



Welcome to Islington Village Child Care Centre. Our centre has been designed and created to accommodate children in a safe and nurturing environment. Children enhance all developmental areas and establish lasting friendships. Through this, your child will build their self-esteem and independence, along with expressing creativity and imagination with a rewarding and educational influence.

Islington Village Child Care Centre is licensed by The Ministry Of Education. We are committed to exceed and maintain all regulations that adhere to the Child Care and Early Years Act. (CCEYA)

Program Statement

The images in our logo reflect both the philosophy and the personality of Islington Village Child Care Centre.

The tree is strong and vital and full of fruit, each apple a little different from the next. We like to believe that those apples represent the unique character of each beautiful child who comes through our doors.

Islington Village has created a centre of bright and stimulating spaces to learn and play. A nurturing and positive atmosphere is encouraged by warm and friendly staff, all qualified in Early Childhood Education.

We aim to promote health, safety, nutrition and well being at Islington Village Child Care Centre as:

- Snacks and meals are catered by Real Food for Real Kids, thoroughly complying with the Canada Food Guide, pertaining to each age group
- Safety is maintained with a gated playground
- Security cameras throughout entire premise
- Ensuring that all staff, students, volunteers as well as any person providing care or service at the centre have obtained a vulnerable sector police check

At Islington Village Child Care Centre our goal is to support positive and responsive relations between children, parents, caregivers and staff through:

- Ongoing sharing of information by way of electronic daily reports and /or email updates
- Celebration of family oriented days i.e Mother's Day
- Communication boards within each classroom, regarding staff schedule, daily experiences, outdoor play
- Tablet and/or management cell phones are used by management only and have signed off on a Cellphone Use Policy.
- Photographs are also taken to provide parents with an update on daily activities, special events and any injuries and visible symptoms, such as rashes and/or hives.

We encourage each child to interact and communicate in positive means, with caregivers support in strengthening their abilities to self regulate by:

- Educator role modelling of appropriate and positive means of communication

In order to foster children's exploration, play and inquiry caregivers:

- Refer to the ELECT document to plan experiences and activities
- Rotate and provide materials, toys and supplies that keep the children in each age group engaged and provoked for exploration

The curriculum and program method of Islington Village Child Care Centre staff provides child-initiated as well as adult-supported experiences by:

- Recording daily observations of children
- Documenting emerging interests and skills on program plan and through Individual Program Plans
- Supporting and engaging with children in their on-going exploration during sensory, creative or gross motor experiences
- Respecting children's interests and their choices when mixing materials from different areas of classroom
- Educators support children's learning by making all toys, materials and supplies available to be use at all times of the day

At Islington Village Child Care Centre, children learn through play. Therefore our goal is to plan for and create learning environments and experiences in which child's learning and development will be supported by:

- Our curriculum is play based, child directed through daily observations and cues from the children
- Engaging children's natural curiosity of the environment by introducing elements of the outdoors, with tree branches for décor

Throughout the curriculum, indoor and outdoor play, as well as active play, rest and quiet time are incorporated, while giving consideration to the individual needs to the children by means of:

- Referring to Big Apple Red Room schedule (when available as a gross motor room) to incorporate more active, physical and gross motor engagement
- Weather pending; indoor gross motor activities will be organized in the classrooms
- Specifically planning and organizing "outdoor gross motor" experiences as outlined on the Islington Village Child Care Centre program format
- Participation in weekly yoga, within each age group, implemented with yoga pictorials, yoga dice, movement cards and relaxing music

Each classroom is set up to engage and fosters all developmental skills, including physical, emotional, social and cognitive domains. Emergent curriculum programming is practiced as per CCEYA guidelines. "Emergent curriculum is a philosophy of teaching and way of planning curriculum that focuses on being responsive to children's interests to create meaningful learning experiences. It can be practiced at any grade level".

Our goal at Islington Village Child Care Centre is to continuously grow and re-evaluate our practice and methods of communication, in order to foster the engagement of and ongoing communication with parents about the program and their children.

- We encourage parent feedback, in daily correspondence through email
- Inviting parents and families to participate in annual fundraisers and charity initiatives
- Sending out monthly newsletters and calendars
- Formatting a secure *parent info* page on the centre website

At Islington Village Child Care Centre we strive to use the environment and the community as the third teacher, and involve community partners and allow those partners to support the children, their families and staff.

- Resource Consultants are invited to support staff and families with strategies
- Referring community resources such as Speech and Language Pathologists
- A music instructor and bi weekly schedule in all age groups allows the children and staff to absorb basic music theory
- Regular visits from community partners at Toronto Public Libraries

At Islington Village Child Care Centre our aim is for children to learn by the best means possible. Our staff require support in relations to continuous and ongoing professional development by:

- Organizing and registering staff for seasonal workshops through CityWide Training, and Humber College, and as well as courses available through Mother Craft College
- Participation in training modules and webinars sponsored by the CCEYA and/or CECE

At Islington Village Child Care Centre we hope to document and provide evidence of our ongoing efforts to create a program and child care centre that thrives on the engagement and connection of children, staff and families. By means of:

- Inclusive and celebratory displays, on birthday boards, “family trees”, class photos and other displays throughout the centre
- Newsletters on a monthly basis
- Emails with photo attachments to parents
- Complying with IVCCC Open Door Policy, inviting parents and families to participate in everyday program

Our vision at Islington Village Child Care Centre is based, also, on the *How Does Learning Happen?* document, introduced by the Ministry of Education. The document is a guide about “learning through relationships for those working with young children and families. It is intended to support pedagogy and curriculum/program development in early years programs”.



