

WELCOME TO DEARHAM WOOD DAYCARE

Welcome to Dearham Wood Daycare (DWDC). We are a non-profit, community-based corporation. Our corporation is governed by a Board of Directors made up of volunteer parents and community partners. Overall direction and operations are the joint responsibility of the Board and Management Team.

Our program runs all year, and hours of operation are 7am – 6pm. We offer a full time Preschool Program, and Before and Aftercare Kindergarten and School Age programs with full-time and part-time options.

The parent handbook outlines important information of what you need to know while your child is in our care. We look forward to getting to know you and your child(ren) and to embarking on a partnership that supports you to be informed, consulted and involved in your child’s DWDC experience.

Please Note: Due to the current COVID-19 some Policies and Procedures have been revised to include enhanced guidelines and/or alternative requirements to meet Toronto Public Health and City of Toronto Requirements. Refer to Appendix #1: DWDC COVID-19 POLICIES AND PROCEDURES. Where there are differences between the DWDC Parent Handbook and DWDC COVID-19 Policies and Procedures, the DWDC COVID-19 Policies and Procedures document will take precedence.

Table of Contents

Program Mission and Program Philosophy _____	Pg. 2
Program Statement and Objectives _____	Pg. 3
General Program Information _____	Pg. 7
Operational Policies _____	Pg. 8
Health and Safety Policies _____	Pg. 11
Behavior Management Policies _____	Pg. 17
Parent Issues and Concerns _____	Pg. 18
Supervision of Students/Volunteers _____	Pg. 20

PROGRAM MISSION

Dearham Wood Daycare is committed to providing high quality Early Childhood programs that cultivates authentic, nurturing relationships and connections to create a sense of well-being, belonging and expression among and between children, adults and the world around them.

Our program will foster holistic development by engaging children in active, creative, and meaningful exploration, play and inquiry.

Children will be guided by skilled Registered Early Childhood Educators (RECEs) and Early Childhood Assistants (ECAs) who will plan and implement age appropriate and developmentally appropriate experiences in an inclusive, supportive and non-discriminatory environment.

On-going partnerships between Dearham Wood Daycare, Ministry of Education, City of Toronto Children's Services, Toronto District School Board, Toronto Public Health and Families of DWDC will ensure best practices focusing on the interests and individual needs of the children in our care.

DWDC is committed to providing an inclusive environment that is free from discrimination, harassment and violence.

PROGRAM PHILOSOPHY

Dearham Wood Daycare believes that every child is unique and should be supported based on individual needs.

Staff prioritize authentic relationships and understand the need to work collaboratively with families to be respectful of family structure, culture and values.

We believe that successful programs are a reflection of the team. Both the Management Team and Centre staff are committed to on-going professional development that includes Early Learning and Child Development trainings, networking, and self-reflection.

PROGRAM STATEMENT AND OBJECTIVES

Dearham Wood Daycare is a non-profit school-based childcare centre servicing the Guildwood community and surrounding areas. We recognize each child as an individual. Our goal is to work collaboratively with Parents/Guardians and to strengthen family life through the provision of a reliable, enriching environment and programming experiences that facilitate the growth and development of every child. We do this through encouragement, stimulation, and diversified imaginative experiences. The focus of our childcare centre is to provide an enriched program that is accessible and equitable to all families and enables each child to develop in a caring atmosphere with the understanding that children are competent and curious individuals, rich in potential and capable of complex thinking. Each child will have the opportunity to grow emotionally, socially, intellectually, creatively and physically. Activities are planned based on children's interest and implemented to support development. An emergent curriculum-based model ensures new skills are acquired at each child's own pace.

This philosophy, the foundations of the question "How Does Learning Happen?", and the six guiding principles of ELECT set the objectives of our program.

Objective #1: Promote the Health, Safety, Nutrition and Well-Being of the Children.

- Daily, weekly and/or monthly safety checklists are completed for each program room and playground. Logs are kept for tracking the appropriate cleaning of toys and materials. All disinfecting procedures are aligned with Toronto Public Health requirements.
- Staff ensure maximum supervision and set clear limits, boundaries and expectations to ensure children are able to explore and play safely.
- Monthly fire drills are conducted to ensure children and staff follow correct procedures in case of emergency. Dearham Wood Daycare also participates in all TDSB required drills (fire and lock down).
- DWDC uses Yummy Catering to ensure children are provided with a hot lunch (preschool only) and 2 snacks (all programs) daily. Yummy Catering supports all dietary restrictions and allergies. Dearham Wood Daycare keeps cereals, nutri-bars and extra fruits and veggies on site. Children have access to clean drinking water at all times.

Objective #2: Support Positive and Responsive Interactions with Adults and Children.

- Staff model positive interactions by being responsive to children and adults, giving attention to, modelling appropriate body language and voice tone, maintaining eye contact and getting down to children's level.
- Staff will make time to communicate with families as needed using a variety of tools (email, in centre postings, Seesaw updates and website)

Objective #3: Encourage Children to Interact and Communicate Positively While Supporting Self-Regulation.

Staff model and support children in labelling, identifying and acknowledging feelings and emotions in themselves and others. Staff will ensure children have adequate space and tools needed to self-regulate within a flexible environment.

Objective #4: Foster Children's Exploration, Play and Inquiry.

