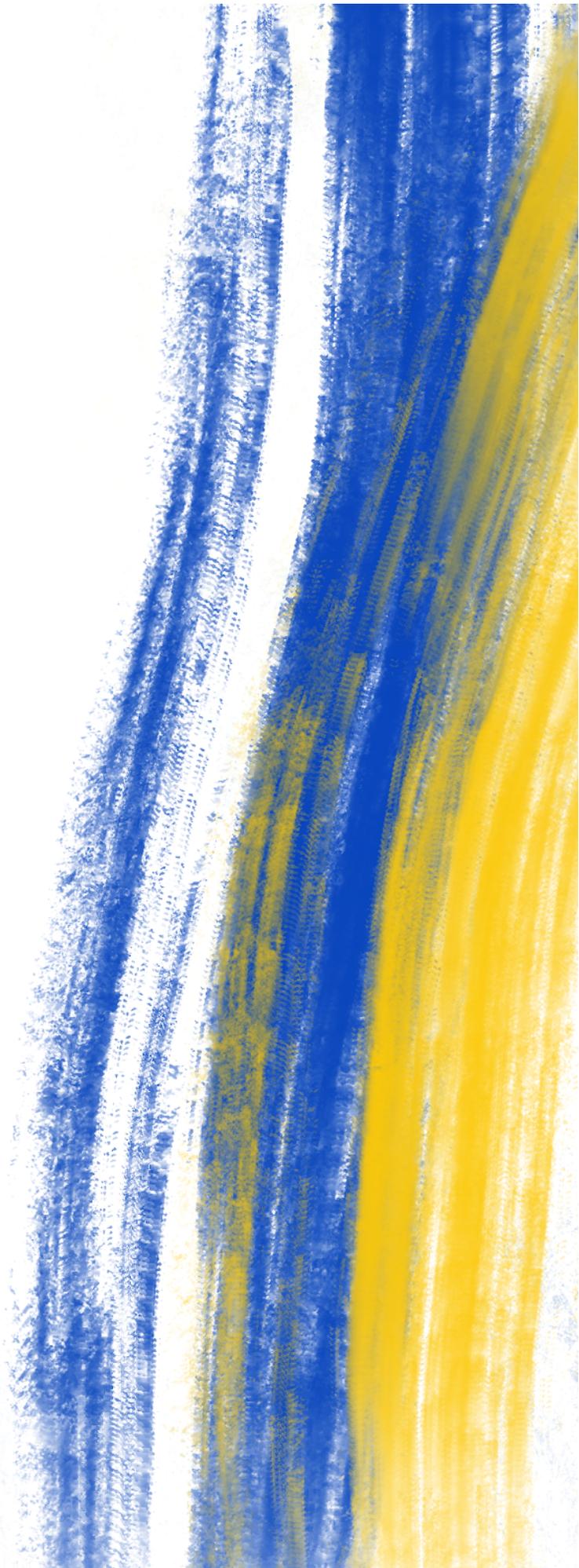


# **Ryerson Early Learning Centre**

## **Family Handbook**

**April 2023**

350 Victoria Street  
Toronto, ON M5B 2K3  
Phone: 416-979-5338  
Email: [elc@torontomu.ca](mailto:elc@torontomu.ca)



**Please Note:**

**Due to severe allergies, Early Learning Centre is a nut and fragrance aware environment.**

**Please refrain from wearing perfumed products or bringing nuts and nut products to the Centre. We thank-you for your support in keeping the children, students, and staff safe.**

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## **MISSION STATEMENT**

The Early Learning Centre (ELC) provides an exemplary early learning model and childcare service to families. As a laboratory school, we support pre-service early childhood learning, teaching, and research initiatives. Our centre encompasses a community of children and adults living and learning together.

## **PHILOSOPHY**

The ELC is committed to diversity and inclusion. We provide a program that acknowledges a child's diversity and their inclusion in their various communities as critical to their optimal development. The terms diversity and inclusion are used in their broadest sense to include linguistic, cultural, and racial identity as well as ability, gender, class, sexuality, age, and migration status. This approach is in recognition of children's need to develop a positive identity, not only as individuals but also as members of the groups to which they belong.

The ELC incorporates this inclusive philosophy by providing quality learning experiences for children with diverse abilities, and with a commitment to meeting ratio requirements.

Families, children, and staff are welcome to share aspects of their culture and ethnic identity with the ELC community.

The ELC, is licensed by Ontario's Ministry of Education, and as such is regulated by the *Child Care and Early Years Act* and incorporates the Ministry of Education's document *How Does Learning Happen?* in the program.

<https://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

From toddlerhood to preschool, children are offered challenging play activities that promote and enhance their physical, social, emotional, language and intellectual development. Children are encouraged to make choices about what they want to do and how they will go about doing it. Each child, with their unique abilities, are encouraged to develop problem-solving skills, creativity, a sense of responsibility, independence, and a positive sense of self-worth.

Children's families are the most important influence in their lives. Families are the experts regarding their child/ren. The ELC creates a climate where it feels natural for all members of our community to give and receive advice and support, to form relationships, share responsibility for each other's children, and to participate in the program as interests and schedules allow. We encourage families to share information about events that are special to their family. We promote diversity and inclusion by

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creating understanding, learning about what makes each person unique, and discovering our similarities.

## **PROGRAM INFORMATION**

All inspection reports and policies are available in the office if parents are interested in accessing and reviewing them.

The licensed capacity of the ELC is 65 children, ages 18 months to 5 years. The ELC consists of 1 Toddler class and 2 Preschool classes. All 7 of our full-time staff are Registered Early Childhood Educators (RECEs), with degrees in Early Childhood Studies or associated fields. Ongoing staff development ensures a high degree of professionalism.

The adult:child ratios are regulated by the Ministry of Education and differ depending on the age group.

Age Group	Age Range	Adult: Child Ratio
Toddler	18- to 30 months	1:5
Preschool	30 months to 6-years-old	1:8

### **Canada-Wide Early Learning and Child Care System**

The ELC has opted in and been approved to participate in the Canada Wide Early Learning and Child Care System (CWELCC). The CWELCC System is a five-year plan that aims to provide more affordable child care for all families by 2025. The goal of this initiative is to support inclusive and equitable access to high quality early learning and care services to our children and families.

Our updated fees reflect the 25% fee reduction and families have been reimbursed retroactive to April 1, 2022.

### **Hours and Days of Operation**

The ELC is open Monday through Friday from 8:00 a.m. to 6:00 p.m.

## Closure Days

### Statutory Holidays

The centre is **closed** on all Statutory Holidays:

New Year's Day, Family Day, Victoria Day, Good Friday, Canada Day, August Civic Day, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day.

A list of the statutory holidays with their dates can be found at the end of this handbook and located on the family board in each classroom.

Statutory holidays require fee payment.

### Additional Closure Days

The University is closed the last week in December and the first week in January for a two-week Winter Break period. The ELC is also closed during Winter Break.

Specific dates of closure are generally announced in February of that year and posted in each classroom on the Family Board.

The University closes for one additional day in July or August for a "TMU Day". The ELC also closes for this **one** day. This day is a Friday and typically aligns with the August Civic long weekend.

### Professional Development

When staff are engaged in full day Professional Development training, the centre may need to close. These dates will be announced with a minimum of three months' notice as these are not scheduled closure days.

### Unforeseen Closures

If the University closes due to inclement weather, for an evacuation, or in the case of an emergency situation that requires short term closure, the centre will also close and regular fees will apply.

All other additional University closure dates do not require fee payment.

## Arrivals, Departures and Late Arrival

### Arrival

Families are expected to arrive no earlier than 8:00 a.m. and depart no later than 6:00 p.m. Within these times, arrival and departure times will vary with each family's needs and will be discussed with the Centre Supervisor upon enrollment, and then on an ongoing basis with the RECEs in the child's classroom. We aim to be flexible with family needs and schedules to ensure they work for the child and the group dynamics.

If you expect to arrive later than 9:30 a.m., please telephone us to help us prepare for your child's transition into the program upon your arrival.

In our experience, when a family regularly arrives between 11:30am - 2:30 p.m., it can be a difficult time for the child to part from their family. This time of day is when the children are toileting, getting ready for lunch, and enjoying their rest time. Accommodations can be made ahead of time if you need to occasionally drop off or pick up your child during sleep/rest hours of 11:30 a.m. - 2:30 p.m.

If your child will not be attending for the day, please call the main office at 416-979-5338 and speak with the Supervisor or leave a voicemail message. Please call before 9:30 a.m. It is useful for us to know if your child is ill and what symptoms they have as we track this information to monitor for outbreaks that may need to be reported to Toronto Public Health.

When dropping off and picking up your child, you must make verbal contact with an Educator. There are many people coming and going and it is essential for the safety of all that you ensure an Educator records your child's arrival and departure on the daily attendance.

### ***Departure***

Families should be prepared to leave the Centre promptly at 6:00 p.m. as staff cannot properly secure the premises if families are still inside the classrooms. If your family requires an extended routine to prepare for departure from the Centre, please ensure that you arrive before 6:00 p.m. to allow time for this. The external hallway can also be used if your child needs extra time to get ready.

Once you have arrived, the child is marked 'out' on our attendance form, and they are now considered to be in your care and are your responsibility. Once you have greeted your child upon arrival, please take them with you to collect items from another room or from the cubby area.

If you have an emergency and cannot arrive before 6:00 p.m. it is imperative that you telephone and inform us of other arrangements that have been made to pick up your child before 6:00 pm. It is very important for your child's sense of trust that you arrive on time at the end of the day. Young children may get worried if their parents are late.

