



Parent Handbook

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Welcome to the Early Years Daycare Centre!

Thank you for considering *The Early Years Daycare Centre* for your family's child care and educational needs. We strive to provide all children in the centre with enriched programming that has been carefully designed to incorporate play based learning with opportunities for children to thrive socially, emotionally, physically, creatively and cognitively.

We hope that you and your child (ren) are as excited as we are to begin their education journey and start making wonderful memories with us.

The information provided in this guide is very important and we ask that you review this carefully and contact the program supervisor immediately should you have any questions or concerns. Upon enrolment, you will be given a Registration Package to review, complete with all necessary information and return prior to your child(ren)'s start date at the centre. You will also be asked to acknowledge that you have read and understood all policies by signing where designated.

Our Philosophy

The early years of one's childhood only happens once in a lifetime. We at The Early Years Daycare Centre believe that we need to make each one of those moments count. These years are the stepping-stones to what can be a healthy and loving life. A child learns more between birth and the age of six than they learn in their entire lifetime. This is a crucial time when their foundation is created. Our child care system is built upon various philosophies. We have adopted the Montessori Methods and the Reggio inspired Approaches in addition to our own system developed with over 20 years of experience in the field of child care. Montessori's philosophy states that when a child works at his/her own pace they strive toward independence. They motivate themselves to learn and develop the skills needed to create concentration and determination. The Reggio Project Approach states that children are natural scholars eager to learn. This approach involves working on relevant and relatable projects collectively and in small groups with other students. Teachers relate the project to practical life skills. This allows the student to express their knowledge through drawing, words, music and so forth. Moreover, the nature of the group activity challenges the student and allows him/her to develop emotionally and intellectually. The Early Years' philosophy stresses a three-point system that we believe will allow your child to put their best foot forward and further instil a sense of comfort and confidence in their continued pursuit of education:



Comfort

- Welcoming all children because every child is exceptional.
- Showing each child how special they are encouraging confidence at an early age.
- Spending quality time with each child; ensuring every child is treated with the same love and attention as others.
- Create a loving open atmosphere; encouraging children to use social skills to form healthy relationships with educators and peers.

Cooperation

- Let children find the activities that they are interested in with – provide a wide selection of mind games and puzzles that promote problem solving.
- Encourage the children to play together and interact with one another – provide group games, board games, and playground structures that advance communal play.
- Promote sharing and cooperation – teach the children to play appropriately together and learn from each other.

Education

- Our certified educators listen to your children and show them the utmost respect – we believe that education should evoke communication.
- Reading, talking, singing and engaging the children in teachable moments are some of the ways that we strengthen their social skills in and out of the classroom.
- When children form meaningful relationships with others they can be encouraged to be engaged and open to learning. A loving environment is a good environment.
- Encourage the children to express their emotions and feelings with verbal and non-verbal communication. This can be encouraged through dramatic play and music and movement activities.
- Providing specific learning opportunities such as languages, mathematics, sciences, music and physical exploration

Program Statement

The Early Years Daycare Centre believes children are competent, capable complex thinkers who are curious and rich in potential. Children are intrinsically motivated to learn and when provided with enriched environments, nurturing adult interactions, support and the freedom to explore, they thrive.

Our understanding of children has evolved over time and is influenced by ongoing research, experience, collaboration with families and community partners. The Early Years Daycare Centre is responsive and flexible with opportunities for children and families.



Supporting children's social and emotional growth is at the forefront of our work. Our dedicated and trained educators encourage children's social and emotional development. This will be achieved by role modelling appropriate behaviour, actively participate in play and social situations as well as constructing learning environments and opportunities that support this growth, in addition to other areas .

We recognize that all families are different, differing in size, structure, ethnicity and ability. Parents are a child's first and most important teacher. At The Early Years, we want to work in participation with parents/caregivers as well as the professionals that support these families. Our focus is to work collaboratively with families and individuals within the community to support the children in the best way we can, for the best interest of the child. We hope to form a support system for families and become a cohesive teaching team. This includes meeting with support workers and actively communicating with parents and professionals regarding progress of the child and any concerns that is brought to our attention. Parents are always welcome to participate, share, network and get involved at The Early Years.