- Staff foster children’s growth by planning and implementing open-ended opportunities and activities for children to explore freely. A variety of materials will be incorporated in all programming experiences including natural and realistic materials.
- Staff plan and implement learning experiences based on children’s interest and emerging skills to ensure experiences are age and developmentally appropriate.
- All program areas are open during programming time to ensure that children have a variety of experiences.

Objective #5: Create Positive Learning Physical Environments

- Staff ensure playroom physical environments include pictures of the children, their families, pedagogical documentation and learning stories. This fosters a sense of belonging and support their social/emotional development.
- Furniture, structures and play materials are age and developmentally appropriate ensuring children can explore independently and safely.

Objective #6: Child Initiated and Adult Supported Play

Staff are active play partners for children during play. Participating in the learning experiences, following the lead of the children and responding with open ended questions allows children to build self-confidence and make discoveries independently.

Objective #7: Incorporate Indoor and Outdoor Play, Gross Motor Play, Rest and Quiet Time into the Day.

- Children and staff will spend up to two hours/day outside participating in and exploring their environment.
- Opportunities for physical gross motor experiences are planned daily and implemented both indoors and outdoors.
- A rest period of 2 hours is integrated in the Preschool Program routine daily. Children are able to nap during this time or engage in quiet activities (depending on the needs of the child).
- Kindergarten and School Age children will be provided space and time to engage in quiet activities during full day programs as needed.

Objective #7: Well Planned Routines and Transitions

All programs have developed individual room schedules that support their needs. Routines allow for smooth transitions. Staff make every effort to ensure daily routines and transitions are consistent with minimal interruptions.

Objective #8: Fostering Family Engagement

- Family engagement begins with ensuring parents/guardians are well informed about their children’s development (progress and challenges), program updates, centre updates and special events. Staff share information with families in a variety of ways including verbal communication at pick up and drop off times, parent boards, daily logs, locker notices, email communication and SeeSaw app.
- Families are encouraged to share updated information about children’s health, well-being and experiences.
- We encourage all families to join in on programming. Families are invited to come in and complete activities with the group, read a story etc.

Objective #9: Incorporating Community Engagement

Staff utilise a variety of community resources in their planned programming. Staff plan for special guests, workshops and other opportunities that will enhance the children’s experience within their community.

Objective #10: Continued Professional Learning for Staff

Staff are expected to attend at least one workshop of their choice throughout the fiscal year. The Supervisor will determine if the program or the staff needs additional training to foster their professional learning and allow for staff to attend workshops, conferences and training when needed. Staff portfolios will be monitored by the daycare Management Team quarterly to ensure continuous learning is happening.

Objective #11: Assessing Program Goals and Objectives

Management team and front-line staff actively participate in ongoing assessments of our environment, programming and professional goals to ensure program objectives are met.

- On-going two-way communication with parents;
- Pedagogical Documentation;
- Observations and reflections;
- Weekly room meetings
- Monthly team discussions and reflections;
- Annual environmental reviews and observations;
- Annual parent surveys & annual work environment surveys;
- Staff performance reviews with goal setting;
- Staff and team meetings that focus on professional development and support.

DEARHAM WOOD DAYCARE TEAM

Board of Directors

We are a non-profit organization run by a Board of Directors. The Board is made up of Volunteers elected from the Parent/Guardian body. Their term is a minimum of two years. They are responsible for overseeing the smooth operations of the centre.

2020 Board of Directors Contact Information:

PRESIDENT	Lucy Veale
VICE-PRESIDENT	Jennifer Kirby
TREASURER	Colleen Van Dyk
PERSONNEL	Jessica Mitchell-Williams
SECRETARY	Laura Thornes

Management Team

DWDC Management team is comprised of a Centre Supervisor and Assistant Supervisor. The Supervisor works collaboratively with the Board of Directors to ensure the smooth operation of the centre.

The Supervisor and Assistant Supervisor work collaboratively to ensure successful running of day to day operations, all Ministry, City of Toronto and Public Health compliance, staffing and financial management.

Both the Supervisor and Assistant Supervisor are Registered Early Childhood Educators. The Supervisor of Dearham Wood Daycare holds Director Approval from the Ministry of Education.

Contact Information:

SUPERVISOR	Nafeeza Ali	Dearhamwood.office@bellnet.ca
ASSISTANT SUPERVISOR	Christina Nauth	dearhamwood@bellnet.ca

Front-Line Staff

Preschool, Kindergarten and School Age programs are led by Registered Early Childhood Educators (RECEs) and supported by Early Childhood Assistants (ECAs). These teams work collaboratively to ensure programs are run efficiently. Team responsibilities include but are not limited to:

- Developing, implementing and adapting the planned children's programs,
- Supporting the children's learning and development through positive interactions and strategies in line with the DWDC Program Statement and Objectives,
- Ensuring the health, safety and well-being of the children in their care in partnership with parents

All Centre Staff are required to complete the following before beginning employment at DWDC:

1. Valid Standard First Aid and CPR C training
2. Updated Police Reference Checks with Vulnerable Sector Screening
3. Up to date health/immunization records
4. Review and sign off all centre policies and procedures including but not limited too: Anaphylactic Policy, Behavior Management Policy, Prohibited Practices Policy.

GENERAL INFORMATION

Hours of Operation

The Centre will be open from 7am – 6pm Monday to Friday, **except** for the following statutory holidays.

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

Early Closure Days: December 24th @ 3:00pm & December 31st @ 3:00pm

If a holiday falls on a weekend, it will be observed either the preceding Friday or following Monday.

