

# KIDS CLUB

# FAMILY HANDBOOK



# Welcome to Kids Club/ Day Care Connection

*We wish to acknowledge this land on which Kids Club/Day Care Connection operates. For thousands of years, it has been the traditional land and territory of many nations, including the Huron-Wendat, the Seneca, the Mississaugas of the Credit, the Anishnaabe, the Chippewa, and the Haudenosaunee peoples. Today, this meeting place is still the home to many diverse First Nations, Inuit, and Métis people from across Turtle Island. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit. We are grateful to have the opportunity to learn on this land. We are mindful of broken covenants and strive to make this right with the land and with each other. Many of us have come here as settlers, immigrants, and newcomers in this generation or generations past. We also acknowledge those of us who came here involuntarily, particularly as a result of the transatlantic slave trade. We honour and pay tribute to the ancestors of African origin and descendants.*

Welcome to Downtown Montessori/Day Care Connection (DTMS/DCC). At DTMS/DCC, we offer a range of services including Montessori Schools, a Home Childcare program, an EarlyON Family Resource Centre, and Kids' Club, our before and after school-age program. Our dedicated team is committed to providing consistent, transparent, and innovative guidance across all our programs.

With our hands-on approach at every site, we ensure a deep understanding of daily operations and foster strong relationships with teachers, children, parents, and guardians. Our philosophy revolves around listening and responding to the needs of children, families, staff, and the wider community. We believe in the potential of every child and are dedicated to creating programs that nurture their growth and development.

Your feedback, whether positive or negative, is invaluable to us. We're here to support you every step of the way. Please don't hesitate to reach out to your Centre Manager or:

Manjit Dhaliwal  
Director of Administration  
[director-admin@dtms76.ca](mailto:director-admin@dtms76.ca)

Anisa Chernecki  
Executive Director  
[anisa.c@dcc-dtms.ca](mailto:anisa.c@dcc-dtms.ca)

Thank you for choosing Kids Club/Day Care Connection for your child(ren).

**Kids Club/Day Care Connection is Bill 168 Compliant.  
Please see our Harassment and Violence Policies.**

**Kids Club/Day Care Connection is also compliant with the  
Accessibility for Ontarians with Disabilities Act/  
Integrated Accessibility Standards Regulation**

**HANDBOOK TABLE OF CONTENTS**

	Page
Accessibility.....	1
Accommodation.....	34
Admissions.....	34
Birthdays.....	25
Canada-Wide Early Learning and Child Care Program (CWELCC).....	3
Celebrations/Holidays.....	25
Child Abuse Reporting.....	27
Clothing.....	23
Communication between Home and School.....	28
Confidentiality and Privacy.....	29
Criminal Reference Checks and Vulnerable Sector Screening.....	31
Discipline and Guidance.....	31
Emergency Care.....	26
Emergency Protocols.....	22
Enrollment/Wait List Protocol.....	33
Fees.....	36
Field Trips.....	25
Financial Policies.....	33
Food/Nutrition.....	24
Illness.....	26
Illness (extended).....	36
Immunizations.....	26
Income Tax Receipts.....	37
Infectious Diseases.....	27
Late Pickups.....	20
Medication.....	27
Mission and Values.....	6

Morning and Afternoon Procedures.....	19
No Smoking/No Vaping Policy.....	6
Notice of Withdrawal.....	35
Parent/Guardian Issues and Concerns.....	15
Philosophy and Program Statement.....	7
Policies and Procedures Available for Review.....	38
Programs and Services.....	4
Prohibited Practices .....	14
Safe Arrival and Dismissal .....	20
School Closings.....	22
School Hours.....	19
School Rules.....	32
Serious Occurrence Notification .....	23
Signature Page .....	40
Staffing.....	30
Standing and Recreational Bodies of Water.....	28
Statutory Holidays.....	36
Student Health.....	26
Students and Volunteers.....	30
Toys.....	25
Wait List/Enrollment.....	33
Withdrawal Policy and Procedure.....	35

### **Canada-Wide Early Learning and Child Care Program**

DTMS/DCC is participating in the CWELCC (Canada-Wide Early Learning and Child Care) program. We were required to freeze our fees as of March 27, 2022. The CWELCC reductions are based on those frozen fees. Our current monthly fees for the Kids Club programs are:

For more information, please see:

[Canada-Wide Early Learning & Child Care - Information for Parents](#)

## **Programs and Services**

### **DOWNTOWN MONTESSORI/DAY CARE CONNECTION AT CONCORD CITY PLACE**

**Infant to six years**

**416-623-1738**

**335 Bremner Blvd**

This school is built into the community master plan of Concord City Place, with design and start-up costs donated by Concord Adex Developments. Modeled on similar success, this accessible facility for Under-2, Under-3, and Casa (age 3-6 year) children adds to the enrichment of community lifestyles and operates professionally, peacefully, and commercially non-partisan. Casa children participate in a full-day casa program.