The Early Years Daycare has developed policies and procedures in compliance with Ministry of Education as well as York Region Public Health. All staff, students and volunteers are required to review our policies prior to employment or placement, and are to be reviewed (at least) annually. Policies and procedures are to be followed at all times, and compliance will be ensured by the Program Supervisor as well as the Director. Further action will be taken in the event of contravening of any of our policies which include: a verbal warning, written warning and even termination of employment or volunteer position.

As providers of high quality licensed childcare in Richmond Hill, we are governed by the Ontario Ministry of Education and regulated by Child Care and Early Years Act, 2014.

Education's How Does Learning Happen? (HDLH) Framework

At the core of this framework are relationships. The foundations of HDLH include: belonging, well-being, engagement and expression. This framework is the inspiration for our program statement, below are some of the approaches we take in supporting the children in their everyday experiences.

Belonging: Every child has a sense of belonging when he or she is connected to others and contributes to their world. We will adapt our program to ensure that children, educators and families create genuine connections that foster that sense of belonging.

This can be achieved by staff fostering, expanding and scaffolding the children's natural talent by participating in play alongside of the children, being co-learners. The activities planned by the educators must be based on the children's interest and curiosities. Educators will provide toys, materials, equipment, challenge thinking in



children through teachable moments, and be an active part of children's exploration and learning.

Well Being: Every child is developing a sense of self, health and well-being.

The health, safety, nutritional needs and well-being of children are fundamental to supporting children's ability to learn. We have policies in place regarding nutrition, sleep, sanitation, outdoor play and overall health and wellness. These policies are reviewed by staff annually, and communicated to our families through our parent handbook. We support the children in developing a sense of self and supporting them to make choices towards their own health and well-being.

Engagement: Every child is an active and engaged learner who explores the world with body, mind and senses.

At The Early Years, we provide a variety of learning environments both inside and outside the classroom that nurture children's growth and development. We hope to foster children's emerging independence, self-confidence, communication and skill development. We believe that it is the role of the educator to support children to learn how to interact effectively with other children, adults, and the environment. Generally self-regulation involves gaining a degree of control over one's body including impulses, emotions, supporting children's attention during activities and instructional time. Educators will; provide small group experiences that allow for more individualized adult attention, role model inclusive, respectful, and collaborative interactions with children and other adults. Educators will ensure all learning environments are open for children to explore freely.

Expression: Every child is a capable communicator who expresses himself or herself in many ways.

The learning environments will be flexible; ensuring toys, equipment, and materials are plentiful and available to children at all times. Educators will demonstrate positive social skills, and attend regular training that addresses self-regulation and inclusivity. The children will be encouraged to express themselves through communication with peers and educators, while using materials and engaging in dramatic play and creative play. The educators will encourage children to be problem solve and make decisions through these interactions.

Our Programs

We offer full and part time programs offered at *The Early Years Daycare Centre* for children 3 month to 12 years old. *The Early Years Daycare Centre* sets an environment for positive long-term emotional, behavioural, and intellectual well-being at an early stage. Our hands on curriculum will allow children to explore and discover the wonders of life and extend the potential and willingness to share learning and forming relationships in a secure, respectful and nurturing environment. All our



programs offer a variety of learning tools that enhances each child's self-confidence and individuality.

The goal of this program is to help children have a healthy and smooth transition from home to child care.

Our Staff. All of our full time classroom teachers are either Early Childhood Educators, registered and recognized by the College of Early Childhood Educators or, are Early Childhood Assistants with various educational backgrounds, training and accreditations. The Director has a business background and the Program Supervisor is also an Early Childhood Educator registered under the College of Early Childhood Educators, as well as a provincially licensed Behavioural Therapist. Our centre chef has their Food Handler Certification. Staffs are required to have their medical completed and Criminal Reference Checks before commencing work. All employees have their current First Aid and CPR Training with regular re-certification.

Students & Volunteers. Our centres welcome college or university students to participate in our programing as a requirement for their educational placement hours. Students and volunteers are required to review all centre policies and procedures and provide all necessary required documentation as an employee of our centre. Students and volunteers are never counted in a classroom ratio and are supervised at all times. Volunteers and students are required to have their medical completed and Criminal Reference Check before commencing with our centre.

Nutrition: Our onsite chef will prepare all homemade meals using fresh and natural ingredients.

The daily menu will comply with Canada's Food Guide of recommended daily requirements.

Healthy snacks that are nutritious are to be provided in between meals.

A menu for the current week will be displayed in our kitchen as well as on our parent board at the front entrance. The meals are served 'family dynamic' in small groups within each of our classrooms which encourages self-feeding and social interaction.