Dearham Wood Daycare reserves the right to close on additional days during TDSB Winter Break. Official Winter Break schedules will be provided to families during the first week of November.

There is no reduction in fees for any of the above holidays, early closure days or additional TDSB closure days.

Program Options

Preschool (2.5yrs to 4yrs)

This program runs full time, 5 days a week. Operating hours for this program are 7am – 6pm.

Kindergarten (4yrs – 6yrs)

Before and After Care services to support the Full Day Kindergarten program and a seamless day. Operating hours for this program are 7am – 8:45am and 3:15pm – 6pm. Program runs from September 1st – June 30th.

School Age (6yrs – 12yrs)

Before and After Care services for school aged children. Operating hours for this program are 7am – 8:45am and 3:15pm – 6pm. Program runs from September 1st – June 30th.

Priority will be given to children that attend Poplar Road Junior Public School for both Before and After care as well as non-instructional weekdays. If spaces allow, enrollment will open to outside families on a first come first serve basis as per our Waitlist Policy.

Non-instructional Days (PA Days, Winter Break, March Break)

- Dearham Wood Daycare also provides care on all non-instructional weekdays including PA Days, March Break and Winter Break (as outlined in hours of operation). The operating hours for these days are 7am – 6pm. Fees are subject to increase for these days. Please refer to attached Fee Schedule.
- DWDC will accept children who are not enrolled in regular programming based on space availability. Priority will be given to siblings, then Poplar Road Junior Public School families then outside families.
- Non-instructional days include any TDSB strike days (extra cost).

Summer Program (July and August)

All programs run a weekly Summer Camp program with the operating hours of 7am – 6pm. Children enrolled in DWDC Programs during the preceding School Year will be given priority to Summer Program spaces. Families are permitted to take a maximum 4 weeks vacation (unpaid) during the Summer to hold their spot for the following School Year. If spaces allow, enrollment will open to outside families on a first come first serve basis. Summer camp fees are subject to change. Please refer to attached Fee Schedule.

Program Ratios

<u>PROGRAM</u>	<u>Core Program</u>	<u>Sleep/Rest Time</u>	<u>Reduced Ratios</u>
Preschool	8:30am – 5:00pm 1:8	12:30pm – 2:30pm 1:16	7am – 8am / 5pm – 6pm 1:12
Kindergarten	7:30am – 5:00pm 1:13	--	7am – 7:30am / 5pm – 6pm 1:20
School Age	7:30am – 5:00pm 1:15	--	7am – 7:30am / 5pm – 6pm 1:23

OPERATIONAL POLICIES

Waitlist

Dearham Wood Daycare maintains a Wait List for new applicants to the Centre. Applicants will be able to know their place on the list, in such a fashion that does not compromise confidentiality of the other applicants on the list.

Registration Requests are accessed through our website <https://www.dearhamwooddaycare.com/register-with-google-doc>.

Applicants complete the Registration Form on the website, which auto-generates an email application form to the Dearham Wood inbox. The Management Team receives and responds to all Registration requests within 5 business days. Forms are printed and filed in chronological order based on the date they have been received. Applicants are sorted and prioritized based on the following criteria:

1. Date Received
2. Siblings of families already enrolled
3. In Area children
4. Out of area children

Centre Tours

All families are invited and encouraged to participate in a centre tour before their child enrolls into any of DWDC’s Program Options. Tours allows you an opportunity to observe the physical environment, meet staff and learn about the centre and its programs. Tours are completed by appointment only and facilitated by a member of the the Management Team.

Admissions and Enrollment Deposit

Acceptance into our program is confirmed via email. The email will include the DWDC Enrollment Package. The centre will give a maximum of 2 weeks for families to respond. If no response is received the family will be removed from the waitlist.

Enrollment is confirmed when the daycare receives a completed Enrollment Package and Enrollment Deposit.

Dearham Wood Daycare requires a \$400 enrollment deposit per child. Enrollment deposit will be eligible for re-imburement from final month’s fees providing 30 days written notice of withdrawal.

Please note: Accepted families with an approved Toronto Children’s Services Subsidy agreement are not required to provide a \$400 enrollment deposit.

Withdrawal/Breaks in Service

Dearham Wood Daycare requires 30 days written notice of withdrawal for families to be eligible for re-imbusement of their enrollment deposit.

Families attending DWDC with an approved Toronto Children's Services (TCS) Subsidy agreement must provide 2 weeks written notice of withdrawal.

Break in Service is defined as temporary withdrawal of services for 1-2 months maximum. A break in service request must be submitted to the daycare Supervisor and approved by both DWDC Management and Board of Directors. An approved break in service automatically waives the return of the \$400 enrollment deposit. If a break in service is approved your child(ren)'s daycare placement will be held on reserve. Breaks in services will be assessed on a case by case basis.

Childcare Fees

Dearham Wood Daycare calculates monthly fees based on a Board of Directors and Toronto Children's Services (TCS) approved daily rate (See attached Fee Schedule). Fees are payable in advance, on the first day of the month. Payment by cheque is the only accepted payment method. Post-dated cheques would be appreciated.

During the months of July and August, monthly fees are broken down into a weekly fee to accommodate full day programs for Kindergarten and School Age children and to accommodate the permitted maximum 4 weeks unpaid vacation time. Fees are still due on the first day of the month but will reflect the weeks requested.