### ***Alternative designated pick-up***

### ***Late Arrival***

There is a late fee of \$1.00 per minute past 6:00 p.m. This is to offset the added cost of staffing. Families will be invoiced for late fees at the end of each month and this amount will be added to their monthly fee.

If the designated family member/s cannot be contacted by 6:20 p.m., the Educator will try to reach the emergency contacts listed in the orientation package. If there has been

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no communication from a family member or the emergency contacts by 6:45 p.m., then the Educator is required to call the Toronto Children's Aid Society.

Late arrivals are to be avoided. If a family is late three times within a calendar year, the family and Supervisor will meet to discuss an action plan. If the family continues to arrive late after establishing an agreed upon plan and transition period to allow for support and strategies to be put in place, this may result in the withdrawal of your child from our program. At that time, a notice of withdrawal will be issued to the family in writing, directing the family to find alternative care. Four weeks withdrawal notice will be given from the date of the letter.

## Daily Schedule

Although there is flexibility in many aspects of our program, children enjoy a degree of stability in their daily activities. Toddlers are moving towards predictable timetables and group activities while the Preschool children move in their groups within a more structured schedule.

You will be given a copy of your child's daily schedule upon enrolment, and when seasonal or other modifications occur due to program needs. Updated classroom schedules are posted on the family board in each classroom for your daily reference. There will be some flexibility in day-to-day operations due to the needs of the children, special events or weather conditions. Each day includes indoor and outdoor learning experiences (weather permitting), small and large group times, diaper changing/toileting times, a morning and afternoon snack, lunch, nap time and opportunities for many different kinds of child-initiated and adult supported activities and experiences.

Families are requested to provide daily information about their child upon arrival at the centre each morning. The Educators will add to this information throughout the day, and support field placement students in doing so to ensure we have information to share with you at the end of the day. Information about your child's daily activities and dietary records are kept in the children's individual binders located in their cubby or posted on the white board. Exceptions to your child's normal routine will be recorded.

Weekly diaries are available in each classroom that document learning throughout the week and correspond with the observation notes and posted program plan.

Please note: The ELC playground acts as a natural habitat for some surrounding animals such as squirrels, birds, mice etc. As a result of this space being shared, children may be exposed to walnuts, acorns or other nut shells that have been carried into the yard by animals.

## Special Enrichment Programs

Special enrichment programs may be offered at various times throughout the year. Some of these may include:

- Ongoing programs such as gym sessions, music and movement as well as opportunities for many gross motor activities and games.
- A specific music class with professional instruction.
- Yoga with an instructor.
- Gardening and care of nature.

## Animals

Interaction with animals can provide a valuable learning experience for children. However, bringing animals and children together has potential risks. Infants and children, particularly those less than 5 years of age, have an increased risk of infection that can cause serious illness. This is due to their developing immune systems and frequent hand-to-mouth activities. Childcare operators and other adults may also be at increased risk. These risks include exposure to zoonotic diseases (e.g., *Salmonella* and *E. coli*), injuries (e.g., bites, bruises, scratches), and allergies. Zoonotic diseases are transmitted from animals to humans through direct and indirect contact. Visiting and resident animals may be a source of a number of zoonotic diseases from pathogens such as bacteria, viruses, parasites, and fungi.

Dogs, cats, rabbits, rodents (e.g., mice, hamsters, rats, gerbils, guinea pigs) and fish are permitted in the Early Learning Centre. In order to prevent injury or illness to children and staff:

- Dogs and cats **shall** be fully immunized against rabies and **must** be up to date with any other applicable vaccinations and medications and be on a flea, tick and intestinal parasite control program.
- Animals **must** be trained and be in good health.
- Animals **must** have an appropriate temperament to be around children and show no signs of disease.

## Animals Not Recommended for Children Under Five Years of Age

The following animals are not recommended for children younger than five years of age and **must not** reside in or visit facilities that share staff or programming areas with children under five years of age:

- Reptiles (e.g., turtles, snakes, lizards)
- Amphibians ( e.g., frogs, toads, salamanders)

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- Live poultry (e.g., chicks, ducklings, goslings) including hatchery equipment
- Ferrets
- Farm animals (e.g., calves, goats, sheep)

### **Key Points for Visiting Animals**

The ELC collects and records the following information for visiting animals (e.g., indoor/outdoor travelling animal shows):

- Date of visit
- Name of animal owner(s)
- Owner contact information
- Animal(s) name and species
- Proof of animal health documentation (see appendix 2.B *Veterinary Care*)

*Statement for Animals Visiting Child Care Centres* in Ministry of Health and Long- Term Care [\*Recommendations for the Management of Animals in Child Care Settings, \(2018\)\*](#)

- Description of the group of children/room(s) visited
- Any additional guests in attendance (e.g., volunteers, parents)

These records are kept on-site for one year and made available to Public Health Inspectors or parents/guardians who may request them.

### **Key Points for Resident Animals**

The ELC may choose to house an animal. In doing so, the ELC will develop a resident animal care plan which consists of the following components:

- Staff members responsible for providing care for the resident animal, including times when the childcare centre is closed.
- The animal's daily requirements, including feeding and exercise.
- Daily health screening of the animal for signs of infection/injury.
- Animal bathing and cleaning requirements.
- Enclosure cleaning/disinfection schedule and procedure.
- Designated location for the animal enclosure (separate from children's eating and sleeping areas).
- Contact number for the resident animal's veterinarian.
- Annual completion of *Veterinary Care Statement for Resident Animals in Child Care Centres*.

Refer to appendix 2.A in Ministry of Health and Long-Term Care document.

## Key Points for Child and Animal Interaction

The following key points are necessary to prevent injury or illness, and to ensure safe interactions between children and animals:

- Operators **shall** report animal bites immediately to Toronto Public Health by calling 416-338-7600 during business hours or 311 after hours.
- Operators **must** be educated as to which animals are permitted.
- Operators **must** supervise all contact between animals and children.
- Operators **must** teach children the humane and safe procedures to follow when in close proximity to animals. These include:
  - Treating animals gently and calmly. Never hurt, tease, frighten, surprise, or corner an animal.
  - Avoid eating or touching their face during and after animal contact.
  - Avoid chasing animals.
  - Avoid kissing animals.
  - Never disturb an animal that is eating.
  - Never disturb an animal that is sleeping.
  - Avoid touching animal food and feces
- All children and staff who handle animals **must** practice hand hygiene (wash hands or use alcohol-based hand-rub) after contact with animals, their feed, toys, bedding and/or their environment.

## Field Trips

Field trip policies and procedures have been designed to provide clear and safe guidelines for staff to follow and implement during trips away from the centre. The purpose of field trips is to enrich classroom programs and enhance children's learning by extending the experience beyond the environment of the centre.

- These policies and procedures include information on field trip site selection, ratios, field trip preparation, food guidelines, appropriate forms, and TTC travel guidelines.
- In order to maintain the ratios established upon departure from the centre on trip days we cannot accept children who arrive late. Therefore, latecomers will not be permitted to join the group at the field trip location. If your child is not signed in by the time the group leaves the Centre, the child will not be able to be signed in until the group returns to the Centre.  
In addition, due to the need to maintain proper childcare ratios, your child will not be able to join another program at the Centre.
- If your child is not able to attend the field trip for other reasons, please inform the RECEs or Supervisor so that alternate arrangements can be made to ensure childcare is still available for you.

- **Family members and volunteers wanting to join the class on the field trip will be required to submit a Vulnerable Sector Screening form. The Vulnerable Sector Screening form must be valid–within six months of the issued date.**

## Nutrition and Food Safety

Good nutrition is an important part of our daily program. All of the foods listed on our weekly menu are provided by *Real Food for Real Kids Catering Company*. Copies of the weekly menu are available on the Catering company's website <https://rfrk.com/>.

Children are offered a morning and afternoon snack and a nutritious lunch daily. Morning and afternoon snacks are indeed snacks and not meal replacements. It is important that your child is offered breakfast prior to arriving at the ELC each day. Children have variable appetites; our goal is to introduce children to a wide range of healthy food choices that meet two-thirds of their daily nutritional needs. Our policy is to encourage children to taste each food presented, but no demands are made for children to eat when they refuse to do so.

Please remember that due to the severe allergies of several children in our program, we **do not allow outside food** to be stored or consumed inside the Centre. Please wait until you have left the ELC to offer a snack to your child. Children who are departing at the usual snack time are welcome to stay for the snack or take one serving with them.

We make every attempt to accommodate special dietary needs due to family preferences, dietary restrictions, or diagnosed food allergies. Please note that rice milk is our current milk alternative. Special dietary needs should be communicated to the Supervisor. Please note that this change request may take up to three days to incorporate into our menu plan.

We are unable to accommodate food restrictions that do not meet the basic nutritional requirements for young children (e.g., macrobiotic diet, vegan diet). The Centre complies with Canada's Food Guide recommendations <https://www.canada.ca/en/health-canada/services/canada-food-guides.html>

When dietary restrictions have been identified by the family, implied consent is given from the family for staff at the Early Learning Centre to share the child's first and last name and allergy restrictions with the catering company *Real Food for Real Kids* to confirm alternative food options in relation to food restrictions and allergies only.

Where a child requires special food and/or feeding arrangements at mealtimes and/or snack times, both the Early Learning Centre and the family will develop an Individual Plan outlining the expectations and responsibilities. Written instructions will be kept in

the child's file, posted in the kitchen and posted in the classroom eating area. The family will update the Supervisor with any changes to their child's feeding plan.

The menu plans from **Real Food for Real Kids** and the nutrition guidelines follow all the requirements set out under the Child Care and Early Years Act (2019) and Eating Well with Canada's Food Guide (2019). As a courtesy to families, the menu plans are provided at the beginning of every month via email, and a copy is posted in every classroom, family board, and food prep kitchen.

