis. ● The centre displays photographs of each and every staff and placement student, informing parents of their commitment to the program, either through their certification, as in the case of RECE's or a write up for student placements describing the course they are enrolled in. ● Staff sign in and out every child at arrival and departure, as well as monitor their attendance throughout the day especially during times of transitions. This process is to ensure they are constantly being safely supervised. Daily Health Check is performed for each child upon arrival. ● Muppets Preschool Centre has a security system that requires parents/volunteers/visitors and guests to notify staff of their arrival and wait for the doors to unlock before entering. ● All staff are trained in first aid and emergency procedures of the centre upon employment. ● Staff review company policies and procedures annually. ● Staff review Public Health Guidelines, Ministry Regulations & Municipal Assessment Tools Regularly. ● Parents will be informed immediately if there are any medical concerns regarding their child.
(b) Support positive and responsive interactions amongst the children, parents, child care providers and staff	● To support and strengthen positive interactions amongst all children, parents and staff.	● Muppets Preschool Centre provides the parent/guardian a tour of the facility. During the tour, the Supervisor or Designate will introduce the educators ● A copy of our Parent Handbook will be given to the families, which provides the operational details of our programs, hours of operation, fee and payment processes. It also outlines our operational policies and procedures so families have a clear understanding of expectations when they choose to enroll their child/ren. ● Upon enrollment Muppets Preschool Centre will obtain from the families personal history information which enables the educators to have a better understanding of the child's likes/dislikes, what comforts them and if there are any specific or individual needs they can help meet. ● Educators interact with the children from the point they welcome and greet them upon their arrival and always use calm voices while getting down to their level for face-to-face interactions. ● Parents and educators collaborate together to share information and knowledge about each child.

Program Statement: Goals + Approaches = s.46(3)(a)-(k)		
	Goals (What)	Approaches (How)
(c) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate	● Focusing on the child, educators help him/her to understand their feelings and emotions to better aid in self-regulation.	● Supporting children to manage their behaviours benefits them socially, emotionally and physically when we approach them positively. ● Under no circumstances would any of the following prohibited practices be permitted: (a) corporal punishment of the child; (b) 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; (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures; (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth; (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or (f) inflicting any bodily harm on children including making children eat or drink against their will.
(d) Foster the children's exploration, play and inquiry	● To develop and enhance every child's sense of exploration, play and inquiry	● Children are encouraged to explore their world using their entire bodies, including their senses and educators identify the children's actions and will use positive language that acknowledges their accomplishments and/or efforts. ● Educators take this time to listen and learn from the children and encourage them to explore nature and their natural environments. ● Their play is supported by caring adults in an environment that offers a variety of materials, the space and time for complex thinking. Allowing time for complex thinking will aid the children to gain essential skills, such as, coping with challenges, overcoming obstacles, learning to focus their attention. These skills are foundations for promoting literacy, numeracy and other important life skills.

Program Statement: Goals + Approaches = s.46(3)(a)-(k)		
	Goals (What)	Approaches (How)
(e) Provide child-initiated and adult supported experiences	• Children taking the lead; actively shaping their play presents opportunity for engagement in a range of different activities throughout the day. • To have the children actively engaged in activities that tend to be in small groups, while an educator is playing, having fun and learning with them.	• Whether learning is happening indoors or outdoors, educators provide well stocked toy shelves or bins, creative and sensory materials that are accessible to the children to explore. • Staff provides an emergent play-based curriculum where the children's interests and cues are focused on to create the direction of the program. • *"Daily Program Plans"* are shared via email with the families at 6:00pm through "Fastoche" (web based App) that include Educator planned and spontaneous activities. Other activities will be added throughout the week as the children expand on ideas or move forward in new directions. • When a child takes the lead in planning an activity, the educator will build on the observations taken to develop and implement activities that support each child to stretch his/her abilities and skills. • Limiting the number of transitions children make throughout the day. Children do not spend a lot of time waiting for activities to take place.
(f) Plan for and create positive learning environments and experiences in which each child's learning and development will be supported	• To have a learning environment that provides a variety of experiences that are supported by the staff to enhance each child's development.	• During play the educators are able to make observations and documentation, in order to build on the children's experiences. This enables the educators to discuss the documentation on the children, then be able to provide many opportunities for a range of experience that support each child's learning and development. • Our educators will complete the Looksee Developmental Screening Tool by NDDS to observe and record the child's developmental milestones, then they share these findings with the parent/guardian. Parents/guardians are given a copy.
(g) Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care	• To ensure that the individual needs of every child is met while receiving care.	• To have a classroom daily schedule posted which is flexible, and ensures that there is sufficient time scheduled to meet all of the needs, either for rest, meals, personal hygiene, or play for each individual child in care. • Staff create an environment in which the children have the opportunity to experience active or quiet play either indoors or outdoors. • If a child does not rest, the classroom set up will provide the opportunity for the child to engage in activities.

Program Statement: Goals + Approaches = s.46(3)(a)-(k)		
	Goals (What)	Approaches (How)
(h) Foster the engagement of and ongoing communication with parents about the program and their children	● Seeing parents as partners helps to build a strong, respectful and equitable relationship and gives us the ability to engage as co-learners with the children and their families. ● We seek out opportunities to engage and involve parents in a way that will meet their needs while respecting that challenges may arise due to long commutes, time pressures and overall hectic schedules faced by families today. ● Our Educators have ongoing communication with families regarding their children and the program and strive to build positive and responsive relationships. ● We value each family's uniqueness and recognize how individual perspectives and strengths can make a positive contribution to their child's education. ● We see ourselves as partners in supporting development of the children into becoming healthy, happy, capable and competent individuals.	● We follow an "open door" policy and welcome families to drop off and pick up at times that best suit their schedules within our operating hours. Learning happens at all hours and parents shouldn't be limited by insisting on a schedule of convenience for the centre. ● "Fastoche" App is used to share experiences daily, and as a form of communication between staff and parents. ● Documentation posted that reflect activities, interactions and engagement. ● The use of the Looksee Developmental Screening Tool by NDDS. ● Follow the Safe Arrival and Dismissal Policy and Procedures. Checking Identification of unfamiliar people and confirming with parent/guardian. ● Suggestion Folders ● Inviting parents to contribute and engage in the development of the curriculum by sharing their cultural and family experiences. ● Inviting parents to participate in the daily activities of the centre. ● Social gatherings throughout the year. ● Daily informal discussions.
(i) Involve local community partners and allow those partners to support the children, their families and staff	● To actively engage community partners to develop close connections and provide opportunities with a range of community supports.	● Excursions to community services and programs are planned and may include a visit to the local library, grocery store and/or other neighbourhood locations.
(j) Support staff, home child care providers or other who interact with the children at a child care centre or home child care premises in relation to continuous professional learning	● One of our guiding principles is to offer opportunities for educators and others who interact with children, time and the means to engage in continuous professional learning	● Staff are provided with mandatory health and safety training, such as Occupational health and Safety training, Standard First Aid and Infant and Child CPR and GHS (WHMIS) ● Staff are encouraged and supported financially to participate in professional development sessions offered by the City Resource Specialists, or other qualified persons within the Early Childhood field. ● Our RECE's are required by the College of Early Childhood Education to complete their ongoing CPL's. ● Muppets Preschool Centre encourages the staff to participate professional development pertaining to annual Feedback and Developmental learning goals.