Management will email out individual monthly parent contribution fees during the first week of each month to families with an approved TCS Subsidy Agreement. Parent Contribution Fees are due on the 15th of each month. Payment by cheque is the only accepted payment method. Summer weekly fees are not applicable to families with a TCS Subsidy Agreement.

Returned Cheque

If a cheque is returned for any reason, a \$25.00 processing fee will apply. A returned cheque must be replaced immediately.

Contact Information

Please be sure to advise DWDC of any changes in addresses and phone numbers at home or at work as soon as possible. Emergency contacts must always be current.

Authorized Pick-Up

Only a Parent/Guardian or a person specified on the child/ren's registration package may pick up a child. If an unauthorized person will be picking up your child advanced notice must be provided to management either by phone, email or in person. The daycare must be provided with the person's full name and Photo ID must be presented at pick-up.

Arrival and Departure

DWDC opens promptly at 7am. Children will not be accepted into care before 7am. Children must be brought directly into the centre and their presence made known to the staff on duty. At pick up time, children must be picked up from program and acknowledgement should be made with the staff on duty. This ensures that all children are signed in and signed out accurately and ensures that staff maintain safety and ratio compliance.

Children will only be accepted into program when they are dressed and ready for program. This means that if your child is joining an indoor program, their coats, boots etc. should be removed and put in their lockers and the child should be wearing their indoor shoes. If your child is joining an outdoor program they must be dressed in their outdoor clothing (coats, snow pants, boots, etc). Staff will not accept children who are not ready for program.

Late Pick-Up

Dearham Wood Daycare closes promptly at 6pm everyday. If you are running late we ask that you please call the center so staff can plan accordingly. If a child remains at the centre past 6:00pm the parent/guardian will be responsible for an overtime charge of \$1.00/minute up to 6:15pm. An additional charge of \$10.00 will be applied for every subsequent 15 minutes or part thereof. This is to be paid in cash the same evening directly to the staff on duty. Please note that this is the only time the daycare will accept cash as a method of payment.

In the event that the centre cannot reach anyone to pick up a child and no contact has been made by 6:30pm Dearham Wood Daycare is obligated by law to call the Toronto Children's Aid Society.

We ask that Parents/Guardians be conscientious in this regard. If a child is picked up late on a continuing basis, the Board of Directors will be notified and appropriate action will be taken.

Absences & Vacation

Childcare Fees will be charged for all absences including sick days. This policy has been adopted because costs for staff and programs remain the same when children are absent. This policy applies to absences due to vacations taken between September 1st – June 30th.

During July and August Summer program, families are permitted to take a maximum 4 weeks vacation (unpaid) to hold their spot for the following School Year.

Unplanned absences must be communicated to DWDC staff with reason of the absence no later than 9:30am the day of.

Services on Hold OR Termination of Services

Occasionally, a child will experience some difficulty in adapting to the daycare's environment or abiding by the daycare rules of behavior. A meeting will be scheduled if your child should experience some difficulty. We will work closely with families and make every effort to support the child and resolve concerns. If the child's behavior continues to be disruptive to the program, Dearham Wood Daycare reserves the right to ask you to withdraw your child from daycare.

Dearham Wood Daycare reserves the right to pause service and/or terminate services for any of the following reasons:

- Failure to comply with the policies set forth in the Parent Handbook.
- Failure to comply with the Child Care Parent Contract (included in Application Package).
- Destructive or hurtful behavior of a child that persists even with parent cooperation in stopping the behavior.
- Non payment of childcare or late fees and/or recurring late payment of fees.
- Centre inability to meet the child's needs without additional staff.
- Consistent child-rearing style differences between families and provider.
- False information given by family either verbally or in writing.
- Any form of harassment, discrimination or abuse towards staff.

Please note, termination of services is viewed as an absolute last resort. Services will not be eligible for termination until every possible action has been taken to resolve concerns or issues. Decisions to terminate will be made collaboratively between the Board of Directors and Management Team.

Confidentiality Policy

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

- Every effort will be made to ensure children’s names are not used in documentation, bulletin boards, newsletters etc.
- Dearham Wood Daycare requires written and signed consent forms from Parents/Guardians before disclosing any information regarding children or families to TDSB, lawyers, doctors, early intervention specialists, or any other third party.

HEALTH AND SAFETY POLICIES

Nutrition

DWDC strives to ensure that all children enrolled in our programs have access to nutritional meals and snacks throughout the day. We have partnered with Yummy Catering to provide wholesome and nutritious snacks and hot lunches. Yummy Catering caters to a variety of allergies and dietary restrictions including but not limited too Peanut/Nut free, Gluten Free, Halal and Vegetarian options. Catering service is as follows:

PROGRAM	Instructional Days			Non-instructional Days (PA Days, March, Summer and Winter Breaks)		
	AM Snack	Lunch	PM Snack	AM Snack	Lunch	PM Snack
PRESCHOOL	YES	YES	YES	YES	YES	YES
KINDERGARTEN	YES	NO	YES	YES	NO	YES
SCHOOL AGE	YES	NO	YES	YES	NO	YES

DWDC has 3 Certified Food Handlers on site that are responsible for overseeing the correct storage and handling of all foods.

Kindergarten and School Age children are required to bring their own lunches on non-instructional days. Bagged lunches and containers must be labelled with your child(ren)’s name. All lunches are checked in advance by staff to ensure lunches are nut and peanut free. Baked goods are required to be in their original packages with an ingredient list. If you are unable to provide original packaging, a list of ingredients (picture of the original container) must be included in your child’s lunch or emailed to management. DWDC Staff reserve the right to not allow unverified food in the daycare. Any food items refused by the daycare will be sent home with a note.