Food restrictions are posted in the kitchen and in all eating areas.

To nurture children's healthy development and support a sense of well-being, nutrition in early childhood programs is vital to children's overall development. The ELC is committed to demonstrating the importance of healthy eating patterns and safe eating practices. The staff engage with the children during mealtimes to ensure children receive nutritious meals, shape healthy eating habits, and develop positive attitudes towards a variety of food during their early years which will continue later in life.

#### Safe and Appropriate Practices

To ensure safe and appropriate practices, the staff:

- are aware of children with food allergies, food intolerances and special diets, and consult with families to develop an individual plan for the child;
- ensure names of children with food allergies and the specifics of the restrictions/allergies (anaphylactic forms for each individual child) are posted in clear view in the kitchen, classroom serving areas, and in the Supervisor's office;
- remind families to provide the centre with updates on their child's allergies and restrictions;
- report to families any observed indication of allergy reactions their child may experience;
- provide substitutes for children with allergies, dietary restrictions, and family/cultural preferences;
- discourage children from touching their peers' food and drink;
- ensure all children are supervised while eating and drinking.

#### Positive and Safe Eating Environment Guidelines

To ensure a positive and safe eating environment, the staff will:

- sit with small groups of children and eat with them;
- view mealtimes and snack times as a time to engage in meaningful conversations in order to extend children's learning and enhance their language learning;
- role model healthy eating habits by promoting positive conversations to introduce new food to the children; thus, extending children's vocabulary;
- encourage children to serve themselves by using serving utensils, and if needed assist with hand-over-hand;

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- model turn-taking while encouraging children to serve themselves during mealtimes;
- ensure that food is never used as a punishment or reward;
- understand and demonstrate the importance of drinking water;
- encourage children to develop self-care and independent skills (serve and feed themselves) during mealtimes;
- create positive eating environments with foods and portion sizes that are responsive to children's cues of hunger and fullness;
- record the portions of food that the toddler children eat during lunch and snack time on the child's daily information chart;
- sit with the children to cut fruit and vegetables and take safety precautions to ensure that the knife is supervised at all times and out of reach of the children;
- face the children when serving food and not pass food over them onto their plate;
- encourage children to clear their plate prior to dessert to avoid the two food choices mixing on the same plate.

## **Birthday Parties**

All food served at the Early Learning Centre is prepared in a government inspected, approved facility. This factor combined with food allergens restricts the Early Learning Centre from accepting any outside food from being served at the centre, including home baked goods such as birthday cakes.

Although we like to acknowledge your child's special day, we keep the celebrations very simple at the ELC. Parties and loot bags should be confined to home and family celebrations since safety and suitability issues may present challenges at the centre. As we ensure to acknowledge your child's special day through acknowledgement, we appreciate your cooperation in restricting festivities to your home.

## **Health Policy**

The ELC strives to ensure that your child remains in good health by avoiding the spreading of infections from others. A general guideline to determine if your child should be at the Centre is:

**If your child is too ill to participate in all aspects of the daily program, then they are too ill to be at the Centre.**

**Children may not stay indoors during outdoor time.**

Please be mindful of the health and comfort of your own child and the other children at the centre. Each day upon arrival the Educators will conduct a **wellness check** by observing your child and asking you how they are. Please take this opportunity to update us if your child did not sleep well or doesn't seem like themselves. All information is documented in the communication book for all staff to read. Throughout

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the day, staff continue to monitor your child's wellbeing. Staff communicate with the family immediately when any sudden or gradual changes take place to your child's behaviour, sleeping, eating, or if your child displays signs that they have lost some previously acquired skills (e.g., decrease in attempt to feed themselves) as atypical behaviour could be a sign of something more serious.

We are very aware of the difficulty involved in balancing a child's illness needs with the family's need to work or study. At the ELC, we work in partnership with you to ensure your child's needs are being met and to ensure the environment stays clean and healthy to promote optimal attendance of all children and staff.

**As required by the Ministry of Education, please ensure you provide the most recent and accurate emergency contact, other than yourselves for our staff to utilize in the event we cannot reach you to talk about your child's immediate needs.**

If your child becomes ill at the Centre, you will be contacted and expected to pick up your child within 60 minutes after you have received a call from an educator. If the family member is unable to pick up their child, then an emergency contact person will need to assume the responsibility. This is to minimize exposure to other children and to support the emotional wellbeing of your child, especially when ill.

Healthy Wellbeing Guidelines for Families, Staff, and Students:

1. Maintain consistent health practices at the ELC. Always use proper hand washing and diapering/toileting procedures, sanitary practices, and adhere to the ELC's health policies around food preparation, sanitizing, and toy washing.
2. Maintain careful health practices at home. This includes healthy nutrition, adequate sleep, positive social interactions, and limited screen time.
3. When ill, staff, students, and children will stay or go home to promote self-care and comfort from family, this also limits the spread of infection.
4. Staff, students, and children will stay at home until well enough to participate in all aspects of the program.
5. Families will speak with staff about health issues related to their child.

**Our policy is that your child cannot be at the Early Learning Centre if they have any of the following symptoms:**

### **Diarrhea**

If your child has three loose or two watery bowel movements within a twenty-four hour period, you will be asked to take them home. Children must stay at home until they are symptom free for 48 hours of having diarrhea. Your child should have a normal bowel movement before they can return to the Centre.

### **Fever over 101 F / 38.1 C**

Your child must be fever free for **24** hours without medication before they can return to the Centre.

### **Vomiting**

If your child experiences unusual vomiting, after eating or throughout the day, you will be contacted to take them home. Your child should be able to eat and retain food and fluids as usual and be **48** hours free of vomiting before they can return to the Centre.

### **Unexplained Rashes**

If your child has an unexplained rash, you will be asked to have the rash checked by a doctor. If your child is ill as a result of the rash, and unable to participate in the program, you will be asked to take them home. This is to build awareness and minimize spreading and exposure to both children and adults.

### **Sudden Paleness or Unexplained Flushed Face in Conjunction with Constant Crying**

If your child is unable to participate in the program, you will be asked to take them home.

\* Please refer to the chart below or the Toronto Public Health guidelines for common communicable diseases.

<https://www.toronto.ca/community-people/community-partners/early-learning-child-care-partners/child-care-centre-hygiene/guidelines-for-common-communicable-diseases/>

<b>DISEASE</b>	<b>TRANSMISSION</b>	<b>Infectious Period</b>	<b>SYMPTOMS &amp; SIGNS</b>
Chickenpox (Varcella)	Airborne: Spreads easily from person to person through the air (coughing, sneezing)  Contact: Direct contact with the fluid from the blisters or respiratory secretions.	1 to 2 days before the rash/spots appear, until all blisters have crusted over (usually 5 days after first blister appears)	Fever may be present before an itchy rash develops. Crops of small flat pink spots turn into fluid-filled blisters that crust as they resolve.
Diarrheal Disease (Gastroenteritis)	Contact: Direct contact with stool or infected person or animal.	Throughout acute infection and as long as organisms are in stool. Depends on causative organism.	Abnormal, loose, or frequent stools. Nausea Vomiting

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	Indirect contact with contaminated food, water or other objects or surfaces contaminated with stool.		Abdominal pain or cramps Mucous, blood, or pus in stool Fever
Measles	Airborne: Spread easily from person to person through the air (highly contagious)	4 days before onset of rash until 4 days after onset of rash.	High fever, cough, runny nose, red eyes for 3-7 days before rash starts. Small white spots may appear inside the mouth.
Mumps	Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters.  Direct contact with the saliva or respiratory secretions of an infected person.	7 days before to 5 days after onset of swelling	Swollen and tender glands at the jawline on one or both sides of the face. May include fever, malaise, headache, swollen testes and respiratory symptoms.
Pertussis (Whooping Cough)	Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters.	Highly infectious in the early stages of runny nose and cough to 3 weeks after onset of whooping cough, if not treated, or after 5 days of treatment.	Fever, runny nose and mild cough. After 1-2 weeks, the cough becomes more frequent and severe and may result in a high-pitched whoop sound. Loss of breath or vomiting after coughing bouts may occur. Coughing may last 6-10 weeks.
Rubella (German Measles)	Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters.  Direct contact with the saliva or respiratory	7 days before to 4 days after onset of rash.	Low-grade fever, malaise, tiredness, runny nose, red eyes and swelling of the glands in the neck and behind the ears.

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	secretions of an infected person		Raised, red pinpoint rash that starts on the face and spreads downwards.
Hepatitis A	Direct contact with stool or infected person.  Indirect contact with contaminated food, water or other objects or surfaces contaminated with stool.	2 weeks before until 2 weeks after onset of symptoms, or 1 week after the onset of jaundice.	Most infants and young children infected with hepatitis A have no symptoms or mild symptoms. Fever, fatigue, loss of appetite, nausea, vomiting, abdominal pain, jaundice, dark urine.

If your child is absent due to illness, please advise staff as soon as possible about the type of illness your child has contracted. This will help staff identify if an outbreak is occurring and give notice to other families about possible symptom trends. Families may be required to provide a doctor's note confirming their child's state of health before returning to the Centre.

When the Centre has been exposed to a communicable disease (i.e., another child attending the centre while ill), the Centre will post this information on the classroom doors the same day. Staff will continue to monitor all children exposed to the communicable disease for any signs and symptoms during the incubation period. Families are encouraged to do the same for their child.

## Surveillance

Having shared knowledge of the health and wellbeing of the children between the family and staff is an important part of infection prevention and control, and key to identifying an outbreak. Staff observe children daily and monitor for signs and symptoms of illness. As part of surveillance, staff:

- 1) Document the attendance and absence of children and staff on the attendance sheet, including the time the child was picked up.
- 2) Record the signs and symptoms of illness on illness tracking sheet including dates, times that the symptoms started (onset)
- 3) Observe children upon arrival and document atypical symptoms reported by the family in the communication book (e.g., didn't sleep well, didn't want to eat that morning, runny nose).
- 4) Record the dates of field trips, outings, and special events.

