



# Parent Policy Manual

Lakeshore Community Childcare Centre (LCCC)  
101 Seventh Street, Etobicoke, Ontario M8V 3B5  
416-394-7601 email [lccc@rogers.com](mailto:lccc@rogers.com) or [www.lccc.ca](http://www.lccc.ca)  
Serving children 1.5 – 10 years

## **Operating Hours:**

The hours of the centre are Monday to Friday, 7:00 am to 6:00 pm.

We are closed for statutory holidays, as follows:

New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Eve – 1:00 Pm early closing; Christmas Day, Boxing Day, New Year's Eve – 1:00 Pm early closing.

**In the event that the Toronto District School Board determines that the school cannot open due to weather or operational difficulties, the childcare will also be closed.**

## **Arrival And Departure Procedures:**

When you drop off your child please ensure that you make verbal contact with the teachers, to ensure that they can conduct their health assessment of your child and record their arrival.

At pick up, it is again essential that you make contact with your child's teacher, so they can record their departure.

## **Parking and Building Access:**

To pick up or drop off, you can park in the school lot; in the 5 minute parking area during prescribed times on Sixth Street; or in our small lot at the south end of our building. To access toddler and preschool classes, or the childcare office, please ring the bell at the south door of the small childcare building. To access Kindergarten or School Age classes, go to the main doors of Seventh Street School and ring the daycare bell there.

## **Pick Up Policy:**

It is the responsibility of the parents to inform daycare staff of any adults that are authorized to pick up their child. Under no circumstances will LCCC staff release a child to any person that the parent has not informed us about. There is space on the registration form to list individuals who may pick up your child; additional people can be added (or existing people removed) by reporting to staff, preferably in writing. It is essential that parents keep their emergency contact numbers updated so that we may contact you at any time. Children who are being picked up by a

youth, or have permission to participate in after school activities, must have a consent form completed.

## **Late Pick Up Policy:**

The centre closes at 6:00 PM. Any child picked up after 6:00 PM is late and the parent will be charged a late fee, payable to the centre. All late pick-ups will be recorded, an invoice will be issued, and is **payable the next business day.** Late fees are as follows: First time late: \$1.00 per minute -Second time late within a one month period: \$2.00 per minute -Third time late within a one month period: \$3.00 per minute. \* Note: **If, by 7:00 PM, the parent has not been in contact with the Centre, or the Centre cannot reach the parent, both the police and Children's aid Society will be contacted.** \* *after a family has been late 3 times in one month the Directors will be contacting the family to determine if LCCC can meet the needs of the family.*

## **Access and Equity:**

LCCC is committed to the provision of a quality inclusive learning environment for children. Our Mission Statement states: **"Childcare that promotes the development of strengths, abilities and skills that children and families require for success and health in our community."** This provides the direction that drives the organizations philosophy. LCCC's Board of Directors and all staff are committed to the acceptance of all individuals and their abilities. The organization will provide a team approach using the necessary partners to access the resources to meet the needs of individuals.

The City of Toronto is made up of people from diverse communities and equity-seeking groups. LCCC recognizes that the changing nature of the population has implications in terms of delivering and/or providing access to its services (e.g. programming, activities, etc.). We recognize that barriers to services exist for members of diverse communities, particularly for equity-seeking groups, and we are committed to acting as a positive force in eliminating these barriers.

To achieve this, LCCC will:

- Ensure that diverse communities have equitable access to its services, resources and decision-making.
- Be non-discriminatory and promote the goals of anti-racism, access and equity; and
- Take reasonable steps to ensure its services, programs and decision-making reflect the community it serves.

LCCC prohibits discrimination or harassment and protects the right to be free from hate activity based on age, ancestry, citizenship, creed (religion), colour, disability, ethnic origin, family status, gender identity, level of literacy, marital status, place of origin, membership in a union or staff association, political affiliation, race, receipt of public assistance, record of offences, sex, sexual orientation or any other personal characteristic by or within the organization.

### **Admissions/Wait List Policy:**

The Lakeshore Community Childcare Centre of Etobicoke has spaces for the following children:

- Toddlers: 1 1/2 years - 2 1/2 years 20 (2 X 10)
- Preschool: 2 1/2 years - Kindergarten  
32 (2 X 16)
- Kindergarten : 44 months to 68 months  
52 (2 X 26)
- School Age : Grade 1 - 10 years 60 (2 X 30)

1. For before and after school programs, priority will be given to children who attend Seventh Street School. Children who attend or transfer to other schools will only be accommodated after all Seventh Street School children have been placed, excepting children who are bused for special needs.
2. Children will be accepted on a first come, first served basis. Priority is given to siblings of children already enrolled. Siblings are placed at the top of the waiting list for the age group, and also sorted by date added.
3. Part time enrollment will not normally be accommodated.
4. If the Centre is full, parents may elect to go on the waiting list. The centre keeps a list of families that call, but also consults the City of Toronto waiting list generated for LCCC.
  - i. When offering a space, the first few families will be called, the first family to come with a deposit (or confirm a subsidy placement) will be given a space
  - ii. When the waitlist is updated, families must respond to the message or they will be deleted from the list
  - iii. If offered a space and that space is refused, the wait list application date is reset to the refusal date.

iv. There is no priority for special needs cases. Exceptions may be requested from the Board of Directors.

5. In the event that the childcare centre is overenrolled, the following procedures shall apply:

- I. Any school attending children who do not attend Seventh Street will be withdrawn.
- II. Parents shall be surveyed to identify any who expect to withdraw their children.
- III. Volunteer withdrawals shall be solicited.
- IV. The child (ren) asked to withdraw will be from the family most recently registered.
- V. If this situation arises, the child (ren) withdrawn will be placed at the top of the waiting list for readmission when space becomes available.

6. Families on our waiting list may contact the centre, at any time to ascertain information regarding the position of their child on the list. This information will be provided with the strictest confidentiality, respecting the privacy of all on the waiting list.

### **Withdrawal Policy:**

For withdrawal, the parent/guardian is asked to give two weeks written notice of his/her intention to withdraw his/her child from the Centre's care. LCCC recognizes that a child's enrolment in the centre is of great significance to both the child and his/her family. For that reason, a child will not be removed from the centre until a full process of consultation with the staff, director, family, and if necessary, outside agencies is complete. LCCC reserves the right to withdraw a child if deemed necessary by the Director of the centre. See prohibited practices policy.

If the Director determines that the parents have not complied with their obligations under the parent code of conduct, any of the following may occur: A written warning that will be kept in the family's file, The situation being brought to the board of directors for resolution, Immediate withdrawal of the from the child care centre, The Police or Children's Aid being contacted for intervention.

