

**Ryerson
University**

**School of
Early Childhood Studies**
Faculty of Community Services

RYERSON EARLY LEARNING CENTRE FAMILY POLICY MANUAL

January 2020

Ryerson University,
350 Victoria Street,
Toronto, ON M5B
2K3

Please Note:

Due to severe allergies, Ryerson Early Learning Centre is a nut and fragrance-free environment.

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

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MISSION STATEMENT

Ryerson Early Learning Centre (ELC) provides an exemplary early learning model and child care 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

Ryerson Early Learning Centre (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, with a commitment to meeting recommended ratio guidelines.

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

The ELC, is licensed by the Ontario Ministry of Education, also refers to ministry guidelines as indicated by the Child Care and Early Years Act and in alignment with the Government support document "How Does Learning Happen?".
<https://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

From toddlerhood to kindergarten, children are offered challenging play activities that promote and enhance each child's 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 when it comes to 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 build 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 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 2 Toddler classes and 2 Preschool classes. All 11 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 for the different age groups are 1:5 for toddlers and 1:8 for preschool.

Hours and Days of Operation

Ryerson Early Learning Centre is open:
8:00 a.m. to 6:00 p.m., Monday through Friday

The Ryerson Early Learning 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)

The University is closed for two weeks during the last week in December and the first week in January for a "Winter break" period. Generally this closure takes place from Christmas Eve inclusive of the New Year holiday. This period fluctuates each year depending on the specific day of the week which is Christmas Day/New Year's Day. **The ELC is also closed during this time.** Specific dates of closure are generally announced in February of that year. The Friday commencing this winter break closure the Early Learning Centre closes at **4:00 p.m.**

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

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.

If the University is closed due to inclement weather, evacuation or emergency situations that require short term closure, the centre will also be closed and regular fees apply. All other additional University closure dates do not require fee payment. Statutory holidays require fee payment.

Arrivals, Departures and Late Fees

Families are expected to arrive no earlier than 8:00 a.m. and depart no later than 6:00 p.m. Within these parameters, arrival and departure times will vary with each family's needs and will be discussed with the Centre Manager upon enrollment, then on an ongoing basis with the RECEs. We aim to be flexible with family needs and parent 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 arrives between 11:30 a.m. - 2:30 p.m. regularly, this 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. We limit access to the centre during rest time to ensure all children in the program feel safe and settled in their quiet space. Accommodations can be made ahead of time if you need to occasionally drop off or pick up your child during the hours of 11:30 a.m. - 2:30 p.m.

If your child will not be at school, please call and let us know 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. Once you have arrived, the child is marked 'out' on our attendance and they are in your care and responsibility. Please bring your child with you to collect items from another room or the cubby area once you have greeted your child upon arrival.

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

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.

There is a late fee of \$20.00 for the first 10 minutes or part thereof after 6:00 p.m. and \$1.00 per additional minute after 10 minutes. This is to offset the cost of staffing however, staff would prefer to be able to leave at the end of their shift.

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

Daily Schedule

Although there is flexibility in many aspects of our Early Learning Centre, 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 enrollment, and when seasonal or other modifications occur due to program needs. Updated classroom schedules are posted on the parent 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 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.

Special Enrichment Programs

Special enrichment programs may be offered at various times through 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 or 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. Child care 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, and 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 Ryerson 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 less 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 and lizards)
- Amphibians (e.g., frogs, toads, and salamanders)
- Live poultry (e.g., chicks, ducklings and goslings) including hatchery equipment
- Ferrets
- Farm animals (e.g., calves, goats and 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

Ryerson 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 child care 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 ensure safe interactions between children and animals:

- Operators **shall** report animal bites immediately to TPH 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 chasing and/or kissing animals
 - Never disturb an animal that is eating or sleeping
- 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

- Children should avoid touching animal food and feces
- Children should avoid eating or touching their face during and after animal contact

