**Toronto Woods Daycare**

**A fun place to learn & play**

**Parent Handbook**

Updated January, 2023

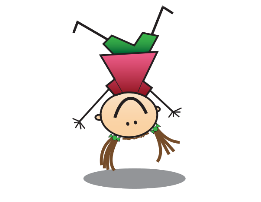
3080 Bayview Ave, Toronto, ON M2N 5L3

Telephone: 416-222-7333

E-mail: [info@torontowoodsdaycare.com](mailto:info@torontowoodsdaycare.com)

Website:www.torontowoodsdaycare.com

This handbook is a confidential document and should not be reproduces or distributed without the consent of Toronto Woods Daycare

**Toronto Woods Daycare** 

**Dear Parents**,

We would like to welcome you to Toronto Woods Daycare.

We are licensed center providing quality care to children from 18months to 5 years of age. With accommodations 21 preschoolers and 14 toddlers which allows us to provide a more inclusive atmosphere than you might find in a large center.

Our goal is to develop positive relationship with you and your child. Our team dedicated to meet the needs of your child in all areas of development. All staff at Toronto Woods daycare will work to create a warm and comfortable atmosphere for your child. We have a program that are carefully deigned to help your child grow and feel successful. We hope to fill your child’s world with encouragement and motivation that they will carry with them throughout their lives. Toronto Woods Daycare will strive to work with children individually to help them develop their strengths at their own pace. Each child has their own personality that will shine like stars.

At Toronto Woods daycare we want to work with the parents as a team. We have an open-door policy that will allow parents to talk to the teachers and the supervisor to promote open communication

We are looking forward to working with you and your child. We hope that you have a positive experience at Toronto Woods Daycare. Please feel free to talk to us at any time. Our staff is excited to work with your child and watch them grow.

***“Learn to play and play to learn”***

**Sincerely**,

***Toronto Woods Daycare Management***

**Table Contents**

**About our center**

* Our Philosophy----- 6
* Program Statement----- 6
* How can we approach our goals?

1. For children----- 7
2. For family----- 10
3. For community----- 10
4. For staff----- 11

* Prohibited Practices----- 12
* Confidentiality----- 13
* Compliance----- 13
* Educator and staff

1. Equal Employment Opportunity----- 14
2. Staff/ Supply Qualification----- 14
3. Placement Students/Volunteers----- 14
4. Suspension for students & volunteers----- 14

**Registration & Enrollment requirements**

* Admission----- 15
* Registration form----- 15
* Allergies----- 16
* Program fees----- 16
* Registration fee----- 16
* Wait list----- 16
* Receipt----- 17
* Overdue fees & NSF cheques----- 17
* Refund----- 17
* Withdrawal Policy----- 18
* Discontinuation of service-----18
* Inclusion Policy----- 19
* Transition from one age group to another----- 20

**Arrival & Departure**

* Authorized pick-ups----- 20
* Late pick-up fees----- 20
* No show policy----- 21

**Holidays**

* Another special closures----- 21
* Closures (Emergency)----- 22
* Closures (bad weather) ----- 22

**Integration to Daycare**

* Stages of child adjustments

1. The separation process------ 22
2. The first steps----- 23
3. Orientation/ Gradual admission----- 23
4. Leaving your child on 1st day----- 23

**Parental involvement & communication**

* Concerns----- 24
* Parent issues and concerns policy and procedures----- 24

Policy -----24

Procedures -----26

**Our approach to education toddler & preschool program**

* Free play----- 28
* Outdoor play----- 28
* Circle time----- 28
* Nap time----- 28

**Good eats-, Tasty & Nutritious**

* Sample menu----- 29
* Food Products & Snacks from Home----- 29

**Polices**

* Behavior Management policy----- 30
* Playground safety & supervision----- 30
* Serious occurrence policy----- 31
* Child abuse policy

1. Report Abuse & neglect----- 31

* Anaphylaxis policy

1. Define of anaphylaxis-----32
2. Purpose of policy & procedure----- 32
3. Communication plan----- 33
4. Individual Anaphylaxis emergency plan----- 33
5. Training----- 34

**Health, Hygiene & safety**

* Medication policy----- 35
* Medication emergency procedure----- 37
* Communicable illnesses/diseases----- 37
* Outbreak procedure & action plan-----38
* Head Lice and Nits-----39
* Biting policy----- 39
* Accident----- 40
* Fire drill & emergency evacuation procedure----- 40
* Smog/heat alert/wind chill/extreme weather policy----- 41
* Immunization----- 41
* Safe drinking water----- 42
* No smoking----- 42
* Better hygiene----- 42

**Other useful information**

* Clothing & possessions----- 42
* Outdoor wear----- 43
* Home Toys and Attachment Items -----43
* Diaper & diaper cream----- 43
* Video Surveillance----- 43
* Photography/Video policy----- 43
* Birthday celebration----- 44
* Holiday celebrations-----44
* Toilet training----- 44
* Field trip----- 45

Appendix

CWELCC: Canada Wide Early Learning and Childcare

**Our Philosophy**

Learn to Play, Play to Learn

Toronto Woods Daycare supports the belifs that young children learn through play, and that play is an integral part of young children’s lives.

We believe that each child is a unique individual who need asecure, caring and stimulating environment in which to grow and mature emotionally, interectually, physically and socially.

Our aims is to provide a program that is **play-based** and designed to support the care and development in a holistic way. Children are actively involved in a variety of play and daily living experiences.

**Program Statement**

Toronto Woods Daycare is a licensed center providing high quality, supportive, child-centered programs and care to children from 18 months to 5 years of age. With capacity for up to 21 preschoolers and 14 toddlers this allows us to provide a more inclusive and personal atmosphere that you might not find at a larger center.

Our view of the child;

We believe in children as capable, competent, and rich in potential as curious learners. We believe that children should be treated with respect and dignity, to feel safe and secure, to have opportunities for learning through play. Children thrive and learn best when their interests are captured, and as a result learning occurs naturally. Therefore, we have planned a curriculum that is based on the children’s interests and passion. We provide a program that is **play-based** learning program to support children’s optimal learning and development. We believe children learn when they are engaged, active, interested, and challenged. Learning experiences are both planned and spontaneous based upon the children’s interests and developmental needs. We focus on children’s social, emotional, physical, creative, and cognitive development in a holistic way.

**Goals**

* Promoting the well-being of children including health, safety, nutrition
* Supporting children as they develop positive ways of interacting with other children, parents, and staff
* Support for children’s ability to self- regulate
* Creating opportunities for children to play, explore and inquire
* Both child-initiated and adult supported experiences will be embedded in the day-to-day program
* Planning and creation of positive learning environments. Ensuring that all children’s development and learning is supported
* To meet children’s physical needs for indoor and outdoor play, active play, rest and quiet time
* Parent engagement and communication
* Community involvement
* Continuous professional learning
* Documentation

TWD follows a play-based learning program that reflects the Early Learning Framework and How Does Learning Happen, Ontario’s Pedagogy for Early Years, and the Minister of Education’s Policy Statement on programming and pedagogy made under the Child Care and Early Years Act, 2014.

**How can we approach our goals?**

* **For children**

We see children as competent, capable of complex thinking, curious, and rich in potential, we value and build on their strengths and abilities. Registered Early Childhood Educator develop and implement learning experiences on daily basis that are based on documented observations of each child. We provide program that meet each child’s developmental needs.

And we believe that the foundations for learning and development are belonging, well-being, engagement, and expression.

“How does leaning happen?” speaks to four foundations that are important for children to grow. And develop in order to reach their full potential.

1. **Belonging** refers to a sense of connectedness to others, an individual’s experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.
2. **Well-being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.
3. **Engagement** suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.
4. **Expression** or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviors. Language-rich environments support growing communication skills, which are foundational for literacy.

**Health and Safety**

To promote the well-being of children, we provide safe indoor and outdoor environments. Our daily schedule offers opportunities for learning through play and exploration. Activities are planned with a balanced approach to learning, promoting self-esteem and independence for indoor and outdoor interactions. We maintain a high standard of indoor and outdoor safety and supervision, including maintaining appropriate ratios at all times.

**Food and nutrition**

Toronto Woods Daycare provides healthy and nutritious meals. The meals and snacks served in our center:

* Meet the requirement in accordance with the Child Care and Early Years Act, 2014 and the Canadian Food Guide
* Consist of a variety of the foods from the five food groups
* Are low in fat, salt, and sugar
* Respect the individual needs of children with allergies, intolerances and sensitivities
* Adhere to the requirements of the faiths and cultures of children and their families

We also view meal times as learning experiences. Meal time enable children to interact with other children and adults, learn about different foods, learn their own likes and dislikes and develop self-help skills.

Educators interact with children during meal times to support their intake of adequate and nutritious foods as well as to support the development of variety of skills and abilities, including social and self-help skills.

**Self-Regulation and Social skills**

One of the most important set of skills that children need for future success are those relating to self-regulation and social skills. This includes the ability to wait their turn, share materials, listen to others, demonstrate empathy and kindness and communicate emotions and thoughts to others in a positive and constructive manner.

To support children as they develop positive ways of interacting with others, and to support the children’s ability to self-regulate, we commit to promotion of positive interactions amongst children and staff. Our staff will be expected to act as role models. All behavior guidance strategies need to be supporting the child’s development of their ability to self-regulate.

At all times we will seek to develop and encourage appropriate behavior through positive strategies, gentle encouragement and explanation. Staff will always model good behavior and will nurture, comfort and assist the child towards acceptable behavior. We will promote self-esteem and respect to others, and to encourage the children to be kind and helpful to each other.

**Children’s exploration, Play, and Inquiry**

While children are engaged in play, they are learning and developing a variety of skills

To create opportunities for children to play, explore and inquire, we offer a variety of daily activities such as literacy, numeracy, emotional and social skills, learning new cognitive concepts, music, outdoor play, science, nature, rest time, blocks and creative art.

We provide a variety of materials for children to explore and manipulate in various areas and at various times of their day. As children explore materials, they learn more about them and they improve their skills. The more experiences and time children have to play independently and with others as they manipulate and explore materials, the more opportunities for learning take place.

**Outdoor Play**

We value the learning opportunities as well as the health benefits outdoor play provides children.

Children in full day care are required by Ministry of Education to participate in outdoor play for minimum of two hours a day, weather permitting.

We provide children with a variety of opportunities their large muscles strength and skills through planned learning experiences and free play.

The outdoor learning environment provides extended opportunities for all elements of learning; from physical activity, nature exploration, independent and cooperative activity.

**Children’s sleep and rest times**

It is important that children have time to rest and re-energize.

Children will be provided with period of up-to-two hours per day to rest or sleep on their individual cot; depending on their individual needs for that day.