Program Statement: Goals + Approaches = s.46(3)(a)-(k)		
	Goals (What)	Approaches (How)
(k) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families	● Collaborate with each other to chart trends and possibly make changes to strategies when and if necessary	● During quarterly Supervisor meetings, the Supervisors will bring suggestions, concerns from the front line staff and any some ways to improve or change. ● Staff document in children's observations journals to help guide the child's development. This documentation is used to chart the child's progression or can be used to identify areas of strength and/or weaknesses. ● Programs plans document activities that were implemented and activities the children helped to develop through inquiry. ● Educators post pictures of activities with a detailed description of what activity the children are engaged in. ● During monthly staff meetings, Educators answer questions like; -How do I engage with children in a way that builds on their strengths? -Am I learning too? And How am I responding when a child asks me something I don't know? -Am I having fun and is there shared joy for both of us?

All new staff, students and volunteers are required to review the program statement prior to any interactions with the children in our care. The program statement is considered to be a living document and all staff will review it on an annual basis. This is accomplished at the end of the year when the staff members are given the opportunity to reflect on the successes and challenges they faced in the past year and to set new goals for the upcoming year. The program statement is not only reviewed annually, it is also reviewed at a time when an update or revision is required.

CANADA-WIDE EARLY LEARNING AND CHILD CARE PROGRAM (CWELCC)

As of April 1, 2022, the Canada-Wide Early Learning and Child Care program came into effect.
Victoria Village Children's Services Ltd. is proud to be part of the program to help lower the cost of fees for parents while still providing the high-quality childcare we are proud of.

ADMISSION

Muppets Preschool Centre services children from 18 months to 12 years old.

NO child will be permitted to start until ALL of the following has been completed and returned to the centre, BEFORE their anticipated first day;

- Signed and completed Enrollment Agreement Package
    - Enrollment Agreement
    - Application for Enrollment Form
    - Consent Form for Emergency Medical Treatment
    - Personal History of Child
    - Financial Contract
- Medical form and up to date immunization record
- 2 Signed Emergency Cards
- Infant or Toddler Package (if applicable)
- Registration fee
- Post dated cheques
- "Pre-Authorized Debits" form
- Signed "VOID" cheque

A child will not be able to start until the first payment has been made. We only accept payments in advance. Fees will only be refunded if the proper withdrawal notice has been received. *(Please see "Notice of Withdrawal/Termination Policy" section below.*

FASTOCHE WEB BASED APP

Muppets Preschool Centre uses a web-based child care app in our all of our programs! The child care software is called "Fastoche". This app can be viewed through your WEB browser only. "Fastoche" is an easy-to-use app for families to share and receive information with their child's educators and child care Supervisor. A QR code is given to parents/guardians to join upon enrolment. Parents/guardians will receive updates about their child's day, celebrations, learning experiences and lesson plans. Our families will be informed of everything important throughout their child's day. The updates will be emailed or texted to parents, Monday to Friday at 6:00pm.

WAITING LIST POLICY

Intent
This policy is intended to ensure parents are not charged a fee or deposit for the placement of their child on a waiting list for an unsecured spot in the child care centre or home child care agency. The wait list is made available to prospective parents in a manner which maintains the privacy and confidentiality of the children on the list. The parents may inquire to the Supervisor over the phone, or in person about their position on the waitlist. The Supervisor can show their position on the waitlist with other families' confidential information being blocked, including names of other children or families and/or their placement on the waitlist. They may also inform the parent of an estimated likelihood of the child being offered a spot within the program.

This policy will be reviewed by Victoria Village Children's Services Ltd., its management, staff, students and volunteers prior to the commencement of their employment or their educational placement. It will be reviewed annually thereafter or when any changes are made. A record of the review will be signed and dated by the person who participated in the review and the person who conducted the review and the record will be maintained for a period of 3 years.

Procedure:
Families are provided care on a "first come, first served" basis according to availability in the appropriate age group category. Families will be required to email the centre directly to be added to the waitlist. The email must include parent name, contact information, child's name, date of birth, date requiring care, and if they are either subsidized or full fee. The" first come, first served" basis will be determined by the date this information is received and any of the factors below.

A child will take precedence over another child on the waitlist if he/she falls into one of the following categories;

1. An emergency CAS placement or from a shelter,
2. A full fee paying child will be enrolled first if subsidized spaces allotted by the City/Region are currently full.
3. If a child's start date has been projected up to 2 months in advance, but a space becomes available earlier, the parent would be given the option to start earlier, if they decline, we would have to take the next available client in order to maintain enrollment.
4. If a parent on the list has been contacted by the Supervisor with an available spot, and the parent has not responded within 48 hours, the next child on the list will be contacted and offered the spot.
5. Children in the youngest age grouping on the waitlist will be placed first. Although there may be a space in an older age grouping, the centre may require the space to accommodate a child who is ready to transition into the next age grouping.
6. The sibling of a child already in care will be enrolled before a child on the waitlist.

Providing information for the wait list, does not in any way, guarantee a spot in the centre on a preferred date. The wait list information available to the parents contains:

Date information received:
Date of birth:
Age grouping:
Date care required:
Fee status:
Date care acquired:

By providing parents/guardians the option of a wait list, we endeavour to meet the needs of the families in our community.

YOUR CHILD'S FIRST DAY

We recommend that you either plan to stay for a short period of time on your child's first morning or come for a visit prior to your child's first day. Your child can explore the new surroundings while interacting with their parent and their teacher. Make sure your child understands why he/she is attending daycare, where you are going and when you will be returning. Share any background information with your child's teacher that will help him make an easier adjustment. Some children feel comfortable immediately while other children take a few weeks. If you have any concerns, please do not hesitate to call and find out how your child is doing. Every child is unique and adjustment to their surroundings varies from child to child. Having patience and understanding with your child's needs, will help the transition from home to child care.

THINGS TO BRING TO DAYCARE

Your child will need the following items at the centre:

- Two complete changes of clothes clearly marked with your child's name. Accidents do happen and pretending to swim through the water table isn't all that unusual for an active preschooler!
- A blanket for sleep time. The blanket should be taken home on Friday to be washed and brought back on Monday morning.
- Soft soled shoes for indoor wear.
- Appropriate attire for outdoor play. Crocs, flip flops and other sandals are not appropriate for outdoor play. Running shoes are recommended.
- Diapers and wipes for infants/ toddlers.