### **Evacuation Site:**

In the event of an emergency (fire, flood, etc.) where the centre needs to be evacuated, the children will be taken to:

**St. Margaret's Church**  
156 Sixth Street (north of the Lakeshore)  
416-259-2659

If possible, parents will be notified by telephone that we have evacuated, and asked to make

arrangements to come and get their child. **ENSURE that we always know where a parent can be reached so that we can telephone you in the event of any emergency.**

## **Emergency Management Policy and Procedures**

### **Purpose**

The purpose of this policy is to provide clear direction for staff to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved. Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

### **Definitions**

**All-Clear:** A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

**Authority:** A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

**Emergency:** An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

**Emergency Services Personnel:** persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

**Evacuation Site:** the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

**Licensee:** The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

**Meeting Place:** the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

**Staff:** Individual employed by the licensee (e.g. program staff, supervisor).

**Unsafe to Return:** A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

### **Policy**

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised always during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: the adventure playground, adjacent to Seventh St.

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: St. Margaret's Church, 156 Sixth Street

**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.**

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the Director or designate will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the Director or designate in the daily written record.

There is an evacuation bag in the staffroom, kitchen staff to get it. All classrooms to take emergency cards, medications, attendance with them.

### **Procedures**

#### **Phase 1: Immediate Emergency Response**

#### **Emergency Situation: Lockdown**

When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.

#### **Roles and Responsibilities**

1)The staff member who becomes aware of the threat must inform the Director or designate, then all other staff of the threat as quickly and safely as possible via page and walkie talkie. Inform Seventh Street School staff.

2)Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.

3) Staff inside the child care centre must:

- remain calm;
- gather all children and move them away from doors and windows;
- take children's attendance to confirm all children are accounted for;
- take shelter in creative room, washroom, or storage closet, if appropriate;
- keep children calm;
- turn off/mute all cellular phones; and
- wait for further instructions.

4) If possible, staff inside the program room(s) should also:

- Lock their classroom door
- close all window coverings and doors;
- gather emergency medication; and
- join the rest of the group for shelter.

5) The Director or designate will immediately:

- close and lock all child care centre entrance/exit doors, if possible; and take shelter.

Note: ***only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.***

#### **Emergency Situation: Hold & Secure:**

When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building

#### **Roles and Responsibilities**

- 1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible.
- 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.
- 3) Staff in the program room must immediately:
  - remain calm;
  - take children's attendance to confirm all children are accounted for;
  - close all window coverings and windows in the program room;
  - continue normal operations of the program; and
  - wait for further instructions.
- 4) Director or Designate must immediately:
  - close and lock all entrances/exits of the child care centre;
  - close all blinds and windows outside of the program rooms; and
  - place a note on the external doors with instructions that no one may enter or exit the child care centre.

Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.

#### **Emergency Situation: Bomb Threat**

A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.

#### **Roles and Responsibilities**

1) The staff member who becomes aware of the threat or director or designate must:

- remain calm;
- call 911 if emergency services is not yet aware of the situation;
- follow the directions of emergency services personnel; and
- take children's attendance to confirm all children are accounted for.

- A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.
- B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.

#### **Emergency Situation: Disaster Requiring Evacuation**

A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.

#### **Roles and Responsibilities:**

- 1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.
- 2) Staff must immediately:
  - remain calm;
  - gather all children, the attendance record, children's emergency contact information any emergency medication;
  - exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions;
  - escort children to the meeting place; and
  - take children's attendance to confirm all children are accounted for;
  - keep children calm; and
  - wait for further instructions.
- 3) If possible, staff should also:
  - take a first aid kit; and
  - gather all non-emergency medications.

4) Designated staff will:

- help any individuals with medical and/or special needs who need assistance to go to the meeting

place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and

- in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.

- If individuals cannot be safely assisted to exit the building, the designated staff will assist them to Click here to enter text. and ensure their required medication is accessible, if applicable; and
- wait for further instructions.

5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.

### **Emergency Situation: Disaster -External Environmental Threat**

An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.

### **Roles and Responsibilities**

1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.

### **If remaining on site:**

- 1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.
- 2) Staff must immediately:
  - remain calm;
  - take children's attendance to confirm all children are accounted for;
  - close all program room windows and all doors that lead outside (where applicable);
  - seal off external air entryways located in the program rooms (where applicable);
  - continue with normal operations of the program; and
  - wait for further instructions.
- 3) Director or designate must:
  - seal off external air entryways not located in program rooms (where applicable);
  - place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and
  - have caretaker turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable).

**If emergency services personnel otherwise direct the child care centre to evacuate, follow the**

procedures outlined in the "Disaster Requiring Evacuation" section of this policy.

### **Emergency Situation: Natural Disaster: Tornado / Tornado Warning**

### **Roles and Responsibilities**

1)The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.

2)Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.

3)Staff must immediately:

- remain calm;
- gather all children;
- go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;
- take children's attendance to confirm all children are accounted for;
- remain and keep children away from windows, doors and exterior walls;
- keep children calm;
- conduct ongoing visual checks of the children; and
- wait for further instructions.

### **Emergency Situation: Natural Disaster: Major Earthquake**

### **Roles and Responsibilities**

1)Staff in the program room must immediately:

- remain calm;
- instruct children to find shelter under a sturdy desk or table and away from unstable structures;
- ensure that everyone is away from windows and outer walls;
- help children who require assistance to find shelter;
- for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck;
- find safe shelter for themselves;
- visually assess the safety of all children.; and
- wait for the shaking to stop.

2)Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop.

3)Once the shaking stops, staff must:

- gather the children, their emergency cards and emergency medication; and
- exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.

4) If possible, prior to exiting the building, staff should also:

- take a first aid kit; and
- gather all non-emergency medications.

5) Individuals who have exited the building must gather at the meeting place and wait for further instructions.

6) Designated staff will:

- help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and
- in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.
- If individuals cannot be safely assisted to exit the building, the designated staff will assist them to Click here to enter text. and ensure their required medication is accessible, if applicable; and
- wait for further instructions.

7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.

***Additional Procedures for Immediate Emergency Response:***

Kitchen staff to assist in toddler rooms first. Any of program staff to go to room where children are in attendance. All staff who offer assistance to take direction from classroom teachers. Director and Assistant Director clear buildings and take emergency cards. Kitchen staff to take evacuation kit.

**Phase 2: Next Steps During the Emergency**

1) Where emergency services personnel are not already aware of the situation, Director or designate must notify emergency services personnel (911) of the emergency as soon as possible.

2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.