Quiet learning experiences are provided with opportunities to engage in quiet learning experiences independently or with their peers and teachers.

Staff monitor resting/ sleeping children regularly to ensure their safety and well-being.

**Learning environment**

Program staff is responsible for providing an environment that supports the uniqueness of each child, including children with individualized plans respecting differences in such characteristics as age, sex, religion, culture and ability.

This environment includes both the physical set-up of the program, and the delivery of the activities to the children. Furthermore, the environment includes an atmosphere which is created by the staff’s open, supportive, and responsive interactions to meet the needs of the children and families.

Each child is given individual attention by our program staff throughout the day by actively engaging in actives the children are interested in. The program staff takes notes, and then to the program plan for the next day/week based on those observations. Through reflection and follow up, the children’s interests continue to be enhanced by providing additional props that evolve future exploration. The program staffs are supportive, engaged encouraging, and consistent in expectations.

* **For Family**

It is our role to support families by providing program where their child can grow and develop in a healthy, safe, and secure environment that support both the child and family’s personal well-being and sense of belonging.

We acknowledge that families know and understand their children better than anyone else and can have important information and insights to share. Parents can provide unique and insightful understanding of their child’s behavior which teachers can incorporate into their program planning.

Educators and parents work in partnership to ensure children’s needs are consistently met, sharing and gathering information regularly through verbal and written communication. Families

We value and engage family in a meaningful way. Daily contact and effective communication between the daycare and the home are viewed as essential. Teachers are available to provide parents with regular updates on their child’s needs and progress, children’s learning experiences and about our program.

We have an open-door policy for parents to visit our daycare. Families are encouraged to share any observations or changes that may take place with their child’s needs as they arise.

We are here to encourage and assist them in their task of parenting and participation is highly encouraged. Inviting parents to participate in and contribute to the program on an ongoing basis, and to always make them feel welcome.

* **For community**

Toronto Woods daycare is committed to involving and engaging local community partners in supporting children, family, and staff.

TWD partners with wide range of community partners to support an integrated approach to early learning and care. We are working collaboratively with other city services to share resources and improve the quality of our program and services to children and families. Our city partners are Toronto Public Health, Toronto Public Libraries and Toronto Parks, Recreations and Forestry.

TWD also has partners with a number of Ontario Colleges and University Early Childhood Education Diploma and Degree programs.

We are committed to providing opportunities and practical work experiences in the areas of programming and administration, to members of the community through placements, and the training and recognition of volunteers and students.

Toronto woods daycare provides a positive learning environment that encourage s children to explore the world around them. We recognize the importance of diversity and the integration of children with different needs and abilities and therefore support that “All individuals must be treated equally, regardless of their race, nationality, ethnic origin, religion”, we have a policy of inclusiveness that welcomes diversity in its program.

* **For Staff**

**The Role of RECE/ECA to support children’s learning**

The staff are skilled professionals who have chosen to work with children and families as their career. They have developed skills in observation, planning and evaluation. Teachers are also responsible for providing an environment that support the uniqueness of each child.

TWD will monitor each staff to assess whether the **program statement** and the commission of **prohibited practices** are being implemented, as follows:

* Director/Supervisor will observe and monitor the staff
* Monitoring and observations will be conducted on an ongoing basis through various means including, but not limited to:
  + - * participating regularly and informally in the program;
      * collecting feedback provided from parents and families; and
      * reviewing written documentation (e.g., medication administration forms, daily written record, attendance records, etc.).
* Monitoring will be conducted at different times of the day (e.g., morning, afternoon, periods of arrival/departure, rest periods, meal times, outdoor play periods, transitions, etc.) to observe that the program statement and the prohibited practices are being implemented as required for different parts of the program and daily routines.

**Planned and responsive programs**

The supervisor will monitor the program and the program plan daily, and if it is identified that the staff, be it as a whole or individuals require further training or development, the supervisor will implement that following:

* Identify the areas that require assistance
* Provide a detailed report that outlines areas of improvement, which will be discussed with relevant individuals
* Recommended an action plan that will help with areas of improvement
* Implement the action plan through necessary means to further enhance program and professional development

**Professional development and training**

The professional development plan may include, but is not limited to the following;

* In house training conducted by either supervisor or/ and qualifies staff member
* Workshop training programs
* Purchase of books, journals or materials that contain relevant subject matter.
* Professional activity day training provided by external educators

**Prohibited Practices**

None of the following practices are observed in the program:

(a) corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching);

(b) physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent);

(c) locking the exits of the child care center for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency;

(d) use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, share or frighten the child or undermine their 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. And Staff confirm that these practices are not allowed and do not occur in the program

**Documentation and Review of Impact**

We understand that pedagogical documentation is a way for our program staff to learn about how children think and learn. All staff at Toronto Woods daycare, make daily observations of children in the program and use this information to enlighten their future planning.

**The purpose of our documentation is to provide:**

* A way to value children’s experiences and to help them reflect on those experiences in their learning environment
* An opportunity to make children’s learning and understanding of the world visible to themselves, to other children, to their parents and other families, and to the program staff
* To reflect and monitor appropriate development as the children grow
* A self-reflection opportunity for program staff, as they participate in continuous professional learning
* To open and ongoing communication with families about children’s experiences
* TWD programs ensure they meet the Child Care & Early Years Act, 2014 regulations to provide high quality early learning and child care services to families.
* The program statement will be reviewed and signed off by all staff, volunteers and students prior to commencing employment/placement with TWD and annually thereafter, and any time, when a change is made.
* Compliance and contravention of this policy and procedure will be monitored as per the process for monitoring compliance and contravention policy.

**Confidentiality**

Due to the sensitive nature of information of young children, it is imperative that we keep sensitive information confidential. Staffs are aware that they will receive and have access to confidential information about children and families and the protection of the interests of each child and family is vital in maintaining a standard of professionalism and privacy. Discretion will always be used when dealing with confidential information, or when dealing with parents regarding their children. When possible, this information will be discussed in a private area, such as the office within the centre.

Child's record is considered privileged and confidential.

• A child’s file is never to leave the premises of Toronto Woods Daycare

• The right to every child and family to privacy is recognized and protected to the greatest extent possible.

• Parents have access to their child's records at any time.

• Written consent of a parent is required prior to the release of personally identifiable information to third parties.

A release of information form is to be used.

**Compliance**

Toronto Woods Daycare operates in compliance with:

* Child Care and Early Years Act, 2014 (CCYEA) (Ministry of Education)
* Canada Food Guide
* All applicable Building, Health and Fire RegulationsCompliance with respect to policies, procedures and individualized plans under the Regulation are monitored on an ongoing basis, recorded and addressed.
* All the documentations will be stored in secured location for at least three years.

**Educator and Staff**

**Equal Employment Opportunity**

Toronto Woods Daycare does not discriminate in employment opportunities or practices based on race, color, religion, gender, national origin, age, physical disability or any other characteristic protected by law.

**Staff / Supply Staff Qualifications and Requirements**

All Early Childhood Educators employed at Toronto Woods Daycare are registered with the Ontario College of ECE and are knowledgeable and comply with the regulations in The Day Nurseries Act

In each classroom we employ at least 1 Registered Early Childhood Educator.

Staffs employed at Toronto Woods Daycare have;

* A valid First Aid Certification or submit renewed card within 30 days of expiration
* An up-to-date immunization records
* A current CRC or proof that CRC is in process if current CRC is more than 180days old should be submitted prior to start of any service for the center.
* Read and signed the current Policies and Procedures, Staff Handbook and Parent Handbook prior to their employment

**Placement Students / Volunteers**

We accept students from the Early Childhood Education from various colleges. We are proud to be involved in the developmental of the students. This is a great learning opportunity for both students and staffs to acquire new ideas and skills. No students will have unsupervised access to children during their placement hours. Criminal Reference Checks, an up-to-date immunization record are required for all volunteers having direct contact with children. The Criminal Reference Check policy does not apply to students placed in the day care by an educational institution; however criminal reference checks are routinely required by the community college and university prior to students beginning a placement at the day care.

NOTE: Parents who wish to volunteer must first consent to the policies and procedures of the center prior to volunteering.

**Supervision for Students and Volunteers**

1. No child will be supervised by a person under 18 years of age
2. Before any student/volunteers are permitted to be present in the classrooms, they receive an orientation by the Supervisor/operator of both the indoors and playground area to help volunteers and students understand the operation of the child care program and the expectations for their placement/volunteer experience.
3. Volunteers and students review all required policies, procedures and documentation before they begin to provide care or guidance to children at the centre. They will be asked to sign off the policy after it’s been reviewed.
4. Supervisor will designate a staff for each group of children in the centre who will be responsible to supervise volunteers and students when applicable and ensure that responsibilities regarding volunteers and students are clear. They will be continuously monitored and receive ongoing mentoring and support
5. Volunteers and students will not be counted in the staffing ratios and are not left unsupervised with the children
6. Volunteers and students will review and sign off the Behaviour Management policies and procedures
7. Any form of physical discipline or degrading behaviour will not be tolerated.
8. The individual plan(s) for a child with anaphylaxis and the emergency procedures will be reviewed with and signed off by volunteers and students who will be providing care or guidance at the centre before they begin

**REGISTRATION AND ENROLMENT REQUIREMENTS**

Parents/guardians are invited to make an appointment with the Centre and the Supervisor or Director will explain the program and answer any questions. A scheduled tour of the Centre can be conducted so you can meet the staff, observe their interactions with the children and view the facilities.

If you wish your child to be placed on the waiting list, a request for enrollment form must be completed. The Director will contact then you when/if a space becomes available.

**Admission**

Toronto Woods Daycare is a licensed child care center for children between the ages of 18 months up to 5 years of age. The center is open from 7:30 a.m. – 6:00 p.m., Monday through Friday. We ask that parents/guardians respect these timelines as staffs are only available during these hours, not before or after.

We admit children in the following programs:

**Program Children** **Total Capacity Ratio Age**

Toddler (18months – 30 months) 14 1:5

Preschool (31 months – 5 years) 21 1:8

Parents/guardians are required to complete the forms provided in the registration package in full prior to attending the program.

**Registration Form**

Before your child can be officially enrolled in Toronto Woods Daycare you must complete and provide the following documents:

* Signed Registration Form and Rate Agreement

This form includes but is not limited to;

* The parent’s addresses and telephone number(s)
* Address and telephone numbers of 3 emergency contacts
* Doctors address and phone number. If the child does not have a doctor, then the address and phone number of most frequently used clinic.
* Up-to-date medical information on the child, including a complete listing of the child’s allergies.
* Copy of child’s immunization record or statement of medical exception (completed by child’s doctor).
* All children must be immunized before the start date of their enrollment unless there is a medical or cultural reason why the child has not been given the shots.
* Sign off for using of sunblock and photography/video permission
* Details of authorized person(s) with names and telephone numbers for child pick-up

Parent(s) will also be asked to sign a form which commits the parent/guardian(s) to abiding by the centre’s policies described in the Parent/guardian Manual.

