

PARENT GUIDE

Welcome to Village Green Child Care Centre. We hope this package will provide you with the basic information you require to understand the ins and outs of our Centre. Any questions you may have that have not been referenced here may be answered by either the Supervisor, a staff member or by one of the members of our Board of Directors.

ABOUT THE CENTRE:

VILLAGE GREEN CHILD CARE CENTRE is operated by Golf Road School Child Care Centre Inc. which was incorporated in September 1988, our first Centre is located at 730 Scarborough Golf Club Road and provides care for children 18 months to 12 years of age. We began to operate here at 275 Village Green Square in 2020, providing care for children from birth to kindergarten age. The hours of operation for both Centres is 7:00a.m. to 6:00p.m. week days with the Centres being closed on Statutory Holidays. We are also closed the week between December 25th and January 1st, as well as the 4 days following the Civic Holiday in August. **Note:** We close at 2:00p.m. before the Christmas Holidays.

If a child enrolled in the Child Care Centre is of school age, you may put your child on the waiting list for our school based centre located in Golf Road Junior Public School at 730 Scarborough Golf Club Road. The Centre itself has no geographical boundaries respecting registration, however, the Toronto District School Board has policies regarding out of area enrolment.

OUR MISSION:

The mission of Village Green Child Care Centre is to provide and promote licensed, non-profit, high quality, affordable, and accessible early learning and child care programs to meet the needs of children and families in Scarborough East and North.

OUR VISION AND VALUES:

Village Green Child Care Centre exists to provide a safe, developmentally, inclusive environment for infants, toddlers and preschool age children. Our focus is to provide a stimulating early learning and child care experience which promotes each child's social/emotional, physical and cognitive development. Our goal is to support and nurture the children's and our own natural desire to be life-long learners. We are committed to the families we serve, providing support and encouragement along the way.

PROGRAM STATEMENT:

Village Green Child Care Centre has developed this **Program Statement** as a living document with our staff. We have developed and implement our program using "How Does Learning Happen" Ontario's Pedagogy for the Early Years and "Early Learning for Every Child Today" as the framework to guide programming and pedagogy. This statement sets forth the information parents and guardians need to know and understand about the program at Village Green Child Care Centre.

Village Green Square Child Care Centre recognizes the **four** foundational conditions that are important for children to grow and flourish:

1.Belonging – a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

2.Well-Being – the importance of physical and mental health and wellness; incorporates capacities such as self-care, sense of health and self-regulation.

3.Engagement – a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged thus helping them to develop skills such as problem solving, creative thinking and innovating.

4.Expression – to be heard as well as to listen; through their bodies, words and use of material, children develop increasingly complex communication.

Village Green Child Care Centre respects individual differences in social, emotional, intellectual, physical and cultural backgrounds. We believe that each and every child deserves the very best environment supported by knowledgeable staff, support systems and community resources to achieve success regardless of ability, gender or cultural background.

Children are competent, capable, curious and rich in potential. Children must be given the opportunity to be competent, capable, and curious to reach their potential. Our staff will provide opportunities for children to serve themselves at meal times, give age-appropriate jobs/tasks, allow time for dressing, provide visual aids, provide personal space for belongings, ensure supplies such as soap and paper towel are accessible in the washroom and sink areas to promote self-help skills. Staff will provide assistance as needed while providing ample time for success. Play time will promote children's choices, independent play opportunities, activities will be open-ended, staff will support children by providing ample supplies, extending learning opportunities as well as bring the outdoors indoors to further support curiosity.

The health, safety, nutrition and well-being of the children is the responsibility of everyone at our Centre. Health starts when the child arrives in a healthy state to engage fully in the program and continues throughout the day as the staff ensure proper hand hygiene, regular cleaning of toys, equipment and furnishings. Children will be taught best practices around playing safe, use of indoor/outdoor equipment through role modeling and formal teaching. Children will be provided with low fat, low sugar, low sodium snacks and meals that follow the Canada Food Guide. Menus will be reviewed by a dietician and promote a variety of foods, opting for organic choices whenever possible. The children's well-being is very important and our staff will address individual and group needs throughout the day. Children will be provided with water throughout the day.