Field Trip Guidelines

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

- These guidelines 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, **NO LATECOMERS WILL BE PERMITTED ON TRIPS. THIS MEANS THAT PARENTS/GUARDIANS WILL NOT BE ALLOWED TO MEET THE GROUP AT THE FIELD TRIP LOCATION for drop off.** If your child is not signed in by the time the group leaves the Centre for the trip, 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 child care ratios, your child will not be able to remain at the Centre with another program.**
- **If your child is not able to attend the field trip for other reasons, alternate arrangements will be made to ensure care is still provided for you on this day.**
- **Family members and volunteers wanting to join the class on the field trip will be required to submit a Vulnerable Sector Screening to attend. The Vulnerable Sector Screening must be within six months of the issued date.**

Food and Nutrition

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 www.rfrk.org.

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. Close communication with the Family, and the use of resource materials from our library, can offer helpful tips for “picky” eaters.

The ELC does not provide crackers, fruit, milk, or other foods to families for their trip home at the end of each day. 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. Special dietary needs should be communicated to the ELC Supervisor and this change request may take up to three days to incorporate into our menu plan.

Rice milk is our current milk alternative. Food restrictions are posted in the kitchen and in all eating areas. Please note: we are unable to accommodate food restrictions that do not meet the basic nutritional requirements for young children, i.e. macrobiotic or vegan diets. 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.

All food and drink is stored, prepared and served so as to retain maximum nutritive value and prevent contamination.

Where a child requires special food and/or feeding arrangements at meal times and/or snack times, these expectations and responsibilities of both the Early Learning Centre and Family will be clearly set in writing through the Individual Program Plan process. Written instructions will be kept in the child's file, the kitchen and posted in the classroom eating area. The Family will update the Supervisor with any changes to this feeding plan.

Due to severe allergies, all food and drinks must be provided by the Early Learning Centre.

Birthday Parties

All food served at Ryerson Early Learning Centre is prepared in a government inspected, approved source. 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 problems at the centre. As we ensure to acknowledge your child's special day through signing or acknowledgement, we appreciate your cooperation in restricting festivities to your home party celebration.

Health Policy

The Ryerson Early Learning Centre strives to ensure that your child/ren remain in good health, avoid spreading infections and avoid catching 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 themselves this day. All information is documented in the communication book for all staff to read. Throughout 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 or eating; or signs that your child has 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 Ontario Ministry of Education, please ensure you provide a 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 also 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 adherence 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. Stay at home until well enough to participate in all aspects of the program.
5. Talk openly with staff about health issues related to your child.

Our policy is that your child cannot be at the Ryerson Early Learning Centre if they have any of the following symptoms: Children must stay at home until they are symptom free for 48 hours of vomiting and/or diarrhea.

Diarrhea: if you child has three loose or two watery bowel movements within a twenty-four hour period, you will be asked to take them home. Your child should have a normal bowel movement before they can return to the Centre, i.e. **48** hours without diarrhea.

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 too 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.

*Any contagious or infectious diseases 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/>

DISEASE	TRANSMISSION	Infectious Period	SYMPTOMS & SIGNS
Chickenpox (Varcella)	Airborne: Spreads easily from person to person through the air (coughing, sneezing)	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

	Contact: Direct contact with the fluid from the blisters or respiratory secretions.		that crust as they resolve.
Diarrheal Disease (Gastroenteritis)	Contact: direct contact with stool or infected person or animal. Indirect contact: with contaminated food, water or other objects or surfaces contaminated with stool.	Throughout acute infection and as long as organisms are in stool. Depends on causative organism.	Abnormal, loose or frequent stools. Nausea, vomiting, 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.	7 days before to 4 days after onset of rash.	Low-grade fever, malaise, tiredness, runny nose, red eyes and swelling of the

	Direct contact: with the saliva or respiratory secretions of an infected person		glands in the neck and behind the ears. Raised, red pinpoint rash that starts on the face and spreads downwards. Usually uncomplicated illness in children.
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 and 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 care.