The foundations of *How Does Learning Happen?* include well-being, belonging, expression, and engagement. “These foundations, are a vision for all children’s future potential and view of what they should experience each and every day”.

At Islington Village, our view of children is that of competency, curiosity, capability and very rich in potential and as co-learners and partners in learning, we strive for a sense of well-being, engagement, belonging and expression. These foundations foster optimal learning and development as well; inform the goals for children and the expectations for our program.

Inclusion Policy: According to the Canadian Charter of Human Rights and Freedoms, “All individuals must be treated equally, regardless of their race, national or ethnic origin, colour, religion, gender, age, or mental or physical disability. The Canadian Human Rights Act also states “employers and service providers are required to accommodate special needs, including those of people with disabilities, short of undue hardship”.

Children with special needs require child care for the same reasons as all children:

- To grow, develop and learn in a safe nurturing environment.
- Support working families. -Build self esteem, confidence and capability.
- Acceptance and the formation of relationships.
- Peer interactions and social inclusion.

All families interested in registering their child(ren) are dealt with in a fair and equal manner. All staff at Islington Village Child Care Centre understand and agree to support inclusive practices according to the Inclusion Policy and the Canadian Charter of Human Rights and Freedoms Act.

All staff will be offered special needs-focused training and/or workshop opportunities on effective inclusive programming whenever possible.

The staff will modify the environment and routines as necessary to meet the needs of the children enrolled, to engage in meaningful participation of the program. The staff will develop flexible programming that can be modified as needed in accordance to play based learning and will be geared to the interest of the children.

All staff have signed and understand the confidentiality agreements upon hiring. Staff are aware that they will receive and have access to confidential information about child(ren) and families and they agree to keep this information in strict confidence.

Islington Village Child Care Centre will work alongside parents and outside service providers (Resource Consultant). Every licensed child care program in the City of Toronto has an assigned Resource Consultant. These professionals provide the consistent support needed so that every child can take part in the child care program of his or her family’s choice.

These supports include:

- Regular visits to programs
- Early identification and intervention
- Individual consultation -Program consultation

- Program adaptations/modifications
- Staff, provider and parent training
- Environmental assessments -Service coordination and referral
- Enhanced staffing/intensive resource support, when needed.

Islington Village Child Care Centre, with the signed consent of the parents, refer child(ren) to outside service providers when we feel necessary, or the parents feel that it is a necessity that a child(ren) may require additional support.

If the Centre is having difficulties meeting the child's needs, we will ensure that:

- All families asked to withdraw are dealt with in a fair and equal manner.
- The notice of withdrawal is consistent with the Withdrawal Policy of the Centre and is the same for all families.
- Reasonable care has been taken in assessing the child's needs and the Program's ability to support those needs.
- Special needs resources and outside agency support have been exhausted prior to the Notice of Withdrawal.

<http://www.ohrc.on.ca/en/ontario-human-rights-code>

<http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/CCEYALicensingStandards/index.htm>

<http://www1.toronto.ca/wpsportalcontentonlyvgnnextoid=2baad25ed83ae310VgnVCM10000071d60f89RCRD>

Prohibited Practices:

At Islington Village Child Care Centre, we respect all children and families in our care, therefore we abide by all CCEYA Regulations regarding the well being and respect for children.

No employee or volunteer or student who is on an educational placement shall engage in any of the prohibited practices outlined below; with respect to a child receiving child care.

At Islington Village Child Care Centre we do not permit;

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre 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) deliberate use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

Age Groups:

Infant 9 months-18 months
 Toddler 18 months-30 months
 Preschool 30 months-48 years
 Sr. Preschool 48 months-66 months

Programs & Monthly Fees (base fee) :

<i>Program</i>	<i>Monthly Rates</i>
<i>Infant</i>	1091.47
<i>Toddler</i>	963.90
<i>Preschool</i>	897.75
<i>Senior Preschool</i>	857.58

Canada-Wide Early Learning Child Care: We are pleased to share that Islington Village Child Care Centre has decided to **opt-in to the Canada-Wide Early Learning and Child Care (CWELCC) Agreement.**

Our goal is to support families while providing quality care and focusing on educational programming to prepare children for kindergarten.

Please note, though it is our intention to remain in the program for 2024, if the 2024 service agreement does not support our daily operating values, parents will be informed. Centres have been given the option to opt-out of the agreement at any time and 60 days notice would be provided.

Islington Village Child Care Centre will continue to maintain the best possible care and services available as we enter into a new environment and will update families accordingly as we receive any pertinent information from The Ministry of Education Service Manager.