UNACCEPTABLE ITEMS AT DAYCARE

Please do not bring any of the following items to daycare:

- Toys from home, as they may get lost or broken (except on show and tell day).
- Clothes and jewelry which may be expensive or restrictive, which do not allow children to explore their surroundings freely.
- Snacks containing nuts or peanut butter. Snacks are provided at the centre and outside food is not necessary.
- Soothers for any child over the age of 1 year.
- Any type of scarf or infinity scarf is not permitted, we recommend neck warmers.
- Bottles for any child over the age of 15 months.
- Vitamins, or other medication, that cannot be administered at the centre.
- Any expensive items, as we are not responsible for lost, stolen, missing or broken items. If you require to use a stroller, you may have to take it with you or, if space is provided, use a bike lock to lock it up in the designated stroller areas.

PROGRAM

Our Emergent Curriculum offers play based learning that reflects the interests and needs of the children in our care. Our daily program consists of:

1. Language development, storytelling, puppet shows, finger plays, show and tell
2. Cognitive development with exposure to numbers, colours, shapes and letters
3. Creative activities, project work, music & movement, drama and imaginative play
4. Gross motor (indoor and outdoor activities)
5. Nature and environmental studies
6. Enhanced learning experiences off-site (including field trips and excursions within the community).
7. Activities will never include the use of Standing Bodies of Water. Standing Bodies of Water include but are not limited to Swimming, Wadding and Kiddie Pools.

PARENTAL INVOLVEMENT

Parent communication and involvement are essential to providing an excellent childcare program and are a vital part of the success and cooperative spirit of the childcare centre. Parents are encouraged to bring forth their suggestions about the program and the routines in the rooms. We will provide parents with a yearly developmental record detailing their child's progress at the centre. An opportunity will be provided for parents to discuss their child's development through parent-teacher interviews. We encourage parents to feel free and confident to discuss with us concerns regarding their children.

A newsletter will also be sent home for all parents every season. It will be filled with articles of interest, reminders of upcoming events, recipes, and suggestions. There will also be many events throughout the year where parent participation would be very welcome. These events include winter concerts, summer barbeques, picnics, field trips or outside excursions, fundraising initiatives, and more. A parent information board is posted in every classroom. Please take a moment to read it. Through positive communication and cooperation with parents, we can meet the needs of the whole child.

ACTIVITIES OFF PREMISES

Outdoor play is a component of our daily program. As part of this program children will participate in neighbourhood walks regularly. This may include walks to the park, to the library, or simply just around the block. While off-premises, ratios will still be observed as per CCEYA guidelines. Teachers may use the assistance of a rope to navigate the children throughout the neighbourhood, except for the infants using a stroller. Consent for participation in any of the above activities is assumed and included in your signed enrollment agreement.

On occasion, field trips are planned to enhance the programs. An additional trip consent form will be required for your child to participate in any off-site excursions. Alternative care arrangements are to be made by parents/guardians if children do not participate in field trips.

PHOTOGRAPHS

The childcare centre will take photographs from time to time. These photos are the property of the centre and will not be used in any promotional advertising or social media without prior parental consent. They may however be displayed throughout the centre in various classrooms. It is assumed that all parents have no objection to their child being photographed by the centre staff. Should you have any concerns with this, please speak to the centre Supervisor. You will be asked to sign a photo consent form and can decline to have your child's photograph taken and/or used in any social media advertising.

DAYCARE FEE STRUCTURE

"Base fee" means any fee or part of a fee that is charged in respect of a child for child care, including anything a licensee is required to provide under the Child Care and Early Years Act, 2014 (CCEYA), or anything a licensee requires the parent to purchase from the licensee, but does not include a non-base fee.

"Non-base fee" means any fees charged for optional items or optional services, such as transportation or field trips, or any fees charged pursuant to an agreement between the parent and the licensee in respect of circumstances where the parent fails to meet the terms of the agreement (e.g. fees for picking up a child late, fees to obtain items that the parent agreed to provide for their child but failed to provide), as defined in the CCEYA.

Upon enrollment, you will be required to provide the centre with a signed "VOID" cheque with the "Pre-Authorized Debits"(PAD) form or post-dated cheques for all fees owing for that calendar year. As fees may vary from centre to centre, depending on the age, location and programs that are offered, a *"Fee Structure"* will be provided which outlines the Centre's breakdown of fees for each age group. Any fee changes will be notified to parents in writing.

Our preferred method of fee payment is the PAD method. This ensures fee collection on time and avoids late payment charges on your account.

Our centres accept subsidized and non-subsidized children. Should your child receive childcare subsidy, then it is up to you to contact your caseworker if there are any concerns with the daily fee that you have been given.

Subsidized daily fees are determined by your caseworker, NOT the centre.

Any pre-authorized debits or cheques that may return from the bank as NSF are subject to a $25.00 charge. This charge is a "non-base fee" and is not eligible for a reduction under the CWELCC program. No further pre-authorized debits or cheques will be accepted for that payment. The NSF payment will have to be made by certified cheque, money order or cash.

Late payments are subject to a late fee, as per your enrollment agreement and are "non-base fee" it is not eligible for a reduction under the CWELCC program. A late charge will not apply if your child is absent from the centre, as long as you pay all outstanding fees on the day of your child's return. This policy will be strictly enforced.

During Scheduled Closures (see dates in "Schedule of Closures" section), full fees are payable for the week in which these closures fall. There are no deductions given for days when a child is off sick or on vacation.

A fee credit is considered when a family's daily fee decreases, this could be either family's who are in receipt of a fee subsidy or a full fee family. A credit to the proceeding months will be applied. If the fee decreases to a NIL fee, the family will be refunded retro to the day of the fee change.

A fee structure can be found in Appendix 3 of this document which lists the "base fees".

SCHEDULE OF CLOSURES

The centre will be closed on all statutory holidays including New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day. The centre is also closed for the Civic Holiday and one day in June for staff professional development. In addition, the centre closes at 1pm on Christmas and New Year's Eves. There may be times where due to unforeseeable circumstances or inclement weather, the centre is forced to close. Should this situation arise, we will endeavour to inform parents at the earliest opportunity. Parents will be asked to check the centre voicemail prior to coming in to drop off their child. As this situation would be out of our control, full fees would still be required for this day.

ARRIVAL AND DEPARTURE

The operating hours of the centre is from 7:00am to 6:00pm. It is strongly recommended that children arrive at the childcare centre before 9:00am each morning. Children function best when they maintain a consistent and familiar routine; therefore, we suggest that parents adhere as much as possible to a regular schedule of arrival and departure to provide stability in each child's routine.

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

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 childcare 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

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

- 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.

- All children must be accompanied into the building by an adult. The child must be brought to their class and contact with a teacher must be made. We will not assume responsibility for children that enter the building without an adult. This applies to all children enrolled.