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 record the following information:

- 1) Attendance and absence of children and staff on the attendance sheet, including the time the child was picked up.
- 2) 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., did not sleep well, didn't want to eat that morning, runny nose).
- 4) Dates of field trips, outings and special events.

Medication

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

1. All prescription medication (including medicated creams or ointments) must 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 a Centre 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 CCEYA 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 Center 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 if this 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. Daily

initialization confirms that the child is still on 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 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 staff person who administered the medication can sign the consent form. Signing the medication consent form is confirmation that the staff member has verified the above information and properly followed directions for 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 log book for the child’s classroom. Parents must also be given this information verbally to insure that they have been fully informed of any changes. **Absences and date of completion must be recorded.**

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 one for medications that need to be kept at room temperature. Each locked container will be clearly labeled with the class room 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 secured out of reach from any child at all times. 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 program. Medication cannot be left in a coat pocket, purse or backpack in the coat closet, observation booth or any other location within the program.

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, eg. Epi-pen, Ventolin (if needed for severe asthma attacks), Ativan, etc. may be kept in an unlocked container in the playroom or yard where the children are playing, however, the container must remain inaccessible to the children at all times.

14. Any accidental administration of medication (i.e. medication given to the wrong child or 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 leftover medication, surplus medication, or stale-dated medication will be returned to the parent of the child in the original container, or will be discarded by the Program Staff with parental consent.

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 staff's discretion.

You may be advised to seek medical care by staff, or choose to go to the doctor yourself. Please keep us informed if you seek medical care. If your child needs emergency medical attention, they will be transported to the emergency facilities at The Hospital for Sick Children or St. Michael's Hospital. The ELC staff will call for an ambulance to transport your child to the hospital if the accident or illness warrants that support.

Children cannot be transported by taxi or in staff vehicles. A staff member will ride in an ambulance to accompany the child in your absence. 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 which 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 Ryerson Early Learning Centre's Duty to Report Policy.

Serious Occurrences

Ryerson Early Learning Centre 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 Centre, information will be posted on the classrooms parent board for 10 days to ensure families are aware of the occurrence. This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

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

A serious occurrence could include:

- the death of a child who receives child care the centre;
- abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at the centre;
- a life-threatening injury to or a life-threatening illness of a child who receives child care at the centre;
- an incident where a child who is receiving child care goes missing or is temporarily unsupervised, or
- an unplanned disruption of the normal operations of the centre that poses a risk to the health, safety or well-being of children receiving care.

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 Centre 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 other's 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 or swearing; intimidation or bullying; threatening comments or behaviours/actions; unsolicited and unwelcome conduct, comment (oral and written including email communication), gesture or contact which causes offense or humiliation or physical 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 civil environment and to have adults 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 Ryerson Early Learning Centre. If the incivility, harassment or discrimination continues and the adult does not leave, 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 ELC to ensure the safety and well-being of those accessing service at the Centre.

Parent Issues and Concerns Policy

Families are encouraged to take an active role in our Early Learning Centre and regularly discuss what their child(ren) are experiencing with our staff. As supported by our program statement, we promote positive and responsive interactions among the children, families, students and staff. Our Centre fosters 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 Manager. 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 Registered Early Childhood Educator (RECE) of the specific classroom or the Manager. 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 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

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 (e.g. 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 interaction, 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 Manager.

Parent Issues and Concerns Procedures

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

	designate as soon as Families become aware of the situation.	
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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 program 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 etc.) where appropriate.

Contacts:

Manager: Christa Leeder

Ryerson ELC Supervisor: Angela Chow 416-979-5338

Director: Kathleen Peets 416-979-5000 ext. 7635

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

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 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*.

Children’s Aid Society of Toronto - 416-924-4640

Catholic Children’s Aid Society of Toronto - 416-395-1500

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 Staff at Ryerson Early Learning Centre review these guidelines annually and sign a statement confirming compliance with the regulations.