Lunches should contain food and drinks that meet the nutritional requirements of the Canada Food Guide.

DWDC posts up-to date allergy and dietary restriction lists in all classrooms and serving areas to minimize accidental consumption.

ALL FOOD MUST BE PEANUT AND NUT FREE

Safe Drinking Water

DWDC water testing is completed annually under the direction of TDSB.

Children are encouraged to come to daycare with a labelled re-usable water bottle.

DWDC will never refuse water to children. Water bottles are accessible to all children at all times. Staff refill water bottles daily or as needed.

Rest

A rest period is a time during which children are sleeping, resting or engaging in quiet activities.

Preschool children that receive 6 hours of care or more must be permitted to engage in one or a combination of these activities according to their individual needs for a period of 2 hours. DWDC Preschool rest period is daily between 12:30pm – 2:30pm.

Kindergarten and school age children will have opportunity to sleep, rest, or engage in quiet activities based on their individual needs. On non-instructional days DWDC provides Kinder and School Age children with a minimum of 30 minutes of rest time between 12:30pm – 1pm.

Children 24 months or older but younger than 5 years who receive care for 6 or more hours a day have a **rest** period of no more than 2 hours. Children 24 months or older but younger than 7 years are allowed to sleep, **rest**, or engage in quiet activities based on a child's needs.

Allergies

Anaphylaxis is a serious allergic reaction and can be “life-threatening”. The allergy may be related to food, insect stings, medicine, latex, exercise etc. DWDC aims to minimize the risk of a child being exposed to known allergens. Individual Anaphylaxis Plans for each child at risk with a photo of the child and procedures are available and visible to all staff. Parents/Guardians are required to inform the Centre of any changes in their child’s allergies and medical information related to the allergy.

If a child has an allergy that requires an Epi-pen, it is the Parent/Guardian’s responsibility to provide the epi-pen to the centre in its original package. Dearham Wood Daycare reserves the right to put services on hold if no epi-pen is provided. Replacement Epi-pens must be provided a minimum of 1 week before its expiration date.

Accidents

All staff employed at DWDC are trained in Standard First Aid and CPR-C and will provide treatment for minor injuries such as cuts, bruises, scratches etc. All accidents are recorded on an Accident Form which the Parent/Guardian is required to read and sign. Accident reports will be kept on site in the child’s file. A copy will be provided to families.

In addition to a completed accident report, any accident/injury to the head will warrant a phone call to the Parent/Guardian immediately.

Injury or Illness that requires immediate professional medical attention will be reported to the Parent/Guardian at once. If the Parent/Guardian cannot be reached, the emergency person will be contacted. In the meantime, The Supervisor or an RECE will accompany the child to Centenary Hospital by taxi, Uber or ambulance.

Immunization

All children attending DWDC Preschool Program must provide the centre with an up to date immunization card. The following vaccinations are required for Child Care Attendance in Ontario: Diphtheria, Tetanus, Polio, Measles, Mumps, Rubella, Meningococcal disease, Pertussis (whooping cough), Varicella (chickenpox), Pneumococcal disease, Rotavirus, and Haemophilus influenza type b.

Parents wishing to not have their child(ren) immunized must provide a statement of conscience/religious/medical exemption. This statement must be signed by a medical professional to be accepted by the DWDC.

DWDC will maintain up to date records on every child attending our centre. The Management Team will review child records annually to ensure records are up to date. In the event that there are missing vaccinations, an email will be sent out to the Parent/Guardian reminding parents to update mandatory immunizations as required. Suspension notices will be issued and taken into effect until the required immunization is received or an exemption is provided.

Illness

A child may not be in the Centre if they have any of the following:

- A temperature of 100° Fahrenheit/38.5°Celsius or over
- Serious or unexplained diarrhea
- Extensive or unexplained rashes
- Vomiting (Twice within an hour)
- Unexplained paleness, flushed face or constant crying
- Yellow discharge from crust around puffy or red eyes

If any of the above develops while your child(ren) are at the centre, you will be called and required to pick up your child as soon as possible.

If a child has been away from the Centre due to or has been sent home with a fever, diarrhea or vomiting; they may not return to the Centre until they are free of the above symptoms for minimum 24 hours.

Dearham Wood Daycare will complete an Illness Form documenting the time the illness was observed, details describing the illness, time parent was called and time child was picked up. Illness forms are to be signed by the staff observing the child, parent/guardian and Centre Supervisor. Illness forms will be kept on site in the child’s file. A copy will be provided to families.

Unfortunately, there are other times when it is difficult to determine if a child should be at daycare. Please be considerate and use reasonable judgement. Remember that in group situations germs are passed easily and quickly, regardless of precautions taken. If there are indicators that your child is unwell or unable to cope with our program or requires medication to manage their health, they should stay at home. It will be the decision of the Supervisor or Assistant Supervisor to assess a child’s ability to handle the stress of the day and request a child be picked up.

Medicine

RECE staff will administer medications that have been prescribed by a doctor but only if authorized to do so by the child’s parent/guardian. No medication will be administered without a completed and signed medication form. The medication form highlights written consent from a parent/guardian for staff to administer medication, schedule of times for medication to be administered and dosage amount.