Alternate menu items are provided to children with allergens or dietary restrictions. It is asked within our Registration Package that you indicate these for your child.

The names of children with food allergies/restrictions will be posted in all cooking and serving areas as well as in every classroom.

PLEASE NOTE: Our Extra-Curricular Activities can differ depending on the necessity.

Music: Music therapy is an important part of each class: Rhythm activities help develop listening skills and the ability to interpret rhythm into movement: moving in time to the beat of a drum or the tempo of a song. The program is designed to include music, story, and the exploration of all multicultural and classical music and instruments.



Yoga & Meditation: These special classes designed to enrich the physical activity of the children with an emphasis on fundamental movement abilities: running, jumping, throwing and catching. In the class kids explore and gain experience with body awareness, balance, locomotion, spatial relationship and rhythm.

French: Children become introduced to French as soon as we see he/she is ready to adapt to a new language. Children will enter French through games, stories, and songs so that these little ones remind it as an enjoyment. We will use games, and stories with puppets to introduce the vocabulary of French. Children will be exposed to a variety of French songs, finger plays, and an introduction to French vocabulary such as alphabet, numbers, greetings, etc.

Infant Program (3 – 18 months)

Our infant program is a wonderful environment to introduce young children to child care. Our nurturing educators develop trusting relationships with each child and family to ensure a comfortable transition into the centre. During the course of a day the infants will engage in many activities such as first step education activities, art, circle time, story time, music and outdoor time including neighborhood walks.

Continuous communication with parents is of primary importance. Parents will be given daily reports of their child's routine/day and overall progress. We pride ourselves on our ability to cater to the individual needs of each child, and accommodate different schedules, multiple naps, food preferences and more.

Our educators work towards giving each child the opportunity to feel confident and positive about their first experience outside the home.

Toddler Program (18 months – 30 months)

Our toddler program offers a more structured group environment with a schedule that includes plenty of stimulating indoor and outdoor experiences. A balance of structure and free play opportunities through exposure to a variety of materials are provided to facilitate their independence throughout the daily routines.

Children are given the chance to play, learn and explore independently in small groups with friends, and as part of a larger group.

Toddlers are also introduced to our academic program through High Scope (Theme Based), Reggio and Montessori approach; all of which include math, language, early printing and project work which are provided age appropriately and tailored to individual abilities.



Preschool Program (31months – 5 years)

The goals of preschool program begins with the desire to provide a safe, educationally and socially enriching environment in which children can learn to be self-confident away from home. The program seeks to stimulate the child's curiosity, and encourage well-rounded growth for all children based on their individual levels of development.

Using various curriculum models – High Scope, Montessori and the Reggio Approach – children get the chance to be involved in a variety of activities that foster their love of learning and discovery. Some elements of the program are more structured, and some depend on the choice of the child, offering an excellent introduction to self-guided learning

The preschool program concentrates on developing the child's academic skills with a variety of activities. Through group and individual project work, the children will expand their skills in mathematics, science, social skills, music, visual arts, drama and language. Daily routines will provide the child and teach him/her to apply these skills to reading, writing and basic mathematics.

Junior Kindergarten / Senior Kindergarten (44 months – 67 months)

The Early Years JK/SK program offers a more formal classroom setting that's focused around structured, self-guided discovery. With an enriched curriculum and innovative program plans built around High Scope, Montessori, Reggio and Ontario Education Board, the program offers exciting opportunities for learning. The academic program for this age group is of a higher level. Here they begin to read, write and learn how to apply their math skills.

Children are exposed to a variety of age-appropriate topics, including Language Arts, History, Geography, Visual Arts, Music, Mathematics, Science, French and Physical Education. Field trips are designed to support their understanding of topics that have been introduced to them; seeing music, art and science in real life is a great way to bring a fresh perspective to their classroom learning. Our JK/SK program is designed to make the transition to grade 1 smoother and easier.