3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

**List of Emergency Contact Persons:**

- \*Local Police Department: 9-911 or 416-808-2200
- \*Ambulance: 9-911
- \*Local Fire Services: 9-911 416-338-9050
- \*Emergency Evacuation site: St Margaret's Church: 416-259-2659

4) Where any staff, students and/or volunteers are not on site, the Director or designate must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them to return to the child care centre.

5) The Director or designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.

6) Throughout the emergency, staff will:

- help keep children calm;
- take attendance to ensure that all children are accounted for;
- conduct ongoing visual checks and head counts of children;
- maintain constant supervision of the children; and
- engage children in activities, where possible.

7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

**8a) Procedures to Follow When "All-Clear" Notification is Given**

1) The individual who receives the 'all-clear' from an authority must inform all staff that the 'all-clear' has been given and that it is safe to return to the child care centre.

2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.

3) Staff must:

- take attendance to ensure all children are accounted for;
- escort children back to their program room(s), where applicable;
- take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and
- re-open closed/sealed blinds, windows and doors.

4) The Director or designate will determine if operations will resume and communicate this decision to staff.

**Communication with parents/ guardians**

1)As soon as possible, the Director or designate must notify parents/guardians of the emergency situation and that the all-clear has been given.

2)Where disasters have occurred that did not require evacuation of the child care centre, the Director or designate must provide a notice of the incident to parents/guardians by end of the business day.

3)If normal operations do not resume the same day that an emergency situation has taken place, the Director or designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined

### **8b) Procedures to Follow When “Unsafe to Return” Notification is Given**

1)The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.

2)Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.

3)Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site.

4)The Director or designate will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so.

5)Upon arrival at the evacuation site, staff must:

- remain calm;
- take attendance to ensure all children are accounted for;
- help keep children calm;
- engage children in activities, where possible;
- conduct ongoing visual checks and head counts of children;
- maintain constant supervision of the children;
- keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and
- remain at the evacuation site until all children have been picked up.

### **Communication with parents/ guardians**

1) Upon arrival at the emergency evacuation site, the Director or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.

2) Where possible, the Director or designate will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child

care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

### **Additional Procedures for Next Steps During an Emergency**

Nonperishable food is kept on reserve for emergency or evacuation purposes. Evacuation bags have snacks, first aid materials, and some program supplies.

### ***Phase 3: Recovery (After an Emergency Situation Has Ended)***

#### **Procedures for Resuming Normal Operations**

Families will be notified via website, Facebook, and phone tree of updates as they are available. MOE Program Advisor and City of Toronto Consultant will be kept update. *Cornerstone Insurance* will be contacted as will *Groupsource* group health for assistance.

#### **Procedures for Providing Support to Children and Staff Who Experience Distress**

Will make use of resources available to us through Groupsource benefits program.

#### **Procedures for Debriefing Staff, Children and Parents/ Guardians**

The Director or designate must debrief staff, children, and parents/guardians after the emergency.

### **Parent Involvement:**

The Lakeshore Community Childcare Centre is community operated. Parents are encouraged to become involved with the operations of the centre. There is a need for all skills, abilities and interests. Examples where a parent might help are: become a member of the board of directors, or serve on a committee; participate in special events, help acquire goods (from toys to toilet paper) at discount prices, and assist in fundraising.

Members (parents/guardians) are expected to attend the AGM and elect a slate of Board Members, give input at general meetings and in person to board and staff, and follow policies and procedures. Parents that wish to volunteer in the program are required to obtain a criminal reference check with a vulnerable sector screen.

### **Parent Concern Policy**

Have a question or concern?

All issues and concerns raised by parents/guardians are taken seriously by LCCC and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

**First-** Talk to your child’s teacher. If drop off or pick up times are too rushed, at least mention your

concern and plan a time together when you can discuss this issue.

**Then** - If you or your child's teacher feels that more discussion will help find a solution, see the Director or Assistant Director in person or contact them by phone 416-394-7601 or email [lccc@rogers.com](mailto:lccc@rogers.com)

**Then** - If you feel that you need assistance in reaching a solution, please call a member of the L.C.C.C. Board of Directors parent program committee. Our committee works as a team with you, your child's teacher and our director.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within 5 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved. Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

LCCC maintains high standards for positive interaction, communication and role-modelling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Director.

#### **Concerns About the Suspected Abuse Or Neglect Of A Child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

#### **Volunteer/Student Policy:**

Volunteers are a valuable resource and the centre cannot run without them, especially as a board of directors or committee member. Volunteers can be helpful on a field trip, or in the classroom. Only 'alumni' children or current parents may be classroom volunteers. LCCC is also pleased to provide practical learning experiences for Early Childhood Education Students from Ontario Community Colleges and universities, as well as high school Cooperative Education Students. They bring valuable energy, enthusiasm and extra hands to our program and give

our professional staff an opportunity to be leaders, evaluators, and mentors.

All students and volunteers are required to obtain a vulnerable sector screen and criminal reference check at their own expense. It is the responsibility of the Director or designate to orient all students and volunteers to their duties and responsibilities. At that time, they will review and sign off on all policies and procedures in regard to the program statement, prohibited practices, behavior management, anaphylaxis, and emergency procedures, a confidentiality agreement, as well as this policy. Lakeshore Community Childcare Centre's paid professional staff member's role is to always be responsible for the children. L.C.C.C.'s professional staff must be supervising the children and the volunteer(s) at all times. Students and volunteers are not permitted to be alone with any child at any time. Volunteers and students may never be counted in ratio or used to escort children to the washroom, cloakroom, or anywhere away from regular staff. The teachers in the room will monitor students and volunteers using the prohibited practices monitoring checklist .

#### **Family Events:**

Different events are held throughout the year, depending upon the volunteers available and the interest shown. Please approach staff or a board member if you have an idea or want to get involved! There is a committee of the Board of Directors dedicated to this, which would love to have some help.

#### **Parent Code Of Conduct:**

At Lakeshore Community Child Care Centre, (LCCC) we strive to promote positive examples of behaviour, as well as the modeling of appropriate social skills to our children. All staff, parents, children, and guests are to be treated with respect and dignity at all times regardless of race, religion, gender, sexual orientation, disability, or any other grounds.

We expect parents/guardians to conduct themselves in a manner that is conducive to the health and well-being of the children, staff, and guests of the centre. We understand that issues may arise from time to time, and while we try our best to resolve these situations, we expect that any issues are addressed in a respectful manner that is aligned with the mission, values, and goals of Lakeshore Community Child Care Centre, as well as all applicable laws and legislation.

All Parents/Guardians and visitors of LCCC are responsible for contributing to a safe and healthy environment for the children that attend our programs. This includes:

1. Being respectful and supportive of the learning environment, this includes all children, parents, and staff.
2. Respecting the guidance provided by staff at the centre, and addressing any issues in a respectful way.