Tylenol will not be administered without a doctor’s note and completed medication form.

Benedryl will only be administered if part of an anaphylaxis plan and has doctor and parent/guardian consent.

Communicable Diseases

If a child is suspected of having any contagious disease, the child must not be in the Centre. If symptoms develop during the day, the Parents/Guardians will be asked to pick up the child immediately. The Centre will follow the guidelines and procedures of the Toronto Public Health for exclusion and reporting of communicable diseases.

Infection Prevention and Control

Surveillance	Staff will complete a visual assessment of each child upon arrival to the centre and throughout the day for any sign of illness as identified above.
Hand Hygiene	Staff, children and visitors are required to follow Hand Hygiene procedures as directed by Toronto Public Health. Signage is posted in all handwashing areas.
Glove Use	DWDC uses 1 time use disposable gloves. Any person handling food, completing diapering/toileting, handling any chemical must wear gloves. During diapering/toileting gloves are to be changed for each child.
Respiratory Etiquette	To prevent the spread of microorganisms that cause respiratory infections (ex. Influenza) DWDC staff practice appropriate respiratory etiquette in the following ways: <ol style="list-style-type: none"> 1. Staying home when ill with a respiratory infection.

	<ol style="list-style-type: none"> 2. Minimize airborne droplets when coughing or sneezing by turning head away; coughing/sneezing into your arm; maintaining a two-metre separation from others, covering your nose and mouth with a tissue, & disposing of used tissues into the garbage immediately after use. 3. Practicing proper hand hygiene immediately after coughing/sneezing/blowing nose.
Diapering and Toileting	<p>DWDC currently uses TDSB approved facilities to support toileting and diapering. Staff are equipped with running water, liquid hand soap, paper towels and TPH approved handwashing procedures posted for quick reference. Facilities are cleaned in between use by staff and daily by TDSB caretaking staff.</p> <p>Gloves are always used and changed for each child.</p> <p>Personal Hygiene items are labelled and stored separately to prevent accidental sharing.</p> <p>Soiled clothing is bagged, sealed and placed in the child's locker for pick up at the end of the day. It is the parent/guardian's responsibility to clean soiled clothing.</p>
Environmental Cleaning/Disinfecting	<p>DWDC follows TPH approved cleaning and disinfecting guidelines by:</p> <p>Maintaining cleaning and disinfecting schedules for each room/area identifying the surfaces, equipment and items to be cleaned and disinfected daily, weekly and monthly. Staff are to initial when completed.</p> <p>All cleaning and disinfecting products are clearly labelled with a description of the product, contact times, and instructions for proper dispensing and usage.</p>
Laundry	<p>The Laundry Centre currently provides consistent laundering services to DWDC. Laundry is completed a minimum of twice a month but always as needed.</p> <p>DWDC is responsible for preschool bedding/sheets, towels and rags and field trip shirts.</p> <p>Parents/Caregivers are responsible for their child(ren)'s extra clothing, soiled clothing, any "home" blankets and bedding. All home bedding and blankets must be taken home on Fridays to be washed and returned on Monday to the centre.</p>
Sleep Equipment and Arrangement	<p>Sleep cots are labelled and assigned to a single child.</p> <p>Cots are arranged head to toe to minimize the spread of respiratory infections.</p> <p>Cots are cleaned and disinfected weekly and as necessary (when soiled).</p> <p>Bedding is laundered and changed weekly and as necessary (when soiled).</p>
Sensory Play and Toy Program	<p>DWDC follows TPH approved cleaning and disinfecting guidelines by:</p> <p>Maintaining cleaning and disinfecting schedules for all toys and materials on a daily, weekly and monthly basis.</p> <p>Toy cleaning and disinfection schedules and log sheets are posted in all rooms and areas.</p>
Pest Control	<p>As DWDC is located within a TDSB school, pest control guidelines and maintenance are monitored by TDSB Caretakers and Facility Management.</p> <p>Both TDSB and DWDC ensure guidelines and maintenance adheres to Toronto Public criteria and standards.</p>
Visiting and Resident Animals	<p>Currently DWDC does not have resident animals on site. DWDC follows TPH guidelines for all visiting animals to the centre.</p>
Occupational Health and Safety	<p>DWDC complies with all TPH and Ministry Guidelines to ensure that all staff are safe at all times. Measures include ensuring access and availability to appropriate personal protective equipment (PPE). Instructions for use are posted and available at all times.</p>

No Smoking

Smoking is prohibited in Dearham Wood Daycare and on all TDSB property. DWDC staff, students and volunteers are prohibited from smoking on premises and on the playground whether children are present or not.

Fire Drills and Emergency Management

DWDC participates in both TDSB designated Fire Drills and independent monthly Fire Drills. Fire Drills are logged with date, time, number of staff and number of children present.

In the event of an evacuation caused by Fire or another emergency, the daycare will relocate to:

Boys and Girls Club of Scarborough
 100 Galloway Road.
 Scarborough ONT. M1E 1W7

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation. DWDC Management will contact families either by email or phone as soon as it is safe to do so.

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

Emergency Closures

To ensure the health, safety and well-being of all children, staff and families of Dearham Wood Daycare, DWDC will close in the event of the following:

- Medical outbreaks
- Facility Emergencies (ie power outages, gas leaks, plumbing emergencies etc.)
- Weather Emergencies (winter storms, floods, hurricanes, earthquakes)

Decisions to close will be made as follows:

1. Under the direction of Toronto Public Health, Ministry of Education Ontario and City of Toronto.
2. Under the direction of Toronto District School Board
3. Under the direction of DWDC Board of Directors and Management Team.