## Children with Medical Needs

The implementation of each individualized plan (by employees, students and volunteers) supports the child(ren)'s ability to participate in the program and provides staff with all necessary information to deal with any medical situation pertaining to the child. A child with medical needs is defined as a child who has one or more chronic or acute medical conditions and they require additional support or accommodations.

In collaboration with the family and applicable regulated health professionals, the Supervisor will ensure that an individual plan is developed for each child with medical needs. The Supervisor ensures that the individualized plans are implemented by staff, volunteers, and students and are monitored for compliance and contraventions in accordance with section 6.1 of the O.Reg.137/15.

The plan will include:

- consultation with the parent of the child and any regulated professional involved in the child's care who the parent believes should be consulted.
- steps to be followed to reduce the risk of the child being exposed to any causative agents or situations that may exacerbate a medical condition or cause an allergic reaction or other medical emergency.
- a description of any medical devices used by the child and any instructions related to its use.
- a description of the procedures to be followed in the event of an allergic reaction or other medical emergency.
- a description of the supports that will be made available to the child in the centre.
- any additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an off-site field trip.

The ELC maintains the confidentiality of a child's medical history including diagnosis. Sensitive or confidential medical information and detailed reports from medical professionals are not to be included in the plan unless consent, in writing, has been given by the parent.

An individual medical plan is not required for a child with an anaphylactic allergy if the centre already has developed an individualized plan for allergies and if the child is not otherwise a child with medical needs.

## Medication

RECEs can administer medication to your children **ONLY** under the following conditions:

1. All prescription medication (including medicated creams or ointments) must

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clearly display the date, doctor's name, dosage, directions for use and the child's name. All medications must be in the original container.

2. Non-prescription medication, including all homeopathic and/or naturopathic remedies, must be accompanied by a doctor's note including the date, the child's name, and dosage, reason for medication, and times for administration.

3. Parents must provide written instructions on an ELC medication form and sign for authorization. Parents must initial the form each day in order for the medication to be administered. Exceptions for the requirement of daily authorization are made for medications that are administered for a chronic condition or health concern as recommended by a doctor. Please see the requirement below from the Child Care and Early Years Act licensing manual as of July 2018.

*If medication is to be administered on an "as needed" basis, the written instructions must clearly indicate the situations under which the medication should be given. This could include the physical symptoms that must be present, the behaviour the child must be exhibiting or the child's temperature. Simply indicating "as needed" or "as required" is not sufficient.*

"As needed" medication will be identified on the Medical Emergency Plan, signed by the family.

4. Medication must be placed in the locked medicine box in the cupboard, or in the refrigerator, except for asthma medication and Epi pens, which are kept readily available to adults in case of emergency.

5. Staff will observe the ELC protocol for the administration of medication and will initial the medicine form for each administration.  
Only full-time staff will administer medication.

- **Please advise the staff when it is the first time your child is receiving a specific medication and provide any information regarding possible side effects of which they should be aware.  
At least one dose of new medications must be administered at home to ensure there are no allergic reactions.**

6. The appropriate medication consent form must be completed by the parents (including signature) for each medication prescribed. Parents are to complete the medication form at the beginning of the treatment period and initial the form each day to authorize the dispensing of the medication for that day. This confirms that the child is still taking the medication, and that it did arrive on the premises with the child. Once initialed, parents must hand the form and the medication to a full-time staff member. Staff cannot administer medication that has not been initialed daily, unless it is a long-term and/or "as needed" medication, such as Ventolin,

Ativan, or an Epi-pen. Only full-time RECEs may assume responsibility for the medication and can have access to the medication storage containers. Medication cannot be left with part-time staff, supply staff, or students, on a counter or in a cubby to be put away at a later time.

7. A designated full-time RECE must be assigned to administer the prescribed medications each day. Before a medication can be administered each day, it should be checked to ensure it has the proper date, name of child, name of medication, dosage, and doctor identification on the label, and that this information matches that on the medication consent form signed by the parent.

8. The designated full-time RECE must sign the daily consent form after administering the medication. Only the RECE who administered the medication can sign the consent form. Signing the medication consent form is confirmation that the RECE has verified the above information and properly followed directions for the administration of the medication.

9. If a medication is not given, or the time it is administered is different from that specified on the medication consent form, this should be noted on the form as well as in the daily logbook for the child's classroom. Parents must also be given this information verbally to ensure that they have been fully informed of any changes.

10. All prescribed medications must be stored in a locked container. A locked container for medications that need to be refrigerated will be kept in the food prep kitchen and each classroom will have a locked container for medications that need to be kept at room temperature. Each locked container will be clearly labeled with the classroom number for easy identification. All locked containers must be kept in a location that is inaccessible to children.

11. Medications for staff or students should be always secured and out of reach from any child. If medication requires refrigeration, it must be stored in the locked medication box in the refrigerator. Medication that does not need refrigeration must be secured in a locked cupboard or a locker outside of the classroom. Medication cannot be left in a coat pocket, purse, or backpack in the coat closet, observation booth or any other location within the centre.

12. For medications such as Ventolin inhalers or masks, Epi-pens, or medication administered by g-tube, all staff members who may have to administer the medications must receive training by an appropriate person (such as a Public Health Nurse or the child's parents) who has been deemed qualified to train the staff in the appropriate techniques and precautions related to this particular medication. The parent must sign a specified Medication Training and Parental Consent form to verify that the training has occurred and that the medication may be administered by the staff. This consent form must be signed by the parents annually. In addition, the

regular Medication Form must be completed and maintained as a running-record of the medication administered each day.

13. Prescribed medications that may be needed quickly in emergency situations, (e.g., Epi-pen, Ventolin-if needed for severe asthma attacks, Ativan) may be kept in an unlocked container in the playroom or playground where the children are playing; however, the container must remain inaccessible to the children at all times.

14. Any accidental administration of medication (e.g., medication given to the wrong child, dosage error) should be recorded and reported to the Program Manager immediately. The parents will be notified of the error immediately. The Program Manager will follow appropriate procedures to file a Serious Occurrence Report.

15. Any surplus medication or medication past the expiry date will be returned to the child's family in the original container.

16. Whenever possible parents should be encouraged to administer any medications to their children at home if this can be arranged without affecting the treatment schedule.

## **Accidents**

Accidents do happen to young children. Minor bumps, bruises, and scratches will be recorded and communicated to you by the staff at the end of the day. An accident report will be given to you for any minor injuries involving cuts and swelling that need attention or monitoring.

You will be contacted immediately in the case of head injuries, serious injuries, or emergencies - and for less serious injuries based on the staff's discretion.

You may be advised to seek medical care by staff, or you may choose to go to the doctor. Please keep us informed if you seek medical care.

If your child needs emergency medical attention, they will be transported to the emergency facilities by Emergency Medical Services. Children cannot be transported by taxi or in staff vehicles. In your absence, a staff member will accompany the child in the ambulance. Accident reports will be completed and provided to the family, medical consultants, and the Ministry of Education.

Please inform staff upon arrival each day when a child has had an accident at home that may require special care or consideration.

**Bumps and bruises need to be explained in order to avoid misunderstanding.**

All staff are obligated by law to report any suspicious or unexplained injuries to the Toronto Children's Aid Society. For further information, please refer to the ELC's Duty to Report Policy.

## **Serious Occurrences**

The ELC has employee policies and procedures with respect to serious occurrences to ensure all staff are prepared to identify, respond to, and report a serious occurrence as per the requirements of the Ministry of Education.

In the event of a serious occurrence at the ELC, information will be posted on the classroom's family board for 10 days to ensure families are aware of the occurrence. This posting will give parents information about the incident and will outline follow-up actions taken, and the outcomes, while respecting the privacy of the individuals involved. Where applicable, longer-term actions taken by the operator will also be included to help prevent similar incidents in the future.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that the ELC is not in compliance with licensing requirements or that children are at risk while at the Centre.

As defined by the Child Care and Early Years Act a "serious occurrence" means,

- (a) the death of a child who received child care at a home child care premises or child care centre,
- (b) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care premises or child care centre,
- (c) a life-threatening injury to or a life-threatening illness of a child who receives child care at a home child care premises or child care centre,
- (d) an incident where a child who is receiving child care at a home child care premises or child care centre goes missing or is temporarily unsupervised, or
- (e) an unplanned disruption of the normal operations of a home child care premises or child care centre 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 centre.

## **Photography**

Photographs are used to share classroom learning experiences with children, families, students, and staff. Staff and children revisit the images and build upon the learning with reflection and in-depth co-investigations of inquiries. Photos of children are posted within the classroom to reflect their weekly diaries, individual portfolios, or documentation of inquiries and projects. Staff, families, students, and visitors are

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prohibited from taking photos of these pictures posted throughout the centre and copies are not to be emailed, posted to social media, or shared in any way outside of the ELC.

Please refer to the photography consent forms in the registration package for more information.

## HEALTH, SAFETY & WELL-BEING

### Civility Policy

As part of the Faculty of Community Services, School of Early Childhood Studies, the Early Learning Centre seeks to provide a learning and working environment in which all individuals are treated with respect and dignity. Every member of the community—children, families, staff, faculty, and students have a right to access the services and programs provided by the ELC without discrimination, harassment, or incivility.

Definitions:

**Discrimination** is behaviour based on prejudiced feelings and attitudes, which lead to differential and unfavorable treatment of persons, based on factors such as race, physical differences, culture, gender, sexual preference, religion, and class.