Our educators support positive and responsive interactions among the children, parents and staff by communicating effectively for an outcome which respects all individuals. Educators are trained to diffuse volatile situations between children by listening and repeating back to the child/ren the issue at hand and provide time for age appropriate child directed solutions under the guidance of the teacher. Consistent communication with parents provides for an exchange of knowledge to best understand the needs of the child both at home and at the child care centre. Educators will demonstrate positive interactions when interacting with each other and establish partnerships with parents.

Self-regulation in children is important for children to interact and communicate in a positive way with peers, siblings, parents and teachers. Our educators will provide group experiences that encourage the children to interact with each other with adult support and role modelling. Educators will assist children during a conflict through role playing, case study and reflection on previous outcomes. Children will be given opportunity to problem solve independently. Strategies will be developed such as the use of a calming toy, reading a book and/or listening to music to help with self-regulation when needed.

Fostering the children's exploration, play and inquiry will be achieved through many opportunities of cause and effect experiences, offering open-ended activities and assisting children in further exploration. Children will be provided with the time and space to plan and implement their ideas and projects. Children will be provided with a wide assortment of developmentally appropriate activities and materials to encourage learning experiences.

Child initiated and adult-supported experiences will be developed through on-going observations and documentation by the educators. Activities will be planned to continue engagement and to foster further skill development. Materials will be provided without expectations. Open-ended questions will be asked so the educator can follow the child's lead.

Educators will create positive learning environments and experiences in which each child's learning and development will be supported through sign language for infants, visuals, bias free materials, picture documentation for revisiting experiences, ensuring age-appropriate expectations, responding to each child's sleeping and eating needs and responding quickly to a child in distress.

Each program will provide the following: **indoor and outdoor play, active play, rest and quiet time.** Daily schedules will be posted in each playroom and re-visited at least seasonally. The duration of outdoor play will be at least 2 hours a day, weather permitting. Individual needs of the children will be met whenever possible, especially children with asthma or life-threatening allergies. Indoor gross motor activities will be provided during inclement weather.

Engagement and on-going communication with parents about the program and their children will be provided daily through a room communication book, verbal discussions, as well as the HiMama app. Parents will be provided with on-going information regarding program changes, special events, and Board of Directors updates as they arise. Please let us know if you would prefer communication in another form to best suit your needs.

Village Green Child Care Centre will **involve local community partners and allow those partners to support the children, their families and educators.** Local community partners may include the City of Toronto Children's Services, Aisling Discoveries, Food Banks, Children's Aid Societies, Toronto Public Library, Fire Department, Police Department and local businesses. Educators will share this information with parents.

Support for educators who interact with the children at the Centre in relation to continuous professional learning is provided through time allowed away from the Centre to attend workshops, Centre sponsored certification in First Aid/CPR Level C, participation in the College of Early Childhood Educators self-assessment and goal setting. Staff meetings are held to offer a forum where staff communicate and share professional ideas with peers.

Documentation and review regarding strategies set out in the program goals on the children and their families will be assessed through discussions at the Board of Directors level and at the staff level regarding children's successes, program improvements, balancing parental needs with Centre policies to better improve developmental outcomes and parental satisfaction.

PROHIBITED PRACTICES

Prohibited practices

48. No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (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 or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine 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; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will. O. Reg. 126/16, s. 34.

We have at our Centre many children, all with varying development needs. Wherever a child is exhibiting difficulty within the program the staff will report to the Supervisor who will request to meet with the parents and staff to discuss how best to serve the child. When physical guidance is unavoidable, such as a child running towards traffic, a child who is causing harm to himself or others, etc., the staff will document the incident, sign the document and submit it to the Supervisor.