Before & After School Age Program (4 – 12 years)

The primary goals of this program are to provide a comfortable, safe, and stimulating environment to effectively meet the needs of school-aged children. The teaching staffs strive to build a respectful classroom community while meeting individual needs through various activities which are facilitated to be experimental, self-discovering and challenging. The children are encouraged to complete their homework during this time; together the children learn to work with one another in a social setting and in group activities. ***Care is always available on all school holidays, Winter Break, March Break, Strike and P.A. Days***



Child Care Fee as of January 2022

AGE GROUP		FEE
Infant: 3 months- 18 months	Full Time	\$1690/month
	Part Time	\$1160/month (3 days)
Toddler: 18 months – 30 months	Full Time	\$1440/month
	Part Time	\$957/month (3 days)
		\$660/month (2 days)
Preschool: 30 months – 4 years	Full Time	\$1370./month
	Part Time	\$844/month (3 days)
		\$622/month (2 days)
Kindergarten (JK/SK) Full day: 4-6 years	Full Time	\$1155/month
	Part Time	\$708/Month (3 days) \$485/month (2 days)
Before school program		\$340/month
After school program		\$465.00/month
Before & After School Program		\$650/month
March Break or Winter Break		\$310/week 8:30 am to 4:00 pm \$350/week (extended) 7:00 am-6:00 pm
Difference of \$45 will be added for Afterschool children		
P.A. Days		\$60.00/day for before and after school children \$65.00/day for new families
Summer Camp (JK to Grade 5)	8:30 am – 4:00 pm	\$310/Weekly \$825/Monthly
	7:00 am – 6:00 pm	\$350/Weekly \$875/Monthly
		*minimum 2 weeks registration
		Casual days (JK to Grade 5) \$90/day* upon availability

***Rates are subject to an annual fee increase. Should this occur families will be notified at least one month prior to the increase.**

Centre Closures

We will observe all statutory holidays recognized in Ontario, these include:

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| • New Year's Day | • Labour Day |
| • Family Day | • Thanksgiving Day |
| • Good Friday | • Boxing Day |
| • Victoria Day | • Christmas Day |
| • Canada Day | |

In addition to these Statutory holidays the centre will also be closed **August-Civic Holiday** full day, and will close at 1:00 pm on the following days: **Easter Monday, Friday prior to Labour Day, Christmas Eve and New Years Eve.** Families will be notified of the actual dates of closures at least one week prior to closing.



Centre Closures (as a result of emergency) : Director/Supervisor and Educators will make every effort to contact parents when the centre has to shut down due to unforeseen reasons such as: Fire, loss of power (in winter months), loss of running water, severe inclement weather, or any other closure mandated by the Region (These days are not reimbursed, unless otherwise stated).

School Schedule

The centre is open Monday to Friday from 7:00am -6:00pm for full time, and for our before and after school program 7:00 am – 9:00 am/3:00 pm – 6:00 pm. We will run our Academic Program so that it corresponds with the public school system. Our centre is open throughout the year.

*Due to the COVID-19 pandemic The Early Years operates under a reduced schedule until further notice. Please refer to the COVID-19 Policy and Procedure for more information.

CWELCC, Admission, Payment of Fees, Withdraw and Discharge, Waitlist

CWELCC: The Early Years has opted in for the CWELCC program. Families will receive 25% off of their monthly tuition retroactive April 2022. As of January 2023 families will receive 50% off of their monthly tuition.

Admission: For admission to our centre we require a completed registration package including your child's Health Card Number and version code (OHIP), an up to date immunization record (we will make a copy, if needed). This package will be given at the time of the tour or can be found on our website. A \$150 registration fee will be charged to all new applicants. This fee is non-refundable. There are no refunds or credits given for a child's absence for any reason. Part-time students will not be permitted to substitute days for any reason.

Fees: Fees are to be paid by postdated cheques preferred; we will also accept cash or email money transfer. When paying by cheques, cash or EMT, all fees must be received by the centre prior to the first of the month. Any fee received after the first of the month will be subject to a late fee of \$20/day. We require first month's tuition fee and the last month's fee prior to start date. Postdated cheques are to be made payable for the first of the month of the starting month. The last month tuition fee is intended to be used upon withdrawal from our school, therefore is non-refundable. Any cheques that are returned with an NSF there will be a \$35 processing fee.

There is no exemption from fees due to vacation, illness, absence or statutory holidays. Families are responsible for fees for every day their child is enrolled in the centre. All families planning extended vacation breaks must inform the Director or Program Supervisor prior to leaving. Fees for the break must be paid in full prior to



leaving in order to ensure your space is reserved. If you withdraw your child, a space cannot be guaranteed when you return. In this case deposits will be used to cover any unpaid fees.