**Civility** involves treating others with dignity and respect and acting with regard to others' feelings. Civility requires that even the most critical feedback be delivered respectfully, privately, and courteously.

**Incivility** deals with a broad range of behaviours including but not limited to, rudeness, shouting, swearing, intimidation, bullying, threatening comments or behaviours/actions, unsolicited and unwelcomed conduct, comments (oral and written including email communication), gesture or contact that causes offense or humiliation, or physical and/or emotional harm to any individual.

Each adult member of the community is responsible for creating an environment that is free of discrimination, harassment, and incivility. Children have the right to be in a safe and civil environment and the adults will model, guide, and teach them how to become civil members of society.

**Incidents of incivility, harassment and discrimination will be addressed.**

All occurrences are taken seriously and will be dealt with as follows:

1. Staff will ask the individual(s) to immediately leave the ELC. If the incivility, harassment, or discrimination continues and the adult does not leave, campus security will be called.
2. The Manager or Designate will be informed and will speak with the individuals privately. All parties, at a minimum are required to be open about concerns and listen to each other's point of view.
3. The incident will be documented.
4. Further mediation or the use of an ombudsman may result depending on the nature of the incident.
5. In extreme cases, adult members of the community can be barred from entering the centre to ensure the safety and well-being of those accessing service at the ELC.

### **Parent Issues and Concerns Policy**

Families are encouraged to take an active role in our ELC and regularly discuss what their child(ren) are experiencing with our staff. As supported by our program statement, we promote positive and responsive interactions between and among the children, families, students, and staff. We foster the engagement of ongoing communication with families about the program and their child(ren). Our staff are available to engage families in conversations to support a positive experience during every interaction.

All issues and concerns raised by families are taken seriously by the program staff and Supervisor. 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 to the RECE/s of the specific classroom or the Supervisor. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the family will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to families within two (2) business days. 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.

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of families, children, staff, students, and volunteers, except when

information must be disclosed for legal reasons to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities, or Children’s Aid Society.

Our program maintains high standards for positive interactions, communication, and role-modeling for children. Harassment, exclusion, and discrimination will not be tolerated from any party.

If at any point a family and/or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Supervisor.

Parent Issues and Concerns Procedures

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Provider, Staff and/or Licensee in Responding to an Issue/Concern:</b>
<p><b>Program-Related</b> e.g., schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to the classroom RECEs If the issue or concern cannot be resolved by the RECEs then please speak to the Supervisor or designate.</p>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised; or</li> <li>- Arrange for a meeting with the family within 2 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p>
<p><b>General, Agency- or Operations-Related</b> e.g., fees, placement, etc.</p>	<p>Raise the issue or concern to the Supervisor or designate.</p>	<ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> </ul>
<p><b>Provider, Staff-and/or Licensee-Related</b> eg., conduct of provider</p>	<p>Raise the issue or concern to the individual directly or to the Supervisor.  All issues or concerns about the conduct of the provider or staff that puts a child’s health, safety and well-being at risk should be reported to the Supervisor or designate as soon as the parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to the person responsible for supervising the volunteer --RECE -Supervisor -Manager</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>

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	<p><b>Note:</b> All issues or concerns about the conduct of students/volunteers that puts a child’s health, safety and well-being at risk should be reported to the or designate as soon as families become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
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**Escalation of Issues or Concerns:** Where families are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Manager.

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2018 and Ontario Regulation 137/15 must be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

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

<p><b>Contacts</b></p> <p><b>ELC Supervisor</b> Charlotte de Souza 647-625-2106 / 416-979-5338 charlotte.desouza@torontomu.ca</p> <p><b>Manager, Child and Family Programs</b> Franca Tarantino ftarantino@torontomu.ca</p> <p><b>Interim Director, School of Early Childhood Studies</b> Dr. Thomas Tenkate thomas.tenkate@torontomu.ca</p> <p><b>Ministry of Education</b> Licensed Child Care Help Desk 1-877-510-5333 <a href="mailto:childcare_ontario@ontario.ca">childcare_ontario@ontario.ca</a></p>
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**DUTY TO REPORT: Concerns about the Suspected Abuse or Neglect of a Child**

The Child and Family Services Act of Ontario has the primary purpose of promoting the best interests, protection, and wellbeing of children in Ontario. The Act recognizes that every individual in our society has a responsibility for the welfare of children and emphasizes that professionals who work with children have additional responsibilities in

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this area. All professionals in a child related field are obligated to report promptly to a Children’s Aid Society any suspicions that a child may be in need of protection. The Act clearly defines the term “child in need of protection” and what must be reported to a Children’s Aid Society (CFSA s.72 (1)) <http://www.torontocas.ca/what-child-abuse>

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

If a family expresses concerns that a child is being abused or neglected, the family will be advised to contact the [local Children’s Aid Society](#) (CAS) directly. Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

<b>Children’s Aid Society or Indigenous Child and Family Well-Being Agency Contact Numbers</b>	
Children’s Aid Society of Toronto	416-924-4640
Catholic Children’s Aid Society of Toronto	416-395-1500
Jewish Family and Child Service	416-638-7800
Native Child and Family Services of Toronto	416-969-8510

### **Behavior Guidance and Developing Self-Regulation**

Both the Ministry of Education and the City of Toronto have guidelines for the positive behavior guidance of young children. The ELC staff review these guidelines annually and sign a statement confirming compliance with the regulations.

The following are a list of **prohibited practices** at the ELC.

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

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c. locking the exits of the Centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

d. use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine 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.

Our philosophy, however, goes beyond government guidelines in this area. Our staff have a solid understanding of children's growth and development, and as such strive to attain an understanding of each individual child.

Naturally, in any setting, to ensure a child's safety and well-being, as well as to foster social and emotional development, it is necessary to impose reasonable and realistic limits and set standards of acceptable behaviour. You can comfortably discuss many behaviour issues with your child's RECEs. The ELC promotes a mutually supportive approach to the many behaviours children may display.

**If you would like to review our full Behaviour Guidance policy, please ask the Supervisor and a copy will be made available to you.**

### **Sun Safety, Smog Alert, and Temperature Policy**

The ELC is committed to keeping the children safe and healthy in our Canadian climate.

Throughout the year, families are asked to provide sunscreen for their children.

- All products must be nut free (shea butter and coconut oils are not acceptable). Products containing sesame and other seeds are also prohibited.
- The family must apply sunscreen to their child before their child begins their day in the program.
- Staff will re-apply the child's product before going outside in the afternoon.
- A written document must be provided by the families if they decide not to use sunscreen. This documentation will be placed in the child's file.

Staff and children stay inside if the temperature registers at +32 °C including the humidity factor. Staff closely monitor the children for any signs of heat distress and will use their judgment for any temperature above +30 °C to determine the length of time

the children will remain outdoors.

If a smog alert is issued in the city of Toronto, staff and children stay indoors.

In the winter months, outdoor play is restricted when the temperature falls to -15 °C including the wind-chill factor. Staff refer to the *Weather Network* website to verify temperatures prior to going outdoors.

<https://www.theweathernetwork.com/ca/hourly-weather-forecast/ontario/toronto>

Within these parameters, the children are taken outside to play for approximately two hours every day. Children also go outdoor in the rain as long as there is no thunder or lightening.

During inclement weather, indoor spaces are used such as the hallways outside the classrooms and if available, the university's gym spaces. Activities are planned to continue to foster children's gross motor development.

### **Emergency Management Policy and Procedures**

An emergency at the ELC means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults at the centre. The ELC has a detailed Emergency Management policy and procedures, which is available to all staff. The purpose of this policy is to provide clear direction for staff to follow when responding to emergency situations.

Clear policies and procedures support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible. Staff will contact families directly by telephone in the event of an emergency and if possible an email will be sent. Signs with the evacuation location will be posted on each classroom door.

Families can access this policy and procedures through a verbal or written request to the Manager.

The ELC has a detailed lockdown procedure that must be followed to ensure the safety of children and adults when there is an immediate threat on, very near, or inside the childcare centre (e.g., a suspicious individual in the building who may be posing a threat).

### **Fire Drills & Alarms**

When a fire alarm is in progress and you are in the building with your child, please follow the fire alarm procedures and exit the building at the designated emergency exist.

Families who are in the classroom with their child, please exit with your child's group and proceed to the designated waiting area in the playground.

Families who are arriving during a fire alarm please do not enter the building or the centre and wait at the perimeter of the playground.

Once all classrooms are present in the playground, the attendances will be completed and recorded for the individual classrooms. Children that are with their parents on the playground will not be added to the attendance until after a centre attendance check is completed by the supervisor/designate. Children that are with their parents on the perimeter of the playground will not be able to enter the playground to drop off their child until the supervisor/designate confirms the completion of the centre attendance. Upon the completion of the centre attendance, parents will then be able to leave or enter the playground with their child, one at a time, for safety and clarity.

### **Sleep and Rest Times**

Children in an active program require scheduled rest and sleep periods during the day. Toddler and preschool children generally sleep according to their individual needs between 12:30 p.m. and 2:30 p.m. Each child is provided with a cot, sheet, and blanket during sleep/rest time. As a general rule, all children are encouraged to sleep no more than two hours per day. All non-sleeping children will be encouraged to rest for a minimum of 45 minutes. After 30 minutes, books or appropriate materials are provided to the child.

Upon enrolment, families are consenting to their child (15 - 60 months of age) to use a designated cot during rest time each day in place of a bed, crib or mat. Please speak with the RECEs or staff about your child's specific sleep needs.

### **Clothing**

Our program involves active play and the exploration and manipulation of many different kinds of art and play materials. Children should wear functional, washable clothing to ensure that they can engage in all components of the program. We cannot guarantee that stains will come out and the ELC cannot be responsible for lost or missing items.