Registration Policy: Once a spot becomes available with a start date guaranteed, and you chose to accept, you are required to submit an etransfer \$141.75 (base fee) registration fee (non-refundable).

Along with the registration payment, an etransfer as the first payment is required within 24 hours of accepting the spot. The first payment is submitted as the total, for one month of care.

.Eg. The secured start date is November 2023, you submit an etransfer for October 2023. An enrolment package, which is required to be completed, will be emailed to you.

For enrolment that is short-term and no longer than three months, for example only summer care, the registration fee will be waived. Families that choose to be placed on the waitlist after their short-term enrolment, will be required to comply with the registration policy, and pay the registration fee, when space becomes available.

Please note, the registration fee confirms and secures a spot at Islington Village Child Care Centre.

Islington Village Child Care Centre will make every effort to accommodate every families needs as children currently enrolled and attending, along with siblings registered to enrol and attend, are priority.

Method of payment is Automatic Debit Withdrawals on the 1st of each month. You will be provided with an Agreement to read and sign and provide the office with a direct deposit form.

NSF charge is \$75 for each occurrence (non-base fee)

Income tax receipts are issued in January.

Please Note; there is no reduction in fees for children who are absent due to illness or personal missed days. This includes unforeseen acts of nature, such as storms which may cause a power outage, flooding or sewer back up. Monthly fees are consistent regardless of how many days the daycare operates.

Waitlist Policy: At Islington Village Child Care Centre, there is no fee charged, to be placed on the waitlist. Being noted on the waitlist does not secure a spot. The waitlist is only referred to when the priority families (i.e. siblings, currently enrolled children) have been accommodated. Those on the waitlist will be contacted in the event of availability and will have an opportunity to register (*see registration policy*).

When enrolment becomes available, Islington Village will email to inform families as a means of communication to inform parents, based on order of placement on the waitlist, of the availability. Families will have 1 business day to accept, decline or ask to extend their position on the waitlist. Written confirmation is required.

If a family would like to change their requested start date and stay on the waitlist, they are able to do so, however, being moved to the end of the waitlist. In the case that families do not respond to

the offer of availability, at all, the family will be removed from the waitlist entirely. Islington Village will offer the spot to the next family on the waitlist.

If a family who has accepted enrolment would like to change their enrolment start date, this is only allowed for no more than 1 month. If enrolment is delayed for longer than 1 month, enrolment will be revoked, and family will be placed on the waitlist once again, if they wish to be.

For example, if you're offered the month of October and paid to secure enrolment, you later refuse the October spot and then are offered November and refuse again, families will be withdrawn (losing the registration fee) and/or removed from the waitlist.

It is Islington Village Child Care Centre's responsibility to clearly communicate to families their child's status on the waitlist, upon their request. This information will be held under the confidentiality policy, of Islington Village Child Care Centre, in a manner that protects personal information.

Start Date Policy: Families that join Islington Village Child Care Centre are required to pay the full month's fee, regardless of their required start date for the first month. Monthly fees will not be prorated.

Once a family is offered enrolment of the month they had chosen, they can postpone enrolment by one month. If the enrolment is not accepted, the registration fee is not refunded.

Late Fee (non-base fee): Islington Village Child Care Centre operates from 7:00 AM- 6:00 PM, Monday through Friday. Children must be picked up before 6:00 pm. If a situation arises where a parent/ guardian will be arriving late to pick up their child(ren), they are to notify and advise the centre of the plan to have child(ren) picked up, as soon as possible. In emergency circumstances i.e excessive, more than usual traffic, car troubles, subway/train issues, hospitalization, we encourage you to have alternative pick-up arrangements in place so your child is picked up as soon as possible.

Due to the operational and staffing costs incurred when a parent/guardian is late, a late fee is charged. Upon arrival, the late pick up fee of \$1/minute will be charged. Payment is due at pick up, directly to the operating staff members, as two staff members will remain at the centre. The child care centre clock will be used to determine the late pick up time, and charge.

By 6:15pm, if the centre has not been contacted by the parent/guardian to notify staff that they will be late and/or if alternate arrangements have been made, staff will contact one of the child's emergency contacts. Emergency contacts are noted as persons who are reliable, trustworthy and can appropriately care for your child(ren) in the absence of parent/guardian. A list of emergency contacts is provided to the centre upon enrolment. If parents/guardians or emergency contacts have not been reached by 6:30pm, as a last resort, staff will contact the Children's Aid Society of Toronto. Under no circumstance will the staff remove the child(ren) from the centre.

Islington Village Child Care reserves the right to modify, change or update any of the centre's policies and fees at any time.

Hours of Operation: Islington Village Child Care Centre operates all year round; Monday to Friday from 7:00am-6:00pm.

We are closed on all statutory holidays and a few regular days in December depending on the year's calendar. We close early on December 24th (7:00am-3:00pm) and usually re-open on the first business day after New Year's Day. The centre's monthly fees are consistent regardless of how many days the centre operates.

There is no reduction fees in December.