A meeting will be held with the parents to inform them of the incident, at which time the parents will sign the document and discussion will take place regarding the guidance issues for the child. Occasionally an outside agency may be requested to assist in setting appropriate goals and to provide tools in which to help the child achieve those goals within the program.

Village Green Child Care Centre believes that behaviour guidance must be exercised in such a way that the rights of a child are respected and that the child's self-esteem is enhanced. The building blocks of co-operation between adults and children are:

- 1) Respect for the child
- 2) An atmosphere of trust and total acceptance
- 3) Stimulating and age appropriate programming
- 4) Age appropriate expectations, encouragement and praise

In order to achieve these goals the following methods will be used:

- Redirection: guiding a child into acceptable options when engaged in an unacceptable activity
- Logical and natural consequences: endeavour to make children aware of results of their actions
- Limit setting: boundaries are developed by the teacher for the children as a group and for individual children according to each situation
- Modelling: demonstration of appropriate ways of interacting
- Providing Choices: appropriate choices are offered and children are encouraged to make decisions for themselves
- Anticipating Trouble: planning and preparing the environment
- Ignoring: some inappropriate behaviour can be ignored with more emphasis given to appropriate behaviour
- Positive Reinforcement/Incentive Programs: use of encouragement and/or use of incentives for appropriate behaviour as a teaching method

Self-regulation: requires a child to develop the ability to manage his emotions and control bodily functions as well as maintain focus and attention (Gillespie & Seibel, 2006). Children develop at different rates in all of the developmental domains and this is true for self-regulation also. Since self-regulation is a complex process that allows children to control their attention, thoughts, emotions and behaviors, it warrants intentional planning on the part of the teacher (Bodrova & Leong, 2007).

Self-regulation is not a skill that develops in isolation. Physical behaviors are the first behaviors children are able to self-regulate, such as thumb sucking in infancy. Toddler behaviors might include intentional coordination of walking and reaching to obtain a wanted toy. Emotional behaviors, such as spontaneous sharing. The child will sit with a staff member while the child is given time to think about their actions. When the child plays with a peer, come later.

Emotional self-regulation includes children gradually learning how to manage their emotions, which leads to children interacting with their peers and adults more effectively when they are upset, frustrated or embarrassed (Kolestelnik, Whirren, Soderman & Gregory, 2009).

Behavioral self-regulation includes the ability to inhibit one's actions and remembering and following rules (Blair, 2009). This form of self-regulation takes practice and repeated learning opportunities before children demonstrate self-regulation over their behavior.

The most complex, and last to develop, form of self-regulation is cognitive self-regulation. Cognitive self-regulation appears in four year old children as they develop their ability to plan (e.g., what they are going to do in learning centers) and utilize proper responses (e.g., listening when a story is read). Children develop and learn different strategies based on

different emotions. Individual differences, including temperament, and the ability to control reactions are important in understanding self-regulation.

We reserve the right to decide whether our program is benefiting the child after all possible avenues have been researched and tried. We are committed to providing for all children the best possible program within our means, however; we may find on occasion that we cannot, and will do our best to assist the family in finding the best alternate care available. Please refer to our Withdrawal Policy.

ANTI-RACISM

We have developed an anti-racism policy which is reviewed by all staff upon hiring and annually thereafter. Please find our policy on the parent information board, it is there for your assurance that any issues will be handled in a sensitive and effective manner.

SERIOUS OCCURRENCE NOTIFICATION FORM:

The safety and well-being of the children in our licensed child care program is the highest priority. As an operator of a licensed child care centre we work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

Effective November 1, 2011, the Ontario government introduced a new policy that requires licensed child care centres to post information about serious occurrences that happen at the Centre. To support increased transparency and access to information, a "Serious Occurrence Notification Form" will be posted beside our license for 10 business days following an occurrence.