For the comfort and safety of our youngest children, indoor and outdoor shoes are required. This will reduce the amount of sand and dirt transferred to the classrooms. Indoor shoes must have soles in the event that we evacuate due to a fire alarm or drill.

Street shoes may be worn in all of the cubby areas of the ELC and must be removed if they are wet or soiled before entering the classroom areas.

Please provide at least one complete set of spare clothing for your child. Children who are toilet learning will need extra clothing in case of accidents. Remember that shoes and socks usually get wet during these accidents as well, and an extra pair would be helpful during the toilet learning period.

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Throughout the day, the staff will bag dirty laundry and leave it in your child's cubby. The staff are not responsible for ensuring that the clothing is rinsed or washed before it is placed in the cubby.

Please be sure to take all laundry home at the end of each day. Also, remember to occasionally check the size of your child's spare clothing to ensure that the clothing still fits comfortably and is also appropriate for outdoor weather.

#### Cold Weather

Mittens, hats, neck warmers, winter boots, and very warm snow suits (pants and jacket or one-piece snowsuits) are required.

**Scarves are not permitted** as they can pose strangulation risks.

Weather permitting, we spend part of everyday outdoors, and it is imperative that your child is warm enough to participate in the outdoor program.

#### Damp Weather

Especially during the spring and fall, rubber boots and a splash suit or rain suit is recommended. This will allow your child to remain warm and dry on the playground even when the sand and equipment are damp.

#### Hot Weather

Please provide a sun hat and sunscreen for your child. Due to severe allergies, please check with the staff to ensure that the sunscreen you choose is safe for use in our program. Often our outdoor activities include water play, and many children prefer to wear a bathing suit during this time. Feel free to leave a bathing suit and towel in your child's cubby on hot summer days.

**All indoor and outdoor clothing must be clearly labeled. The staff are not responsible for any lost clothing or other articles.**

Unidentified clothing and other items will be placed in the lost and found box in each room.

**Parents are required to provide diapers and diaper wipes for their child.** For those who prefer to use cloth diapers, you must provide an adequate supply, and take home wet or soiled diapers on a daily basis. Staff will not rinse soiled diapers or remove fecal matter.

The Centre will provide all sheets, blankets, face clothes, hand towels and bibs. We are responsible for laundering these items on a weekly basis and on an as needed basis.

#### Personal Possessions

We encourage a sense of personal identity and responsibility from an early age. Each child has a labeled cubby space of their own. To avoid mix-ups and misunderstandings, all clothing and sleep toys should be labeled with your child's name. Please note that although we try our best to return the items to the right cubby, the occasional item may go missing. **Staff cannot take responsibility for missing items.**

The ELC is well equipped with developmentally appropriate toys; however, to help us represent your child's identity and diversity, we welcome families to share books and cultural items as program resources for the staff and children.

At times, children want to bring toys from home; however, this may present some difficulty in a communal setting. Often a child may find it challenging to share their personal toy. Children are encouraged to take turns with all the play materials in our environment, including toys brought from home. If this may be difficult for your child to do, please consider taking the home toy with you after you drop off your child.

## **RELATIONSHIPS & COMMUNITY ENGAGEMENT**

### **Family Engagement**

In order to provide high quality early learning, we need ongoing and open communication between families and educators. Daily written records are kept for each toddler. All classrooms display a weekly diary, which may include photographs and highlight some of the exciting learning of the week. The weekly program plan is also posted. These records not only provide information about your child's day and week, but also act as a basis for topics you can discuss with your child to strengthen the link between home and the classroom program.

Each month a story will appear in your child's portfolio (binder) that communicates your child's learning and life here at the ELC. Please sign the sheet to indicate you have read/seen this story. We encourage and welcome your comments and reflections. Once every six months, the story will be a strengths and next steps summary that highlights more detail of your child's development. Family interviews are held when parents feel it would be beneficial and can be requested at any time. The nature of these interviews is to exchange information that will support and encourage your child's developmental growth and well-being.

Families are a vital part of our early learning care philosophy. We want you to feel that you can visit and act as a resource for your child in whatever way fits into your schedule. We value your feedback and insights into your child and their inquiry and learning. Family social events are held throughout the year to build on these connections.

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Family members who would like to volunteer their expertise or participate in our program (e.g., playing a musical instrument, cooking experiences, participate in field trips, community walks etc.) are required to submit a **vulnerable sector check** that is clear of convictions and within 6 months of submitting it to the ELC Supervisor. Exceptions to participating in events at the centre are classroom socials that take place during drop off and pick up time and centre wide events such as the annual winter potluck and gardening day (CCEYA, 2018).

To share centre wide information, newsletters are published and sent via email, and a family bulletin board is located in each classroom to share information and special notices. If there is a question or topic about which you would like more information, please speak with your child's RECEs for specific resources that are available.

A Family Advisory Committee composed of staff and family members, meet monthly during the academic year. This committee discusses and gives recommendations to the ELC's management team on a wide range of topics related to the program. Your participation is encouraged and welcomed. Meetings generally take place the third Thursday of every month from 4:45 - 5:45 p.m.

### **Forming Relationships**

The RECEs provide high quality early learning care and education through daily observations, documentation of children's experiences, program planning, and making connections with the children and families. RECEs gain a thorough understanding of each child's needs, interests, and inquiries by building relationships with the families and by participating in ongoing professional learning opportunities.

The RECEs are supported in their own professional development by participating in research, presenting workshops, and participating in networking events and professional learning associated with the field of early childhood education.

As members of the College of Early Childhood educators, the RECEs ensure they do not participate in dual relationships with families and children. RECEs are prohibited from providing private home childcare for families or participating in private social events such as children's birthday parties or casual social get-togethers. RECEs are prohibited from providing written references pertaining to custody, character reference or any type of custody disputes.

### **Student Placement Experience**

The ELC welcomes students enrolled in the Early Childhood Studies undergraduate degree program. First year students are required to complete observations in the ELC during the fall semester. Students also complete a field practicum for two full days per week for 11 weeks in the winter semester or for a one month block session in May or June. Second year students may also complete a community focused field practicum in

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the ELC during the fall term. Fourth year students may elect to complete their field practicum, which is usually with an administrative focus.

Students from other TMU departments/schools may also participate in field practicums or projects. Students are accepted at the discretion of the Supervisor and Manager of the Child and Family Programs.

The ELC has a commitment to support students in their understanding of the care, learning, and development of children, and with understanding pedagogical practices. The students work under the careful supervision of RECEs and carry out observations and learning opportunities for the children as required by the School of ECS. The students bring enthusiasm and fresh ideas to our program. Students benefit from having contact with families as they gain an understanding of the value of forming partnerships and collaborations with the families.

### Supervision of Placement Students and Volunteers

In order to support the safety and well-being of children and provide direction regarding the supervision of students and volunteers, every child in attendance at the ELC must be supervised by an employee at all times. (Ontario Reg.137/15). Only employees of the ELC will have direct unsupervised access to the children. All ELC full-time staff are qualified, RECEs and possess the required experience to support and mentor students and volunteers.

Field practicum students and volunteers are prohibited from being counted in the staffing ratios and are not left unsupervised with children. This policy is reviewed with all employees at the commencement of their employment and annually thereafter. It is also reviewed with the students and volunteers at the commencement of their field practicum.

### **Police Check and Vulnerable Sector Screening**

The ELC requires that a Police Record Check/Vulnerable Sector Check be completed by all volunteers, students, researchers, and staff, who will, as a result of their position, have direct contact with children or vulnerable adults as outlined in the staff police check and vulnerable sector screening policy. Families who volunteer for field trips or provide consistent enrichment programs in the classroom are expected to provide a vulnerable sector check completed within 6 months of the volunteer start date.

### ***Child Care and Early Years Act, 2018 states that:***

9(1) No individual shall provide child care, operate a premises where child care is provided if:

1. The individual has been convicted of any of the following offences:

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- i. An offence under this Act.
- ii. An offence under any of the following sections of the *Criminal Code* (Canada):
  - A. Section 151 (sexual interference).
  - B. Section 163.1 (child pornography).

## **Research, Observation, and Confidentiality**

The ELC provides many opportunities for child related research. All proposals for research studies with children at the ELC are approved by the TMU Research Ethics Board to ensure that the research meets all appropriate ethical standards for research with human participants. In addition, research proposals are also reviewed by the ECS Lab School Research Committee.

Families will be informed of all research endeavors that may affect their child. **Participation in research studies is voluntary.** Consent will never be assumed. Written information about the research project will be provided and parents must sign consent forms for each proposal before any research activity can begin. In accordance with the Convention of the Rights of the Child, each child must additionally provide assent to participate in the research.

With the consent of the Supervisor, students are permitted access to the ELC's observation booth to complete observations. Prior to starting these observations, students sign a privacy/confidentiality agreement and offence declaration confirming they have an updated Vulnerable Sector Check. For the purpose of these observations, the children's first name and date of birth may be provided to the student. All material collected is subject to the code of confidentiality outlined by Toronto Metropolitan University and the School of Early Childhood Studies.

## **Waitlist Policy**

The Early Learning Centre operates at capacity all year round and we keep an extensive waitlist. Licensing requirements regulate the capacity and age of children we can enroll in each classroom.

Childcare is available from 18 months to 6-years-old. We offer full time or part time enrolment. We can accommodate 20% at an underage capacity (e.g., 16 months). We also offer childcare subsidized space up to 65 families as per our partnership with the City of Toronto Children's Services. Families who qualify through Toronto Children's Services may receive assistance with their childcare fees. Families should apply directly with the City of Toronto. The City of Toronto determines the family's daily fee as indicated in the application process.