Refunds: There are no refunds or credits given for a child's absence for any reason. Part-time students will not be permitted to substitute days for any reason. There is no refund of the registration fee or security deposit. With a minimum of thirty (30) days written notice of the intended withdrawal (partial or total) all unearned tuition fees after these thirty days will be returned less any part of the security deposit that may or may not have been used up.

A 10% discount is offered when siblings are registered. This discount is applied to the child (ren) who pays the lesser amount of tuition and is attending full time care. The 12th month is FREE for parents who choose to make a lump-sum payment of 11 months in advance for any full-time program.

Waitlist: The Early Years Daycare Centre Ltd. will attempt to accommodate all requests for the registration of a child at our centre. When the maximum capacity of the program has been reached, and there are no spaces available for new children to enroll, the following wait list procedure will be followed. There will be no fees collected to the families that have a child on a waitlist. The Supervisor and the Owner/Director will create and maintain a list of children in the order that they are received in. Parents will be notified what position their child is on the list when they are placed. When spaces become available, priority will be given firstly to the children who are currently enrolled and will be transitioning to the next classroom and siblings of the children who are enrolled. After those children have been placed, the other children will be prioritized based on program availability, and the order in which they were placed on the list. Parents will be notified by phone/email once a space has become available. They will have 5 business days to confirm the space with the Supervisor. If parents have not responded in the timeframe provided, they will surrender their space and the Supervisor will then call the next family on the waitlist. If parents would like to inquire about your place on the waitlist, parents may reach the Supervisor by email, and they can update the parents with the placement on the list and an estimated likelihood of the child being offered a space in the program. The waitlist will be maintained in a confidential way, names of children and families will not be given out to any other individuals.

Withdraw and Discharge: Upon withdrawing from our centre please provide us at least one month's notice (30 days) given in writing. Your security deposit will be applied to the final month of care. There is no refund of the registration fee or security deposit. Children who have subsidy kindly provide us with a 10 business day's written notice prior to withdrawing your child. Absent days cannot be used in lieu of notice.



The Early years may ask you to withdraw your child if he/she shows signs of aggression, for recurring late payment of fees, for non-payment of fees and failure to follow our policies and procedures. The Early Years reserves the right to terminate its services upon 30 days written notice to parents. If a situation no longer benefits the safety or well-being of the child, other children, staff or the centre, this may lead us to terminate our service effective immediately.

As required by the Ministry of Education, all children's files will be kept on site for at least 3 years after withdrawal date. Once that time has expired the files will then be destroyed

Receipts: Tuition tax receipts for tuition fees received by December 31st will be issued by February 28th of the following year.

Part Time: For families with children enrolled in a part time program. In the unlikely event where there is a new enrollment for a child with a full time schedule, The Early Years Daycare reserves the right to offer/give notice to part time families first. Families will be given 2 weeks' notice and will have one week to accept or decline a full time space. If declined, the child will be considered withdrawn, at the end of the notice period. Every effort will be made to accommodate all families however; priority will be given to full time enrollments.

Arrival and Departure:

Please allow yourself enough time to undress your child and send him/her to the classroom where there is a teacher. Children must be released to a teacher. If you cannot pick up your child from the centre, please inform the staff of alternate arrangements as your child will not be released to any unauthorized persons. All authorized persons must be 18 years of age or older, unless otherwise designated by written (by hand or email) parental consent. Under no circumstances will any child be released to anyone without written authorization from a parent or guardian. Authorized persons must bring an ID for the staff to release your child.

A security code will be issued for our centres front and rear entrances. It is your responsibility to remember this code as it will serve as your means of entering the centre to pick up and drop off your child. Please avoid using cell phones during drop-off and pick-up time. Your child needs 100% of your attention when you enter his/her classroom. This code will be issued to the parent(s) of the child only. We ask that you do not give this code out to any other family members or authorized person for your child's pick up.

The Director of the centre has the right to remove the access codes to anyone caught misusing this privilege. This is important for the child's safety while in the care of our



centre. Please make sure to keep the door closed. We work very hard at keeping your children safe. Please work with us to keep it a safe environment for all.

Late Pick-Up Fees: If you are late to pick up your child, a \$1.00/per minute fee will be charged beginning from 6:00 p.m. or time of posted closure. If you are aware in advance of possible lateness, please make alternate arrangements with your authorized pick up person, and notify us immediately.