All information provided at the time of intake must be updated by the parents immediately as it changes. It is the parent’s responsibility to notify the Centre via email of these changes as they occur.

**Allergies**

Toronto Woods Daycare is a nut-free environment. We are particularly mindful of the potentially life-threatening allergy to peanuts and nut products therefore, we ensure that all foods served at the center are free of peanuts and nut products. If your child has an identified allergy that does not fall in anaphylactic category, parents are required upon registration, to provide information on your child’s allergy, severity and proper method of dealing with an allergic reaction. Allergy lists will be clearly posted in each room and on the refrigerator and are updated regularly.

**If you send any food with your child or donate any food to any functions held at the daycare please ensure that these foods are PEANUT FREE. If they do not have the appropriate symbols or ingredients list then they will not be served to anyone for safety reasons, and will have to be returned home, or discarded.**

**Program Fees**

Forms of payment currently accepted are cash, post-dated cheques. Upon enrolment parents are asked for post-dated cheques dated the first of each month for a three-month period. Full fees will be charged from the first day the child is in the program including the time of integration. Fees remain the same regardless of absence due to statutory holidays, vacation or illness.

**\*\*\*Parents will receive one-month notice of any upcoming rate increases\*\*\***

**\*The fee information on the last page.**

**Registration Fees**

There is a $150.00, non-refundable, one-time administration fee charged for each child. ($ 100.00 for returning families)

We will make every effort to ensure that a spot will be available for your child on his/her anticipated start date. All forms need to be filled out in entirely and returned to the centre before care can be provided.

**Wait List**

Toronto Woods Daycare develops and maintains a centralized waitlist to obtain access to waitlist, parents must complete a wait list application form. The waiting list will be made available in a manner that maintains the privacy and confidentiality of the children list on it, but that allows the position of a child on the list to be curtained by affected persons or families.

* To ensure that parent gain access to Toronto Woods daycare program in the shortest time possible;
* The date of registration on the waitlist will reflect the date the registration from was received.
* Most often, when a space becomes available, we offer it;

first to children who currently enrolled (using the child’s start date) in the center (move up to next room).

Second, if the space is not taken, we contact those who are on the general waitlist. (Using the child’s waitlist date). The family at the top of the waitlist who want full time will be contacted first than the family who want part time.

* If there are 2 or more children who have the same start or waitlist date, the oldest child will be offered the space first.
* When a space becomes available, we are going to call the parent. But if there is no respond, we will try 3times and fails to return a third call within one week will be withdrawn from TWD waitlist. Once withdrawn from the waitlist, a family must forward a new registration form to the Office to be placed on the waitlist.
* It is the parent’s responsibility to call or e-mail TWD to bring changes to their contact Information.

TWD only use your information for the purposes for which we have obtained your consent. We will only provide your information to other parties: • When we have your consent • When we are required or permitted to do so by law

TWD will only collect information that is required to provide our service to families and/or for licensing or legal purposes.

**Receipt**

“Child Care” income tax receipts for tuition fees received up to December 31st (less the registration fee) will be issued by February 28th of the following year.

**Overdue Fees and “Non-Sufficient Funds” (N.S.F) Cheques**

If the child care fees are not paid on the first day of the month or if a cheque is returned NSF, reminders of late child care fees will be placed in the child’s cubby for parents/guardians. If these fees are not paid by the end of the month, Toronto Woods Daycare reserves the right to withdraw the child from care and the debt will be sent to a collection agency.

Any cheque returned with N.S.F. will result in a $25.00 charge.

**Refund**

1. There are no refunds or credits given for a child’s absence for any reason. Fees remain the same regardless of absence due to statutory holidays, vacations, illness, closure due to emergency and/or bad weather.

Furthermore, part-time students will not be permitted to substitute days for any reason.

2. There is no refund of the registration fee.

3. With respect to those parents who paid a lump sum fee in advance and received the 5% discount, the refund upon early withdrawal will be calculated on a full fee scale and the discount will be invalidated.

**Withdrawal Policy**

**Giving Notice/Withdrawing from the Program:**

1. Parents are required to give one full calendar month prior written notice to the Centre for the withdrawal of the child(ren). Email notice is also acceptable.

**Failure to give notice will be required to pay full fees for the portion of the month not covered by notice of withdrawal.**

If your child does not show up for 15 days, your child will be considered withdrawn from the program If a child is withdrawn temporarily, he/she will be put on the waiting list on the day of withdrawal. Every effort will be made to re-enter the child on the requested date, but no guarantee can be given.

1. Request to Withdraw of child with varying abilities: In the event of any concerns after the necessary consultations, including with the parents/guardians, supervisor, staff and any outside consultants, it is the determination of the Director that a child’s enrolment is proving to be harmful for the developmental needs and safety of the child and/or other children or staff. Special needs resources and outside agency support have been exhausted prior to the Request of Withdrawal. The parents/guardians of the child will be asked to withdraw the child from the Centre within 2 weeks of receipt of the written request of withdrawal. Delivery and receipt of the request shall be documented in the child’s file.
2. Disruptive Children: As per our behavioural policy, please note that should a child enrolled in the Centre be continually disruptive to the functioning of the program; the Director will consult in private with the parents/guardians. If sufficient improvement is not observed by the Director and/or the staff at the centre within one week, the Director reserves the right to seek an external consultant’s assistance in evaluating the child. If the parents/guardians do not give their permission to do so, then we will ask that the child be withdrawn from the centre within two weeks. Meeting will be documented and kept in the child’s file.
3. If the Centre is having difficulties meeting the child’s needs, we will ensure that: In the event of any concerns (raised by staff, parents/guardians) a meeting can be scheduled to address the issues. The meeting will involve Director, Supervisor and involved staff member and the parents/guardians. The concerns will be clearly stated (e.g. late payment, failure to adhere to centre policies, behavioural problems etc.) and discussed. Meeting minutes will be taken, and solutions will be sought in a non-judgmental manner. A plan will be designed to resolve the issue. A second meeting will be scheduled to review the situation within a reasonable time frame. In the event the issue cannot be resolved to everyone’s satisfaction, a 2 week written notice of termination of services will be given.

**All families asked to withdraw are dealt with in a fair and equitable manner**

* **Discontinuation of service**
* The center considers the following as grounds for termination of service. Notice of termination may or may not be given depending on the seriousness of the grounds.
* Should the Supervisor determine that the child cannot adjust to the program.
* Should the child’s behaviour manifest itself as a potential threat to the safety of other children or staff.
* Verbal, physical, or emotional abuse by a parent to staff.
* Failure to comply with the polices and procedures outline in the parent handbook.
* Delinquent payments.
* Five late pick up

**Inclusion Policy**

Toronto Woods Daycare provides a positive learning environment that encourages children to explore the world around them. We recognize the importance of diversity and the integration of children with different needs and abilities and therefore support that “All individuals must be treated equally, regardless of their race, national or ethnic origin, colour, religion, or level of type of abilities”, we have a policy of inclusiveness that welcomes such diversity in its program.

Families are offered child care spaces in accordance with their registration date. If a family decides not to take a child care space when it is offered to them, the family will remain in the same place on the list and a revised target start date is completed.

Children with varying degrees of abilities are welcome at Toronto Woods Daycare.

Toronto Woods Daycare will work collaboratively with parents and outside service providers to ensure that the developmental needs of the children are met. We will, with the consent of the parents, refer children to outside service providers when we feel, or the parents feel, that a child may require additional support.

**Toronto Woods Daycare is not wheelchair accessible due to the physical space.**

**Transitions from One Age Group to Another**

As children approach a transition from one group to the next, the decision to move children will be made at the team’s discretion based on the child’s age, readiness for the move and availability in the next group. The best interest of the child is paramount, and consideration is given to all relevant factors. Parents concerned about a decision to move or not move their children may discuss the rationale behind the decision with the Director or Supervisor at any time.

Supervisor along with concerned staff will assess support to make a successful change and arrange visits and interactions that allow the child to become familiar with the children, the routine and the environment in the next age group.

The supervisor will then give parent/guardians notice in writing of transition dates.

A guideline for the week will be as follows:

Day 1 – An a.m. visit for the activity period or playground visit.

Day 2 – An a.m. visit including lunch

Day 3 – A visit that will last until after rest time

Day 4 – Flexible full day initiated by the teachers

Day 5 – Parent/guardians drop the child off in the new room

A transition may be decelerated or accelerated depending on the child’s response.

**Arrival and Departure**

Toronto Woods Daycare will not be held accountable for any accident or injury that may occur if the child is unattended by a parent or guardian while entering/leaving the centre.

Children are signed in and out by staff members upon their arrival and departure.

On arrival each morning parent/guardian are responsible for informing the staff that the child has arrived. The centre is not responsible for a child until the parent/guardian escorts the child to his or her classroom or other designated place and makes the child’s arrival known to the teacher on duty. We recommend that children should arrive by 9.00 a.m. for your child to benefit from the program. If late arrival is unavoidable, parents are to arrange an appropriate time with the staff to bring in the child. This would generally be at a time when the child can easily be integrated into the program, such as at lunchtime or after naptime.

Parents must notify the daycare if their child will not be attending the daycare due to illness, holiday or other factors. If the child is not attending due to communicable illness, we ask that you give us a brief explanation, as we are required to record this in case of other cases breaking out.

Please call the centre by 9:00 am or by email if:

* Your child will not be attending that day.
* Your child will be arriving late.
* You will be picking up your child early.
* Someone other than a parent/guardian will be collecting your child. ID must be presented to the staff upon request.

Please note that staff may not be able to answer the phone, but messages are checked in a timely fashion and phone calls are returned as soon as possible.

**Authorized Pick-Ups**

* Authorized person must be 18 years of age or over
* Only authorized names that appear on the registration forms will be permitted to pick up the child, unless a written note or verbal permission are received specifying otherwise.
* Staff will require Photo ID (for proof of identification) of any individual that they do not know. Otherwise, the child will not be released from the Centre.
* A copy of a court order or a written separation agreement between the parents, which permits the release of the child to another person must be on file

Staff will not release your child to anyone who has not been named as an authorized pick up person. If someone else that you have designated to pick up your child arrives at the centre, they will need to show 1 piece of photo ID to the staff on duty in order for us to release your child in to their care. This individual will need to show photo ID on subsequent visits as well, in order to ensure that all staff in the centre are familiar with the individual who is picking up your child.