New Year's Day

Family Day

Good Friday

Victoria Day

Canada Day

Simcoe Day

Labour Day

Thanksgiving

Christmas Day 2023 (between December 25, 2023 - January 1, 2023)

Off Site Activities: At Islington Village Child Care Centre we do not engage in any off site activities. All activities, experiences, and programs happen strictly on-premises, including the sporadic music program, as well as weekly yoga.

Staff at Islington Village Child Care Centre program and provision the environment to fully stimulate and engage the children, on our premises.

Meals & Snacks: Our centre has partnered with Real Food For Real Kids. Their yummy meals and snacks are nutritious and kid-friendly. For more information please visit them at www.rfrk.com

Islington Village Child Care Centre provides 2% and Homogenized milk and fresh water.

Personal milk is welcome to remain in our fridge however must be nut free.

Outside food: No outside food is permitted into the child care centre without prior consent from Islington Village. Outside food/milk will only be permitted for infants that are provided supplements (i.e baby cereals/purees) or the food/milk is provided for children with other food restrictions or allergies. Any food/milk brought into the centre permitted by the Director or Supervisor is required to be nut -free.

While parents/guardians are responsible for ensuring the products do not contain nuts, child care staff will monitor and regularly check that it does not contain any nuts and also monitor expiry and freshness.

Birthday cakes and other foods associated with celebrations may be provided by parents if it is bought from a store and have a nut-free label. Prior consent from the Director or Supervisor must be given before bringing in the celebratory treats.

There are certain festive occasions, such as Halloween, Easter, Christmas, and Passover that feature foods that cannot be guaranteed to be free of allergens that may trigger an allergic or anaphylactic reaction. The staff will make every effort to manage the introduction of foods associated with these occasions. The staff will notify the parents of the anaphylactic child of the occasion, the food and the precautions that are being taken to protect the child.

When dropping off your children, please remember that other children in attendance may suffer from severe food allergies. All food and drinks must be consumed and disposed of before arriving at Islington Village Child Care Centre. This is your responsibility to see to this. If your child has snacks in the car it is your responsibility to ensure they are not to bring them into the centre. It is not the responsibility of centre caregivers to take outside food away from the children.

In addition, please be mindful of ingredients in sunscreen and diaper cream. As some creams and oils contain organic and natural materials, those materials may include but are not limited to shea, cashew, peanut, almonds and/or hazelnuts. **Any supplies containing these ingredients are strictly prohibited at Islington Village Child Care Centre as to maintain a safe and hygienic environment to those children that do have tree nut allergies.**

Outdoor Play: CCEYA states that children enrolled in a program that operates for more than 6 hours are provided 2 hours of daily outdoor activity. During the allotted outdoor play times of the day, infants are separated from the other groups, to maintain ultimate safety.

Infant, Toddler, Preschool, Sr Preschool: Colder than -15°C, children will be limiting their time outdoors. Staff will use their discretion to assess the conditions, wind chill, the length of time outside, and children's engagement outside.

At -27°C or colder all children will remain indoors.

Islington Village staff monitor temperatures throughout the day, based on Weather Network proclamation. In cases where temperatures/heat index reaches 30 degrees Celsius outdoor time will be limited. However, if there should be a *Heat/Smog Alert* announced by Weather Network, children will not engage in outdoor play.

When groups should go outdoors, sunscreen will be reapplied to children, in the afternoon, prior to their time outdoors. Children will be provided with ample water to drink during their time outdoors. Additionally, shaded areas of play will be provided for the children. Staff will prepare

experiences and activities that will require less exertion from the children, while still meeting their needs and keeping them fully engaged. Discretion will be taken by Islington Village Child Care Centre caregivers.

If outdoor play is not possible due to inclement weather conditions as described above, an inside alternate gross motor play activity will take place.

It is imperative that appropriate attire is available at your child's cubby at all times.

Appropriately dressing and preparing for the weather is vital for children to fully participate in programming and experiences at Islington Village. Maintaining safety is a priority at Islington Village therefore during the warmer months, we ask that sun hats are provided. Parents should apply sunscreen before arrival and caregivers will re-apply in the afternoon, once consent has been given. **No flip flops. No Crocs.** Sandals are permitted with ankle support and strap, and ample toe coverage. **Sunglasses, also, are not permitted.** All items belonging to the child must be labelled to avoid mix up of property.

Rest Time: CCEYA states that each child in a licensed toddler or preschool group who receives child care for six hours or more in a day has a rest period not exceeding two hours in length. A child in a licensed toddler, preschool or kindergarten group is permitted to sleep, rest or engage in quiet activities based on the child's needs. Infants' individual rest needs will be met.

All age groups at Islington Village are monitored during their designated rest periods, with staff performing direct visual checks of sleeping children by being physically present and checking for indicators of distress or unusual behaviours. A sleep monitoring log is maintained in each classroom, on which caregivers document direct visual checks, every 15 minutes. Children will be assigned to individual cots or cribs or mats (where a Director Approval has been granted).

Parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as transitions between programs or rooms or upon parent's request. Caregivers will communicate to parent's any significant changes in child's sleeping pattern or behaviours during sleep and adjustments will be made to the manner in which the child is supervised during sleep.