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

- a. corporal punishment of the child;
- b. physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c. locking 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. We believe that our Staff have a thorough understanding of children’s growth and development, and 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 limits and set standards of acceptable behaviour. You can comfortably discuss many behaviour issues with your child’s RECE. The Centre promotes a mutually supportive approach to the many behaviours children may display. Please take the opportunity to observe children at different stages in our program to evaluate how different ages and stages are supported.

If you would like to review our full Behaviour Guidance policy, a copy can be made available to you. Please ask the Manager.

Sun Safety, Smog Alert, and Temperature Policy

The Centre 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 drop off in the morning.
- Staff will re-apply the child's product before going outside in the afternoon.
- Should families decide not to use sunscreen on their child's skin, a written direction of this is required for the child's file.

Staff and children stay inside if the temperature registers at +32 degrees Celsius 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 degrees Celsius to determine the length of time the children go outside. If a smog alert is issued in the city of Toronto, staff and children stay inside. In the winter months, outdoor play is restricted when the temperature falls to -15 degrees Celsius including the wind-chill factor. Staff utilize the "Weather Network" website to verify temperatures prior to going outside <https://www.theweathernetwork.com/ca/14-day-weather-trend/ontario/toronto>

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

During inclement weather, indoor spaces are used such as the hallways attached to the centre and gym spaces as available to continue to promote gross motor development.

Emergency Management Policy and Procedures

"Emergency" at the Centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults at the Centre. The Centre has a detailed Emergency Management policy and procedures 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, if possible an email will be sent and signs of the evacuation location will be posted on each classroom

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

The centre has a detailed lockdown procedure to follow to ensure the safety of children and adults when there is an immediate threat on, very near, or inside the child care centre. E.g. a suspicious individual in the building who may be posing a threat.

Fire Drill- Pick up expectation when a drill is in place

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

Families who are in the centre with their child, please exit with your child's classroom and proceed to the designated waiting area in the playground. Families that are arriving during a fire alarm please do not enter the building or the centre and wait on the perimeter of the playground.

Once all classrooms are present on 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 manager/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 manager/designate confirms the completion of the centre attendance. Upon the completion of the centre attendance, parents will then be able to leave and enter the playground, 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 12:00 p.m. and 2:30 p.m. 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. Please speak with an RECE or staff about your child's specific sleep needs.

Each child is provided with a cot, sheet and blanket during sleep and rest time. Upon enrollment, 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.

For the comfort and security of the children, visiting and dropping off children for care at Ryerson Early Learning Centre is limited during the rest time of 12:00 - 2:30 p.m.

Clothing

Our program involves active play and the exploration and manipulation of many different kinds of art and play materials. We expect that children 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 Centre is not responsible for lost or missing items.

For the comfort and safety of our youngest children, outdoor and indoor shoes are required. This will reduce the amount of sand and dirt carried into 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 Centre and removed if wet or soiled before entering the classroom areas.

Please provide at least one complete set of spare clothing at the Centre 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 this training period.

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 and replace clean items in your child's cubby. Also, remember to check the size of your child's spare clothing on occasion to ensure that these items still fit comfortably and are appropriate for the weather outside.

In cold weather, mittens, hats, neck warmers, winter boots and very warm snow suits (pants and jacket or one piece snowsuits) are required. **Scarves will not be permitted** as they can pose strangulation risks. Weather permitting, we spend part of everyday outside and it is imperative that you child is warm enough to participate in this aspect of the program.

In 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.

In hot weather, please provide a sun hat and sunscreen for your child. Due to severe allergies in our population, 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 adequate supplies, 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 as needed.

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 keep items in the cubby they belong in, the occasional item may go astray and the **staff cannot take responsibility for missing items.**

The Centre 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 as well, this may present some difficulty in a communal setting. Often a child may find it challenging to share their home toy. In response, children are encouraged to “take turns” with all of 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 at drop off.