Birthdays: Your child's birthday is special to all of us at the centre and we want to make this occasion unforgettable. Due to allergies, outside foods are not permitted into the centre unless there are store bought, **have the ingredient list visible and, are clearly marked peanut/nut free**. Please provide a receipt for these as well, to allow us to trace the product purchase better.

Families are welcome to join the classroom for the celebration during our afternoon snack time. Please advise the program supervisor of any visitors. If visitors are to be interacting with children (i.e. performers) they must possess either a Vulnerable Sector Screen or an Attestation from their employer. Without this they will not be permitted to enter the centre.

Methods of Communication: The centre posts monthly newsletters about the classroom's theme, learning outcomes and upcoming events. Parents are encouraged to volunteer in their child's class, during field trips and also to provide learning experiences in their field of expertise. For example, during the theme "community helpers" parents share their knowledge with children through concrete and abstract materials in their field of occupation.

Both written and verbal communication is provided to parents daily through "how my day was" daily reports for our infants and toddlers. If you require further information on your child's day, kindly set up an appointment with the office to meet with your child's teacher.

Parent Visits/Involvement: The daycare Directors, Supervisor and Staff welcome all parents into their child's classroom. We are always pleased to see a parent take interest in their child's progress. Parents who are volunteering in the centre must obtain a Vulnerable Sector Screen from their local police department and read policies prior to joining us. An appointment should be made ahead of time to that we can provide the parent with any information they should require. On a daily basis, we request that you have minimal conversation with the teachers in the room at drop off and pick up times. This is for the safety and well-being of all the children in the classroom. If you arrive to the centre during programming, the teachers will not be able to discuss any issues with you as their attention will be focused on the classroom activities only.



Children's Files: It is mandatory that all children's files be updated annually. Parents/guardians must advise the office of any change in information such as address, phone numbers, authorized pick-up persons, allergies or food restrictions. It is required that immunization records be kept up to date and provided to the office after your child's doctor's visit.

School Rules

Outside Food: No outside food is permitted in the centre, unless families read and sign the permission to bring outside food form. Families must comply with rules for nut free food. Educators will check food ingredient list before a child is to consume the food. If no ingredient list is present educators will use discretion when allowing a child to consume.

Peanut/Nut: Our daycare will maintain a peanut/nut free environment. No outside food is permitted into the centre unless approved by the program supervisor.

Scent Free: Due to the health concerns arising from exposure to scented products such as perfume, cologne, cigarette smoke and other smoking related scents. Staffs, Parents and Visitors are asked to be considerate in their use of such products when dropping off their children, and to be aware that they may be asked to refrain from using such products should this be required. Under no circumstances should a child arrive at the centre with perfume or cologne on their clothing. Thank you for your cooperation in this matter.

Field Trips: The children may participate in offsite activities or outings related to the program offered by The Early Years. Parental consent forms will be issued prior to the excursion. Parents may take part in field trips whenever offered. Additional fees may be charged to offset the cost of the trip.

Outdoor Play: Except in the most inclement weather, we are required by the Child Care Early Years Act (CCEYA), to take the children outdoors for 60 minutes in the morning and 60 minutes in the afternoon, every day. There will be no exception made to this aspect of the programming so we ask that you keep your child at home if they are too ill to participate in outdoor activities. Please ensure that your child comes in with the appropriate outdoor clothing for the weather that day.

Health and Illness

Illness can easily be passed from child to child, especially within child care centres and schools where they are spending most hours of their day together.

Please **DO NOT** bring your child to the centre if your child is unable to participate in regular activities due to fever, loose bowel movements, vomiting, infections (eye or ear) and communicable diseases such as (but not limited to) lice, pink eye or hand, foot and mouth disease.



When a child shows symptoms of any illness he/she will be separated from the rest of the class. We will document their ill health on an illness report. This will outline their symptoms and notify you of when they are going to be accepted back to the program. The parents will be called to take the child home and/or to a medical practitioner. If we cannot reach any of the parents, the emergency contact provided at time of registration will be notified. Symptoms can include but are not limited to fevers (38.0°C and over), vomiting, loose bowel movements, lethargic behaviour and/or the requirement of a staff taken from the group to care for the ill child.

If your child has an infectious or communicable disease, please advise the centre so that we can monitor the rest of the group and advise all parents/guardians if required. If your child receives a cut or scrape while at the centre, we are only permitted to cleanse with soap and water as per the guidelines stipulated by York Region Public Health. A bandage will then be applied.