3. Acknowledging the differences in learning, developmental capabilities, and values that children and families possess.

#### Should a problem arise?

We respect the privacy and confidentiality of our children, staff, parents/guardians and guests, and request that all parents handle any conflicts or situations that arise with respect for the members of the child care centre.

Parents are encouraged to observe the following procedure:

1. Speak directly to your child's teacher. They are your best source of information, as they know your child. In the case of teaching teams, you may want to speak with each teacher.
2. If you need further clarification, or assistance, speak with the Director or assistant director.
3. If you are not satisfied after speaking with the two levels of staff members, the Chairperson of the parent program committee will try to be of assistance.

If you still remain unsatisfied, you will be referred to the Board of Directors

***PLEASE NOTE:** It is never acceptable for a parent or guardian to discuss any matter or conflict with another child at LCCC. Bring your concern to a staff member; never approach a child that is not yours!*

Any incident that occurs at Lakeshore Community Child Care Centre that involves any of the following will be dealt with in accordance with LCCC's breach of Parent Code of Conduct Policy:

- Any type of discrimination (racial, ethnic, or otherwise)
- Any perception of physical intimidation, violence or threatening behaviour toward another parent, staff, child, or guest of LCCC.
- Conduct that puts the children, staff, or guests of the centre at risk of harm.
- Perceived to be under the influence of alcohol or drugs.
- Verbal intimidation, yelling, threatening, or profane language directed at anyone in the centre.
- Inappropriate conduct, gossip or criticism that is damaging to other individuals at the centre.

#### Breach Of Parent Code Of Conduct Policy:

If an incident occurs at Lakeshore Community Child Care Centre that breaches the Parent Code of Conduct, it **may result** in the following actions:

1. A written warning that will be kept in the family's file.
2. The situation being brought to the board of directors for resolution.
3. Immediate withdrawal of the from the child care centre.
4. The Police or Children's Aid being contacted for intervention.

\*All staff of LCCC have a duty to report any suspected cases of child maltreatment in accordance with the Child and Family Services Act\* -

#### **Program Statement:**

Lakeshore Community Child Care Centre views children as competent, capable, curious and rich in potential (How Does Learning Happen 2012) This Program Statement describes our goals for children, families and educators as well as the approaches we will use to meet these commitments.

**To support children as they develop positive ways of interacting with others; support for children's ability to self-regulate. Our approaches include:**

- Support children with positive guidance; respond positively to both verbal and non-verbal cues from children.
- Follow individual cues of children, developing an awareness of each child, how they adapt to situations and environments.
- Support the development of self-awareness and positive self-image.
- Acknowledging each child as an individual
- Help children to name emotions
- Create a safe emotional environment
- Role model positive social skills

"A significant body of research indicates that positive, caring, and respectful relationships are the foundation for optimal learning, development, health and well-being." HDLH P. 25

**Promote an environment which ensures good nutrition and safe food preparation. Our approaches include:**

- All kitchen staff and managers current in Food Handling Practices certification
- Cook plans menus in consultation with families and supervision of a registered Dietician
- Alternate arrangements are available for children with food allergies or restrictions
- Meal and snack time are positive learning experiences that promote social interactions and self-help skills.
- Lunch and snacks are served home style. Children have the opportunity to serve themselves with 'portion sizes that are responsive to children's cues of hunger and fullness" (HDLH, p.32)

**Goal: Creating opportunities for children to play explore and inquire. Our approaches include:**

- Provide liberal access to sufficient, varied, and quality play materials that challenge appropriate skill development.
- Provide children with opportunities to explore manipulate and investigate with all their senses.
- Children are encouraged to express their wants and needs through various forms of communication.
- Culture of inquiry—teachers as co-learners and co-planners. "Through play and enquiry, young children practice ways of learning and interacting with the world

around them that they will apply throughout their lives. Problem solving and critical thinking, communication and collaboration, creativity, and imagination, initiative and citizenship are all capacities vital for success throughout school and beyond” (HDLH, p. 15)

**Goal: Both child-initiated and adult supported experiences will be embedded in the day to day program**

**Our approaches include:**

- The flow of the day is planned to limit interruptions and transitions.
  - Purposeful observation and understanding the continuum of development will ensure that developmentally appropriate learning opportunities are provided based on child’s interest.
  - Plenty of opportunities for children to make decisions about play
  - Group times offer more adult led experiences
- “The arrangement of materials should invite engagement, meaning-making, and exploration” HDLH P. 36

**Goal: Planning and creation of positive learning environments; ensuring that all children’s development and learning is supported. Our approaches include:**

- Positive interactions are critical
  - Focus on relationships paramount
  - Planning environment as ‘third teacher’
  - Creating environments that invite investigation and curiosity, and provide appropriate challenges for all children.
- “Children learn best when they are fully engaged in active exploration, play and inquiry” HDLH P.62

**Goal: Meet children’s physical needs for indoor and outdoor play, active play, rest and quiet time**  
**Our approaches include:**

- We promote daily active physical play learning experiences for children
  - Outdoor play promotes exploration of the world around them.
  - We post a visual schedule for children and families. This schedule outlines the sequence of the day’s events which include quiet and active play both indoors and outdoors as well as time to meet individual physical needs.
  - An opportunity for rest is provided based on consultation with parents, individual needs and CCEYA expectations.
  - We create safe and stimulating spaces for intentional play that is individualized and adapted as needed for all children.
  - Find ways to increase the amount of children’s physical activity and decrease time spent in sedentary activities.
- “Respecting and finding ways to support each child’s varied physiological and biological rhythms and needs for active play, rest, and quiet time” HDLH P. 29

**Goal: Parent engagement and communication.**  
**Our approaches include:**

- We view parents as our partners.
  - Our teachers encourage families to be active participants in their child’s care and regularly share information about their child’s development.
  - We encourage families to stay continuously involved in their child’s day to day life at LCCC and to communicate with our teachers about their child’s social, emotional and cognitive development.
  - Parents are invited to give feedback directly to their child’s teachers at enrolment and when their child moves from room to room.
  - A parent survey is conducted annually by committee of the Board of Directors
- We strive to “find ways to intentionally integrate the unique perspectives and gifts of parents. . .in a meaningful and authentic way” HDLH P. 27

**Goal: Community Involvement. Our approaches include:**

- LCCC is connected to the Special Needs support community through our Resource Consultant.
  - An integral part of the Seventh Street school community
  - Active in the local community, with strong parent board and committees
  - Staff active in ECE community
  - Director currently serving on TCBCB Board of Directors and EYAC of TDSB
- “Opportunities to engage with people, places, and the natural world in the local environment help children, families, educators, and communities build connections, learn and discover, and make contributions to the world around them.” HDLH p 18