Parents’ Role

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 in conjunction with the weekly program plan. These records not only provide information about your child’s day/week, but also act as a basis for topics you can discuss with your child to strengthen the link between home and the Centre.

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 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 which highlights

more 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.

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 new upon submission to the ELC Manager. 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 Educator for specific resources 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 Centres management team on a wide range of topics related to the program. Your participation is encouraged and welcomed. Meetings take place the third Thursday of every month from 4:45 - 5:45 p.m.

Educator's Role

The Registered Early Childhood Educators (RECE's) and Early Childhood Assistants at the Centre are selected for their level of education, wide range of experience, ability to mentor students, and most importantly, their passion for children's rights.

The Educators are dedicated to providing high quality early learning care and education through daily observations, documentation and making connections with the children and families. RECE's gain a thorough understanding of your child's needs, interests and inquiries by building relationships with your family and consistently participating in ongoing professional learning opportunities.

The Educators 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 ECE, the Educators ensure they do not participate in dual relationships with families and children. Educators 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. Educators are prohibited from providing written references pertaining to custody, character reference or any type of custody disputes.

Student's Role

Ryerson Early Learning Centre was established by Ryerson University to provide a field experience practicum for degree students in the Early Childhood Studies program (FCS-ECS). FCS-ECS students are required to complete observation assignments pertaining to child development, group dynamics, social interactions, and programming. Students in their first year of study are required to complete observations in the ELC in the fall semester. In addition to observations, some students participate in a field practicum for two full days per week for 11 weeks in the winter semester or for one month block session in May or June. Second year students may also complete their community practicum in the ELC during the fall term while fourth year students may complete an internship from an administrative perspective at the ELC.

Students from other departments or programs may also participate in practicums or projects at the discretion of the Manager and Director of Faculty of Community Services – Early Childhood Studies.

The ELC has a commitment to support students in their understanding of the care, development and pedagogical practices of working with young children. 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 curriculum. The students bring enthusiasm and fresh ideas to our program. Students benefit from the contact with families as they gain an understanding of the value of partnership and collaboration.

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 Ryerson Early Learning Centre will have direct unsupervised access to the children. All ELC full-time staff are qualified, Registered Early Childhood Educators (RECE) and possess the required experience to support and mentor students and volunteers.

Placement 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 afterwards and is reviewed with students and volunteers at the commencement of their placement.

Police Check and Vulnerable Sector Screening

Ryerson Early Learning Centre 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 to provide consistent enrichment programs in the classroom are expected to provide a vulnerable sector check completed within 6 months of the volunteer start date.

As per the *Child Care and Early Years Act, 2018*

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:
 - 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 observation and research studies with children at the ELC are screened and monitored by the research ethics reviews and research review committee to ensure that the research proposal meets all appropriate ethical standards for research with children.

Parents will be informed of all research endeavors that may affect their child.

Participation in any research project is optional. Permission 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.

With the consent of the Manager, students are permitted access to the ELC's observation booths to complete these 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 Ryerson University and the School of Early Childhood Studies.

Photography as Documentation

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 our weekly diaries, individual portfolios or documentation of inquiries and projects. In accordance with the Convention of the Rights of the Child; staff, families and visitors are 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 see the photography consent forms in the registration package for more information.

FINANCIAL INFORMATION

Fee Payments

Ryerson ELC has space for full fees and subsidized fees. An annually revised fee schedule is posted in each classroom on the Parent 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 the next business day. Families will be notified within the third week of the preceding month, the exact amount to be withdrawn via an email receipt. A \$50 fee is applied to the families monthly invoice for non-sufficient funds (NSF). Children may not continue in care unless fee payment is current.