**Late Pick-Up Fees**

**We expect children will be picked up on time, respecting our staff’s work schedules.**

**Frequent late pick up can result in termination of care.**

The Centre closes at 6:00 p.m. Parents/Guardians are required to notify the centre as soon as possible, if they are unable to arrive by closing time. After 6 p.m. a late fee penalty of $1.00 per minute will be charged. The “official” clock for lateness is located above the sign in/out sheets for parent.

The Staff (whoever is on the late shift) will have these children under their supervision after 6 pm and “no show policy” will apply at 6.15 pm.

Parents are asked to enter the time of their arrival and sign the “Late fee Log Book” and the late fees will be paid immediately to the staff working the late shift. If you are unable to pay at the time it will be noted in the “Late Fee Log Book” and you will have the remainder of the week to pay the Staff on duty on the day of lateness. These fees are paid to the staff as they are not paid for any hours after 6p.m. If you are not able to pay the staff that week, please speak with the Supervisor and make arrangements for payment.

The Late Fee Book will be checked at the end of each month and a letter will be issued to Parents with any outstanding fees.

**No Show Policy**

A Parent is considered a no-show when he/she does not appear on-site at Toronto Woods Daycare fifteen (15) minutes after his/her scheduled pick-up time. Please note that if your child has not been picked up by 6:15 pm and any attempts to reach either the parent/guardian or an emergency contact have failed, the centre is required by law to call the Children’s Aid Society

**Late procedures**

1. The staff will try to contact you at all contact numbers listed/available to us (and the supervisor will be notified)
2. The staff will then try contact the authorized person on the registration forms.
3. If the staff are unable to reach the authorized persons or those persons are unable to pick up your child, then the staff may contact the Children’s Aid Society and/or Toronto Police

It is parent’s responsibilities to make sure that the authorized pick up persons are listed on the child’s registration form and that the center is informed of any changes.

**The Center closes at 6: 00 pm and if you have not left the center by that time with your child, you will receive written notification of your lateness. This is cause for child care termination.**

**HOLIDAYS**

The daycare observes all statutory holidays and will not substitute days missed due to statutory holidays. **Should a holiday fall on a weekend, the daycare will close on the following working day.**

The daycare is closed on the following statutory holidays:

New Year’s Day Family Day Good Friday Victoria Day

Canada Day Summer Civic Holiday Labour Day Thanksgiving Day

Christmas Day Boxing Day

**Another Special Closures**

We will only be closed on these days if they fall during a weekday. If they fall on a weekend or statutory holiday NO additional day will be taken in lieu of the day.

* Two days of Rosh Hashanah
* Two days of Yom Kippur

Actual dates of closures will be posted on the information board one week prior to closing.

**Closures (because of emergency)**

Directors, Supervisor and staff will make every effort to contact parents when the centre must shut down due to unforeseen reasons such as:

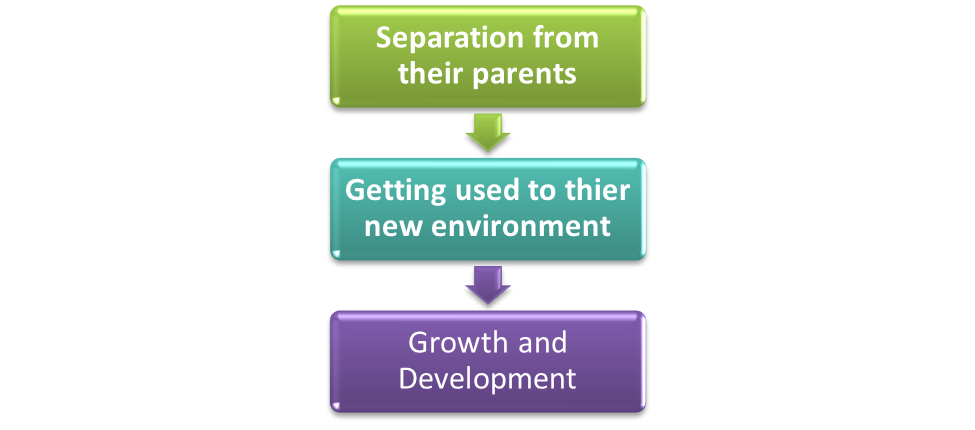
* Fire Evacuation
* Power Failure
* Heating System Failure
* Parents will continue to be billed at their regular rate for the duration of the emergency closure, up to a maximum of 3 (three) days. This is subject to change should the closure be extended for an indefinite period.

**Closures due to Bad Weather**

The daycare will also close due to bad weather. Fees will continue to be charged.

Please listen to local radio/television stations and check local school websites.

**INTEGRATION TO DAYCARE**



It is recommended that you and your child schedule a visit to our daycare centre before the first day. This will ease the transition and even make your child look forward to their first day.

**Stages of your Child’s Adjustment**:

1. **Stages of child adjustments**

Be Enthusiastic – If you are enthusiastic about our daycare, your child will look forward to it as well.

Stay Positive – By staying positive and maintaining a positive outlook, your child will begin to understand that you like

Toronto Woods Daycare and they will learn to trust us.

Have Fun – Remember that this is supposed to be a fun educational experience for your child. The more positive you are; happier your child will be.

1. **The First Steps**

Children must become used to the idea of separation. In our supportive environment, our qualified and dedicated staff members will help your child through this difficult time. Every parent and child will take the initial separation differently, and some children require more time to adjust than others. Children need to feel secure and comfortable in their new environment. New situations are stressful for everyone. To aid in increasing the comfort level of both child and parent/caregiver, Toronto Woods Daycare suggests an orientation session prior to the first day of attendance, whereby, both the child and the parent will have the opportunity to familiarize themselves with the setting, the staff, the other children and the routine.

1. **Orientation / Gradual Admission**

To help the child to integrate home and day care experiences, the following gradual admissions as orientation is offered to give some time for adjustment before a child faces full day without his/her parent. We suggest the following routine as a guideline. This period is included in the first month's fees.

First day - short visit (with parent)

Second day - longer visit (parent may leave for one hour or so)

Third day - full morning and lunch and then watch the children going for nap before leaving (parent may stay for short period or longer depending on how the child is doing)

The teachers and parent/guardian(s) depending on how the child/parent/guardian is managing and with the parent/guardians’ schedule work out the fourth and fifth day.

1. **Leaving Your Child on Their First Day**

On the way to the daycare remind your child of all the fun things they saw during your previous visit. Ask them what activities they would like to do once they arrive. Be excited about their responses and the more enthusiastic you are about the daycare the less nervous your child will be.

Once you arrive at the centre, say goodbye with a kiss, a hug and a wave and leave as quickly as possible. The longer you prolong the goodbye, the harder it will be on you and your child. It is very important to make your child aware of your departure as children can become frightened of any separation.

Staffs are trained to deal with separation anxiety and will comfort your child when you are gone. We encourage you to call the centre at any point during the day to inquire about your child. If it is not possible for the staff to answer your call immediately, they will return your call as soon as possible. It takes time and a communication between staff and parents to make the transition for everyone in the care giving partnership as comfortable as possible.

**Parental Involvement & Communication**

“We value the close involvement and strive to make you and your child a part of our family”.

We have an open-door policy for parents to visit our daycare at any time. We are here to encourage and assist you in your task of parenting and your participation is highly encouraged.

We will openly communicate with you regarding your child on a regular basis. Please do not hesitate to discuss any concerns you may have. Routine communication with parent/guardians around ongoing events at the daycare is handled in several ways. Face to face contact with a staff at drop off and pick up time. An electronic seasonal newsletter provides a summary of activities of the past three months and upcoming activities. Such methods will communicate information such as the introduction of new or temporary staff, changes in policy, reiteration or clarification of policy. Some specific information may be distributed via your child's cubby. Notice of events or permission for special events may be posted on or near the entrance door. Information from parent/guardians is also received via voice mail (notifying the daycare of a child's absence due to illness or other cause, or unforeseen changes in the pickup arrangements).

There are times that the Supervisor and/or the Director are working in the program or are out of the office and unable to answer the phone. Phone messages are checked frequently, or you are welcome to call again later in the day.

You are requested:

* To avoid visits during nap times to ensure that the children are not disturbed
* To check our website and Facebook page regularly for new pictures and information
* To inform staff of relevant information for better care for your child
* To participate in “family activities”, “field trips”, “show and tell” etc. It shows your child that you want to be part of their world.
* To read information on the Bulletin Boards where we post weekly menus, weekly programs and other information

**Concerns**

Whenever possible, parent/guardians are encouraged to address their concerns to the staffs, supervisor or the Director. The TWD management endeavours to address concerns in a progressive process and with understanding that hearing and resolving concerns is part of an organizational process.

The Directors at Toronto Woods Daycare reserves the right to modify, change and/or update any of the centre’s policies at any time. All families will be given notice of the changes, once they have been approved.

**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.

**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 Licensee/supervisor 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](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/CASLocations.aspx) (CAS) directly.

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

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

**Procedures**

| **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 [insert number] 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 to Licensee/supervisor.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15should 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.

**OUR APPROACH TO EDUCATION – TODDLER AND PRESCHOOL PROGRAM**

Studies have shown that the most important stage of life for learning and development is from birth to 6 years. Each day, Toronto Woods Daycare provides that groundwork for future learning*. Activities are planned with a balanced approach to* learning, promoting self-esteem and independence. Your child will have fun as he develops socially, emotionally, physically, and intellectually.

This child-centered approach includes the child-initiated and teacher-directed activities and experiences. Using a variety of hands-on materials, learning is made fun and functional. Our daily schedule offers opportunities for learning through play and exploration. The children have opportunities to explore a wide variety of activities and play materials, which promote their motor, cognitive, social-emotional, and adaptive and communication development.

Each room has weekly program plans, posted in the classroom and the bulletin board outside the rooms for parents. These plans contain several activities, designed to foster each child’s development, and the development of the group. Lesson plans are changed to accommodate the children’s changing interests. A planned development program is designed around weekly themes. Areas covered include creative/art, science, dramatic play, cognitive, gross motor, sensory, music, drama and social emotional. The program is based on age-appropriate goals to aid in development of communication skills, social skills, organization, the ability to problem solve, as well as fine and gross motor skills. The classrooms are set up in separate play areas to compliment the weekly themes.

Each room is set-up in centers, which include blocks, dramatic play, books, gross motor, fine motor, and art. Outdoor play is important to a child’s physical development and must be included in both the morning and afternoon schedule. Self-selection or “free-play” is a daily part of the curriculum and means a child can choose which center or activity he/she participates in. This promotes creative expression and development of important social skills.

**Free Play**

“Free-play” (also called child-initiated activities or spontaneous play, free choice, self-selection) where children can move freely from one to another during free play, or all may participate together in a planned activity.