- We release children only to parents who have authorization to pick up their child. If there is a custody agreement in favour of one parent/guardian, the centre requires a copy of the agreement for our files. Without a copy of this agreement, staff cannot deny a parent/guardian.

- We will only release children to a person authorized by parents to pick up, as per the emergency information completed at the time of registration. By naming emergency contacts, you are providing permission for the centre to release your child to these persons at any time they arrive to pick up your child. If at any time, you wish to change this information, contact the office and provide new emergency contacts in writing. The centre will annually verify if any information has changed.

- If a person is unfamiliar to staff, the staff will check the emergency information provided and ask to see identification before releasing the child.

- The name on an official ID should correspond to the name on the emergency information provided. The picture on the official ID should correspond to the person.

- A person under the age of 18, but no less than 16 may be permitted to pick up the child. In these situations, written consent from the parent/guardian is required before the release of the child.

Procedures:

Accepting a child into care

When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- if parents/guardians inform the staff of any changes to pick up for that day the staff will document the change in the daily written log book.
- sign the child in on the classroom written attendance and on the Communication App (Fastoche, Teams) immediately upon arrival to ensure that the attendance is accurate. When a child is not signed in by 10:30 am the parent/guardian will receive a message from the App requesting a reason for the absence or when to expect their child if they are going to be late.

Where a child has not arrived in care as expected

Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

- check the Communication App to see if any messages were received.

- inform the supervisor/designate and they can log into the Communication App for any parent updates. If there are no messages, the supervisor/designate will connect with the parent/guardian.

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 logbook.

Releasing a child from care

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 to whom the parent/guardian has provided written authorization.

Where the staff do not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.

- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's emergency card or written authorization.

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

Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up, 30 minutes after that time the classroom staff will contact the parent/guardian via phone and advise that the child is still in care and has not been picked up.

- Where the staff is unable to reach the parent/guardian, staff must leave a voice message and then send a message through the Communication App. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until the program closes and then refer to procedures under "Where a child has not been picked up and program is closed".

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:15pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds to call the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first, and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the other authorized individuals listed on the child's emergency cards, or in their file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 7:00pm the staff shall proceed with contacting the local Children's Aid Society (CAS) 416-924-4646. Staff shall follow the CAS's direction concerning the next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized individuals. Under no circumstances will children be released from care to walk home alone.

LATE PICK UP and CHARGES ("Non-Base Fee")

In the event of an emergency that prohibits you from picking up your child before the centre closes, please make other arrangements and notify the staff as soon as possible. The centre closes at 6:00pm daily. In order to create a comfortable departure time, one that enables parents to greet their child, talk briefly with staff and gather clothing and material from cubbies, please arrive well before 6:00pm. We encourage you to maintain open and continuous communication with the staff. Please allow sufficient time for this to occur at arrival and departure times.

If your child is not picked up from the centre by 6:00pm, you will be charged a late fee of $1.00 per minute for every minute after 6:00pm. For example, a child picked up at 6:13 pm will be subject to a late charge of $13.00. This late fee goes directly to the teachers having to stay behind to care for your child. Payments are to be made no later than by the next day. All payments must be made in cash.

Our late pick up policy is in effect for emergency situations only. Abuse of this policy will not be tolerated. Any parent or guardian found repeatedly picking up their child late would be given a written notice. Continuous abuse may lead to termination of the enrollment agreement. Please be considerate to our staff.

In the event you, or someone you have designated as an emergency contact person, have not picked up your child by 7:00pm, and all our efforts to contact you, your emergency contacts listed on the form, work numbers, home numbers and cell numbers and we haven't been able to make contact with anyone, the Children's Aid Society (CAS) will be called to pick up your child. A note will be placed on the door with the phone number to contact and the CAS will instruct you as to where you will go to pick up your child.

As this is a Serious Occurrence, we ask you understand the importance of maintaining contact and communication with the centre as much as possible.

EMERGENCIES

All our staff are required to have first aid training. If a serious accident or illness occurs to a child enrolled in our centre, the Supervisor on duty will promptly: obtain and / or administer emergency medical assistance, notify the parent/ guardian of the child, record the occurrence in the daily log book, and notify the Ministry. An emergency medical treatment authorization form is required to be completed prior to enrollment. We must be informed promptly of any changes affecting emergency contacts. If you change your home or work telephone number, please let us know as soon as possible so that we can change the information on your child's emergency card.

An "emergency" at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care is maintained, Victoria Village Children's Services Ltd. has developed an Emergency Management Policy that outlines:

(a) set out the roles and responsibilities of staff in case of an emergency;

(b) require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;

(c) identify the location of a safe and appropriate off-site meeting place, in case of evacuation; Please see Appendix 1

(d) set out the procedures that will be followed to ensure children's safety and maintain appropriate levels of supervision;

(e) set out requirements regarding communications with parents;

(f) set out requirements regarding contacting appropriate local emergency response agencies; and

(g) address recovery from an emergency, including,

i. requiring that staff, children and parents be debriefed after the emergency,
ii. setting out how to resume normal operations of the child care centre, and
iii. setting out how to support children and staff who may have experienced distress during the emergency. O. Reg. 126/16, s. 42.

HEALTH POLICY

Prevention of illness is the basis of our health policy. To ensure the best possible environment for each child's development, we must insist that all parents strictly adhere to our centres health policies. The Child Care and Early Years Act stipulates that prior to admission, each child must be immunized as recommended by the local Medical Officer of Health, and must also submit an up-to-date Immunization record (for more details see Immunization Form). If a parent chooses not to immunize their child, an affidavit must be signed by a notary and submitted to the Supervisor. This form can be obtained from the Supervisor or downloaded from the following Government of Ontario website:
https://forms.mgcs.gov.on.ca/en/dataset/014-4897-64

Children who are ill must not be brought to the centre, as the day is too demanding for a sick child. Parents must find alternative care for a child who is ill or who has a contagious disease. Young children are still building their immunities. A child who is not well is especially prone to infection and communicable disease. Parents must keep a child at home if the child has a fever, is vomiting, has diarrhea, nausea or any contagious illness, or any unexplained rash or unusual skin disorder.

Upon your child's arrival at the centre, the teacher will carry out a regular health inspection of your child. As requested by the Department of Health, the teacher has the right to refuse admittance if your child appears sick. If the child has been admitted and is showing signs of illness that may affect the health of others, parents will be contacted immediately and will be required to pick up their child as soon as possible. In the interim, the child will be isolated.

Tiredness is also a health concern. A tired child is prone to infection and communicable disease. Please ensure that your child has adequate rest and a reasonable length of day at the centre. Although we are open from 7am to 6pm, we suggest that your child's day be not much longer than your own working/school day.