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

STAFFING:

Each playroom is staffed with one or more Registered Early Childhood Educator or one Registered Early Childhood Educator and an assistant. A registered early childhood educator (RECE) is a member of the College of Early Childhood Educators. RECE's are trained, qualified and accountable. Our full time assistants are in-training, completing their studies part time. Staff photographs and playroom designation are posted in the main hallway of the childcare so you may easily identify anyone you may wish to speak to. The majority of our staff work a 7 hour day and are available for parent interviews/discussions by appointment.

ACCESS AND EQUITY:

Village Green Child Care Centre gives first priority to children whose parents reside and/or work in the Village Green Square community when there are vacancies, on a first come, first served basis. No family will be discriminated against on the basis of race, language, culture, sex or sexual orientation. The Centre provides care for families of children with diverse needs, diverse cultural backgrounds and religions. If you wish to celebrate certain traditions, we will be happy to do our best to incorporate these into the program.

WAIT LIST:

Children will be placed on the wait list on a first come first serve basis.

When a space becomes available, the Supervisor or designate will begin at the beginning of the list for the program which has a space, and call the parent. The calls will be placed in order until the space is filled. The following are exceptions to the rule:

- The child resides in the Village Green Square community
- Parent/guardian works in the Village Green Square community
- A sibling of a child already in care

- A child returning after a parental Maternity leave
- A child who is referred by an Agency (i.e. CAS, City of Toronto, Aisling, etc.)

Section 75.1 Ontario Regulation 137/15

Effective September 1, 2016, licensed child care centres are not permitted to charge fees in order to place a child on a wait list.

Communicating With Parents:

The status of a child will be communicated with a parent in the following way:

- Parents will be told how many children are waiting ahead of their child
- Names of children and/or parents on the wait list **WILL NOT** be disclosed
- It will be communicated to parents that they will be notified when a space becomes available

STUDENTS/VOLUNTEERS:

You may from time to time, encounter students from a community college who are at varying stages of their Early Childhood Education studies or volunteers. The Centre welcomes these students and volunteers and encourages continued education in the child care field. Students and volunteers are never left alone with the children. Students and volunteers follow the directions of our staff and must adhere to all of our policies and procedures at all times.

BOARD OF DIRECTORS:

Village Green Child Care Centre is a not-for-profit organization. The Centre is operated by a “**Parent Board**” made up of parents who have children enrolled at both of our sites as well as community members. The Board has several executive positions (with corresponding responsibilities) that are held on a voluntary basis and are elected annually.

These positions are President, Vice President, Secretary and Treasurer. Names and positions, Board contact information is found on the bulletin board in the main hallway of the Centre. If you are interested in attending monthly meetings or becoming a member of the Board, please let the Supervisor know. Each family is entitled to one vote and the Annual Meeting is held in April of each year.

MEETING REQUIREMENTS:

During the course of the licensing term, we are visited by a Program Advisor from the Ministry of Education’s Early Years Division and undergo a thorough inspection in order to continue our operating license and funding. Our standards are governed by the Child Care Early Years Act, 2014, the City of Toronto’s Early Learning and Care Assessment for Quality Improvement document as well as our own high standards as parents. All reports that result from these inspections are shared with the Board of Directors and are on display for your information in the Supervisor’s area.

PERSONAL BELONGINGS:

Your child’s personal area consists of a hook for outdoor clothing, a basket for personal items and an additional hook for a backpack for extra clothes. This area is identified with a photograph and name tag. It is important that all notices, artwork, crafts and soiled clothing are removed every evening so that we may maximize our space. All children are required to have a seasonal change of clothing in case of accidents, etc.. Please ensure that belongings are labeled so we may prevent loss and upsets. In order to provide a healthy environment we expect children to participate in outdoor activities daily. Please ensure your child/ren are dressed comfortably and appropriately for physical play.

The Centre is not responsible for lost or stolen items.

ARRIVAL AND DEPARTURE:

SAFETY IS IMPORTANT ... It is **YOUR** responsibility to ensure your child has been transferred to the care of a staff member. Do not leave your child alone to find their own way into the Centre.