**Outdoor Play**

Toronto Woods Daycare adheres to the Child Care and Early Years Act 2014 regulation on outdoor play:

Outdoor play must be incorporated into the daily schedule for both the morning and afternoon, in almost all-weather conditions. Outdoor play is one aspect of a balanced program. For the health and well-being of children, it is important they receive outdoor experiences daily to help foster their physical development. Each child that is in attendance plays outdoors for at least two hours each day, weather permitting, unless a physician or parent/guardian of the child advises otherwise in writing.

Outdoor play is an opportunity for children to run, jump, climb and use their bodies in ways that would otherwise be unsafe in an indoor classroom. In addition, a large amount of social interaction takes place when children play outdoors.

We expect when a child is in attendance without the above direction, that s/he can participate in all aspects of the program. It is not feasible to have a child remain indoors while the group is outdoors.

The centre does not have extra staff to accommodate a child who cannot participate in outdoor play.

**Circle Times**

Circle times are group times that involve group activities. These activities include Show and Tell, storybook reading, calendar time, singing songs, doing finger and action plays, performing science and cooking experiments.

**Nap Time**

According to the Child Care and Early Years Act, 2014 (CCEYA) toddler and preschool children are required to have a rest time during the day. Sleep or rest time allows the child to relax and gain energy to carry on their day.

Children’s rest requirements will be accommodated according to their individual needs.

All children are to have a rest on their individual cots. Teachers assist and encourage children to rest or sleep by sitting next to or by rubbing their back. It is ultimately the child’s choice whether to sleep or rest quietly. Those children that do not sleep will be given a quiet activity to play with on their cot i.e. books, puzzles etc. Bedding is provided by the Centre. All bedding is washed every week. The child’s blanket should be brought from home and parents can feel free to send your child with a favorite soft toy and pillow to help encourage resting.

**Good eats – Fresh, Tasty & Nutritious**

Children grow and develop quickly; Toronto Woods Daycare provides a healthy and nutritious meal during the child’s early developmental years. Each day we provide a morning snack, a hot catered lunch and an afternoon snack. We promote mealtime being social time and encourage children and their caregivers to talk and learn from each other. Mealtime is made as pleasant experience as possible for the children.

The meals and snacks served in our center:

* meets the requirements in accordance with the Day Nurseries Act and the Canada Food Guide
* consists a variety of the foods from the four food groups which includes Fiber, calcium, iron, protein and various vitamins needed for a development of a growing child
* are low in fat, salt and sugar
* respect the individual needs of children with allergies, intolerances and sensitivities
* adheres to the requirements of the faiths and cultures of children and their families

We have collaborated with “Food for Tots” for our daily hot lunch. Food for Tots meals are child-friendly, fun and 100% Healthylicious. At Food for Tots they use wholesome ingredients to ensure their “healthy choices” and healthy balance” meals are full of the nutrition young children need. Their specially designed meals are made up of healthy and delicious homemade meals and children’s favorites.

“Food for Tots” food is free of trans-fats, artificial coloring and artificial preservatives. Meats and produce used in the menus are from Ontario local farmers. The meals are made fresh each day and delivered in thermally protected containers.

When a child is enrolled in the Centre, parents are responsible for filling out details in the registration form informing the center of any food allergies, special diets or religious restrictions. We will do our best to accommodate you. Our weekly menus are posted on the bulletin board.

**Sample Menu**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **MONDAY** | **TUESDAY** | **WEDNESDAY** | **THURSDAY** | **FRIDAY** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **WEEK 1** | **A.M. BREAKFAST** | **Rice Krispies cereal**  **Milk** | **Pancakes**  **Milk** | **Toast & Jam**  **Milk** | **Waffles**  **Milk** | **Mini Croissant**  **Milk** |
|  | **LUNCH** | **Cranberry Chicken Drumstick, Whole grain Rotini, Mixed Vegetables, Fruit**  **Milk** | **Lean Beef Burger, Whole Wheat Bun, Relish, Diced Carrots, Fruit**  **Milk** | **Channa Masala (Chickpea curry), Brown Rice, Garden Salad with dressing, Fruit**  **Milk** | **Tomato Bean Soup, Whole Wheat Mini Pita, Turkey slice, Carrot Wheels, Fruit**  **Milk** | **All natural Fish sticks, Brown Rice, Peas and Corn, Fruit**  **Milk** |
|  | **P.M. SNACK** | **Crackers & Cheese**  **Cucumber** | **Rice cakes**  **Fruit** | **Cookies**  **Fruit** | **Yogurt**  **Fruit** | **Ritz Crackers**  **Fruit** |

**Food Products & Snacks from Home**

Due to severe, life-threatening allergies to peanuts and nut products, all the TWD for Early Development are allergen-aware. If you give your child a snack in the morning, please ensure that eat it before entering the Centre

**Policies**

**Behaviour Management Policy**

Toronto Woods Daycare policy aims to promote good behaviour appropriate to the child’s stage of development, the family context, and the context of the group care. The goal of behaviour management is to teach children self-discipline and an understanding of the consequences of their behaviour. Additionally, we are committed to the principle of inclusion and anti-racism. Our policy of acceptable behaviour management practices supports a culturally appropriate, racially sensitive and non-discriminatory environment for the children in our care.

When children are self-disciplined and self- directed, their needs and interests become clearer to them and to others.

We also support the philosophy, wherein, the safety, emotional and physical well-being of the children is the primary goal.

At all times we will seek to develop and encourage appropriate behaviour through positive strategies, gentle encouragement and explanation. Staff will always model good behaviour and will nurture, comfort and assist the child towards acceptable behaviour. We will promote self-esteem and respect for other people, encourage and model kindness and helpfulness to others.

We will consult and inform parents about behavioural problems and act at an early stage. The input and support of parents is essential, and we will seek to work co-operatively with parents. Parents who wish to reinforce our guidelines at home, can speak with their child’s teacher for more information.

The following actions will not be allowed under any circumstances.

* Any form of CORPORAL PUNISHMENT including but not limited to hitting, spanking, kicking, heavy pushing, shaking, shoving, grabbing, squeezing arms, ears, etc.
* Deliberate HARSH or DEGRADING TREATMENT that would humiliate a child or undermine his self-respect.
* ABUSIVE LANGUAGE such as swearing, yelling or screaming.
* DEPRIVATION OF BASIC NEEDS, e.g., food, shelter, or clothing. Food must not be used to discipline children at snack time.
* CONFINEMENT in any room or dark area for any reason. If a child must be removed, a staff member must be with them.

**Playground Safety and Supervision**

Toronto Woods Daycare maintains high standard of outdoor safety and supervision on the playground. Outdoors, as indoors, the staff must comply with all Day Nurseries Act regulations, including maintaining appropriate ratios always. A daily inspection of the playground is conducted by the staff member out on the playground each day. This includes checking for anything that may pose potential danger to the children, i.e. broken glass, broken equipment or toys, needles etc. A record of each inspection is filled in by the person conducting the inspection and kept in the outdoor playground log.

All new playground equipment, maintenance and/or repairs of existing equipment will be installed to meet Canadian Safety Association standards and verification thereof will be documented by a certified Playground Safety Inspector.

**Serious Occurrence Policy**

The policy is to make sure that supervisor and staff can identify a serious occurrence, the expected steps in reporting a serious occurrence including the identification and reporting of a serious occurrence. And there is a plan to deal with any serious occurrence, which may affect the health and safety of individual or of the premises.

**A serious occurrence defines under the CCEYA as:**

1. The death of a child who receives child care at a licensed home child care premises or child care center, whether it occurs on or off the premises
2. Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home premises or child care center;
3. A life-threatening injury to or a life-threatening illness of a child who receives child care at a home premises or child care center;
4. An incident where a child who is receiving child care at a home premises or child care center goes missing or temporarily unsupervised
5. An unplanned disruption of the normal operations of a home child care premises or child care center that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care center

**Procedure**

* **Immediate Response**
* The injured child will be provided with immediate medical attention when warranted
* Parents are notified
* Steps must be taken to address any continuing risks to all person’s health and safety
* Coroner must be notified immediately in all cases involving death
* The person witnessing the serious occurrence or another person witnessing or having knowledge of it must report it the TWD supervisor who will begin a serious occurrence inquiry
* All people having knowledge of the occurrence must remain on the premises until the supervisor has interviewed them

There is an official policy for staff to follow concerning the Serious Occurrence Policy and it is in the Staff Policies and Procedures Manual.

**Child Abuse Policy**

Child abuse is defined as any form of physical harm, emotional deprivation, sexual mistreatment or neglect, which can result in injury or psychological damage to the child. Abuse can be either actively hurting a child or passively failing to take proper care of a child. It is a requirement by law to report any suspicion of child abuse.

The mission of Toronto Woods Daycare is to nurture all children entrusted to our care in a warm and loving environment. In keeping with that purpose, this policy seeks to assure that our center is continually working toward providing an environment safe from abuse for those participating in receiving and providing childcare services.

All our staff has the responsibility to protect the children in their care through:

* Ongoing observation of the children in our care,
* Professional education with respect to early identification, effective response and adherence to legal obligations, including reporting,
* Keeping abreast of developments in legislation and relevant issues,
* Communication and support of the child and family,
* Working with other community service providers.

1. **Reporting Abuse and Neglect**

All employees must report all actual or suspected child abuse of any child attending the Center as soon as possible to the child protection agency. The Child and Family Services Act requires caregivers who perform professional or official duties with respect to children such as the “operator or employee of a day nursery,” to report suspicions of child abuse. If during their professional duties, the supervisor and/or staff of the child care center have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to a Children’s Aid Society. Failure to report suspected abuse or neglect is a crime.

There is an official policy for staff to follow concerning Child Abuse and it is in the Staff Policies and Procedures Manual. It is available in the office for your reference. Please remember that the staff has a Duty to Report suspected child abuse and the reporting of any suspected case is highly confidential.

**Anaphylaxis Policy**

**Toronto Woods Daycare does not purport to be, nor can it be deemed to be free of food items and non-food items that may lead to a severe allergic or anaphylactic reaction.** We will make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis in accordance with this policy.

Creating an environment that reduces the risk to severely allergic or anaphylactic children requires the co-operation and understanding of all members of Toronto Woods Daycare, including staff, children and parents.