In accordance with the Child Care and Early Years Act, an emergency consent form and immunization record or affidavit must be presented on the first day of care. NO CHILD WILL BE ADMITTED WITHOUT THESE FORMS. The Child Care and Early Years Act also requires that the children play outdoors every day for a minimum of 2 hours, weather permitting. If your child is too ill to participate in the outdoor program, he/she is too ill to be in daycare. If you require your child to stay indoors, a letter stating specific reasons pertaining to health, would need to be noted. Our health policy regarding fever, vomiting and diarrhea is as follows:

Fever

Children who experience a temperature of 38C or more, for a period of 30 minutes or longer, may not remain at the centre. Parents will be notified and asked to pick up their child as soon as possible. Children should remain at home for 24 hours after the fever has cleared and must be well before returning to the centre (i.e., they must be able to participate fully in the indoor and outdoor daily program).

Vomiting

Vomiting is a sign of stomach irritation or communicable disease. Parents will be asked to come and pick up their child from the centre if he/she has vomited more than once in that day. Children should remain at home for 24 hours after vomiting has stopped. The child must be well before returning to the centre (i.e. must be able to participate fully in the indoor and outdoor daily program). During an outbreak in the centre the child will not be admitted to the centre until 48 hours after vomiting has stopped.

Diarrhea

Diarrhea is a sign of infection or irritation in the digestive tract. If a child is suffering from diarrhea (bowel movements that appear watery or greenish and/or are much more frequent than usual) he /she must be kept at home, the child will not be admitted to the centre until 24 hours after he/she is symptom free or a doctor determines he/she is not infectious. During an outbreak in the centre the child will not be admitted to the centre until 48 hours after he/she is symptom free.

COMMUNICABLE DISEASES

Any child who shows signs of the following contagious illnesses must be withdrawn as soon as possible and may not return without a doctor's written consent A report will also be made to a Medical Officer of Health from the Public Health Department.

Pink Eye

The signs and symptoms of pink eye are as follows:

- Redness & swelling of the eye(s) followed by a copious discharge of pus.
- Swelling may be followed by an itch, which may cause discomfort.
- One or both eyes may be affected.

Any child who shows signs of this contagious illness must be withdrawn from the centre as soon as possible and may not return until discharge is no longer present or until 24 hours after start of treatment. A doctor's note is required for readmission.

Impetigo

The signs are symptoms are:

- The appearance of small fluid filled blisters leading to brownish crusts, especially around the mouth and nose, but may occur anywhere on the body. A secondary infection may develop from scratching.

A child may return to the centre after 24 hours of receiving treatment and lesions on skin must be covered. A doctor's note is required.

The above is only a sample of the many contagious diseases. For a full list of reportable and non-reportable diseases, please refer to the link below. Exclusion of your child from the childcare program may be necessary, as deemed by Public Health. It is our policy to abide by and adhere to all Public Health recommendations. For a full list of common reportable and non-reportable communicable diseases, please visit:

https://www.toronto.ca/community-people/community-partners/early-learning-child-care-partners/infection-prevention-control-for-child-care-centre-operators/communicable-disease-information-for-schools-child-care-centres/

ADMINISTRATION OF DRUGS AND MEDICATION

Our staff will administer prescription drugs to children in their care in accordance with provincial legislation. This will require all parents to provide the following:

- Written authorization, including dosage and times, for any medication that is to be given.
- All prescription medication must be in its original container with the Pharmacy Label attached
- No expired medication will be administered to the child.
- The child's parent must fill out a form and the parent must hand the medication to a staff member directly, which will be stored in a locked box. Whether in the classroom of the fridge, depending on storage instructions.
- The staff cannot administer cough medicines, decongestants, aspirin or any other non-prescription medication. In special circumstances we may be able to administer non-prescription medications, but only on the written instructions of a doctor. Doctor's notes are valid for six months, a new one must be obtained after this time to continue administering ongoing medications.
- Infants under the age of 1 year will require written consent from a doctor for the administration of Sunscreen, Medicated Diaper Rash Cream, and any other non-prescription medication.

All parents are responsible for the safety of the children in the Centre and must ensure that the box remains locked at all times. Also, medication is not to be left in the child's cubby or room. We are aware that parents are often in a hurry in the mornings, but since the staff are bound by these regulations, medicine will only be given if all of the above instructions are followed. A form can be obtained ahead of time and filled out at home if this is more convenient.

CHILD WITH MEDICAL NEEDS

A child with medical needs is defined as a child who has one or more chronic or acute medical conditions and he or she requires additional supports or accommodations. For example, a child with diabetes may require that a staff check the child's blood sugar levels with a glucose monitor several times a day.

The individualized plan shall be developed in consultation with a parent of the child.

The review of each individualized plan (by employees, students and volunteers) supports the child(ren)'s ability to participate in the child care program and provides staff with all necessary information to deal with any medical situation pertaining to your child. **The plan is required to be updated and signed annually.**

NUTRITION, DIETARY NEEDS AND ALLERGIES

A mid-day meal and two snacks will be provided to all children in full time attendance in accordance with the guidelines of the Canada Food Guide. Children's special dietary needs and allergies will be posted in the food preparation area and in the child's classroom. We will do our best to substitute food on the days that the child can't eat what is being served. Children are encouraged to try all foods that are served, but they are never forced to eat them. During non-instructional days, or when the children will be off site for field trips, it may be necessary to provide your School Age child with a bag lunch. Bag lunches must be nut free and meet your child's nutritional requirements. Please see Appendix 2 for a guide on bag lunches.

In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented. The centre Supervisor will provide parents a list of classroom allergens. Food sent from home can not include the allergens mention in their child's classrooms. Parents must label all provided food with the child's full name, date food arrived, and full ingredient list. Staff receiving the food must verify the ingredient list.

When documenting your child's allergies or food restrictions in the enrolment package, it must include clear instructions of the allergy/restriction and how or if the child can ingest the foods in different forms.

Due to the increasing number of children suffering from Anaphylactic Allergies, we ask parents to refrain from bringing any additional food items into the centre. With the exception of trip /school age lunches, which are not to be shared, all other food items are not permitted. All birthdays will be celebrated on a monthly basis. Our staff will prepare a special treat to be shared with the entire class.

Parents of children with Anaphylactic Allergies must complete an *Individual Plan* prior to enrollment or upon discovery of the allergy. The Individual Plan must be detailed as to the signs to look for and what actions need to be taken when the signs are evident. In addition, the child must have a valid epinephrine auto-injector with them at all times. The epinephrine auto-injector must be registered in the child's name and be current. It is the parent's responsibility to ensure that all staff have been properly trained on how and when to administer the epinephrine auto-injector, should it be required. If a parent refuses to provide the centre with an epinephrine auto-injector, or fails to replace an expired epinephrine auto-injector, their child will not be permitted into care until the centre is provided with a new epinephrine auto-injector

If an antihistamine is part of the Individual Plan for the child, a doctor's note explaining the dosage and signs and symptoms to look for before administering it will be required. A syringe or medication cup must also be provided, if not, we will not be able to administer the antihistamine.