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

Fees **do** include statutory holidays and all days a child is enrolled but does not attend due to illness, vacation or emergency closures. No fees are 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 which is applied to your first month's fee once enrolled in the ELC. The fee ensures that a space is held for your child's admission and is **not refundable if you decide to not take the space after payment is made.**

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

Child Care Subsidy

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. Child care subsidy application forms can be found on the Toronto children's Services website and further information sourced by calling 311.

Upon sharing Ryerson Early Learning Centre's contact information with the City of Toronto, families are providing implied consent that the ELC will confirm child care space, share the name of the child and submit a monthly attendance record for this child to the City of Toronto via the online operators 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/>

Withdrawal Policy & Procedure

Ryerson Early Learning Centre requires four (4) weeks notice when a family plans to withdraw their child from our program for any reason. **Families who wish to withdraw their child/ren for the summer do so at their own risk, as space cannot be held and/or guaranteed for any child.**

If a family is receiving child care fee subsidy and who are transferring to another 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 child care system for fee subsidy. A fee subsidy transfer to another child care program may not be processed until outstanding fees have been paid.

Demission of Your Child

On occasion, the ELC 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 or contact the centre, the Manager will allow up to five (5) days to seek a resolution with the family. If the Manager is still unable to contact the family they will be withdrawn on the 5th absent day.

- The family does not arrive for orientation or return the manager's phone call to confirm they are still interested in the agreed upon placement spot. The manager will allow up to five (5) days to seek resolution with the family.
- The centre determines that this is not an appropriate placement and the child's needs cannot be accommodated, the Manager will follow up with the City of Toronto Child Care Consultant and the following steps will be taken:
 - 1) Manager 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, Special Services Supervisor, and Program Manager, and the Family. Alternative care options which 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 client's needs, the Manager in conjunction with the Program Manager will determine the communication strategy, and arrange for appropriate and available client support. A minimum of two (2) weeks written notice will be given to the family.
 - 4) The staff, manager and family are to form a partnership to work together in the child's best interest. Staff will ensure they do not view inappropriate behaviour as an interruption or developmentally inappropriate; all children test limits.
 - 5) The team will ensure set limits are reasonable
 - 6) Children will be given an opportunity to change their behaviour prior to being redirected to another activity.
 - 7) Staff will utilize a proactive approach when helping children manage their behaviour.

The withdrawal process is reviewed after occurrences in order to make improvements and to avoid future withdrawals. Families are provided with up to three meetings prior to a withdrawal decision.

ENROLLMENT 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 – 4 years

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

- Sibling of a child already attending Ryerson Early Learning Centre

- Children of staff, students, and faculty of Ryerson University

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

Families are notified of upcoming space as far in advance as possible; a tour is arranged to view the ELC, discuss program information and plan for accommodations as needed. The acceptance decision is made cooperatively by the parents, the Manager and relevant RECEs as applicable.

Orientation Schedule

The enrollment 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 build trust with the RECEs and become familiar with group care to promote a positive separation experience.
- Families and Staff to observe the program, discuss the needs of the child, and observe the child's response to the new environment.
- Families and staff to meet, discuss routines, strategies and resources available and to complete all necessary paperwork.

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

All enrollment forms must be completed and returned to the office or RECE before your child can stay at the ELC without a family member. Fees are charged for three of the five days during orientation week for our full fee families. Families receiving subsidy are charged for all five days, to ensure processing of the case file. Please see the schedule in our registration package.

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

Enrollment Forms

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

Required forms:

- Child and family contact information; emergency contact list, doctor's information
- Family Background History
- Consent to Participate in all aspects of the program offered at Ryerson Early Learning Centre
- 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 form which includes permission for emergency medical treatment
- Health History and Record of Immunization form as required by the Toronto Public Health Department or 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
- Photograph consent
- Acknowledgment that you have read and agree to abide by the policies and procedures of Ryerson Early Learning Centre as outlined in this manual
- Exceptional Health and Development Care Needs (where appropriate)
- Third party consent forms (where applicable)

It is very important to 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 Center Manger as soon as they are known.