Children may only be collected from the Centre by persons specified on the child's registration form. These designated people must be able to show identification, be over the age of 16 and demonstrate the ability to care for the child.

NUTRITION:

At the Centre, we enjoy catered food provided by Yummy Catering. Parents who wish to provide food for their child will ensure it is in labelled containers (with the child's name) and provide directions for storage. Breast milk must be in labelled bottles with the child's name. If your child has a special diet or allergy, or develops an allergy, you must report this to our Supervisor who will make special arrangements to accommodate your child's dietary needs. Alternate food is provided in labelled containers with the child's name by the catering company.

Weekly menus are posted on the parent information board for your information. Menus are planned in accordance with the Canada Food Guide and are free of trans-fats and low in sugar.

SLEEPTIME:

Policy

Placement of Children for Sleep

- Children under 12 months of age will be placed in individual cribs/cradles for sleep.
- Children between 12-18 months of age, who receive child care for six hours or more, will be placed in individual cribs/cradles or cots for sleep in accordance with any written instructions from the child's parent.
- Children who are 18 months of age or older but younger than 30 months, who receive child care for six hours or more, will be placed in individual cots for sleep.
- Children 30 months or older but younger than six years old, who receive child care for six hours or more, will be placed on a cot unless otherwise approved by a director.
- Children 24 months or older but younger than five years old and in a licensed family age group, who receive child care for six hours or more, will be placed in a cot unless otherwise approved by a director.
- All children who are younger than 12 months of age will be placed on their backs to sleep, unless other instructions are provided in writing by the child's physician. Parents of these children will be advised of the centre's obligation to place their child(ren) to sleep on their backs, as set out in the "Joint Statement on Safe Sleep: Preventing Sudden Deaths in Canada".

Consultation with Parents

- All parents of children who regularly sleep at the child care centre will be advised of the centre's policies and procedures regarding sleep at the time of their child's enrolment and/or any time the policies and procedures are revised, as applicable.
- The Supervisor or designate will consult with parents about their child's sleeping arrangements at the time of enrolment and at any other appropriate time (e.g. when a child transitions to a new program or room, or at the parent's request).
- Significant changes in a child's sleeping patterns or behaviours will be communicated to parents. Any significant changes in sleeping patterns or behaviours will result in adjustments being made to the child's supervision during sleep time, where appropriate, based on consultation with the child's parent.

Direct Visual Checks

- Direct visual checks will be performed every 30 minutes once sleep time commences
- Direct visual checks will be conducted by staff on duty physically present beside the child to make close observations.
- Documentation will indicate Documentation will indicate distress or unusual behaviours that may include changes in skin colour, changes in breathing, signs of overheating, and other signs of harm and injury.

WE ARE AN ALLERGY SAFE ENVIRONMENT:

Our staff are trained to recognize and react to allergy symptoms including an Anaphylactic reaction. We ask that parents/children do not bring in any food items that are listed on the Centre Info board in the front hall to reduce the risk of an allergic reaction occurring at the Centre. Anyone eating peanut butter or tree nuts are asked to wash their hands thoroughly before arriving at the child care centre.

BIRTHDAYS will be celebrated as important milestones for the children in a way that is equitable for all. We will provide an age appropriate “special snack” for all birthdays. Please do not provide any birthday treats, cupcakes, loot bags, etc..

PROGRAMMING:

Our staff follow the play based model of *Early Learning for Every Child Today* (ELECT) and the document “How Does Learning Happen” Ontario’s Pedagogy for the Early Years.

During our first years of life, the brain develops at an astounding rate. Scientists now know this process is not just genetic but is dramatically influenced by our early experiences with people and our surroundings.

National Scientific Council on the Developing Child, n.d

Program plans are posted weekly for each room. Plans are developed through observation, documentation, children’s interests and abilities. The plans outline the activities that will be offered to the children throughout the day with changes made being documented. Please read weekly and feel free to discuss with the staff how you can enhance the programming at home. The staff value parent input and welcome articles from home which support the learning goals.