REST/SLEEP PERIODS

Children's well-being is supported when educators respect and find ways to support each child's varied physiological and biological rhythms and needs for active play, rest and quiet time. Finding ways to reduce stress through providing space and time for rest and quiet play based on your child's individual differences helps children become increasingly aware of their own basic needs and supports their developing self-regulation skills. We reflect on how the organization of time, space and materials supports children's varied needs for sleep, rest and quiet time. We take into consideration instructions given from parents regarding their children's sleep and rest period. These instructions will be followed as closely as possible, but we also need to take into consideration the need of the individual child. For example, if a parent has provided instructions for the child to **not** sleep during the day but the child is falling asleep at the table, we will provide a rest period for the child. We will explain to the parents' the child was unable to stay awake that day and therefore, we provided him/her with a cot to rest.

SMOKE-FREE

In accordance with the ***Smoke Free Ontario Act, 2017****,* smoking tobacco or vaping, holding lit tobacco or e-cigarette is strictly prohibited in all licensed childcare centres and private home child care settings. Under the Child Care and Early Years Act, all staff, volunteers, students, parents and visitors are advised that smoking and vaping are prohibited on centre premises. These premises include the playground, the front and back of the centre, all parking areas on centre premises (including inside any vehicles parked on centre premises), **or anywhere within eyesight of the centre**. This also includes off-site activities such as field trips. Staff, volunteers, students, parents and visitors must wash their hands if entering the centre after smoking.

INCLUSION

Canada is a multicultural, multiracial and multi-faith society and has people of all abilities and disabilities. Our childcare centre reflects this reality daily.

We are committed to the principles of antiracism and inclusion, and all our policies, guidelines, and operations demonstrate our ongoing commitment. We must all strive to provide a culturally appropriate, racially sensitive and non-discriminatory environment for the children in our care, staff, parents, volunteers, the community and all service providers.

Our objective is to eliminate racial, ethno-cultural biases, and any other form of discrimination in all policies, guidelines, and day-to-day practices. We aim to foster an environment where children and staff have strong self-esteem, and high expectations, and to make continued progress.

Our organization will simply not tolerate racism or biases of any kind.

ACCESSIBILITY

In accordance with the Ontario Regulation 429.07 ***Accessibility Standards for Customer Services***, we are dedicated to ensuring our programs and services are accessible to all of our clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects their dignity, independence, integration and equal opportunity.

Whenever possible, we will endeavour to integrate our services to enable clients with disabilities to participate fully in our programs. In the event that an alternate measure is necessary, we will work with our families to effectively meet their needs through alternate forms of communication and training on assisted devices that may be required.

WHEN CHILDREN HAVE DIFFICULTY

Children at Victoria Village Children's Services Ltd. are given many opportunities to explore, learn and have fun. Respecting all staff, parents/guardians, other children in the program, and the environment are essential. Parents/guardians will be contacted by centre Supervisor to pick up their child in the event that he or she is unable to cope or is acting inappropriately.

Most children adjust well to a carefully planned group experience; however, there are times when the group experience may not be appropriate. The centre staff makes observations on all children to ensure that developmental and social milestones are being met. If a child is not adjusting well or having difficulty meeting those milestones, these observations will be discussed with parents. The centre will assist the parent in setting up a program to help the child. This program may include external referrals, which will often require parental consent. If children are not responding, parents will be informed and other options will be decided upon. The centre has the right to request that families leave care if issues are not resolved, as per Termination Policy below.

ACCOMMODATIONS

Victoria Village Children's Services Ltd. understands its obligations under the Ontario Human Rights Code with respect to accommodating children with special needs. Every child in our care has the right to an educational environment that is safe and conducive to that student learning.

We recognize some children who require substantial support and assistance within our programs, and give them the same opportunity to learn and succeed as much as any of our other children. These appropriate accommodations are provided up to the point of "undue hardship."

Victoria Village Children's Services Ltd. will make every effort to serve all children and parent/guardians in the centre. This is accomplished by observations of individual children and the other children, gathering additional information from parents/guardians, teachers, and other appropriate professionals (with proper release of information forms signed by the parent/guardian), and developing the program to meet the needs of both the individual child and the other children. The Supervisor will provide contact information to specialized programs and additional resources within the City.

If accommodations are required to support the needs of the child, these accommodations can be maintained, provided they do not compromise the integrity of our program, philosophy or jeopardize the health, safety or well-being of another child, and do not deprive the other children of their educational opportunities.

There may, however, be situations in which the regular program cannot meet the needs of some children or families. In this case, the Supervisor has the responsibility to decide that a child/family should be withdrawn. This measure will be taken as a last resort.

In the event that a decision to withdraw a child is taken, it will be done with the consideration of the best interest of the child and the well-being of the entire group. The Supervisor will provide as much information to the family as possible to find an alternative placement for the child.

NOTICE OF WITHDRAWAL / TERMINATION POLICY

Victoria Village Children's Services is committed to delivering high quality care to all children and their families. There may be times when we are unable to meet the needs of a child. Should such a situation arise, we reserve the right to terminate any contract of care.

The following procedure will be followed:

1. Behaviour is documented over a period of time by the program staff. Staff and parents communicate daily regarding the child's behaviour. Parents provide the centre with pertinent information that may help staff support the child's development.
2. The program staff submits a written formal report to the Supervisor.
3. The Supervisor and staff meet to discuss the concerns. Strategies are discussed, documented and then implemented. A trial period for the suggested strategies is established.
4. On completion of the trial period, the staff and the Supervisor meet to discuss documented observations of behaviour and strategies implemented. If additional support is required, a meeting is arranged with parents, staff and the Supervisor. The following steps will then be followed:
    a) Identify the concerns and reasons.
    b) Discuss implications for the child and other children involved.
    c) Discuss ways of involving community resources (notify Consultant, Crèche, or any other outside agencies).
5. Contact community resource and discuss behaviour, strategy implemented and results reviewed. Results are again committed in writing and signed by all parties. Refusal to sign papers will indicate a lack of cooperation and may lead to immediate termination.
6. If the centre staff determine the child's needs cannot be met, a recommendation of withdrawal will be forwarded to the parent/guardian, as well as an invitation to attend a meeting with the Supervisor in order to put their position forward. Both the owner and Children's Services Consultant will also be notified.
7. If the parent/guardian does not attend the meeting, or if after attending, the Supervisor decides that it is in the best interest of the child that he/she be withdrawn from the program, a written 2 week notice of withdrawal will be given.
8. Any parent choosing to withdraw from the childcare centre will be required to provide a 2-week written notice to the centre Supervisor. Fees are payable during the notice period whether the child is in attendance or not. Any fees paid in advance minus the 2 week notice period, will be refunded.