**No peanut or tree nut products are allowed at Toronto Woods Daycare at any time**.

1. **Definition of Anaphylaxis**

Anaphylaxis is a serious allergic reaction and can be life-threatening. Food is the most common cause of anaphylaxis and often includes eggs, peanuts, tree nuts and cow's milk. Other causes that can lead to a reaction include insect stings, medicine, latex, or exercise. Anaphylaxis affects multiple body systems: skin, upper and lower respiratory, gastrointestinal and cardiovascular. Anaphylactic shock is an explosive overreaction of the body’s immune system to a triggering agent (allergen). It can be characterized by swelling, difficulty breathing, abdominal cramps, vomiting, diarrhea, circulatory collapse, coma and death. Symptoms of anaphylactic shock tend to develop rapidly, although the initial presentation can be delayed and/or deceptively mild. The victim may become uneasy, upset and red in the face. They may also develop a rapid heartbeat, prickling and itchiness in the skin, hives, throbbing in the ears, sneezing, coughing and difficulty breathing. Shock may then follow, in which blood vessels become leaky, blood pressure falls, and the person becomes cold, clammy and faint.

1. **Purpose of the Policy and Procedures**

Toronto Woods Daycare is committed to taking a pro-active position regarding the prevention of anaphylaxis. The purpose of the policy is to provide a process for dealing with anaphylaxis in the center.

We are committed to:

* Minimizing the risk of an anaphylactic reaction occurring while the child is in the child care.
* Training staff, students and volunteers to respond appropriately to an anaphylactic reaction by initiating appropriate treatment including administering an Epi Pen.
* Raising awareness about allergies and anaphylaxis amongst the children and parent/guardians through education and procedure implementation.

1. **Communication Plan**

* Allergy alert along with a food restriction list will be posted in the kitchen, each room and on the office bulletin board.
* Parents will be informed by newsletter/handout and an allergy notice will be posted. It will advise parent/guardians and visitors that there are children attending the center that are at risk for potentially life-threatening allergies.
* Staff, students and volunteers will be provided with general information on life-threatening allergies, including anaphylactic allergies.
* Strategies to reduce the risk of exposure to anaphylactic causative agents will be posted in the eating areas.
* A list of all allergies and suggestions for healthy snacks will be handed out at Nursery Orientation
* List of allergies will be posted in each room operated by the Toronto Woods Daycare and on the office information board
* Enrollment forms will request information from parent/guardians about their child’s medical condition, including whether children are at risk of anaphylaxis. Parents with children with anaphylaxis will provide an individual plan for their child prior to enrolment.

1. **Individual Anaphylaxis Emergency Plan**

Prior to enrolment, the parent/guardian will meet with the Director and/or Program Supervisor to provide input for the child’s individual plan and emergency procedures to be followed in the event the child has an anaphylactic reaction. These individual plans will be posted in all areas where children eat. The parent/guardian and physician of an enrolled child with an anaphylactic allergy will be required to complete the child’s individual plan, including the emergency procedure that includes but is not limited to:

* A photo of the child
* Description of the child’s allergy
* Monitoring and avoidance strategies
* Signs and symptoms of an anaphylactic reaction
* Childcare staff roles and responsibilities in the event the child has an anaphylactic reaction.
* Parent/guardian consent for administering allergy medication, sharing information and posting Emergency Plan
* Emergency contact information
* Location of Epi Pen and back-up Epi Pen
* Physicians note to carry own Epi Pen

Parents are requested to advise the Director and/or Program Supervisor if their child develops an allergy, requires medication and/or of any change to the child’s individual plan or treatment. Individual Plans will be revised yearly and as directed by the parent or physician.

Copies of Individual Plans are in each child’s file, emergency bags, and Policy and Procedures binder and are also posted in every room including the office.

1. **Training**

* All staff, students and volunteers will review the anaphylactic procedure and the child’s individual plan including the emergency at the time or orientation and annually thereafter.
* Prior to employment and each September all staff will be trained by parent/guardian or physician on procedures to be followed if a child has an anaphylactic reaction. It will include how to recognize the signs and symptoms of anaphylaxis and administer medication.
* Volunteers and Students are not permitted to administer medication unless under extreme circumstances like some allergic reaction or asthma medicine.
* Staff will conduct a check to confirm child(ren) have their required medication with them before each transition (i.e. moving from the class to the gym, leaving the school, etc.)
* The staff will be required to sign and date that they have received training.
* Toronto Woods Daycare will keep a log on file of all training dates, trainers and staff signatures.

**HEALTH, HYGIENE AND SAFETY**

The Child Care and Early Years Act, 2014 recommends that a child should have a complete medical prior to starting in a Daycare. The parent must fill out the medical information in the Registration form and provide with an up-to-date immunization records and affix signatures where applicable. Staffs are also required to provide the day care with immunization record and/or clean bill of health. There is no “sick room” at the daycare, and to maintain a healthy environment, as well as to ensure the comfort of the individual, the best place for a child to be recuperating from an illness is at home.

If your child will not be attending daycare due to illness or any other reason, please let someone at the centre know as soon as possible, as well as the reason.

There are no refunds or discounts for days that your child does not attend daycare. There are still costs associated with each childcare spot each day that unfortunately cannot be avoided if your child is not in attendance.

There are also many symptoms that a child may have that may prevent them from being able to partake in everyday activities;

* Children not well enough to play outdoors or recovering from colds or other minor illnesses must be kept home, as there are no provisions for remaining indoors (it is a licensed requirement that all children play outside, weather permitting).
* Children who display the following symptoms are asked to stay home and to see a doctor if symptoms increase or persist: diarrhea, vomiting, severe coughing, fever, earache or headache.
* Children who display the following symptoms will require a doctor’s slip before returning to the centre: unusual rashes or spots, severe breathing difficulty, or any other symptoms indicative of a contagious disease.

If upon child’s arrival or during the day a teacher observes a child with the below listed symptoms, the parents will be notified immediately and is expected to pick the child up promptly.

* Fever greater than or equal to 100.5 degrees F / 38 degrees C.
* Unusual skin disorder, rash, or other infection like cuts or openings that are pus-filled or oozing
* Runny nose/eyes, heavy mucous or heavy cough, or sore throat, or asthma symptoms (wheezing)
* Diarrhea, vomiting, abdominal pain
* Discharge from the eyes or ears
* Head Lice or nits
* Any communicable disease

Staff members will observe children with the following symptoms and report any concerns to the parent: loss of appetite, behavior not consistent with the child’s personality and change in bowel or bladder routine.

***Requirement of Re-entry of child:***

⮚ **A doctor's certificate indicating the person is free of any disease:** Ringworm, Scabies, Impetigo, Coxsackie virus, Fifth Disease, German measles, Hepatitis A or B, Meningitis, Measles, Mumps, Pertussis (Whooping cough), Scarlet fever, Tuberculosis

⮚ **Exclusion for 24 hours after the child has been on medication:** Throat infection, Middle Ear Infection, Pink Eye, Strep Infection

⮚ **Exclusion until sores are completely scabbed over:** Chicken Pox, Impetigo

⮚ **Exclusion for 24 hours from last bout:** diarrhea, nausea, vomiting, fever

**Medication Policy**

Toronto Woods Daycare agrees to the administration of both prescription and non-prescription medication. It is preferable however that the children receive all medication at home, if possible.

A parent or guardian is required to complete and sign a “PARENT PERMISSION TO ADMINISTER MEDICATION LOG FORM” prior to the Toronto Woods Daycare accepting and administering medication. The designated staff administering the medication must log the date and time and initial each time the medication is administered. The record must be kept for 5 years in accordance with the Controlled Drugs and Substances Act (Canada).

Medication may be administered in only the following three situations:

* **The medication is a prescription** and is in the original packing. The container must include the child's name, the doctor's name, and the name of the medication, the date the prescription was issued, and the dosage of medication and instruction for storage and administration.
* **Non-prescription medication (Tylenol, Advil, cough medicine, etc.) may only be given if received in its original container/packaging** and with a doctor/parent written consent. The parent/guardian must provide a medication authorization form completed by the parent or guardian which indicates specific dosage instructions.

The intent of administering fever reducing medication is to allow your child to be more comfortable. If staff is

Required to administer this type of medication, parents are still required to pick up the child as soon as possible.

* **The medication is needed on a regular basis**, e.g. (asthma puffers, etc.), must be supervised by the ECE in the classroom when using the medication. The parent/guarding must provide the medication form duly filled and a doctor's letter is on file and must be renewed annually.

Please note;

* The Medication can be administered in accordance with the instructions clearly indicating the times when the medication should be administered (as per the authorization received on the Medication Form).
* The date of the medication is current and no more than a year old. If it is not current, a doctor's note is required with new instructions for administration.
* The medication must be given in accordance with the signed medication Log. This form/log must be initialed by staff at time of administering medication and by parent/guardian at pick up time verifying their knowledge that the medication was given.
* Should the medication be required in the evening, it is the parent's responsibility to take it home at the end of the day. All medications on the premise must be stored in accordance with the instructions for storage on the label, (in the lock box in the fridge if it is to be refrigerated or in the box above the fridge if it is to be kept at room temperature).
* These medications must be checked monthly for expiration dates.
* The supervisor oversees all medication. The supervisor will appoint the ECE or lead ECE if there is more than one ECE in a classroom to administer the medication and complete the medication Log Form. Should the ECE is be absent then the Supervisor will administer the medication.
* Medications are always inaccessible to children.
* We cannot administer medication under instructions such as “if you feel it is necessary”. Exception: Medications to ease asthma and /or allergic reactions will be administered, as necessary, once the parent or guardian has outlined clearly the conditions required to make the medicine necessary and has completed a Medication Authorization Form.

***If a child does require emergency medication*:**

The “Administration of Emergency Medication Form” must be fully completed by the parent/ guardian and the child’s physician and handed into the office before the child’s start date at Toronto Woods Daycare. The instructions from the physician must be very clearly stated and a copy of the form will be given to the appropriate ECE in the classroom along with the emergency medication while the original document will be filed in the child’s file in the office. An “Emergency Plan Form” must also be filled out by the parent for each child as well, which includes emergency procedures to be followed if the child has an anaphylactic reaction. This form is to be reviewed with all staff, volunteers, and students before they begin providing care for the child and annually thereafter.

The medication must be in the original prescription container, clearly labeled with the child’s name, name of the medication, dosage/ frequency, and physician’s name. The safekeeping requirements, possible side effects, the storage requirements must also be indicated.

The medication must be current and not expired. It is the responsibility of the parent/ guardian (s) to ensure that the medication is current and that all medical information about the child, and where the staff at the daycare may reach the parent/ guardian (s), is up-to-date.

It should be noted that the Toronto Woods Daycare Board of Directors, Supervisor and staff will be absolved from any legal liability related to the administration of this medication and will not be held responsible for any illness or injury to your child relating to or resulting from the administration of the medication. Given, also, the extremely serious nature of this issue, all parents and staff are required to adhere to this policy. Should any parent refuse to follow this policy, they may be asked to remove their child from the centre.