Medication: Only a Registered Early Childhood Educator (ECE or Program Supervisor) is able to administer prescribed medication from a physician. We will administer medication to the child if it was brought to the centre in the original container it was dispensed, which includes the prescription label, date medication was dispensed and expiry date; and a parent has filled out and signed a medication authorization form including details on the storage of the medication, how much to administer and at what time the medication is to be administered. Medication must be handed directly to a staff member. It will be stored based on the labelled directions on the container. After medication has been administered the RECE or Supervisor will fill out the following information using the Medication Form: Date, time given, dose amount, any comments that are relevant and signature. Medication will be returned to the lockbox either in the fridge or in the office immediately after use. Any medication that is no longer valid (expired or has reached the end of the prescribed term of use) will be returned to the parents for disposal. For medications that are found to be in backpacks/cubbies will be kept in the office and parents will be notified of the policy regarding bringing medication. Medications that are given over the counter are not to be administered unless a doctor's note has been written and signed/stamped. The doctor also needs to express the reason for the use of this medication (i.e. febrile seizures etc.).

Medication must be given within the time noted on the container. Old prescriptions will not be administered, with the exception of an inhaler; only when specified "as needed" on the prescription label; the medication will be administered as written on the prescription.

Administering Emergency Medications: Emergency Medications (i.e. EpiPen) will not be permitted to be stored in a lockbox. This medication will be listed on the child's anaphylaxis plan and labelled clearly in one of the cupboards to allow for quick access



in the event of an emergency. This medication is to accompany the child wherever they go including during fire drills.

- **Epi-Pen:** If your child requires an Epi-Pen to be kept at the centre, parents/guardians are responsible for ensuring that the staff member is aware of the child's allergy and associated symptoms. They are required to complete an anaphylactic plan and provide a current picture, complete initial training to staff and program supervisor for the use of the epi-pen. All epi-pens are stored within the emergency bags which are on hand at all times. The anaphylactic alert will be posted in every classroom and the kitchen.

What to Bring to Daycare:

- Completed Registration package with all forms signed & dated
- Up-to-date Immunization record
- All required payments: 12 post-dated cheques for the 1st of each month, \$150 registration Fee (non-refundable) – per family, and a security deposit; which is due at time of enrollment payable for the first of the month your child began.
- Please bring a labelled bag to keep all your child's items left at centre
- Parents must supply special need items such as baby food, formula, alternative milk products, pacifiers if required, diapers, wipes and diaper creams if used.
- For infants and/or toddlers who require the use of bottles; we request that enough bottles are provided daily for your child. These will be sent home and required to be washed and returned for the next day.
- Please provide an empty water bottle or sippy cup for daily refill of water at the centre. These will be sent home regularly for washing and required to be returned or replaced with another cup.
- Please provide indoor shoes with non-marking soles. We recommend these to be comfortable and sturdy such as slippers or runners. We would ask that no flip-flops or backless shoes be provided for safety concerns.
- The children will spend time outdoors daily (weather permitting) and will require clothing appropriate for the season. In the summer when the weather is hot, please have a labelled sun hat and sunscreen. The centre will apply sunscreen if provided by the parent for this child before going outdoors. In the winter when the weather is cold, make sure your child has suitable boots and a warm coat with hats and gloves. Please no scarves-neck warmers will be accepted only.
- Please provide two full and complete sets of clothing, clearly labeled with your child's name to be kept in their cubby. When soiled, they will be returned to you in a plastic bag, which the parent must take home, wash and either return or replace with another set of clean clothes. Please do not provide brand new items as spare clothing.



- Please provide a blanket and fitted sheet for rest time; 'sleep time' toys are also welcomed.

Please make sure to label everything!

Note: The Centre is not responsible for the loss of or damage to your child's items. Please ensure that any items brought to the centre are clearly marked with your child's name. Items not labelled will be placed within our Lost and Found box for up to one month and then donated to charity if left unclaimed.

Supervision of volunteers and students

The Early Years Daycare Centre and The Early Years welcome both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs.