Wait-list Policy

Ryerson Early Learning Centre operates at capacity all year round and licensing requirements limit the age and number of children we have in each classroom.

Childcare is available from **age 18 months to age 5 years** and in either **full time or part time** enrolment. We are able to accommodate 20% at an underage capacity (ie. 16 months). We also offer **subsidized spots in our program** in partnership with the City of Toronto. Families who qualify through Metro Children's Services may receive assistance with the childcare fees.

The application to register with the ELC is available for pick-up at the centre or can be retrieved online from <http://www.ryerson.ca/ecs/elc/>. Completed forms can be mailed, faxed (416-979-5302) or emailed to elc@ryerson.ca.

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 centre.

We are pleased to offer tours of our centre once a space has been offered or upon request.

The following information is used to secure a spot on the waitlist:

- Child 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 MTCS subsidy

There is No fee to be on the Ryerson Early Learning Centre wait-list.

Submitting the application form does not guarantee space in the program.

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

Both toddler and preschool groups at the ELC have their own individual waiting list. Applications are moved to the next age group as they age out of the toddler list. 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 move on to school making room 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 manager will contact families that are eligible to start in the age group as spaces become available.

Once a family is contacted, they are given a specified period of time to return the call and express continued interest in either remaining on the list for a future date or to take the space available. Tours are provided and 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. It is non-refundable ,should a family rescind. Once a space is accepted, other families are not provided an opportunity to enroll and there is lost revenue until the space can once again be filled.

Applicants may contact the manager at any time to inquire about their position on the waitlist. We will provide information in a manner that maintains the privacy and confidentiality of the children listed, but that allows the position of a child on the list to be ascertained by the affected persons or families.

Children's Records

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

In administering and enforcing the Child Care and Early Years Act (CCEYA, 2018), 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 level of the program to another, their records go with them. When children leave the program, copies of all records are available for the parents to use in other educational or child care settings. Files are kept for three years in accordance with the CCEYA.

Part-Time Care Guidelines

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

- a) **Capacity** - Part-time care will be offered up to a maximum of 15% of our licensed capacity of the sixty-five full-time spaces.
- b) **Hours of Care** - Part-time care will be limited to full days due to the continuous nature of our full day program. No children will be admitted to the program for half days. Parents may choose to have their child attend for mornings only, but must pay for full day spaces.
- c) **Number of Days/ Part-time care Opportunities** - Part-time care is available for two or three full days a week, so long as the designation of part-time spaces does not leave a vacancy in the centre enrollment. **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 enrollment 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 care 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 part-time care will be required to pay fees for all statutory holidays which fall on their child's regular enrollment 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 make a written request to the Manager, giving one month's notice. The request should specify when they would like part-time care to begin, for how many days per week and indicating whether they have preferred days. Every attempt will be made to accommodate the request; however, this will depend on whether that room has reached its capacity for part-time care and whether another family is able to take the other part of the space. Parents will be placed on a priority waiting list and will be notified when and if it becomes available in that room. It cannot be assumed that a child can automatically be switched from full-time to part-time care 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 make a written request to the Manager giving one month's notice. 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, according to the date of their written request. It cannot be assumed that a child can automatically be switched from part-time to full-time care 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/decrease or change days), must make a written request to the Manager giving at least one month's notice. Although every attempt is made to accommodate such requests, there is no guarantee as to when the requested change may be able to 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 care. When the program is full, a staggered orientation schedule will be developed. The part-time schedule would begin in 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 corresponding child to fill the rest of the space. **All part-time families having signed the policies and procedures agreement, have been made aware of this policy.** Children who miss their designated day of care due to illness or vacation cannot be accommodated on alternate days. The enrollment will not be allowed to exceed the licensed capacity at any time.