**Medical Emergency Procedures**

All our staff has been trained in First Aid and CPR rescue techniques. If any minor accidents or accidents occur;

* First Aid will be administered as needed. An accident report form is filled out by the attending staff and Supervisor and the parent/guardian will be asked to read and sign the report when the child is picked up. The report will be placed in your child's file.
* On critical situation, 911 will be called immediately.
* Accidents or illnesses requiring medical attention will be reported to the parent/guardian immediately, or in the event the parent/guardian cannot be reached, reported to your designated emergency contact.
* In the event of an accident or an illness requiring immediate medical attention the supervisor will decide for your child to be transported to the nearest hospital. Staff will accompany the child in the ambulance.
* Staff will bring along the child’s Immunization information.
* Parent/guardian will be notified and required to meet the program staff at the hospital. Family members are requested to bring their child’s health card information to the hospital.
* Childcare staff will not be responsible for deciding regarding the medical treatment of a child. This decision will be made either by a parent/guardian, on arrival at the hospital or by the attending physician.

**Communicable Illnesses/Diseases**

On confirming that a child in the Centre has a communicable disease, the center will post a notice for parents noting the name of the disease, general symptoms, length of communicability and incubation. The illness will be noted in the child’s file and will be reported to the public health unit, as required under the Public Health Act regulations. Appropriate measures will be taken to ensure that the spread of disease is kept to a minimum. This includes increased disinfecting of toys and surfaces and more frequent hand washing by the staff and children.

|  |  |  |
| --- | --- | --- |
| **Communicable Disease** | **Exclude?** | **Minimum Period of Exclusion** |
| CHICKEN POX | No | Infectious period is 1-2 days before rash develops. Not infectious once rash appears. |
| RED MEASLES | Yes | Infectious period is 3-5 days before onset of rash until 4 days after rash develops. Exclude child until 4 days after rash develops. |
| GERMAN MEASLES | Yes | Infectious period is 7 days before to 7 days after rash develops. Exclude child for 7 days after onset of rash. |
| STREP THROAT | Yes | Infectious until 24 hrs after antibiotic is administered. In untreated cases 10-21 days. |
| LICE | No | Infectious while lice are present. Must be treated with appropriate shampoo and return to school after all lice/nits are removed. |
| PINK EYE | Yes | Infectious until 24 hours after antibiotic is administered. Exclude child until 24 hours after antibiotic is administered. |
| FIFTH DISEASE | No | Infectious several days before appearance of rash. Not infectious once rash appears. |
| HAND, FOOT & MOUTH | No | Infectious for duration of illness and for up to several weeks after onset of illness. If child feels well enough to participate they may attend school. |

Parents are reminded that the above chart is a guideline which reflects infectious periods only. In some cases, even if your child is not required to be excluded from school, Toronto Woods Daycare will contact parents if their child exhibits discomfort or any symptoms of illness. We expect all parents to play their part to curb epidemics by not sending their child to school when they are sick and picking them up promptly when contacted.

Please note that in the event of Communicable Disease outbreak, the school will report the outbreak as a Serious Occurrence.

**Outbreak Procedure and Action Plan**

Toronto Woods Daycare follows the outbreak control measure set by the Toronto Public Health (TPH).

If two or more children present, the same symptoms at the same time the following steps will be taken by Toronto Woods Daycare.

* The ill children will be isolated and ill staff members sent home.
* Parents or emergency contacts will be notified of the situation and asked to pick up the ill children as soon as possible. Note: All ill children will be excluded from the centre until they are symptom free for a prescribed period.
* Call Communicable Diseases Surveillance Unit at 416-392-7411 to report or inquire if in fact there is an outbreak.
* Have the following information ready when in contact with Communicable Diseases Surveillance Unit or Toronto Public Health.

a. Date and time of the first case

b. Date and time of the most recent case

c. Total number of children and staff per room

d. Total number of children and staff ill per room

e. Date and time of the outbreak management team meeting can be held

f. The control measures that have been implemented

g. Repost as serious occurrence to the Ministry of Education, as per the procedure.

* A line list (available on TPH website) will be started to record names, date of birth, gender, all symptoms**,** the date and time the children and staff became ill and their room number or type (e.g., toddler or preschool room).
* Start additional control measures:

a. Increase the frequency of cleaning and disinfecting the surfaces and toys.

b. Suspend water and sensory play activities.

c. Reinforce with staff, children and visitors the importance of keeping hands clean.

* Obtain permission from parents to submit specimen samples to the Public Health Laboratory.
* Contact staff and the parents of children that are away before the outbreak was declared, to inform them of the outbreak and to identify if they are additional cases (e.g., do they have similar signs and symptoms of those currently ill) If so, add their information to the line list.
* Remember to fax or e-mail a copy of the line list to the Toronto Public Health office daily as directed.
* A letter from the administration of Toronto Woods Daycare will be handed out with information on the communicable disease, as well as advising parents of the situation that is taking place in the child care.
* Please note that the Public Health Department directs the length of time that the child must remain at home. Please also note that the daycare may ask for a doctor’s note to return the child to the daycare
* Report to the Ministry of Education as Serious Occurrence through the online CCLS.

**Head Lice or Nits**

Head lice can be transmitted through head to head contact with an infected person or through contact with personal objects (e.g., clothing, bedding, combs, hats, etc.). To minimize the spread of head lice in the center, children who are found to have head lice will be sent home for treatment and will not be allowed to return until they are Nits free. Therefore, you are advised to take the following steps as soon as your child has head lice;

* Treat your child with a special shampoo right away. Wash all combs and brushes in the medicated shampoo.
* When the hair is dry, the remaining nits must be removed with a fine-tooth comb, steel brush or tweezers. If this is not done thoroughly the problem can persist.
* Wash all dirty clothing; bedding and towels in hot water to help get rid of lice and nits.

Staff will inspect the child when the child returns to the daycare to ensure that treatment has been effective.

**Biting Policy**

Toronto Woods Daycare strives to provide a consistent environment for our children.

When children have been bitten, we will ensure the following procedures are implemented. This policy acts as a guide and all biting incidents are considered serious and will be looked at individually. Biting Incidents will be reported to TPH as required.

Please note: To adhere to confidentiality, children will not be identified, and all incidents will be dealt with anonymously.

**Procedure**

* When incidents of biting occur in the classroom, we notify both the parents of the child who is bitten and the parents of the child who is biting. With the parents, we try to determine the cause for the biting behavior (teething, tired, frustration, etc.) and create some strategies that will work for your child.
* The bitten area will be washed, and an ice pack will be applied to reduce any swelling. We encourage the child who has bitten to participate in the treatment (i.e. apply of ice pack) to help their friend feel better.
* An accident report will be written and signed by the staff member who witnessed the accident as well as the Supervisor. We will ask the parent to sign the accident report during pick up.

**The child who has bitten will:**

* Be told firmly by staff NO BITING - BITING HURTS. Staff will give words to the child depending on age (toddler/preschool) to express their feelings. Staff will also give a non-judgmental description of the event and how it affected the child who was bitten.
* Be moved to another area.

**To eliminate biting, staff will consistently:**

* Use preventative methods, such as moving the child to another area or distracting the child with a toy when children are exhibiting inappropriate behaviors.
* Observe children and watch for signs of anger and frustration and anticipate times and transitions when children are more likely to act out inappropriately.
* Promote language and pro-social behaviors through programming, activities, and role modeling.

**In the event a child develops a pattern of biting, staff will:**

* Meet with the parents of the child to discuss techniques, observations, and recommendations.
* After discussing the situation, re-direction will be used. The child who has bitten will be asked to find somewhere else to play, letting the child know that they will be invited back later.
* Shadow the child during the day and promote positive reinforcement for pro-social behaviors. The definition of shadowing is that a teacher will follow or position him/herself beside or near a child to prevent the behavior from occurring.
* Keep a running log of biting occurrences, including such information as who, what, when, how for each child, who has bitten more than once. This will be done to give staff and parents a better understanding of what triggers this behavior.

**Accidents**

Toronto Woods Daycare strives to provide the best in equipment, that is kept maintained, and in overall good working conditions, so all children will be safe in the classroom or playground areas. Safety is a joint effort of all staffs.

If the injury is minor, we will administer first aid treatment and document the incident. If the injury is serious, we will immediately contact you and follow emergency procedures.

All accidents must be reported immediately to the Supervisor and/or Director.

* Accident(s) form will be completed by a staff member documenting the incident, first aid treatment administered and (any) actions taken.
* Supervisor or designate will review and sign the form.
* Parent/guardian will be asked to review and sign upon pick up, with a copy for them.

**Fire Drill & Emergency Evacuation Procedure**

We do have a **Fire safety/Evacuation procedure policy.**

To protect the safety of all children in the event of a fire or other emergency situation, monthly fire drills are conducted. Emergency evacuation procedures are posted in each room. Staffs, students and volunteers are instructed as to their duties in a fire or emergency evacuation as part of their orientation. The role of the day care staff is to ensure that all children in their care leave the premises as quickly as possible. The monthly fire drills allow all children and staff to become familiar with our evacuation procedures. The drills are recorded by the Supervisor or designate. The children are only expected to leave the building for a fire drill if the weather is good. If you arrive with your child during a fire drill, please stay with your child until the drill is completed and the children return to their programs.

In an emergency, children and staff will be evacuated to the designated shelter. Emergency contact information will be transported along with us, so **parents will be contacted** to pick up your child at the alternate location.

Please note that **children should not go with their parents until the Supervisor or designate has been notified.**

**Smog/ Heat Alert and Wind chill/ Extreme Weather Policy**

The top priority of Toronto Woods Daycare is the safety and well-being of the children enrolled at the center during indoor and outdoor play periods. Throughout the year, the Ontario Ministry of the Environment (MOE) issues smog alerts and heat alerts during periods of poor air quality and high levels of heat. The MOE also issues wind chill warnings or extreme weather warnings during the winter months.

* Permission forms for using sunscreen/sun block products is included in the Registration form and will remain active until the child is withdrawn. Parents are responsible for providing Sunscreen for their children enrolled in Daycare. Sunscreen with SPF 30 plus is recommended. A Pharmacist or your pediatrician is the best source of information for choosing from the many brands available.
* A smog alert is called when smog conditions reach dangerous levels. Most of Toronto’s smog comes from the burning of fossil fuels to run motor vehicles and generate electricity.
* A heat alert is called when the combination of heat, humidity and other weather conditions can be very dangerous. Generally, heat alerts occur when the temperature is above 30 degrees Celsius.
* A wind chill warning or extreme weather warning during the winter for outdoor activity are also issued, generally when there is a temperature of -15 degrees Celsius or during blizzards or ice storms.