It is the caregivers obligation, as mandated by the CCEYA, to ensure that children under 12 months old are placed for sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep (i.e. placed on their backs), unless otherwise stated by a physician.

Islington Village Child Care Centre will provide and launder sheets. Please provide a blanket. Sleep toys and soothers are welcome.

Diaper Policy:

To prevent disease transmission, caregivers need to ensure proper infection prevention and control practices are in place when changing diapers. During these times, additional policies have been put into place in order to maintain the safest environment for our children and employees. Due to this, Islington Village Child Care Centre does not accept cloth diapers and only accepts disposable diapers.

Toilet Training Policy: Islington Village works together with families to meet this exciting milestone. Please know, it is not mandatory for children to be toilet trained to join any program at Islington Village. However, in exploring toilet training for your child, please speak with classroom staff, who will assist and guide families through the process. The key for successful toilet training is realistic expectations from families and consistency from all. The policy below is meant to assist families in connecting with staff, creating a plan and working out strategies, best suited for home and child care.

Before beginning toilet training, consider:

- Age of your child
- Gender of your child; for example, boys typically take longer to toilet train and may prefer to stand for peeing
- Preparing extra clothes, including socks, shoes and shirts

Children must show at **least 3 of the signs below**, in order to begin toilet training at Islington Village.

- Pulling at a wet or dirty diaper.
- Is able to (mostly) undress and dress him/herself
- Interest in others' use of the potty, or copying their behaviour.
- Showing an interest in using the toilet i.e sitting, flushing, wiping.
- Having a dry diaper for a longer-than-usual time.
- Waking dry from a nap.
- Telling you that they're about to go, are going or have just gone in their diaper.

Toilet training will be done in a relaxed, encouraging manner with the cooperation of the family.

To toilet train, Islington Village staff will:

- **Not use pull ups.**
- Continue putting on a diaper for sleep/rest time, using their discretion for each toilet training child in the program.
- Encourage children to visit the washroom every 20-30 minutes.
- Wipe and clean children's bottoms, after a washroom routine.
- Uphold all Toronto Public Health requirements with regards to washroom use, including but not limited to hand washing routines.
- Advise that toilet training is best started when children are not experiencing any other change for example, moving, new siblings, or new child care situation.

Boys and girls alike, need praise and encouragement while toilet training. They also need love and understanding if (and when) accidents happen. It is important to understand that accidents are part of the learning process, as children will learn of the discomfort of having wet underwear and pants. Toilet training is a multi-stepped process, setbacks are common and should be anticipated, and need not be seen as a failure; rather another natural step toward progress.

Please note, to provide effective individual assistance and safety, we will only have 6 children toilet training at a time.

Open Door Policy: At Islington Village Child Care Centre, parents, grandparents and visiting relatives are welcome to drop in at any time to visit. This is only recommended once your child is comfortable with a visit and understands it is not home time. We ask that you respect the daily schedule.

For visiting relatives, their must be written consent and notice made by the parents prior to the person(s) arriving at the centre. A form of ID will be checked, by caregivers.

Sick Policy: If your child will be absent, please email or call the centre. 416-255-2000

A rule of thumb – if your child is unable to participate in ALL daily activities; indoor/outdoor a home day is required. Please respect the fact that illness is easily spread. We do our part by maintaining a centre that is disinfected daily, along with implementing proper hand washing with all children and staff.

Your child CANNOT attend if they have:

Fever 37.8C/100F

diarrhea

vomiting yellow or green mucus/phlegm

goopy discharge from eye

undiagnosed skin rashes or infections

itchy scalp or white particles in hair - head lice

lethargic behaviour

headache or stiff neck

any infectious disease

If your child becomes ill while at our centre, parent/guardian will be notified and will be required to pick up your child, within one hour, to provide the necessary medical care.

Your child can return to daycare when they are:

24 hour fever free (without fever reducing medication)

24 hour vomit free

24 hour diarrhea free

Infection has been ruled out by a physician; a doctors note MUST be provided.

Immunization Policy: As per Ministry of Education guidelines, Islington Village Child Care Centre will ensure that upon enrolment, children are immunized as recommended by the local medical officer of health.

This does not apply where a parent of the child objects, in writing, to the immunization in which the immunization conflicts with the convictions of the parent's religion or conscience or for medical reasons. A qualified medical practitioner must provide medical reasons in writing to Islington Village Child Care Centre as to why the child should not be immunized.

If you wish to enrol your child/ren to attend Islington Village Child Care Centre, and decide not to vaccinate due to medical, religious or philosophical reasons, Islington Village Child Care

Centre must be provided with a valid written exemption form, approved by the Ministry of Education which is to be completed by a physician and notarized. (*Ministry approved forms will be provided to families upon request*).

Emergency Information: It is the parent's responsibility to ensure and maintain all current information. This includes who is permitted to pick your child up and emergency contacts.

Safe Arrival & Dismissal Policy: Islington Village Child Care Centre has implemented this policy to help support the safe arrival and dismissal of children receiving care.