Outdoor Play/Weather Guidelines

Outdoor play is an integral part of the daily routine and plays an important role in the development of children’s holistic health and wellbeing. Children thrive in programs where they can engage in physical gross motor play in natural outdoor spaces and playgrounds that present developmentally appropriate levels of challenge. Outdoor programming is an extension of our weekly planned indoor programming. Therefore, all programs are required to complete an outdoor program plan in addition to their indoor program plans. These planned experiences strengthen functioning of cognitive, language, physical, social and emotional skills.

As per the Child Care & Early Years Act, children in a program that runs 6 hours or more daily are expected to be outdoors for a minimum of two hours each day. Children enrolled in a before and after school program are expected to be outdoors for a minimum of thirty minutes each day.

Children are required to be prepared for outdoor play experiences in all seasons. Please see chart below for details:

WINTER MONTHS	SUMMER MONTHS	SPRING/FALL
Temperatures of minus 15 or lower, it is recommended by Environment Canada that outdoor play activities be limited or cancelled.	Temperatures of 27 degrees or higher, or if there has been a smog alert issued, Environment Canada recommends outdoor activities be limited or cancelled.	During high winds and/or heavy rainfall outdoor activities will be limited or cancelled.
REQUIRED CLOTHING		
Winter Coats	Summer Hats	Rain Boots

Winter Boots Hats/Gloves/Mitts/Neck Warmers	Sunscreen Sunglasses Loose and light clothing	Rain Coats Splash Pants
--	---	----------------------------

Please note: DWDC will always follow guidelines from Toronto Public Health, Environment Canada and The Weather Network. Any weather warnings and directions will be adhered to.

Sun Safe Policy

Safeguarding against extreme heat and air pollution during outdoor activities is a priority for both children and staff. The centre will obtain up-to-date weather reports during the summer, in the morning and afternoons, and prior to all outings. Dearham Wood Daycare relies on updates, reports and weather monitoring from Toronto Public Health, Environment Canada and The Weather Network.

The following guidelines are to be followed by all staff prior to engaging in outdoor experiences:

1. Supervisor or designate will check weather details every morning and check air quality ratings.
2. Staff will ensure that all children have a hat and apply individual sunscreens 30 minutes before going outside. (Children are not permitted to share sunscreen)
3. Children that do not have sunscreen will only have access to shaded areas.
4. During all-day outdoor events, children will reapply their sunscreen after lunch and will have access to shaded areas and rest periods.
5. Water will be accessible to children at all times, no matter the duration of the outdoor period.
6. Individual child's comfort levels will be monitored closely. All staff will look for warning signals such as difficulty breathing, complaints of chest tightness, head aches, low energy levels and sore throat/nose/eyes. If a child displays any of these signs, accommodations will be made for the child to re-enter the daycare.
7. Outdoor activities for children with medical conditions will be cancelled and the child will be provided with alternative indoor activities.
8. In the event of poor weather (as identified in the chart above) outdoor experiences will be cancelled and replaced with physical/gross motor indoor play in the Gym.
9. In the event of poor weather (as identified in the chart above) the centre may cancel field trips.

Local and Off-Premise Excursions

Included in the application package is a permission form for local and off-premise excursions. This includes neighbourhood walks, local splash pad visits and parks within 15 minutes walking distance from the centre. If these excursions occur spontaneously parents will be advised a minimum of 30 minutes before programs leave the centre via the Seesaw app.

Field trips that fall outside the parameters outlined above will have a detailed permission form sent home to be completed by the child(ren)'s parent/guardian. Prior to any departures, special attendance sheets are prepared, and all staff, children and volunteers are required to wear daycare t-shirts over their clothing. Safety procedures are reviewed with all children. Children to staff ratios are maintained or enhanced during field trips.

BEHAVIOR MANAGEMENT AND GUIDANCE

It is the duty of all staff to adhere to the Behavior Management Policy, to help others learn and follow this policy and to report any breach of this policy. To witness a breach of the policy and not to report it makes one as accountable as the staff who violates the policy. It may be reportable to the Children’s Aid Society and could be cause for termination of employment with DWDC.

DWDC’s primary goal is to focus on encouragement and positive guidance, rather than punishment. We have developed a Positive Child Guidance Model that is developmentally appropriate with self-regulation and strengthened social/emotional skills as the outcome. We focus on positive redirection and logical consequences.

ACCEPTABLE BEHAVIOR GUIDANCE GUIDELINES	PROHIBITED PRACTICES
<ul style="list-style-type: none"> - Establishing trust and confidence between staff and children through responsive, supportive interactions. - Consequences are logical, developmentally and age appropriate. - Appropriate space and tools are integrated to support self-regulation. - Staff set consistent and clear expectations, limits and boundaries. - Use choice and redirection where appropriate. - Staff model appropriate behavior at all times. - Give attention to positive behaviors. - Comment on the behavior NOT the child. 	<ul style="list-style-type: none"> - Corporal punishment of the child. - Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other devices for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purposes of preventing a child from hurting him/herself, or others and is used only as a last resort and only until the risk of injury is no longer imminent. - Locking the exits of the centre for the purpose of confining the child, or confining the child in an area/room without adult supervision. - Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth. - Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding. - Inflicting any bodily harm on children including making them eat or drink against their will. - Leaving a child unsupervised.