OTHER INFORMATION

Parking

There is limited short term parking available on Gould St. We have an informal arrangement with the Police Department, whereby parents are issued large parking cards by the Centre. Parking cards are available from the Manager'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. Parking tickets are sometimes issued but can usually be cancelled. Families are responsible for the tickets. If you wish to try to have a ticket cancelled, it must be within 48 hours of the ticket being issued. Please ensure the name of the person the vehicle is registered to, is written on the ticket.

Families can dispute the parking infraction online via the City of Toronto website: <https://www.toronto.ca/services-payments/tickets-fines-penalties/dispute/dispute-a-parking-violation/>

On occasion, University 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: 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. Parents will be issued security cards to have access to their child's room. 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 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 unusual person or activities outside the building or playrooms.

In order 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 staff leaves the playground in the afternoon. Please ensure that you and your child and all of your possessions have been cleared from the playground before the staff lock-up each day. For insurance purposes, staff 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.

The Centre closes at 6:00. In the event of a natural disaster such as a snowstorm or emergency closure, the ELC will close earlier if the University is closed. Please check your local news for updates.

Access Card

Each Family enrolled in the ELC will be issued one access card per family which 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. If you misplace your access card, please notify the Manager as soon as possible in order to have the card deactivated for security purposes. 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

Links to resources about licensed child care:

Child Care information for Families
<http://www.edu.gov.on.ca/childcare/>

How Does Learning Happen?
<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

Leading the Way: Recognizing the Role of Early Learning Lab Schools in Canadian Universities and Colleges
https://www.ryerson.ca/content/dam/ecs/news/events/General_Public/images/Leading_the_way_v2.pdf

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

Think, Feel, Act

<http://edu.gov.on.ca/childcare/research.html>

Ryerson Early Learning Centre Staff Policies and Procedures, can be retrieved upon request to the Manager (e.g. Administration of medication, Serious Occurrence, Reporting, Criminal Reference Checks).

Ryerson Early Learning Centre Contact Information	
Main office KHW 163 - 350 Victoria Street Toronto ON, M5B 2K3	Phone: 416 979-5338 Fax: 416-979-5302 elc@ryerson.ca
Preschool KHW 158	416-979-5000 ext. 6336
Toddler KHW 152	416-979-5000 ext. 4103
Preschool KHW 167	416-979-5000 ext. 4134
Toddler KHS 163	416-979-5000 ext. 7013
Kitchen KHW 165	416 979-5000 ext. 7178
School of Early Childhood Studies	416 979-5306
Director, School of ECS (Dr. Charlene Ryan)	416 979-5000 ext. 7635
Ryerson Security	416 979-5040
On campus Ryerson emergency	80
Ryerson Main Switchboard	416 979-5000, press 0



Ryerson Early Learning Centre - FEE MEMO
2020 Monthly Fees based on 252 Paid Business Days

Program	Daily Fee
Toddler (15 months - 30 months old)	\$ 87.85
Preschool (30 months - 4 years old)	\$66.35

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.

Month	Number of days	Month	Number of days
January	20	July	22
February	20	August	21
March	22	September	22
April	22	October	22
May	21	November	21
June	22	December	17



Ryerson Early Learning Centre 2020 Dates of Closure

Date	Regular Fees Apply
New Year's Day - January 1, 2020	No
Ryerson University Winter Closure January 2, 3, 2020	No
Family Day - February 17, 2020	Yes
Good Friday - April 10, 2020	Yes
Victoria Day - May 18, 2020	Yes
Canada Day - July 1, 2020	Yes
Ryerson University Closure Day - July 31, 2020	No
Civic Holiday - August 3, 2020	Yes
Labour Day - September 7, 2020	Yes
Thanksgiving - October 12, 2020	Yes
Ryerson University Closure Day - December 24, 2020	No
Christmas Day - December 25, 2020	Yes
Boxing Day - December 26, 2020	No
Ryerson University Closure Day December 28, 29, 30, 31 2020	No
Ryerson University Closure Day January 1, 4, 5, 6, 2021	No