This policy provides staff, volunteers and students with the importance and understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the centre as expected, as well steps to follow to ensure the safe dismissal of children.

This policy is intended for all staff, volunteers and students to fulfill obligations under Ontario Regulation 137/15.

Islington Village Child Care Centre will ensure that any child receiving care at the centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.

- 1) Islington Village Child Care Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

Procedure;

When accepting a child into care,

1. When accepting a child into care at the time of drop-off, staff in the room must:
 - Staff, students and volunteers are to greet parent/guardian and child.
 - Ask the parent/guardian how the child's evening/morning was and if there are any changes to the child's pick-up routine (if someone else is going to be picking up the child that is no parent/guardian).
 - If the parent/guardian has indicated that someone other than the child's parent/guardian will pick up, the staff must communicate this information to the office management. Management will check the child's enrolment form and see if said person is on the list of "may release to". Where an individual is not listed, the parent/guardian is to provide office management with a written confirmation (via email) stating who is picking up, the relationship to the child and the ID of the individual doing the pickup.
 - Document the change in pick-up in the communication book.

- Sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected;

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated to staff a change in drop-off (notifying closing staff the night before); the staff in the classroom must:
 - Inform the office management of the absence of the child. Staff are then to call parent/guardian no later than 10AM. Staff are to leave a voice message to the first parent/guardian listed on the emergency card if the parent/guardian does not answer. If a second parent/guardian on the emergency card is called and is not reached, staff will leave another voice message. Staff are to wait approximately 2 hours to call once again.
 - If the above-mentioned steps are not effective, office management will contact both parents/guardians via email. If parents/guardians are not reached then after a 1 hour, emergency contact on the enrolment forms will be contacted.
 - Once the child's absences have been confirmed, staff shall record the child's absence on the attendance record and any additional information about the child's absence in the communication book.

Releasing a child from care;

1. The staff who is supervising the child at the time of pickup shall only release the child to the child's parent/guardian or individual to whom the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (e.i parent/guardian or authorized individual),
 - Confirm with another room partner that the individual picking up is the child's parent.guardian/authorized individual.
 - Where the above is not possible, ask office management for confirmation and ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual name on the child's file or written authorization.

Where a child has not been picked up as expected (before 6PM)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that the child is to be picked up from care, and the child has not been picked up, staff will contact the parent/guardian after an hour via phone call and office management will follow up with an email and advise that the child is still in care and not been picked up.

- Where the staff cannot reach the parent/guardian, the staff must inform the office management to call once more and leave a voice message. Where the individual picking up the child is an authorized individual, and their contact information is available, the staff shall contact the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall inform office management after 2 hours. Office management will then begin to call emergency contacts listed on the child's enrolment form.

Where a child has not been picked up, and the centre is closed;

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care has not arrived by 6PM, staff shall ensure that the child is given activity while they await their pick up. A snack will be provided if 30 minutes have gone by.
2. One staff shall stay with the child while office management calls the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual if the parent/guardian is not reached.
3. Where office management is unable to reach the parent/guardian or any other authorized individual listed not he child's file (e.i emergency contacts) by 6:45PM, the staff shall proceed with contacting the local Children's Aid Society (CAS) 416.924.4640 Ext. 2059. Office management will follow the CAS's direction with respect to next steps.

Emergency Management: Islington Village has implemented policies and procedures outlining the roles and responsibilities of staff during various emergency situations. The policy and procedure set out clear responses to ensure children's and all adult's safety and ensure that appropriate levels of supervision are maintained during the entirety of the emergency situation. Communication is a key component in the programs and care provided by Islington Village therefore, Islington Village will aim to notify and communicate all information regarding an emergency situation as soon as reasonably possible. Parents/guardians will be notified of any emergency occurring by email, in a timely manner. If an emergency requires that children be picked up by parents/guardians or emergency contacts, Islington Village will contact (by phone) those listed on the emergency contact cards. If the emergency has resulted in temporary closure or relocation of child care services, parents/guardians will be firstly notified by email and a communication notice will be left on the centre's voicemail and website.

Additionally, Islington Village conducts fire drills at least once a month, enabling staff, students, volunteers and children to become familiar with evacuation procedures involved in the event of fire. Fire drills and regular evacuation drills are conducted to reinforce required emergency procedures for all. Supervisors will use their discretion on when fire drills will be conducted each month and monitor weather conditions, however, will ensure that fire drills are not conducted when there is an *Extreme Cold Weather Alert*.

The designated place of shelter (emergency shelter) arranged, in case of emergency and evacuation, for Islington Village children, staff, students and volunteers is Holy Angels Church at 61 Jutland Rd.

Serious Occurrence: In the event of a serious occurrence, the Ministry of Education is notified within 24 hours of the occurrence. A posting will be available in our entrance for 10 business days. If the form is updated with additional information such as additional actions taken by the operator, the form will remain posted for 10 days from the date of the update.

Staff: Our professional team of caregivers, are qualified in the field of Early Childhood Education.