VICTORIA VILLAGE CHILDREN'S SERVICES reserves the right to terminate a parent's contract on the following grounds:

1. Non-payment of fees (2 weeks in arrears)
2. Contravention of the Code of Conduct
3. Continuous late pick-up
4. Refusal to consent to government agencies for supporting your child.

CODE OF CONDUCT

The following expectations are intended as a guide to maintaining the atmosphere at our centre as a happy, comfortable, and safe place to be.

Adults and children at all times shall:

a) Be courteous to others

b) Use acceptable language

c) Conduct themselves in a manner which allows each child and staff member to feel safe from verbal and physical abuse

d) Resolve conflict in a peaceful manner

e) Respect the building and equipment as well as the personal property of all staff and others

f) Show respect for all individuals through his/her behaviour and words

Please note that staff are to be treated on a professional level at all times. Staff are providing quality programming for your children and will not accept treatment that is not respectful. Please deal with discrepancies in private (away from the children and other adults) as it creates a negative atmosphere in the classroom. Any questions, concerns or grievances should be addressed to the Supervisor. Any matter that cannot be resolved at this level will be directed to the Executive Director. At absolutely no time should there by a confrontation in front of any children. Failure to adhere to our Code of Conduct could result in termination of the enrollment agreement (upon the discretion of the centre).

LEGISLATION

Victoria Village Children's Services Ltd. Agency adheres to the guidelines set out by the Child Care and Early Years Act and conducts itself according to the expectations outlined by the City of Toronto in the Early Learning and Care Quality Assessment.

Furthermore, we are abreast of all new legislation regarding childcare. We are aware and in compliance with *Occupational Health and Safety Bill 168*. We are also in compliance with all regulations regarding the Supervision of Children as well as the obligations associated with reporting Serious Occurrences and incidents of Child Abuse.

All infants under the age of 12 months of age will be put to sleep on their backs as directed by Health Canada in the *"Joint Statement of Safe Sleep".* A copy of the statement will be provided to you. Safe Sleep is for all children that require a rest period during their day, they will have direct visual checks every 15 minutes for infants and 30 minutes for preschool and up. Any changes in their sleeping patterns will be documented and the information relayed to you at pick up time. If a child experienced any distress, raised temperature, or other changes to their overall health, the signs your child is displaying will be documented and you will be notified immediately.

CHILD ABUSE

If abuse of any kind is witnessed or suspected by staff at the centre, a call to the Children's Aid Society will be placed. These calls are confidential and the release of any information, either to a parent or to any other staff members, will be carried out as per the directions of CAS. As Registered Early Childhood Educators, it is our legal obligation to report any and all incidences of suspected or observed abuse. Any parent in the centre should place a call to the Children's Aid Society in the event that they witness any behaviour they feel is abusive in nature.

SERIOUS OCCURRENCES

It is the policy of Victoria Village Children's Services Ltd. that the environment for the children be arranged and developed with their safety as a prime concern at all times. Every effort is made to ensure the well-being of every child in our care.

In an effort to provide greater transparency to all parents and caregivers regarding any serious occurrences that may happen within the centre, we will post a Serious Occurrence Notification Form in a visible location within the centre. This form will stay posted for Minimum of 10 business days.

To maintain confidentiality and respect to each individual's privacy, information pertaining to the child's name, staff name, age or birth date of the child, age group/room, etc. will not be included on the Serious Occurrence Notification Form.

In the event of a serious injury or suspected abuse of a child, the following procedure will be followed:

PROCEDURE

1. The staff or any other witness should report the occurrence to the Supervisor at once.

2. The Supervisor immediately contacts the parents.

1. If the Supervisor is not in attendance, notify the Director.
2. Ensure all persons having knowledge of the occurrence remain at the site until excused.
3. Within 24 hours of becoming aware of the occurrence the Supervisor must enter the information about the occurrence on the Child Care Licensing Information System (CCLS)
4. The Supervisor will then post the Serious Occurrence Notification Form that is generated by the CCLS for at least 10 days. If an update is required, a new Serious Occurrence Notification Form will be posted for an additional 10 days from date of update.
5. All notification forms will be retained for a period of 3 years and are readily available for inspection.

SUPERVISION OF VOLUNTEERS/ PARTICIPATING PARENTS AND STUDENT PLACEMENT POLICY

Victoria Village Children's Services Ltd. is committed to providing a high quality, safe and secure environment for all children enrolled in our programs. Ensuring the safety and well- being of every child in our care is our highest priority. O. Reg. 137/15 under the *Child Care and Early Years Act* (CCEYA) provides that every operator shall ensure that every child who is in attendance in a child care centre is supervised by an adult at all times. As such, it is our policy that no child in our care be left unattended and unsupervised.

Volunteers, participating parents and student placements will not be counted in ratio, and will not have unsupervised access to the children.

MONITORING COMPLIANCES AND PROHIBITED PRACTICES

Victoria Village Children's Services Ltd. is committed to providing quality care to all children and understands that children come to the Centre with varying needs. As Educators, we play an active role in fostering the well-being of every child and encourage parents, adults and other children to communicate and engage with each other to form a sense of belonging.

It is our belief that if children are offered well defined guidance and support, they can choose their actions in regards to their interaction with others and their environment.

By acknowledging a child's feelings, an Educator can help the child to recognize his or her own feelings and encourage problem solving skills. A child possessing such skills will feel confident in his or her choices and this skill is the basis to aid the child in self-regulation.

An Educator will use positive methods and approaches to guide children in accordance with section 48 of ON Reg 137/15. The use of physical, verbal, emotional, or psychological punishment is NOT permitted.

The aim of the Educators is consistency and maintaining clear limits, yet be flexible enough to allow for individual differences in children. The Educator's goal is to help your child work through and difficulties so that he or she may progress towards self-regulation. The children are taught to play without interfering with or hurting others. An Educator will always be close at hand to offer guidance, set limits, comfort and assist. The children are encouraged to cooperate with each other. The Educators are willing to discuss any further questions or concerns you may have.

Victoria Village Children's Services Ltd. recognizes that each child has unique skills and abilities and will work in equal partnership with parents to serve and adapt to each child's needs and growth. Our goal is to provide quality care for all children and we continually endeavour to involve families as an integral part of this process.

Prior to working with the children, each staff member, student, volunteer is required to sign a "Monitoring Compliance and Contraventions Policy" which includes the following list of prohibited practices;

(a) Corporal punishment of the child;

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

(c) Locking of 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 Victoria Village Children's Services Ltd., emergency management policies and procedures;

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

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

(f) Inflicting any bodily harm on children including making children eat or drink against their will.

The behaviour of every staff is monitored fours time per year by the Centre Supervisor or designate. Should a violation occur, the Centre Supervisor would review the infraction with the person involved and outline acceptable methods to be used. If further incidents occur, or if intentional harm is caused to any child, it will result in dismissal from the childcare centre.