**Goal: Continuous Professional Learning. Our approaches include:**

- LCCC is committed to supporting ongoing professional learning for teachers.
- In house training occurs at least twice per calendar year.
- Staff are encouraged to attend ‘every child belongs’ training throughout the year, and given time back for any training completed at night or on the weekend.
- Many staff annually attend the Umbrella Conference.
- One of our leaders annually attends a Leadership conference, such as the Early Learning Leaders Conference.
- RECE staff is supported in their journey of Continuous professional learning and ECA staff is also required to do self-reflection and goal setting. A professional development budget and goal setting ensure that dollars are allocated equitably to staff. “When educators engage in continuous learning and questioning, exploring new ideas and adjusting practices, they achieve the best outcomes for children, families, and themselves.” HDLH P. 20

**Documentation** Our Program Statement and the supporting Policies and Procedures are reviewed by teachers and support staff working at LCCC prior to working with children and annually thereafter.

## **Policy Review and Compliance**

All staff will be required at start of employment, and annually thereafter, (or when changes are made) to review all LCCC policies, procedures, and individualized plans, to ensure they are aware of and responsible for following policy and implementing procedures as appropriate. Staff will review the policies with a member of the management team, and both will sign off on the review.

As issues arise and changes are made, policies will be reviewed and discussed at monthly staff meetings. Staff are encouraged to consult and consider policies to review their practice and plan strategies during weekly team meetings as well.

Monitoring of compliance with respect to all policies, procedures, (including the program statement and prohibited practices) and individualized plans will be conducted by a member of the management team quarterly. Any incidents of non-compliance or contraventions of policies, procedures, and individualized plans by any staff member will be documented, either at time of monitoring, or any other time. Areas of non-compliance will be addressed to the staff member in writing. This can include:

- All staff who contravene any policy will be required to review the policy again with a manager, and sign off on the review
- A discussion on the events leading up the contravention
- Provide details on how the employee is to change their practice
- Specific performance objectives for the employee to achieve, with dates
- plan for follow up
- other disciplinary action

## **Prohibited Practices:**

LCCC will not tolerate:

1. Any type of corporal punishment (i.e. striking a child directly, or with any physical object, shaking, shoving, spanking or other forms of aggressive behaviour).
2. Physical restraint of the child, such as confining the child to a high chair, care 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.
3. Forcing a child to eat or drink against their will. Exceptions to this will only be made in situations that have been deemed medically necessary and the child will be required to have a doctor's letter on file indicating the specifics of such direction.
4. Harsh, humiliating, belittling or degrading measures or threats or use of derogatory

language directed 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.

5. A child being deprived of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
6. Locking the exits of the child care centre for the purposes of confining a child, or confining a child in an area or room without adult supervision. Please note: Under our *Lockdown Procedure*, children could be contained to a room temporarily until the emergency is resolved.

If there are concerns regarding a child's behaviour or social, emotional, physical or cognitive development, the following procedures are followed:

1. The staff documents observations made by the parents, staff, and volunteers (confidential). There will be a meeting with the parent(s)/guardian(s) of the child to discuss the observations and plan strategies regarding the concerns. (I.e. if a child appears to have sight or hearing difficulties it is recommended for the child to see their family doctor or optometrist, or an outside agency may be discussed).
2. The staff and parent(s)/guardian(s) will continue discussions to help the child. All discussions are documented and are kept on file at LCCC.

Some difficulties a child may experience are beyond the scope of the staff and parent(s)/guardian(s). In these situations, appropriate agencies are accessed for guidance and assistance. Parents who refuse to allow LCCC to access these agencies will result in the centre giving parents notice of withdrawal of the child from the program. While two weeks' notice is the usual standard notice period, LCCC reserves the right to amend the notice period based on the severity of the situation and the health and safety risks to the child and others who are in contact with the child.

LCCC makes every effort to serve the parents and children enrolled in the program; however, there may be exceptional circumstances where LCCC is unable to meet a child's needs. **The Board of Directors reserves the right to suspend a child temporarily with conditions or permanently as the situation may warrant.** The parent(s)/guardian(s) are informed of the decision in writing and if possible an alternate arrangement is suggested. The District Consultant at Children's Services is notified of the child leaving care. LCCC will endeavour to provide parent(s)/guardian(s) with one month's notice to arrange alternative care for their child; however, notice will depend on the severity of the situation and the safety of other children and staff. Confidentiality is respected throughout this difficult time.

## **Sleep Time Policies - Nap / Rest Periods:**

All of the children under the age of 44 months (3.8 years) will have a scheduled nap / quiet time after lunch, for a maximum of two hours per day. Provisions for quiet activities are made for those children who are not sleeping and become restless. All children will be assigned to individual cots that are labeled with their name on it. A sheet for each cot/crib will be provided by the centre and the family will be asked to provide a light (breathable) crib size blanket/sheet to cover. Sheets will be laundered at the Centre weekly (or as needed if soiled). Upon enrolment parents will be consulted in respect to a child's sleeping arrangements or preferences and then at transitions between rooms or upon parent's requests. Sleep preferences will be documented on the registration forms upon enrolment and then changes can be provided to staff and will be kept in each child's individual portfolio, and will be reviewed by each staff, student or volunteer who will be working with the child. Written policies are in place to ensure staff are monitored on a regular basis to ensure compliance with centre policies and procedures, including sleep policies, and include contravention measures if necessary.

During full day programs, FDK and school age children will participate in quiet activities after the lunch period, and provisions for rest are available upon request.

The Centre will provide fitted cot sheets (these are custom made to fit the cots/cribs). Light and breathable blankets or top sheets are to be provided from home and will be sent home on a weekly basis (or as needed).

### **Outdoor Play:**

"Through active play and physical exploration, children gain increasing levels of independence, learn to persevere and practise self-control, and develop a sense of physical, emotional, and intellectual mastery and competence. " How Does Learning Happen? P 30-31

All children enrolled at LCCC are required to play outside daily. Toddler and preschool children always play outside for an hour, both morning and afternoon, weather permitting. Kindergarten and School Age children play outside for a half an hour daily on school days, when they are only here before and after school. On non-instructional days, when the children are at childcare all day, they have two hours of outdoor play daily.

For all age groups, there are a variety of toys and equipment for children to choose from. Staff plans a minimum of one adult directed experience for each outdoor play time. Children are encouraged to explore, invent, and investigate during their outdoor playtime.

Children who are not well enough to go outside must stay at home until they can participate in the program.