There are many activities, toys and opportunities for exploration during your child’s day, we therefore, ask that you try to minimize toys being brought from home. Toys from home become a distraction and lead to upsets when lost or broken.

The children will enjoy indoor gross motor play in the assigned hallways during inclement weather (e.g. UV index 3 or more, wind chill - 20°)

From time to time, an off site activity may be planned such as a field trip to a near by farm, park or zoo to enhanced the program. These trips will be planned well in advance, the trip will be chosen for its suitability for all in the group, staff will visit the site prior to the visit and parents will sign a permission form at least 2 weeks prior to the outing. Parents who wish to accompany their child on the trip must have a valid clear Vulnerable Sector Police Reference Check prior to the outing.

SMOKE FREE ONTARIO ACT:

Smoking (including E cigarettes, vaping, and medical marijuana) is strictly prohibited by law anywhere on the child care property, both inside and outside the building within 9 metres of the building. This legislation applies to all staff, students, parents, volunteers and community members who may be using the site.

HEALTH/HYGIENE:

Since this is a complex issue it is essential that both the Centre and Parents recognize the following factors when determining if a child should stay home:

- The ability of a child to cope with a full day at the Centre;
- The need to protect all children from contagious diseases;
- The need for guidance for parents to assist them in deciding when a child is “not quite well”;
- The responsibility and commitments of parents who work full time;
- Therefore, follow the Communicable Diseases Chart attached to the Parent Guide for your convenience. A copy is posted in the hallway for reference.

Children who develop ill symptoms during the day will be isolated until the child is picked up to minimize the risk to others.

Failure to provide basic medical care for your child is neglect. This failure to provide medical treatment is cause for the Centre to contact Children’s Aid in order to obtain the necessary care for child needs. Also it is considered neglect not to pick your child up when called by the Centre to do so due to illness. Any and all measures must be taken to ensure that the child is cared for, and it is not the Centre’s responsibility or ability to administer to one child due to illness.

The following are some more common reasons why a child will be excluded from the program:

- Vomiting
- Diarrhea
- Pink Eye
- Ringworm
- Fever

In the event of an outbreak, the Centre will follow the directions of Toronto Public Health and notify the parents as soon as possible.

Please find our Operational Guidance for COVID-19 on our website at www.villagegreencccc.com, it is updated as new information is provided from the Ministry of Education, Early Years Division and Toronto Public Health.

ACCIDENTS AND MEDICATION:

If an accident occurs and the child needs immediate medical attention, the parent(s) will be contacted as soon as possible and will be directed to meet the child and staff member at Scarborough General Hospital (or which hospital the ambulance is directed to) if the accident warrants. No child will be transported in an employee of Village Green Child Care Centre’s personal vehicle. If immediate action is not necessary, you will pick up your child from the Centre and arrange for medical attention yourself.

Most accidents will require basic first aid: ice pack, area washed with soap and water, bandage applied, child watched for additional symptoms. Parents will be notified according to the severity of the incident at the appropriate time (i.e. a child who is starting to walk fell and bumped lip on table leg and was able to be consoled in a timely manner will warrant letting the parent know at the end of the day vs. a child has fallen in the playground and bumped lip causing it to have painful swelling and the child is unable to return to play - parent to be notified immediately)

Parents will be provided with a copy (either by photocopy or electronically) of any accident form completed and a copy will be kept on file in the child’s file.

The staff can only administer prescriptions to a child if authorized by the parent and the medication consent form is signed with the noted prescription number, name of prescription, amount of dosage and time of dosage.

If your child is prescribed an over the counter medication, it must be accompanied with the Doctors note which sets out

the reason for administering the medication, the dosage and time(s) (i.e. every four hours), If a child has an allergy, the Centre must be informed upon registration. Details should be written on the admission form. In the event that a child may have a known allergy which can cause **anaphylactic shock**, the Centre must have on site epinephrine prescribed for the child, Dr'.s instructions and the Supervisor must be trained by the parent in the administering procedure. The parent will complete An Emergency Response Plan for the child which will include known allergens, signs to look for, emergency numbers, etc.. This information will be with the child at all times.