On days that these alerts have been issued, the children enrolled at the center will either have a reduced outdoor play period or remain indoors to participate in other gross motor activities in the classroom. The staff will assess the appropriate amount of outdoor time with the approval of the Supervisor on these days. **If your child is too sick to go outside, please keep your child home.**

Water will always be made available to the children during these outdoor play periods.

Parents should provide a wide-brimmed hat for spring/summer and an ear protective hat for winds in fall/winter. If this is not provided, the Daycare will not be held responsible.

**Immunization**

We are required by the Child Care and Early Years Act, 2014 to have up-to-date records of immunization on file for the children in our care. Parents are required to complete and update the immunization form signed by the physician prior to the child’s first visit in the program. The child will not be accepted into the program until this form is complete.

You may decide because of medical, religious or philosophical reasons not to immunize your child. In this case, you will need to provide a valid written exemption to the Centre. If there is an outbreak or immediate risk of an outbreak of a designated disease in the Centre, your child may have to stay out of the Centre until the disease is no longer present.

Please notify the Supervisor/Director of any new immunization your child may receive.

**Safe Drinking Water**

In compliance with the Safe Drinking Water Act, Toronto Woods Daycare flushes all taps daily at 7:30 a.m. The water on all taps is flushed for 5 minutes; this information is documented daily. Annually, Toronto Woods Daycare has a laboratory conduct sample analysis to test for lead in the water. The result of this testing is publicly available and all documentation regarding flushing and testing is kept on file for 5 years.

**No Smoking**

Smoking is prohibited for staff, supervisors, students, parents or volunteers in the day care, playground areas and parking area whether children are present or not. This policy is in accordance with the Smoke-Free Ontario Act 2007. “No Smoking” signs are posted in all rooms to ensure this policy is followed. No person is permitted to smoke or hold lighted tobacco on the centre property and should not be visible to children at any time.

**Better Hygiene**

We have incorporated a strict protocol to ensure a clean, healthy environment:

* We have a dedicated cot for your child labeled with his or her name.
* Regular Cleaning. Every day, during the day and before closing, all rooms and washrooms are cleaned.
* Cots are disinfected, and sheets are changed and washed on a regular basis.
* All toys are either washed or disinfectant at the end of each day.
* Hand Washing. Washing hands becomes a routine part of your child’s day to promote good health. Teachers use disinfectant soap in regular hand-washings after each diaper change and feeding.

**OTHER USEFUL INFORMATION**

**Clothing and Possessions**

Your child should be dressed in comfortable, washable clothing that allows them to explore and play without the fear of getting dirty. Activities at Toronto Woods Daycare involve sand play, painting, water play and outdoor play. All children should have a complete change of clothing, including underwear and socks at the centre. Dirty clothes will be placed in the bins of the child (in cubby area) for parents to take home. We ask that you clearly label ALL removable clothing and possessions with your child’s name. Toronto Woods Daycare will not be held responsible for any lost or damaged clothing.

It is important that you provide suitable clothing that is appropriate for the season.

Parents of all children need to send the following items with their child:

* Diapers (CASE) traditional/pull-ups and Wipes
* Diaper Cream (if necessary)
* Bottles/Sippy Cup
* Pacifier/Bear (items your child may require)
* Blanket, pillow and/or soft animal for nap time
* We suggest Indoor shoes with Velcro and Outdoor shoes (summer – water shoes/ winter boots)
* Hats (Summer/Winter)
* Sunscreen / sun block (Summer)
* Spare clothing (weather appropriate) – including underwear and socks, at least 3 complete sets for those potty-training age and under.
* Reusable water bottle

**Outdoor Wear**

PLEASE NOTE THAT CHILDREN GO OUTSIDE YEAR-ROUND. PLEASE MAKE SURE THEY ARE DRESSED FOR THE WEATHER.

**Summer**:

* Bathing Suit and Towel
* Wide Brimmed Sun Hat
* Sunscreen
* Water Shoes

**Winter:**

* Snowsuit
* Hat, Neck Warmer and Gloves
* Boots

**Please no open toe shoes, crocs, sunglasses, scarves and umbrella as they pose a safety hazard.**

**Home Toys and Attachment Items**

Children may wish to bring a soft toy or a blanket to ease the transition at nap time. We request that other toys be left at home so that they are not lost or mixed up with the daycare toys.

Special “Show & Tell Days” are arranged for home toys; please check with your child’s teacher.

**Diapers and Diaper cream**

Parents are responsible to supply their own baby wipes for diaper changes, diapers and diaper cream (if applicable). There are reminders given to parents when the diapers are running out. Due to Public Health guidelines, soiled clothing containing body fluids cannot be washed at the daycare but will be bagged for the parents to take home.

**Video Surveillance**

Toronto Woods Daycare does provide a video camera security system. All classrooms, playgrounds, as well as other areas in the facility do contain video cameras, which are constantly running year-round. All video surveillance is only available to Toronto Woods Management, and is not shared with parents or families within the center.

**Photography/Video Policy**

Toronto Woods Daycare strives to maintain the privacy and confidentiality of each of its clients.

There will be occasions in which photographs will be taken at centre. We often take digital photographs of each of the children engaged in everyday activities. We also take photos of the children for our classroom displays, and for their personal spaces or cubbies. We would ask that each parent read, and sign the form authorizing the centre staff to take a photo of your child(ren). The photos will not be replicated, traded or used for any other purpose that those stated above.

There are also larger group events at the centre such as the Holiday Concert/ Party, birthday parties and other special events during which pictures are taken of the children as well. Parents and family members can bring their cameras and video cameras to these events and photos and/ or videos are permitted to be taken of all of the children participating in the event. If any enrolled families are not comfortable with photographs being taken of their child during these events, it is asked that the child does not participate in the above-mentioned activities.

**Birthday Celebration Policy**

Toronto Woods Daycare recognizes the importance of birthdays in a child’s life. **Birthday celebrations should be arranged in advance with your child’s teacher so that it does not interfere with the daily programming.** Due to allergies and cultural differences please check with teacher about appropriate foods and activities.

Please note:

* if you are handing out invitations for your own birthday party, we ask that you do this discreetly, especially if not all the children have been invited;
* Parents are encouraged not to come for the party at the daycare.
* Teachers will make an album for the birthday child.

**Holiday Celebrations**

Although the Centre is non-denominational, we do celebrate major holidays like Easter and Christmas through non-religious programming.

We welcome the opportunity to learn about and join in other cultural and religious festivals. If you would like to share a special festival with us, talk to the Director or your child’s teacher. We can assist you in planning an activity for your child’s class.

Your child and all of the children and staff will grow and benefit from this diversity.

**Toilet Training**

In a child care environment, toilet training needs to be a co-operative effort between staff and parents. At TWD, we strive to help children develop this skill through a smooth and successful transition. In the Toddler program, we work with you to help teach the children good toileting techniques and practices. It is important that we have consistent parent/guardian cooperation throughout the process for us to work together to help them achieve their goals. Please speak to your child’s teacher to work out a strategy for a consistent routine to ensure the success of this critical stage in their development.

The introduction of a new skill should be related to his/her readiness to mental age rather than chronological age. Therefore, we will continue to use diapers/pull ups until the child can and will announce that (s) he must use the bathroom (not just at home, but here, as well) and can control his/her bladder and bowels for a few minutes beyond that announcement.

*Some signs of readiness are:*

* + Is emotionally ready
  + The child can stay dry in his/her diaper for at least two hours.
  + Is dry after nap time
  + Communicates that they want “use the potty” or “needs to go”
  + The child can indicate his/her need to go in some way. (e.g. Squirming, quietly isolating him/herself)
  + Show a willingness to want to sit on the toilet and understand its function.

*During Toilet Training:*

* Child should wear clothing which is easy to pull down and pull up. No overalls, onesies or T-shirts with snaps between the legs.
* Parents should provide extra spare clothes during this period as accidents are more common during this transition period. Soiled clothes will be returned in a plastic bag.
* Continuation of the training at home.

*Routine for Toilet Training:*

* Before and After Breakfast
* Before and After Lunch
* Before and After going outside
* Just before going home
* As Needed

**Field Trips**

The older children may go for walks and will not include motor transportation. Parents will be informed prior to the field trip, and written consent will be required for each activity. This notification will be given both through speaking directly to the parents at drop-off or pick-up times, as well as through field trip permission form. If a permission form is not signed, the child will not be able to attend the trip. The parent(s) need to pick up the child from the center before the field trip leaves. Parents are encouraged to accompany his/her child on field trips.

Occasionally these, or other pictures and videos, may be used in the centre’s website/brochures/flyers etc. or any sort of advertising material or through social media (Facebook, Twitter, etc.). Names of the children are never used with their photos. If parents/guardians do not wish their child (ren) pictures to be used for this purpose, please notify at the time of registration. We will ensure that your child’s picture is not taken.

**Toronto Woods Daycare (Year 2023)**

Registration fee: $150.00 for new families and $100.00 for returning families (One time only non-refundable)

* **Monthly Program Fees**

|  |  |  |
| --- | --- | --- |
| **Tuition Fees per month** | **Toddlers Room (18 M to 30 M)** | **After Deduction of 52.75%** |
| 5 days per week  Full time | Regular fees-$1400.00 | $661.50 |
| 3 days per week  (Mon, Wed, & Fri) | $900.00 (Day cannot be changed if missed or if falls on holiday) | $425.25 |
| 2 days per week  (Tue & Thu) | $ 675.00 00 (Day cannot be changed if missed or if falls on holiday | $319.00 |
| **Tuition Fees per month** | **Preschool Room (2 ½ Y to 5 Y)** | **After Deduction of 52.75%** |
| 5 days per week  Full time | Regular fees-$1300.00 | $614.25 |
| 3 days per week  (Mon, Wed, & Fri) | $900.00 (Day cannot be changed if missed or if falls on holiday) | $425.00 |
| 2 days per week  (Tue & Thu) | $ 675.00 00 (Day cannot be changed if missed or if falls on holiday | $319.00 |

* Payment methods: Cheque, Cash, and E-transfer (No deposit needed)
* No refunds will be given in case of absences, illness, or holidays. In the event of missed days, fees will not be refunded.
* Days are not interchangeable for the part time program.
* A full commitment is needed to ensure your child’s place in the daycare.
* Please make your payment before or 1st day of every month.
* **One month** written notice is required if you require to cancel registration. One-month fee will be charged if no discontinuation notice given.

**\*\*\*\*Parents will receive one-month notice of any upcoming rate increases\*\*\*\***

Appendix

**CWELCC: Canada Wide Early Learning and Childcare**

* Toronto Woods Daycare Opt-in for CWELCC.
* 2023 fee information Canada-Wide Early Learning & Child Care (CWELCC) System;
* Toronto Woods Daycare reduce childcare fee 52.75% from the 2022 fee freeze

rate as December 31, 2022.