### **Sun And Air Safety:**

Children should always have the protection of a sunscreen of 15 spf (sun protection factor) or higher; they should also have a hat to protect them from the sun (wide brims are best, instead of ball caps, which do not protect the ears or the back of the neck). Long sleeved shirts and long pants, which are loose fitting, light weight, and tightly woven will also offer protection from the sun. In order to minimize potential of sunburns and heat exhaustion, we will avoid going outdoors to play between 12 and 2 daily when practical, outdoor play will take place before 11 and after 3 daily. When all day field trips are planned during extreme heat/air quality/humidex alerts the Director or designate will make the final decision if the trip will go as scheduled.

### **Guidelines For Outdoor Play:**

#### **AIR QUALITY:**

\* If Air Quality index is **50** or above: **DO NOT GO OUTSIDE**

\* If Air Quality index is **under 50**: You **MAY GO OUTSIDE**;

\* Whenever there is a **smog alert**, there will be no outdoor play;

If there is a smog advisory, play should take place before 11 a.m.

#### **UV INDEX:**

\* If UV Index is at 9 (EXTREME): **DO NOT GO OUTSIDE**

\* When UV Index is between 5-8 apply lots of sunscreen,

\* remember hats, long sleeve clothing and seek shade.

#### **HUMIDEX:**

\* If the humidex reading is at **40°C or above**: **DO NOT GO OUTSIDE**

\* Between 35°C-40°C: Outside for only a short time, drink lots of water; provide water play activities.

**COLD WEATHER:** Play time outside may be reduced time outside when temperature is below -20° Celsius, and eliminated when temperature is below -28 Celsius. Otherwise, in cold weather staff is required to bundle the children up and play outside.

#### **Nutrition:**

Lunches are available to children enrolled in toddler, preschool, and school age programs daily. All children who attend school receive lunch on non-instructional days. (PA Days, March break, etc.) Snacks are available twice daily to everyone in the centre, with toddler and preschool children receiving an additional 'late snack' daily. Summer camp children may opt to bring their own **nut and fish free lunch**.

The cook plans the weekly menus in consultation with staff and nutritional experts, to ensure that high nutritional value is received by the children. The menus for the current cycle are posted in the kitchen and the classrooms. Children will be encouraged to try each new food. No child will be forced to eat something he/she does not like. The menus provide sufficient variety that there should always be some food the child likes.

We do not want any food to come from home to the centre, (with the exception of summer camp children bringing their own lunch) Children may bring recess for school but it may not be eaten here.

Our meals and snacks are made in house by our full time cook and her assistant. All menus are reviewed by a dietician. When doing seasonal planning, locally grown produce in season is a priority. All of the bread and bread products are 100% whole wheat or whole grain and are bought fresh on an as needed basis. Milk is bought weekly and requests to serve organic soy milk must be provided by the family to serve an individual child. There are no nuts or nut products in the kitchen.

### **Birthday Celebrations/ Treats From Home:**

We will not accept birthday cakes or any other food items to celebrate children's birthdays at the centre. We recognize that a child's birthday is a special event! Once a month, the children in each classroom will help decorate a cake prepared by our cook, for everyone who celebrates a birthday in the month. This ensures each child has the same positive birthday experience. Please save your own cake, party favors, etc. for your child's celebration at home.

### **Allergies/ Special Diets:**

If your child has special dietary needs, provide your request for accommodation in writing. Submit the form to LCCC office for review. One of our team will follow up with the outcome of your request and next steps. Should your child's requirements change, an additional form will need to be completed. It is important that our records stay up to date. We can accommodate individual needs such as allergies, lactose intolerance, celiac disease, food related cultural concerns, and vegetarian ideologies. There are some occasions where some allergies or food restrictions may not be accommodated, in this case, you may be asked to provide supplements for lunches and/or snacks.

When special dietary arrangements have been made with the director, these arrangements will be carried out in accordance with the written instructions of the parent. (Form follows) Due to the possibility of severe (fatal) allergic reactions to peanuts and other nut products, the centre will not knowingly serve any food containing nut products. All efforts will be made to maintain a nut free environment; however, we

cannot guarantee freedom from secondary contamination.

### **Anaphylaxis Policy:**

LCCC is aware that some of the children attending the center have allergies, some of which may be life threatening. LCCC does not purport to be, nor can it be deemed to be, free of foods and nonfood items that may lead to a severe allergic or anaphylactic reaction.

LCCC will take reasonable efforts to reduce the risk to children with severe allergies or anaphylaxis. Our centre's anaphylaxis plan is designed to ensure that children at risk are identified, strategies are in place to minimize the potential for accidental exposure, and staff is trained to respond in an emergency situation.

At the time of registration, parents will be asked about medical conditions, including whether children are at risk of anaphylaxis and asthma. All staff must be aware and trained on the emergency procedures for each child. It is the responsibility of the parent to:

- Inform the Director of their child's allergy (and asthma).
- Complete medical forms and the Anaphylaxis Emergency plan, which includes a photograph, a description of the child's allergy, emergency procedure, contact information, consent to administer medication and consent to post the child's plan. The Anaphylaxis Emergency Plan will be posted in key areas such as in the child's classroom, the office area of the Director and taken on all excursions with the child's file.
- Train the Director/Assistant Director in specific treatment for their child, so the Director may train the staff on each child's specifics
- Advise the Director if their child has outgrown an allergy or no longer requires an epinephrine auto-injector. (A letter from the child's doctor is required.)

### **Clothing:**

Each child's clothing should be clearly marked with his/her name to prevent loss or confusion. It is suggested that loose items such as mittens be fastened with a cord or clips. To ensure that each child can play outdoors every day, it is essential that their clothing be adequate.

**Winter:** warm coat, snow pants, boots, a hat, 2 pairs of mittens, scarf, extra socks, and shoes for indoors.

**Spring/Fall:** coat, sweater, (splash pants if possible) rubber boots, full set of extra clothes

**Summer:** sun hat, bathing suit and towel, sunscreen, closed toe shoes, light sweater, full set of extra clothes.

**\* Each child should always have a complete set of extra clothing and a sweater at the centre.\***

**Personal Hygiene:**

All children will be encouraged to practice good personal hygiene.

Washroom procedures; All children are instructed in sanitary use of the washroom, i.e. to flush the toilet and wash their hands after use.

Washing: the children will wash their hands with soap and running water before and after meals. Hand sanitizer may be used under supervision and with parental consent when there is no visible dirt, or away from water.