DWDC recognizes that even by adhering to the acceptable behavior guidelines above, challenging behavior may still occur. When children are observed being violent or aggressive towards others, staff are to remain calm, never take it personally and use the situation as a learning opportunity. Every child has the right to feel safe, secure and understood, regardless if they are the perpetrator or the victim.

The following are some additional measures to manage challenging behaviors:

1. De-escalate any conflict with the acceptable behaviour guidelines above.
2. Encourage the child to express themselves appropriately and allow the victim to do so as well.
3. No one can be permitted to forcibly take something away from someone else. Encourage children to stand up for their rights appropriately and safely.
4. Ensure that the program rooms have adequate space and number of toys to be shared.
5. Provide calming, quiet areas.

6. Take into consideration the child’s chronological and developmental age when dealing with situations.
7. If the behavior continues or escalates, follow methods of intervention (external resource support).

Suspension/Withdrawal due to Challenging Behaviors

If it is evident that, after discussions with the Parent/Guardian, Supervisor, external resource support and the Board of Directors, our program is not meeting the needs of the child the Board reserves the right to ask for the withdrawal of the child from the Centre. The Parent/Guardian will be informed of this decision in writing. The centre will also notify our Children’s Services Consultant of the proposed withdrawal. Parent/Guardians will be given two weeks’ notice to make other child care arrangements.

If the Parent/Guardian does not participate in the review process, it is the Board’s right to request the withdrawal of the child from the Centre.

Confidentiality is respected through the whole process.

PARENT ISSUES AND CONCERNS

Parents/Guardians are encouraged to take an active role in our Centre and regularly discuss what their child(ren) are experiencing within our program. All issues and concerns raised by parent/guardians are taken seriously by Staff, Management and Directors. All issues will be addressed and every effort made to resolve issues and concerns to the satisfaction of all parties as quickly as possible.

An initial response to an issue or concern will be provided to parents/guardian within 1-2 business days. The person who raised the issue/concern will be kept informed throughout the resolution process. Investigation of issues and concerns will be fair, impartial and respectful to all 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 reason (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 or Board of Directors.

Parents/Guardians should raise concerns with their appropriate parties as per the chart below.

Nature of Issue or Concern	Steps for Parent/Guardian to Report the Issue/Concern	Steps for Staff and/or licensee in responding to issue/concern
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor or outdoor program activities, feeding arrangements, et	Raise the issue or concern to - the classroom staff directly or - the Centre Supervisor or designate	- Address the issue or concern at the time it is raised or - arrange for a meeting with the parent/guardian within three business days.
General, Centre-or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, et	Raise the issue or concern to - the Centre Director, Assistant Director or Designate	- Document the issues/concerns in detail.
Staff, Volunteers, Students, Supervisor-, and/or Licensee-Related	Raise the issue or concern to - the individual directly or	- Documentation should include: the date and time the issue or concern was received; the name of the person who received the

	<ul style="list-style-type: none"> - to the Centre Supervisor or designate <p>All issues or concerns about the conduct of staff, students, volunteers that puts a child’s health, safety and well-being at risk should be reported to the Centre Supervisor or Designate as soon as parents/guardians become aware of the situation.</p>	<p>issue or concern; the name of the person reporting the issue or concern; the details of the issue or concern; and any steps taken to resolve the issue or concern and/or information given to the parent or guardian regarding next steps or referral.</p> <ul style="list-style-type: none"> - Provide contact information for the appropriate person if the person being notified is unable to address the matter. - Ensure the investigation of the issue or concern is initiated by the appropriate party within one business day 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 or concern.
Student-/Volunteer-Related	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer student <p>or</p> <ul style="list-style-type: none"> - the Centre Supervisor or designate <p>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 Centre Supervisor or designate as soon as parents/guardians become aware of the situation.</p>	

Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue/concern, they may escalate the issue or concern in writing to a member of the DWDC Board of Directors.

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. Issues/concerns may also be reported to other regulatory bodies (E.g. Toronto Public Health, Ministry of Environment, Ministry of Labour or College of Early Childhood Educators) where appropriate.

SUPERVISION OF VOLUNTEERS AND STUDENTS

At no time are students and volunteers permitted to be left alone with a child under the age of 18 and are not to be counted in staffing ratios at any time.

All students and volunteers will review DWDC Employee Manual & Policies and Procedures. Policies include but are not limited to: Behavior Management and Guidance, Anaphylaxis Policies and Individual Plans and Emergency Procedures prior to their start date, whenever any amendments are made, and annually, with a sign-off confirmation.

Cooperating teachers are responsible for monitoring as well as a midterm and final evaluation. Any issues with student/volunteer behavior management practices will be reported to and then addressed by the Centre Supervisor or designate immediately. Students and volunteers are informed that refusal to comply with any DWDC Policies and Procedures outlined in the Employee Manual will result in immediate dismissal. The student's school will be notified and the student will no longer be permitted to access the centre.

Prior to commencing a placement, all students and volunteers will be given a tour of the centre, made aware of allergies and dietary restrictions, and will review Individual children's anaphylaxis plans. All students and volunteers are required to have a completed Health/Immunization form completed including up-to-date vaccines, as well as a Police Reference Check with Vulnerable Sector Screening completed within 6 months of their start date. Originals are to be kept on their person and copies will be kept in their student or volunteer employment file.