Parents will be provided with a copy (either by photocopy or electronically) of any accident form completed and a copy will be kept on file in the child's file.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES:

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

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).

Staff: Individual employed by the licensee (e.g. program room staff).

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

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

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

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

Procedures

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Staff and/or Licensee in responding to issue/concern: |
|--|--|--|
| Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc. | Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly or <ul style="list-style-type: none"> - the supervisor or licensee. | <ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 3 business days. Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. |
| General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc. | Raise the issue or concern to <ul style="list-style-type: none"> - the supervisor or licensee. | |
| Staff-, Duty parent-, Supervisor-, and/or Licensee-Related | Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or <ul style="list-style-type: none"> - the supervisor or licensee. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. | Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern. |
| Student- / Volunteer-Related | Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the supervisor and/or licensee. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. | |

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Biljana Volkanoska, Board President at bvolkanoska@yahoo.ca.

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 Child Care Quality Assurance and Licensing Branch.

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

Contacts:

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

City of Toronto Children's Services: Susan Gifford Susan.Gifford@toronto.ca

College of Early Childhood Educators: www.college-ece.ca

Children's Aid Society: 416 924-4646

Catholic Children's Aid Society: 416 395-1500

Jewish Children's Aid Society: 416 638-7800

BITING:

From time to time a child will bite another child. The protocol for dealing with a biting incident at the Centre is as follows:

- Both children will receive first aid
 - o Biter will rinse out his/her mouth with water
 - o Bitten child will have wound area washed with soap and water and a bandage applied if required
 - o Parents of both children will be notified upon arrival at the end of the day

It is left up to the discretion of the parent to seek medical attention.

ADMISSION/WITHDRAWAL:

The admission process includes a verbal request to be placed on our wait list, a site visit with the Supervisor and child/ren, a placement date given, forms to be reviewed with the Supervisor and completed by parent or guardian which must include current immunization information or waiver. We request that all forms, policies and procedures are read, understood and signed that you acknowledge their contents before the child's start date.

Parents/Guardians must provide the Centre with a minimum of a 2 week notice when leaving our child care centre. Parents should also notify the City of Toronto in the event that you have a subsidy agreement. From time to time there arises a situation where the Centre may not be able to meet the needs of a family or child and therefore; we have developed a Withdrawal Policy to clearly define the parameters regarding a withdrawal requested by the Centre.

GRADUATING FROM A PROGRAM:**Infant to Toddler**

When your child is ready to move up to the next age group there is not always a space at the required time. Any child/ren who will not be accommodated will be given a four week notice and all possible avenues to assist the family will be taken.

Toddler to Pre-School

When your child is ready to move up to the next age group there is not always a space at the required time. Any child/ren who will not be accommodated will be given a four week notice and all possible avenues to assist the family will be taken.

PARKING

For your convenience, there is a drop off lane located at the south side of the building for use during drop off and pick up times. Please use street parking or indoor visitor parking if you are coming to the Centre for a longer period of time (e.g. staff/parent interview).

ENROLMENT PACKAGE

Your enrolment package includes: Registration Form,
Personal Profile Questionnaire,
Immunization Form,
Photo/Video Consent Form
Parent Guide/Fee Information
Code of Conduct Policy
Withdrawal policy
Pre-Authorized Debit Plan Agreement
HiMama Info and Agreement
and other relevant information pertaining to infant care

SUGGESTION BOX:

We have available for your use, a suggestion box. We encourage you to use this venue to express your ideas, concerns or needs. The Board of Directors will read and respond to any note left in this box during regular monthly Board of Directors meetings.