**Sanitary Practices:** Toys are disinfected weekly, when mouthed, or after an outbreak of an infectious disease.

**Attendance:**

If you know your child will be absent in advance, it is helpful for the staff to be informed. Should your child be ill, please telephone the centre and notify staff of the nature of the illness. This is important for early recognition of signs of illness in the other children.

**Children Who Attend School:**

It is especially important that the parents of children who attend school communicate with childcare staff. We **MUST** know if your child is away, with a friend, or picked up early from school. Children who do not report to us as expected are considered missing – and are almost always safely with a parent or friend. This causes a lot of unnecessary worry for us. Please **remember to contact US** as well as the school when there is a change to your child's regular routine. It is also important for us to be told in advance about field trips, or special lunch days at school.

**Suspended Children:** Children who have been suspended from school for any reason may not attend LCCC for the duration of the suspension. This is in keeping with the TDSB policy that children may not be on any school board property for the duration of the suspension.

**Medication Policy:**

All medication must be prescribed by a Medical Doctor. This means a pharmacist's label must be attached to all over the counter (OTC) drugs or a written prescription must accompany the OTC medication. The medication must be in its original package, unaltered. The label must also indicate the dosage for the child. The sole exception to this rule is skin care products.

No medication will be given if it has been prescribed to another member of the family, or is outdated. Parents must fill in a form for each day the medication is to be administered, and store it in the locked box in the fridge or on the counter. Staff will administer and initial the time given.

**Health Policy:**

No child will be admitted to the centre without a medical certificate, completed by the parents. It must include record of immunization, which is up to date. Immunizations given to the child later must be reported to the Director so the child's file can be current. A history of communicable diseases form must also be completed upon registration and updated as appropriate.

LCCC staff takes every precaution possible. Children and staff alike wash hands frequently, and surfaces, washrooms, and toys are washed and disinfected regularly.

Parents should report a child's absence and nature of the illness each day that the child is away. This helps staff in watching other children for symptoms. We also must report many diseases to public health. We understand the stress of parents missing school or work because their child is sick.

"Under certain circumstances, it is necessary to exclude a child from childcare for as long as the illness is infectious. For some infections, excluding a child is not recommended because the germs are spread to other children before the child has symptoms, or it is too difficult to prevent the spread. In these situations, both staff and parents will need to discuss if the mildly ill child can take part in the activities. Children with unusual behavior, such as lethargy or unusual sleepiness, irritability, persistent crying, difficulty breathing, or other signs of possible illness should be excluded until their physician approves their return to childcare.

The final decision as to whether an ill child can remain in the child care setting is ultimately the staff's."<sup>1</sup>

Parents will be contacted if their child becomes ill through the day.

If staff are concerned about a child's health, they will make a "heads up" call, to advise that the child seems ill and they may be required to go home.

When fever of over 39C is the main symptom, two readings will be taken at least a half hour apart.

**Parents must ensure that a parent/guardian or alternate can be reached at all times. Please keep us advised of changes in work/home & emergency phone numbers.**

The child must be clear of fever, vomiting, or diarrhea, for at least 24 hours before they return to daycare

**Outbreak:**

In certain circumstances, when a number of children or staff is sick with a specific illness, Toronto Public Health (TPH) may declare an outbreak in the centre. In the event that an outbreak is declared there is a number of control measures put in place.

Concentration of disinfectant is increased, toys, high touch surfaces, common areas are cleaned more often, all communal/ sensory play stops. All ill children and staff are to be excluded from the centre. In the event of an outbreak, at a minimum, children and staff can return to the day nursery when they have been symptom-free of vomiting and/or diarrhea for 48 hours (or until other disease specific criteria have been met as directed by TPH.)

“A child should be excluded from the child care program if one or more of the following exist:

1. The illness prevents the child from participating in the program activities; or
2. The illness results in greater need for care than the staff can provide without compromising the care of the other children; or
3. The child has any of the below conditions:

1, 2 Well Beings: A Guide To Promote The Physical Health, Safety And Emotional Well-Being Of Children In Childcare Centres And Family Day Care Homes. A project of the Canadian Pediatric Society c1002, Creative Premises Ltd, Toronto, Ontario

**Head Lice Policy:**

Lice are a problem that the day-care is concerned about. Although having lice is not a major health risk

and does not cause any illness, it is a nuisance and is in the best interest of all concerned that we have a policy, not only to encourage parents to check their child’s hair, but also to prevent the spread of head lice if a case is found in the day care. Head lice checks will take place as needed.

Parents are expected to inform Daycare and School Staff of any occurrences to prevent the further spread of this nuisance. If live lice are found on your child we will call you and you will be expected to pick up your child immediately. Until you arrive, your child will be kept away from other children to prevent possibly spreading lice to other children. You must keep your child home until the lice and nits have been eliminated. Your child will not be allowed back into the day care until **no live lice or nits are present**. You must make arrangements for day care Staff to check your child’s hair before dropping your child back into the day care.

**Suspicion of Child Abuse:**

LCCC is required by law under the Child and Family Services Act to report any suspicion of child abuse or risk for abuse. The following information is a brief summary of what the legal obligations are, as outlined in LCCC’s Child Abuse Policy.

*Duty to Report:*

- “All RECEs have a duty to report to a Children’s Aid Society suspicions of harm and the risk of harm to a child under the Child and Family Services Act, 1990. This requirement includes reporting child abuse perpetrated by colleagues or other

<b>Condition</b>	<b>Exclusion</b>	<b>Doctors note to return?</b>
Measles	4 days after onset of rash	Yes, report to public health
Mumps	For 9 days	Yes, report to public health
Chicken pox	Until 5 <sup>th</sup> day of rash, or all blisters are crusted and dry	No note, Report to public health
Pinkeye	For 24 hours after treatment begins, and discharge has ceased.	No note if antibiotic present and been taken for one full day before return
Impetigo	For 24 hours after treatment begins	No note if antibiotic present and been taken for one full day before return
Head lice	Until treated, and <u>no nits present</u>	No
Pneumonia	Until evaluated by physician	Yes
Strep throat	Until 24 hours after treatment begins	Not if antibiotic present and taken for 24 hours
Gastrointestinal Infections	For duration of diarrhea, must be clear for 24 hours to return	No, report to public health
Ringworm	Until treatment has started	Yes
Scabies	Until treatment has started	Yes
Moderate Fever ( <i>temperature</i> =/ $<$ 39°C, 102 F)	Until fever gone for 24 hours	No
Hepatitis A	For one week after onset of jaundice	Yes, report to public health
Tuberculosis	Until a physician & local public health confirm no longer infectious	Yes, report to public health
Whooping cough	5 days after start of antibiotics, 3 weeks if no treatment given	Report to public health Dr.’s note required.” <sup>2</sup>

professionals. The College's Professional Advisory: Duty to Report highlights all of the responsibilities of RECEs under this legislation" (College of Early Childhood Educators, 2016, p. 17).