On file, every staff, student, and volunteer at Islington Village Child Care Centre has the following:

- Updated immunization/health form
- Standard First Aid/CPR Certification

All staff, students, volunteers, and any person(s) providing care or other services at Islington Village Child Care Centre are required to provide a vulnerable sector police check and/or offence declaration prior to interacting with children.

Staff, students and volunteers have signed off:

- Playground Safety Policy
- Anaphylactic Policy
- Sanitary Practices Policy
- Sleep Supervision Policy
- Serious Occurrence Policy
- Medication Policy
- Supervision of Volunteers and Students Policy
- Program Statement Implementation Policy
- Staff Training and Development Policy
- Criminal Reference Check/Vulnerable Sector Check Policy
- Fire Safety/Evacuation Procedures

Islington Village Child Care Centre is proud to be a teaching centre. We welcome students and volunteers specializing in the childcare field to gain extensive experience. All students and volunteers will review all Islington Village Child Care Centre policies and procedures prior to their start date, whenever any amenities are made and annually, with a sign off confirmation. All students and volunteers are informed of all children with allergies/sensitivities. Students and volunteers are not permitted to be left alone with children, are always supervised by an employee and are not counted in staffing ratios at any time.

This program benefits all staff, students and children. The children benefit from extra hands for help, along with par taking in new and special activities implemented. In turn, students will be well prepared for future careers.

Conflict of Interest: At Islington Village Child Care Centre we build relationships and bonds, which generally last for years as we care for your children. These bonds translate from family to family as well, therefore we adhere to a conflict of interest policy.

An example of a conflict of interest in a professional aspect would pertain to medical professionals with children enrolled at Islington Village Child Care Centre and those professionals advising others in the centre. As per notes from the Physician and Surgeons College of Ontario, “physicians may find themselves in circumstances where they must decide whether it would be appropriate to provide treatment for themselves, family members, or others [close to them]. While physicians may have the best intentions in providing treatment in this context, a growing body of literature indicates that personal or close relationships can compromise the physician’s emotional and clinical objectivity. This may make it difficult for the physician to meet the standard of care and potentially affect the quality of the treatment provided”.

Therefore, in the best interest of all parties involved at Islington Village Child Care Centre physicians and medical professionals should refrain from advising, treating, or prescribing medication to those parties affiliated with the centre.

Conflicts of interests may also arise on social media forums such as Facebook or Instagram. Those employed by Islington Village Child Care Centre are of the understanding that it is inappropriate and not tolerated to have an online relationship with parents or families of the child(ren) they care for.

Another inappropriate relationship that is defined as a conflict of interest is that of an employee of Islington Village Child Care Centre babysitting or engaging in after work socialization with parents and families.

Client Code of Conduct: Islington Village Child Care Centre Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our centre community including parents/ guardians, volunteers, staff, and students. These standards apply whether they are on centre property or at centre-sponsored events and activities.

All members of the centre’s community are to be treated with respect and dignity regardless of race, creed, sexual orientation or identity, disability or any other ground protected by Ontario’s Human Rights Code. Parents are expected to respond to staff members as stated above when a staff member approaches them and accordingly in reverse roles.

All adult members have the responsibility to act as models of good behaviour. Foul language is unacceptable. Individuals engaging in such behaviour will be asked to leave the premises immediately. If person(s) resist, authorities will be informed; which may result in further implications including but not limited to family’s withdrawal from the centre.

Gossip and public criticism/slander are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot, or via electronic mediums such as Facebook, Twitter, personal blog sites or other forms of social media or information sharing

sites. If evidence of such written slander is exposed, a written incident report will be filed, as a Non Compliance to Client Code of Conduct.

Inappropriate behaviour, harassment or threat of violence of any kind towards a child, student, volunteer, caregiver, parent, staff or other adult will result in police intervention, immediate follow up that could include the family's withdrawal from the centre. This type of behaviour includes but is not limited to perceived harassment or perceived intimidation by written note, email, words, gestures, and/or body language. All inappropriate behaviour or harassment will be followed up in writing with the person(s) involved.

All physical signs of possible violence/ harassment to any person will be addressed by staff and Supervisor as to how the incident occurred in a dated, written incident report.

Loud shouting, disagreements etc., will not take place in the centre, premises or centre sponsored event between parents (same family), parent to another parent, towards their child or another person's child.

Willful destruction and vandalism of centre property will result in immediate termination and withdrawal from the centre, as outlined in the Islington Village Child Care Centre Withdrawal Policy.

Alcohol and illicit drugs are not allowed on the centre premises or property or at centre-sponsored events. The consequences for failure to comply may include but is not limited to the family's withdrawal from the centre.

Children will not be released to parents, partners, caregivers, emergency contacts who appear to be unwell or intoxicated. A secondary contact will be called to pick up the child.

Children will be released to parents on the enrolment form unless there are extenuating circumstances regarding custody in the event of separation, divorce and any threat that may present to the child. Such information needs to be given in writing to the Supervisor and/or Director.

The privacy and confidentiality of our parents, guardians, caregivers, staff, students, volunteers are important to us. All concerns and comments should be addressed with the staff. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor. Failing resolution with the Supervisor, the matter will be referred to the Director.