PARENT ISSUES AND 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 each child care centre it operates (i.e. the operator).

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

Policy

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

All issues and concerns raised by parents/guardians are taken seriously by Victoria Village Children's Services Ltd 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.asp

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the supervisor or licensee.	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 5 business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the supervisor or licensee.	
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to - the individual directly or - the supervisor or licensee. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	
Student- / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. - 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.	

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 at www.victoriavillage.com under "contact us"

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:

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

Victoria Village Children's Services Ltd: 416-759-2500 or www.victoriavillage.com

Appendix 1

In an event where there may be a risk to the children in our care, the child care centre will relocate to the evacuation site listed below;

A notification will be sent out to all parents keeping them informed if the situation arises through the “Fastoche” web-based APP.

-Lockdowns or Hold and secures

-Threats to School Safety

-Weather related disasters

For a full list, please refer to the "Emergency Management Policy and Procedures"

Muppets Preschool Centre’s evacuation site is:

Evacuation site

Victoria Village Library

184 Sloane Ave, North York, Ontario M4A 2C4

Phone #416-395-5050

To ensure that you receive the notification from FASTOCHE for Muppets Preschool Centre, please ensure that you have registered to the app and that your email address and phone number is up-to date.

APPENDIX 2

BAGGED LUNCHES GUIDE FOR SCHOOL AGE PARENTS

During non-school days, you may be required to provide your School Age child with a bagged lunch. All written instructions for diet provided by a parent will be implemented. The centre Supervisor will provide parents a list of classroom allergens. Food sent from home can not include the allergens mention in their child's classrooms. Parents must label all provided food with the child's full name, date food arrived, and full ingredient list. Staff receiving the food must verify the ingredient list.

We have a few guidelines to make this easier for everyone and to ensure all children with food allergies do not come in contact with allergens.

1. Food must be labeled with your child's name
2. Food must be dated
3. Food must have a full ingredient list attached
4. Parents must ensure safe storage of the food. Either an icepack or a frozen water bottle is placed in the bag or, notify a staff to have it stored in the fridge.

We are asking that you try and refrain from bringing a lunch that needs to be warmed up in the microwave. Teachers would need to leave the group and spend time heating each lunch individually. If this happens, it delays the timings for the rest of the programming day.

If you would like your child to have a warm lunch we suggest bringing it in a thermos.

These are the servings of each food group that the Canada Food Guide has in place:

- ONE serving from Milk and Milk products 250-375 milliliters.
- ONE serving from Meat and alternates 60-90 grams.
- ONE serving from bread and cereals 1 ½ to 2 ½ slices or 175 to 450 milliliters.
- TWO servings from fruits and vegetables 2 to 2 ½ whole fruits or 250 to 300 milliliters.

Due to Ministry of Education guidelines and "Sabrina's Law, 2005" only a bagged lunch that follows the guidelines above will be permitted. This includes children's birthdays. Loot bags that will be sent home with the children are permitted provided there are NO products containing NUTS of any kind.

In the event a lunch was forgotten at home, the centre will call the parent immediately to discuss alternate arrangements.

If the parent is able to have someone else drop off food following the above guidelines, or through a discussion with the supervisor, a lunch can be provided by the child care centre.

We hope you follow the same guidelines the school board has when it comes to packing your child's lunch

APPENDIX 3

2026 Fee Memo

Effective January 1, 2026

This child care program is participating in the Canada Wide Early Learning & Child Care (CWELCC) System. Fees are subject to change in accordance with government directives. Children who turn 6 will only receive CWELCC reduced fees until the end of the month that they turn 6. If their birthday falls between January 1 to June 30 in the calendar year they will receive the reduction until the end of the school year.

Program & Age	Hours of Operation	Fee Term	2026 Fee	2026 CWELCC Base Fee
TODDLER FULL TIME 1 year 6 months - 2 years 6 months	7:00AM-6:00PM	01 Jan-31 Dec	N/A	Daily$22.00
TODDLER MON, WED, FRI 1 year 6 months - 2 years 6 months	7:00AM-6:00PM	01 Jan-31 Dec	N/A	Daily$22.00
PRESCHOOL FULL TIME 2 years 6 months - 4 years	7:00AM-6:00PM	01 Jan-31 Dec	N/A	Daily$18.90
PRESCHOOL MON, WED, FRI 2 years 6 months - 4 years	7:00AM-6:00PM	01 Jan-31 Dec	N/A	Daily$22.00
KINDERGARTEN BEFORE/AFTER SCHOOL 4 years - 6 years	7:00AM-9:00AM 3:00PM-6:00PM	01 Jan-31 Dec	N/A	Daily$14.64
KINDERGARTEN AFTER SCHOOL 4 years - 6 years	3:00PM-6:00PM	01 Jan-31 Dec	N/A	Daily$12.28
KINDERGARTEN SUMMER CAMP 4 years - 6 years	7:00AM-6:00PM	29 Jun-04 Sep	N/A	Daily$18.90
SCHOOL AGE BEFORE & AFTER SCHOOL 6 years - 12 years	7:00AM-9:00AM 3:00PM-6:00PM	01 Jan-31 Dec	Daily$30.45	N/A
SCHOOL AGE AFTER SCHOOL 6 years - 12 years	3:00PM-6:00PM	01 Jan-31 Dec	Daily$25.20	N/A
SCHOOL AGE SUMMER CAMP 6 years - 12 years	7:00AM-6:00PM	29 Jun-04 Sep	Daily$45.15	N/A

NOTES:

(a) All fees must be paid in advance on the first of the month. ***We require "Pre-authorized payment agreements" or 12 post-dated cheques upon registration of your child***.

(b) ***No reduction*** in fees for days when a child is absent, off sick, on vacation or the centre is closed due to unforeseen circumstances. Ie. Inclement weather.

(c) Late fee charges ('non-base" fee) as per the Financial Agreement, will be applied automatically to your account if fees are received after the due date. This charge is not eligible for reduction under CWELCC and full amounts are payable. Any fee change will be notified to parents in writing.

(d) The Centre is closed on all statutory public holidays. In addition, there are usually two extra days when the childcare centre operates at reduced hours. e.g. Christmas Eve (1/2 day); New Year's Eve (1/2 day). Fees are payable for the week in which these holidays fall.

(e) There is a $25.00 charge for NSF return. ("non-base" fee). This charge is not eligible for reduction under CWELCC.

(f) The Centre closes at 6:00 pm SHARP! A late fee of $1.00 for each minute after 6:00pm ("non-base" fee) is payable directly to the staff members who stay to look after the child. Late fees are not eligible for a reduction under CWELCC

(g) A 2-week notice is required to withdraw your child from the program. Non-attendance during the notice period will result in a 2-week fee charge in lieu of notice.