- A person who works with children has an added legal responsibility to report immediately any suspicion of child abuse to a Children's Aid Society.
- All child abuse reports are constituted as a serious occurrence by the centre; reports are filed with the Ministry of Education.

All employees, volunteers, and students who care for or supervise children at LCCC will be observed for the purpose of monitoring the Supervision of Children and Compliance with the Prohibited Practices Policy. Observation will take place 3 times per year and recorded on the "Supervision of Children and Compliance with the Prohibited Practices Policy" form. The observation recorded on this form is in addition to any mandatory reporting related to specific contraventions of the Prohibited Practices Policy. All records of contraventions to this policy will be stored in a secure location for a period of 3 years.

### **Policy For Intoxicated, Impaired Or Ill Parents:**

The safety and well-being of the children is always the first concern of staff. If staff is concerned that a parent may be under the influence of drugs or alcohol, or ill to an extent that their ability to safely transport or care for their child is in question, they will call police. The Director or designate will be notified and the parent will be encouraged to make alternate arrangements. (Taxi; alternate pick up person). Should the parent leave in a vehicle, the license number will be recorded and given to police. Serious occurrence procedures will apply.

### **Field Trips:**

Neighborhood outings are an integral part of the program. Children learn to make sense of the world around them through many different experiences. LCCC children walk to the neighborhood parks, library, and stores on a regular basis. When arranging for transportation for field trips, the following procedures will apply:

- LCCC will ensure that each outing is appropriately staffed.
- Kindergarten and school age children may travel by public transit or chartered bus. Toddlers and preschoolers may only travel by public transit. Parents will be notified at least one month prior to the trip date.
- For field trips involving transportation, a specific consent will be required. Each child and staff member will be required to wear their LCCC t-shirts.

- For neighborhood walks, no consent will be required except for the general consent signed upon enrollment.
- Care will be provided for any child unable to attend a trip, provided that one week's notice of a child staying back is given.

### **Smoke Free Ontario Act:**

The *Smoke Free Ontario Act* prohibits smoking or holding lit tobacco in a childcare centre. It is the policy of the Toronto District School Board that there is NO SMOKING anywhere on TDSB property. Smoking is prohibited at all times both inside and outside of the buildings, whether or not there are children present. The *Smoke Free Ontario Act* does not prohibit the use of lit tobacco for traditional Aboriginal cultural or spiritual purposes.

### **Charitable Donations:**

LCCC is a registered charity. We are able to issue tax receipts for any donations received. In the past, many families have chosen to donate to the centre in a variety of ways, including:

- Planned giving programs through their employers
  - adding anywhere between \$1 and \$10.00 to the weekly fee payment, which adds up substantially for the centre.
  - One time donations at any time of the year
- We are often eager to receive toys and clothes that remain in excellent condition that your child(ren) no longer uses. We need extras for changes when accidents occur. We reserve the right to pick and choose what we take because our needs vary.

### **Registration:**

Registration: is secured with a payment equal to one month's fees. This deposit is applied to the first month of care and is non-refundable for any reason. Families in receipt of subsidy from Toronto Children's Services are not required to pay the deposit, instead they must provide their client number and confirmation from the City of Toronto that their child is approved to start.

### **Fees/Payment Policy:**

Monthly fees are equal throughout the year, including statutory holidays and vacation weeks. Daily (part time) fees are owed for all scheduled days including vacations but excluding statutory holidays. There will be no reduction or rebate of fees for days/weeks or portions thereof which your child/ren is absent from the childcare centre, for any reason. There is also no reduction in fees should the centre be required to close due to unforeseen circumstances, such as weather, power outage, emergency or any other avoidable circumstance. However, a portion of parent fees may be refunded and/or credited for unforeseen closures lasting longer

than five consecutive days, at the discretion of the Board of Directors.

Payments: Fees for each month are due by the first Friday of every month. Fees may be paid by debit, cheque, (post-dated cheques are acceptable) or direct withdrawal of fees from your bank account. For fees not received by the first Friday of each month, there will be a \$15.00 late fee charged. If by the 30th day of the month, (or the first business day following the 30th) fees have not been received, the child (ren) will not be accepted into care until payment is made in full. Once a family has been withdrawn for non payment of fees, there is no guarantee their space will remain available.

Alternate arrangements: For families that require alternate arrangements, a request must be put into

writing which will be taken to the appeals committee of the Board of Directors. Once negotiated, the payment plan will stand and the above process will be followed if payment is not made as arranged.

Camp: Kindergarten and School age camp is sold by the week. Payment for each week is due at registration, and may be paid by debit, cheque, (post-dated cheques are acceptable), Visa or Mastercard. Internal families may continue their direct withdrawal of fees from their bank account.

A service charge of \$35.00 will be charged for cheques returned NSF or for any other reason.

<b>FEES EFFECTIVE: JAN 2, 2018</b>		<u>Weekly</u>	<u>Daily (Part Time)</u>
<i>Toddler</i>		\$321.00	\$72.75 per day
<i>Preschool</i>		\$247.50	\$56.75 per day
<i>3<sup>rd</sup> Party Kindergarten</i>	<b>Before and after</b>	\$156.50	<b>NOT AVAILABLE</b>
	<b>After only</b>	\$116.50	
	<b>Summer Camp</b>	\$239.00	
	<b>Sumer Camp without lunch</b>	\$201.00	
<i>School Age</i>	<b>Before and after School</b>	\$127.75	\$28.50 per day
	<b>After School only</b>	\$98.00	\$23 per day
	<b>Lunch and After School</b>	\$130.25	\$29.25 per day
	<b>Before, Lunch and After School</b>	\$160.00	\$ 36.50 per day
	<b>Summer Camp</b>	\$227.50	<b>NOT AVAILABLE</b>

<b>Monthly FEES EFFECTIVE: Sept 1/19</b>			<b>2 DAYS</b>	<b>3 DAYS</b>
<i>Toddler</i>		\$1391.00		
<i>Preschool</i>		\$1072.50		
<i>3<sup>rd</sup> Party Kindergarten</i>	<b>Before and after</b>	\$678.25		
	<b>After only</b>	\$505.00		
	<b>Summer Camp PER WEEK</b>	\$239.00		
<i>School Age</i>	<b>Before and after School</b>	\$553.60	\$247.00	\$370.50
	<b>After School only</b>	\$424.75	\$199.35	\$299.00
	<b>Before, Lunch and After School</b>	\$715.00		
	<b>Summer Camp PER WEEK</b>	\$227.50		