Parent Issues and Concerns Policy and Procedure: Islington Village Child Care Centre aims to meet the various needs of children and families therefore has outlined steps and procedures for parents/guardians and staff to take when addressing issues or concerns; in a fair and equitable manner. As supported by our program statement, Islington Village supports positive and responsive interactions amongst children, parents/guardians and staff and fosters engagement and ongoing communication with parents/guardians about the program and their children. Parents/guardians may raise any matters of concern relating to health, wellbeing or safety of their child(ren), the educational program, the operation of the centre, policies, procedures and

regulations not being met and other serious issues, which may arise. Islington Village thrives on open communication and providing families consistent care and service therefore, staff members at Islington Village are required to bring all issues/complaints brought forth by a parent directly, to the attention of management, within the same working day, regardless of the severity of the arising issue and/or concern.

Confidentiality will be maintained throughout the process of making and resolving complaints.

In case of more severe or sensitive concerns, Islington Village requires that parents/guardians address their concerns in writing and/or email to the Supervisor. The procedure in place, for making the written complaint is as follows:

- Description of parents' issues, concerns, and/or complaints
- Outline steps and actions that have already been taken by parents/guardians
- State whether you wish to schedule a meeting with the Supervisors
- Some possible solutions that can be discussed with Supervisors upon the scheduled the meeting

The Supervisor at Islington Village will respond to the written concern by day's end of having received the written submission. However, the implementation of a resolution, plan of action and additional measures may begin after a requested, scheduled meeting (*depending on various circumstances*). All parties involved will receive a written follow up and statement of the outcomes, of all and any meetings conducted throughout the process of resolution.

If the complaint or concern is not dealt with to the parent/guardian's satisfaction, it may be brought to the attention of the director.

All documentation relating to the complaint will be archived.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Quality Assurance and Licensing Branch. Other issues/concerns may also be reported to other relevant bodies (e.g local public health department, police department, Ministry of Environment, Ministry of Labour, College of Early Childhood Educators, Ontario College of Teachers etc.) where appropriate.

Please note; anyone, 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 parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society directly. Persons who become aware of such concerns are also responsible for reporting this information to Children's Aid Society as per the "Duty to Report" requirement under the *Child and Family Services Act*.

Withdrawal policy:

Withdrawing your child from Islington Village:

If at any time you wish to withdraw your child(ren) written notice and/or email is required one (1) month prior to your child's last day. Monthly fees will not be pro rated.

For example, if your child's last day is August 5th, you are required to submit notice no later than July 5th and to pay the full August fee.

There may be times where Islington Village Child Care Centre cannot accommodate the ongoing needs of a currently enrolled child(ren). These situations will be brought to the attention of the Director. If a child's current placement with the centre is determined to be inappropriate, Islington Village Child Care Centre reserves the right to the termination of the child from the program. Islington Village Child Care Centre may terminate services if any policies are not followed or if any fees are not paid.

In order for a child to be terminated from the Centre:

- All relevant information must be documented by caregivers and Supervisor/Director.
- The Director must approve the discharge.
- Four (4) weeks written notice will be provided (with the exception as stated below)
- All efforts with Resource Consultant has been exhausted.

In extreme cases (as determined by the Supervisor with approval from the Director) of violent or threatening behaviour by either a child and/or a parent where the safety of other children and/or staff are at risk, the four (4) week's notice of withdrawal is waived.

These extreme cases include situations noted in the Client Code of Conduct as:

- Inappropriate behaviour, harassment or physical violence toward a child, student, volunteer, caregiver, parent or any other adult on centre premise
- Willful destruction or vandalism of centre property
- Intoxication by use of alcohol or drugs on centre property or at centre sponsored events
- Gossip or slander, verbal and/or written via electronic mediums such as Twitter, Facebook or any other social media outlets

The Supervisor and the Director will meet with the parent immediately and the parent will be required to withdraw the child from the centre immediately.

When a child presents challenges in the centre, staff will inform the Supervisor/Director. She will observe the child and if necessary, parents will be contacted and a meeting will take place to discuss ongoing issues. The Supervisor/Director will recommend the services of a Resource Consultant to help support staff and parents with the challenges they may be having. If parents are not in agreement with the support that is recommended and the concerns continue, the Supervisor/Director will review what action will be taken. If the Supervisor/Director consider it necessary to withdraw a child from the centre, the following steps will be taken:

Parents will receive written notice. Parents are given 30 days notice of withdrawal. However the amount of notice for a withdrawal of a child will be at the discretion of the Supervisor/ Director. Supervisor/Director, if possible, will provide the family with a referral to appropriate services.

Acknowledgement Form

Thank you for taking the time to learn more about Islington Village Child Care Centre, a community to learn and play.

Please review the noted policies, and return policy acknowledgement form upon enrolment.

For additional information about our centre, visit our website islingtonvillageccc.com

Policy Acknowledgement Form:

I, _____, have read, understand, and have had the opportunity to
(parent's name)
inquire about the Islington Village Child Care Centre Parent Handbook and the policies outlined.

I will comply with all policies.

Date: _____

Child's Name: _____

Parent's Signature: _____