EMERGENCY MANAGEMENT POLICY AND EVACUATION SITE:

Village Green Child Care Centre has in place an Emergency Management Policy and procedures to assist the staff in dealing with emergency situations calmly, effectively and to ensure communication during and after an emergency situation. In the event that there is an emergency which requires the Centre to evacuate, our alternate site will be 151 Village Green Square (Ventus At Metrogate) Party Room. All parents will be notified ASAP of the evacuation and re-location site via HiMama/email or phone. Children will need to be picked up as soon as possible.

CAS REPORTING:

As child care professionals, we are legally bound by Section 43 of the Human Rights Code to report any suspicions of child abuse. The staff have been trained to deal with any reporting in a professional, discreet, respectful and non-judgemental manner.

CODE OF CONDUCT POLICIES:

The Centre has developed a Code of Conduct/Ethics policy to address the Board of Directors, Staff, Students, Volunteers, Parents and Children to ensure that Village Green Child Care Centre provides a safe,

ethical, mutually respectful environment for everyone while either working, volunteering or attending our program. Every Board Member, Staff, Student, Volunteer and Parent will sign a code of conduct policy.

FEES:

A registration fee of \$25.00 per family is required upon enrolment. Child care fees are payable at the beginning of each month. If you require to make more frequent payments, please see our Supervisor.

Fees are to be paid by pre-authorized payment plan. Cash is discouraged. Receipts are given immediately for cash payments while yearly receipts for income tax purposes will be issued by February 28th of the following year. There will be a service charge of \$35.00 plus delinquent charges applied to your account for payments returned NSF. All cheques are to be made to "Village Green Child Care Centre".

To calculate your monthly fee, simply multiply the \$/day by the number of business days in the month including statutory holidays. There is no reduction of fees for sick days or vacation days. On the very rare occasion that the Centre must be closed due to inclement weather or other unforeseen instance, the daily charge will apply unless otherwise informed.

A delinquent fee of \$2.00 per day for all late payments will be applied to outstanding balances at the end of each month. Payment of fees is the responsibility of the parent/guardian. Children will be withdrawn from the program when outstanding fees exceed a 2 month period. Parents are responsible for arranging to pay off any debt through a payment plan with the Centre. Any accounts not paid in full or missed payment on a payment plan will be referred to a collection agency.

An overtime charge of \$3.00 per minute after 6:00p.m. will be due upon your arrival and payable to the staff member in charge if your child remains at the Centre past closing time. The Centre reserves the right to revoke your child's enrolment if your child is left past 6:00p.m. more than 3 times. If a child is left at the Centre past 7:00p.m. without any contact from parent or emergency contact people, the staff member in charge has been instructed to contact a Children's Aid Society.

2020 and 2021 Fees and Hours of Operation

Infant (Birth to 18 months) \$80.00 per day

7:00am to 6:00pm Monday to Friday

Toddler (18 months to 30 months) \$61.50 per day

7:00am to 6:00pm Monday to Friday

Pre-School (30 months to 44 months) \$43.50 per day

7:00am to 6:00pm Monday to Friday

Paid Days of Closure:

Statutory Holidays: New Years Day
Family Day
Good Friday
Canada Day
Civic Holiday
Labour Day
Thanksgiving Monday
Christmas Day
Boxing Day

Unpaid Days of Closure: 4 Days Following the Civic Monday
3 Days Between December 25th and
January 1st

CITY OF TORONTO CHILDREN'S SERVICES

As part of our program we have a "**Purchase of Service Agreement**" from the City of Toronto Children's Services, which enables us to enroll subsidized families when we have the required space available. The Centre is inspected by the City of Toronto on an unannounced visit annually and the results of this visit can be found on the City of Toronto Children's Services website or by asking our Supervisor to view the full report. You can apply for a fee subsidy, review the Assessment for Quality Improvement score at www.toronto.ca/children (Licensed Child Care)

On behalf of the Board of Directors and all of our dedicated professionals,

We would like to extend a very warm welcome to you and your family and hope that your experience at Village Green Child Care Centre meets all of your expectations,

This Parent Guide can be found on our website: www.villagegreennccc.com