Students and volunteers will:

- Always be supervised by an employee and are never permitted to be alone with any child or group of children who receive child care.
- Ensure that all applicable policies, procedures and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies, procedures and individualized plans to support appropriate implementation.
- Ensure that all students and/or volunteers have been trained on each child's individualized plan.
- Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the child care centre's criminal reference check policy and procedures and Ontario Regulation 137/15.
- Have an appointed supervising staff to each students and/or volunteers

Parents Issues and Concerns

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

Parents/guardians are encouraged to take an active role in our licensed child care centre and regularly discuss what their child(ren) are experiencing with our staff and license child care providers. As stated in 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 is available to engage



parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the owner, supervisor and staff of the centre and will be addressed. Every effort will be made to address and resolve issues and concerns 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 confirming that their concerns have been received. 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. The Supervisor/ Owner will do their best to have a resolution between 3-5 business days.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, license child care providers, other persons in the child care premises, 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 agency 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, license child care provider and/or staff feel uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the child care agency head office.

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*

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
Program-Related E.g.: schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the license child care provider directly 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - Arrange for a meeting with the parent/guardian the day of. <p>Document the issues/concerns in detail.</p>
General, Agency- or Operations-Related E.g.: fees, placement, etc.	Raise the issue or concern to: <ul style="list-style-type: none"> - The licensee. 	<p>Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
Provider-, Staff- and/or Licensee-Related E.g.: conduct of provider, office staff, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or, - The licensee. <p>All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the office as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - 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.
Related to Other Persons at the Premises	Raise the issue or concern to <ul style="list-style-type: none"> - the license child care provider directly or, - the licensee <p>All issues or concerns about the conduct of other persons in a license child care premises that puts a child's health, safety and well-being at risk should be reported to the office as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the person (staff member) responsible for supervising the volunteer or student or, - The office and/or licensee. 	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>



Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
	<p>Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the office 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 Larissa Kipnis, the owner/Operator or via e-mail to earlyyears@rogers.com

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 must 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
<ul style="list-style-type: none"> ◦ Larissa Kipnis, Owner/Operator: (416)727-8105 or jorydacorp3@yahoo.com ◦ Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca ◦ Local Police Department: (905) 773-1121 ◦ Health Department: (905)830-4444 ◦ Children's Aid Society: 1-800-758-3850

Prohibited Practice

Children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach intended to manage unwanted behavior. Children who attend programs where they experience warm, supportive relationships are happier, less anxious and more motivated to learn than those who do not. Experiencing positive relationships in early



childhood also has significant long term impact on physical and mental health, and success in school and beyond.

The Early Years Day Care Centre Ltd. program Statement sets out approaches that support positive interactions between children, families, staff and the community. The following prohibited practices are not permitted:

The following prohibited practices are not permitted at Early Years Day Care Centre:

- Corporal punishment of the child; any form of abuse - physical, sexual, emotional and/or neglect Measures Used to Deal with Contravention of Policies and Practices. Any reports involving breach of the above prohibited practices are taken seriously and will be dealt with by Early Years Day Care Centre and The Early Years management. Individuals who violate the prohibited practices and this procedure are subject to disciplinary or corrective action up to and including termination of employment, volunteer or student assignment.
- Physical restraint of a 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 himself, herself or someone else, and it is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

No staff, volunteer or student will engage in any prohibited practice at any time. The Early Years Day Care Centre and The Early Years understands and complies with all established guidelines for reporting to the Ministry of Education, municipal children's services, child protection agencies, and professional colleagues.



Emergency Management

In the event of an emergency The Early Years Daycare Centre Ltd. has a plan in place for protecting children and Staff in the eventuality of an emergency, such as a fire or an earthquake and will implement that policy. Please refer to emergency management policy.

Our emergency plan is written and posted in every room of the centre. This plan offers a map of the centre and nearest safety exits, as well as written instructions on how to evacuate. Please request a copy of your building's floor plan to post in each room.

Emergency evacuation drills are performed every month in every classroom. The results and data collected are to be recorded will be inspected during a licensing inspection. The records for these drills are kept for 1 year.

In case of an emergency, such as a fire or any other emergency that requires the evacuation of the children from the building, the centre provides multiple emergency exits. The centre has additional exits at the main entrance, and in the kitchen. If a Teacher and a group of children have left the classroom at the time the alarm sounds, they will use the nearest emergency exit, as indicated on our fire exit plan, and meet the rest of the group in the designated meeting area. All staff will take with the emergency contact forms, filled out by parents during the registration process. In the event of evacuation the authorized meeting place will be Northern Karate School- 11160 Yonge Street, Richmond Hill, ON L4S 1H5. Parents will be contacted immediately by phone to update parents on where to pick up their child (ren) as necessary.