The waitlist application for ELC childcare is available in person or online from our website,

<https://www.torontomu.ca/content/dam/early-childhood-studies/pdfs/elc/childcare-application-form.pdf>

Completed forms can be mailed or emailed (elc@torontomu.ca) to the centre.

Once an application is received, the child will be added to the waitlist according to the date the application was received. If there are any changes to the child's contact information, families should notify the ELC immediately. Moreover, it is recommended that families contact the centre every six (6) months to confirm their continued interest or to withdraw from the list.

We are pleased to offer tours of our centre once a space is offered or upon request. There are certain times of year, such as spring when multiple days of tours are offered to families enrolling in the summer.

**The following information will be documented on the electronic waitlist:**

- Requested start date
- Child's name
- Child's date of birth (unborn children may be added to the list with expected month and year of birth)
- Best contact telephone number(s) and/or email addresses
- Choice to apply for Toronto Children Services subsidy.

No fee is charged to be on the ELC wait-list.

The application form does not guarantee the child a space in the program, but we work diligently to offer space to as many families as possible.

Admission to the ELC program is on a first-come, first-served basis with priority reserved for TMU students, faculty, and staff.

Both toddler and preschool groups at the ELC have their own individual waiting list. Children on the waitlist for a toddler space will be moved to the preschool waitlist when they turn 30 months. There is no need to reapply.

Although families may wait for more than a year to enter the program, there is turnover during the summer, as our oldest children transition to school making space for new children to join us. However, there is no specific time; spaces can be available at any time of the year and at any point in a month.

The Supervisor will contact families that are eligible to start in the age group as spaces become available. The waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it but that allows the position of a child on the list to be ascertained by the affected persons or families.

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Once a family is contacted, they are given a specified time period to return the call and express continued interest in either accepting the space or remaining on the list for a future date. Families who accept a space are required to pay a \$500 fee deposit or proof of subsidy. The fee is applied to the first month's childcare fees. Should a family rescind, the fee is non-refundable. Once a space is accepted, other families are not provided an opportunity to enroll their child and there is lost revenue for the centre until the space can once again be filled.

## **FINANCIAL INFORMATION**

### **Fee Payments**

The ELC has space for full fees and subsidized fees. An annually revised fee schedule is posted in each classroom on the family board and is emailed to families in January of each year.

Pre-Authorized Debit (PAD) forms must be completed, and fees will be withdrawn on the first of each month or on the next business day. Families will be notified within the third week of the preceding month the exact amount that will be withdrawn via an email receipt. A \$50 fee is applied to the family's monthly invoice for non-sufficient funds (NSF). Children may not continue in care unless fee payment is current.

TMU employees have the option for their fees to be deducted directly from payroll upon request; a payroll deduction form can be retrieved from the Supervisor.

Fees **do** include statutory holidays and all days a child is enrolled but does not attend due to illness, vacation, or emergency closures. Fee are not charged for pre-arranged University/ELC closures.

### **Admission Policy**

There is no application registration fee.

There is a \$500 deposit fee once a space has been offered and a family confirms they will take the space. This is a non-refundable fee that is applied to your first month's fee once your child is enrolled in the ELC. The fee ensures that a space is held for your child's admission. If you decide not to take the space, the fee is non-refundable.

Receipts for income tax purposes are prepared at the end of February each year for all families. These can be retrieved from the classroom RECEs. Signs will be posted once the receipts have been prepared. Should you require additional receipts, please make inquiries with management.

### **Child Care Fee Subsidy**

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Families who receive a fee subsidy from the City of Toronto must follow the attendance and vacation guidelines established by the City of Toronto, Children's Services Department. Childcare subsidy application forms can be found on the Toronto Children's Services website (<https://www.toronto.ca/community-people/employment-social-support/child-family-support/child-care-support/paying-your-fees-to-the-child-care-program/>) and further information is available by calling 311.

Upon sharing the ELC's contact information with the City of Toronto, families are providing implied consent that the ELC will confirm childcare space, share the name of the child and submit a monthly attendance record for the child to the City of Toronto via the online operator's portal for the purpose of child care subsidy funds. More information about Toronto Child Care Services can be found at <https://www.toronto.ca/community-people/community-partners/early-learning-child-care-partners/online-services/>

## **ENROLMENT INFORMATION**

### **Offer of Admission**

Applications are processed according to the availability of space for the relevant age groups:

- Toddlers 18 months – 2.5 years
- Preschoolers 2.5 – 6-years-old

Selection for admission is based on the space available with the following priorities:

- Sibling of a child already attending the ELC
- Children of TMU students, faculty, and staff

Affiliation to the TMU community is confirmed by a sibling currently enrolled in the ELC or an active, authorized student or employee identification number.

Families are notified of an upcoming space as far in advance as possible. A visit is arranged to tour the ELC, discuss program information, and plan for accommodations as needed. The acceptance decision is made cooperatively by the parents and the Supervisor.

### **Orientation Schedule**

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The enrolment of a new family is a gradual process requiring one week, with a family member or caregiver in attendance with the child. An orientation schedule will be provided to the family before admission. The purpose of this gradual process is for:

- Children and families to build trust with the RECEs and become familiar with group care so we can promote a positive separation experience.
- Families to observe the program.
- Families and RECEs to observe the child's response to their new environment.
- Families and RECEs to meet to discuss the program, routines, the child's needs, strategies, and resources that are available.
- Families to complete all necessary paperwork.

Some children adjust very quickly to childcare, others take longer. It is essential to have flexibility during this transition time to foster a positive adjustment period for the family, child, RECEs, and other children in the program.

All enrolment forms must be completed and returned to the office or to the RECEs before your child can stay at the ELC without a family member. For our full fee-paying families, fees are charged for three of the five days of the orientation week. For families receiving subsidy, all five days are charged. This is to ensure the processing of the case file. Please see the schedule in our registration package.

We ask that only one adult accompany the child during orientation week.

## **Enrolment Forms**

All forms have been developed in collaboration with families, health professionals, and with direction from the Ministry of Education. These forms are required under licensing regulations and are in accordance with the *Child Care and Early Years Act*.

### Required Forms

- Child and family contact information
- Emergency contact information
- Doctor's information
- Family background history
- Consent to participate in all aspects of the program.
- Custody authorization for the release of your child to other adults, with prior permission from a parent, or in the case of an emergency.
- Emergency medical information that includes permission for emergency medical treatment

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- Health history and record of immunization as required by the Toronto Public Health Department or submission of an Immunization Waiver from the Ministry of Health
- A copy of a current immunization record or notarized written declaration from the parent or verification from a medical person indicating the reason.
- Payment authorization
- Photography consent
- Acknowledgment that you have read and agree to abide by the policies and procedures of the Early Learning Centre.
- Exceptional health and development care needs (where appropriate)
- Third party consent forms (where applicable)

***It is very important for the health and safety of your child that any changes to any of the information recorded on these forms are made in writing to the ELC Supervisor as soon as they are known.***

### **Children's Records**

Enrolment forms, and any other information that the family considers confidential are kept in a locked file locked in the Supervisor's office. Emergency contact list, observations/assessments, and individual program plans are kept in the classroom files, accessible to the RECEs.

In administering and enforcing the *Child Care and Early Years Act (CCEYA)*, the Ministry of Education may collect and review personal information about families and their children in a licensed child care under the authority of s.16 (4) of the Child Care and Early Years Act (CCEYA, 2018) and s.58, 59, 60,61 and 62 of O. Reg. 262 under the CCEYA to ensure that the child care operator is complying with the CCEYA and O. 262.

Food allergies and special dietary needs are posted in both the food preparation and eating areas. The children's first names and birth dates are posted in the relevant areas.

When children move from one group of the program to another, their records go with them. When children leave the program, copies of all the records are available for the parents to use in other educational or childcare settings.

Files are kept for three years in accordance with the CCEYA.

### **Part-Time Enrolment Guidelines**

The ELC is committed to providing flexible childcare options for families within our community. As such, part-time childcare is an option for families. The following guidelines have been developed, in consultation with families and staff:

a) **Capacity**

Part-time enrolment will be offered up to a maximum of 15% of our licensed capacity—65 full-time spaces.

b) **Hours of Care**

Part-time care will be limited to full days due to the nature of our full-day program. Half-day enrolment is not available. Families may choose to have their child attend for mornings only, but must pay for full-day spaces.

c) **Number of Days/ Part-time Enrolment Opportunities**

Part-time care is available for two or three full days a week, on the condition that the designation of part-time spaces does not leave a vacancy in the centre enrolment. **We reserve the right to offer a part-time family the full-time option or to provide one month's notice of withdrawal if a vacancy in centre enrolment cannot be filled.** A child enrolled in the program on a part-time basis must attend consecutive days and must be assigned either a Monday or a Friday.

Part-time enrolment will be offered for two or three days per week only, in the following patterns, based on availability:

- Monday/Tuesday or Wednesday/Thursday/Friday
- Monday/Tuesday/Wednesday or Thursday/Friday

d) **Statutory Holidays** - Families with children enrolled in the part-time option will be required to pay fees for all statutory holidays that fall on their child's regular enrolment days.

e) **Full-time to Part-time** - Families with children enrolled in full-time care who wish to reduce their child's enrolment to part-time must provide one month's notice and submit a written request to the Supervisor. The request should specify when they would like part-time care to begin, how many days per week and whether they have preferred days. Every attempt will be made to accommodate the request; however, this will depend on whether the program has reached its capacity for part-time enrolment and whether another family is available to take the space on the alternative days. Families will be placed on a priority waiting list and will be notified when and if a space becomes available in program. It cannot be assumed that a child can automatically transfer from full-time to part-time enrolment status at any time.

f) **Part-time to Full-time** - Families with children enrolled in part-time care who wish to increase their child's enrolment to full-time care must provide one month's

notice and submit a written request to the Supervisor. The request should specify when they would like full-time care to begin. If a full-time space becomes available, priority will be given to families of children already in part-time care and according to the date of their written request. It cannot be assumed that a child can automatically transfer from part-time to full-time enrolment status at any time.

- g) **Changes to a Part-Time Schedule** - Families with children in part-time care, who wish to make changes to their child's enrolment days (i.e., increase or decrease number of days, change days), must provide one month's notice and submit a written request to the Supervisor. Although every attempt is made to accommodate such requests, there is no guarantee as to when the request may be accommodated. It cannot be assumed that a child can automatically switch days or that the number of days per week can be increased or decreased at any time.
- h) **Orientation** - Families enrolling their children in part-time care will be expected to participate in a full week's (five days) orientation schedule in order to facilitate their child's adjustment to childcare. When the program is full, a staggered orientation schedule will be developed. The part-time schedule would begin the week following the orientation week.

Exceptions to this policy will be based on medical reasons that preclude the child from participating in the program for consecutive days and the availability of finding a family for the alternate days.

**All part-time families having signed the policies and procedures agreement, have been made aware of this policy.**

Children who miss their designated day due to illness or vacation cannot be accommodated on alternate days.

Enrolment will not be allowed to exceed the licensed capacity at any time.

### **Withdrawal Policy & Procedure**

The ELC requires four (4) weeks' notice when a family plans to withdraw their child from the program for any reason. Please note that should families wish to withdraw their child/ren for the summer months the space cannot be held and/or guaranteed.

If a family is receiving fee subsidy and are transferring to another childcare centre, approval must be received from Children's Services prior to the transfer taking place. If the required notice is not received, the family will be charged a penalty equivalent to the full cost of two weeks of care. Payment of this penalty along with any other outstanding fees must be made prior to your child's re-entry into the childcare system with fee subsidy. A fee subsidy transfer to another childcare program may not be processed until outstanding fees have been paid.

## **Withdrawal of Your Child**

In rare circumstances, we may find that we are unable to continue to provide care for your child. This takes place when:

- A space is not available in the next age group when your child is of age to move to the next age group.
  - A child is absent, and the family does not notify the centre. The Supervisor will allow up to five (5) days to seek a resolution with the family. If the Supervisor is unable to contact the family, they will be withdrawn on the 5th absent day.
  - The family does not attend the orientation or return the Supervisor's phone call to confirm they are still interested in the agreed upon placement spot. The Supervisor will allow up to five (5) days to seek resolution with the family.
  - The ELC determines that this is not an appropriate placement and the child's needs cannot be accommodated. Families are provided with up to three meetings prior to a withdrawal decision.
- 
- The Supervisor will follow up with the City of Toronto Child Care Consultant and the following steps will be taken:
    - 1) The Supervisor will document the support strategies that have been implemented to date.
    - 2) A meeting will be held with all parties who are providing support to develop an action plan. The meeting may include the District Consultant from the City of Toronto, the Resource Consultant, Manager of the Child and Family Programs, the ELC Supervisor, and the Family. Alternative care options that may be better suited to support the child's needs will be discussed.
    - 3) If it is determined that the centre is unable to accommodate the child's and family's needs, the ELC Supervisor in conjunction with the Manager of the Child and Family Programs will determine the communication strategy and arrange for appropriate and available support. A minimum of four (4) weeks written notice will be given to the family.

The ELC reviews its withdrawal process after occurrences to determine if improvements are needed to avoid future withdrawals.

## **GENERAL INFORMATION**

### **Parking**

There is limited short-term parking available on Gould St. Parking cards are available from the Supervisor's office. Please request a new card if your card becomes badly worn. Families may have one card for each vehicle.

Parking cards are to be placed prominently on the dashboard of your car.

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On occasion, TMU events may close Gould Street to traffic. Once we are made aware of the dates, you will be notified.

Additional parking can be found on Bond St. or Church St.

Please note that families are responsible for parking according to posted bylaws.

## **Security**

The ELC takes extra precautions for the safety and security of the children. The classroom doors to external halls and the playground are kept locked for the security of both the children and the staff. Please inform the staff immediately if you discover any classroom doors that have been left unlocked or propped open. Families will be issued security cards to have access to their child's classroom.

Two video cameras are located in the hallways outside the ELC and are monitored by security. There is no sound attached to the cameras.

The Emergency Management Policy outlines immediate response procedures for situations such as lock down, hold & secure, disaster requiring evacuation, external environmental threats, and natural disaster. This policy and its procedures are reviewed annually by all staff.

For the security of the children and the smooth operation of the program, you will need to contact us regarding any friends or family members that you would like to visit the centre to observe your child. We also need to hear your concerns or observations regarding any suspicious individual or unusual activities outside the building or playrooms.

To ensure the security of our outdoor play environment, the playground is locked at the end of each program day and unlocked the following morning once the program has resumed. This lock up generally occurs as the last of the children and RECEs leave the playground in the afternoon. Please ensure that you and your child and all your possessions have been cleared from the playground before the RECEs lock-up each day. For insurance purposes, RECEs cannot authorize families to remain on the playground premises after closing and families must respect the ELC's need to secure the environment each day.

**For the safety and security of the ELC community, on the event of a natural disaster such as a snowstorm or an emergency closure, the centre will close earlier if the University is closed.**

## **Access Card**

Each family enrolled in the ELC will be issued one access card per family that will unlock the door to your child's classroom between 8:00 a.m. and 6:00 p.m. Each additional access card costs \$35.00 and is non-refundable. For security purposes, if you

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misplace your access card, please notify the Supervisor as soon as possible to have the card deactivated. There is a \$35.00 replacement charge for misplaced or stolen cards. Families who have a current ONE card, can choose to have this card activated to gain access to the ELC. Access cards need to be returned to the ELC upon withdrawal from the program.

Access to the Centre begins at 8:00 a.m. and ends at 6:00 p.m.

## **Child Care Resources**

Child Care information for Families

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

*How Does Learning Happen?*

<https://files.ontario.ca/edu-how-does-learning-happen-en-2021-03-23.pdf>

*Think, Feel, Act: Lessons from Research about Young Children*

<https://files.ontario.ca/edu-think-feel-act-lessons-from-research-about-young-children-en-2021-01-29.pdf>

Services for Children with Extra Support Needs

<https://www.toronto.ca/community-people/children-parenting/children-programs-activities/licensed-child-care/services-for-children-with-special-needs/>

College of Early Childhood Educators Services for Children with Extra Support Needs

<https://www.college-ece.ca/>

The Early Learning Centre Staff Policies and Procedures (e.g., administration of medication, serious occurrence, reporting, criminal reference checks) may be accessed upon request to the Supervisor.

<b>Early Learning Centre Contact Information</b>	
Supervisor, ELC Charlotte De Souza	416 979-5338 <a href="mailto:elc@torontomu.ca">elc@torontomu.ca</a>
Preschool KHW 158	416-979-5000 ext. 556336
Preschool KHW 152	416-979-5000 ext. 554103
Toddler KHS 163	416-979-5000 ext. 557013
Kitchen KHW 165	416 979-5000 ext. 557178
Franca Tarantino Manager, Child & Family Programs	ftarantino@torontomu.ca
Thomas Tenkate Interim Director School of Early Childhood Studies	thomas.tenkate@torontomu.ca
TMU Community Safety and Security	416 979-5040
TMU Community Safety and Security On Campus Emergency	calling from internal phones ext. 555040

**ct Directly to TMU Community Safety and Security**

Pull duress stations: Activate a blue pull station to be connected directly to Security.

Push emergency buttons: Activate a blue push station to be connected directly to Security.

Blue pole or emergency stations: Pull the button and TMU Security will immediately be dispatched to your location. To locate an emergency phone on campus, use the legend feature on the [TMU campus map](#).

**Early Learning Centre - FEE MEMO**

2023 Monthly Fees based on **250** Paid Business Days

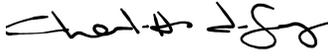
<b>Program</b>	<b>Daily Fee</b>
Toddler (15 months - 30 months old)	\$41.51
Preschool (30 months - 6 years old)	\$31.35

Families who receive subsidy from the city of Toronto are subject to city payment and absence policies. All Fees are subject to a daily rate including fees for statutory holidays. The chart below lists the number of days per month that fees apply for full time schedules; fees for part time schedules adjust accordingly.

<b>Month</b>	<b>Number of days</b>	<b>Month</b>	<b>Number of days</b>
January	17	July	20
February	19	August	21
March	23	September	20
April	19	October	21
May	22	November	22

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June	22	December	16
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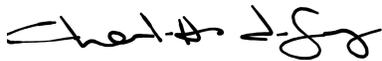
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Supervisor, Early Learning Centre

December 2, 2022

Date

## Early Learning Centre Closure Dates 2023

Date	Regular Fees Apply
New Year's Day - January 2, 2023	No
Toronto Metropolitan University Winter Break January 3, 4, 5, 6, 2023	No
Family Day - February 20, 2023	Yes
Good Friday - April 7, 2023	Yes
Victoria Day - May 22, 2023	Yes
Canada Day - July 3, 2023	Yes
TMU Closure Day <b>August 4, 2023</b>	No
Civic Holiday - August 7, 2023	Yes
Labour Day - September 4, 2023	Yes
Thanksgiving - October 9, 2023	Yes
Christmas Day - December 25, 2023	Yes
Boxing Day - December 26, 2023	No
Toronto Metropolitan University Closure Day December 27, 28, 29, 2023	No
Toronto Metropolitan University Closure Day January 1, 2, 3, 4, 5, 2024	No



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December 2, 2022

Date

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