### **DOWNTOWN MONTESSORI/DAY CARE CONNECTION AT COATSWORTH**

**Infant to six years**

**416-694-9444**

**11 Coatsworth Crescent**

Located in the Beach/Riverdale District, this school offers a warm and stimulating curriculum for Under-2, Under-3 and Casa (age 3-6 year) children with a full range of activities and materials tailored to their developmental needs. Casa children participate in a full-day casa program. Their classrooms provide a carefully prepared and ordered learning environment in which children have freedom and choice. Included in their classrooms are didactic and sequenced materials geared towards encouraging children to develop their full intellectual, social, and physical potential.

Because we are situated in a residence for seniors, there is ample opportunity for spontaneous and planned interaction between generations. We feel our program enhances the quality of life for both age groups, as children become a resource for seniors and seniors a resource for children.

### **DOWNTOWN MONTESSORI/DAY CARE CONNECTION AT INFINITY PLACE**

**Infant to six years**

**416-849-3692**

**26 Grand Trunk Blvd**

This accessible school is located in downtown Toronto overlooking the CN Tower, Rogers Centre, and Scotiabank Arena. Like all of our schools, we follow the Montessori methodology in our work with Under-2, Under-3, and Casa (age 3-6), children. Casa children participate in a full-day casa program. Our proven track record of successful services surrounding a high-quality child learning centre attracts families living and working in the community to this dynamic condominium development. Design and start-up costs have been donated by the Conservatory Group.

## **DOWNTOWN MONTESSORI/DAY CARE CONNECTION AT SIMCOE PLACE**

**Infant to six years**

**416-340-8757**

**200 Front St. W.**

Situated on the accessible ground floor of an office tower in the middle of Toronto's Financial District, we are able to respond to some of the special requirements of parents working at downtown workplaces, such as lunch hour roundtable meetings.

Our programs for Under-2 and Under-3 children help them to get off to the best possible start and acquire a solid foundation for healthy development and learning. Casa (age 3-6 year) children participate in a full-day casa program. This program, like all authentic Montessori schools, emphasizes learning through all senses. Children learn at their own individual pace and according to their own choice of activities from hundreds of possibilities.

## **HOME CHILDCARE: DAY CARE CONNECTION**

**416-698-0750**

Our family home childcare program provides government regulated home-based childcare. The providers, agency-trained paraprofessionals, provide care in a family atmosphere for children from infancy to age twelve. The homes are carefully selected and monitored to ensure that children receive care in a loving, safe, and stimulating environment. This care fills a need for parents who want their children to experience the comfort and intimacy of a family environment.

This program also offers information and advice to help families obtain services outside our jurisdiction of childcare beyond our regular services.

## **FAMILY DROP-IN CENTRE: EARLYON FAMILY RESOURCE CONNECTION**

**416-690-0102**

Our drop-in Centre is open to parents, guardians, caregivers, nannies, grandparents or any adult who is caring for young children, newborn to six years. The Centre has a sense of community where problem solving, peer counseling, and support around common issues occurs. A Parenting Book Library and Childcare Registry are part of the Resource Centre. We also provide support, education, and referrals to families who need other specific services, such as counseling or assessments.

## **KIDS CLUB: KINDERGARTEN and SCHOOL-AGE CARE/DAY CARE CONNECTION**

**416-693-6596**

Our school-age program, located within a school, offers many advantages. Children get programs they enjoy, choices about how they will spend their leisure time, and are in a setting that is child friendly and safe. We offer high-quality structured programs for skill development, balanced with time for play, socialization, and reflection.

### **No Smoking/No Vaping**

**Kids Club/Day Care Connection programs are required to follow the Province of Ontario's Smoke-Free Act, which prohibits smoking or vaping at all times in licensed day nurseries. As an operator, we must ensure that employees and visitors do not smoke or vape on the premises (including the playground).**

**The use of prescribed medicinal marijuana as well as recreational marijuana falls under this umbrella. The substance may not be smoked, vaped or disposed of on DCC property.**

Your co-operation is appreciated.

## **Mission and Values**

### **Mission**

Kids Club/Day Care Connection is a non-profit organization committed to enhancing the lives of children. At DCC, people of all ages are involved in the care of children and helping them to get the best possible start. We offer high quality programs, opportunities for mutual support, guidance and education about child development and learning – all in a welcoming environment. We work together with others in the community to meet the emerging needs of children and improve the quality of their lives. We operate our child learning centres under the name Downtown Montessori/Day Care Connection (DTMS/DCC) to better reflect the breadth of the organization.

### **Values**

DCC fulfills our mission by listening and responding to emerging community and family needs. We believe in:

- **The Best Possible Start for Children**

Children's self-esteem and optimal development depend on growth in all areas, including social, emotional, language, cognitive, and physical.

- **The Rights of Children**

Children are entitled to have their basic needs met within a caring family and community, and to have the resources and opportunities necessary for the best possible start.

- **Mutual Support**

Community members of all ages affect each other's well-being and development; sharing our experiences, our wisdom, and ourselves has mutual benefits for younger and older individuals alike.

- **Choice**

Families need opportunities for choice about their children's care and services to strengthen family life. These opportunities should be affordable and accessible.

- **Accessibility/Inclusiveness**

DCC strives to create a bias-free climate of mutual respect and understanding in our workplace and provision of service. We are committed to a culture of dignity, integration, equal opportunity and independence, which is necessary in fostering rich learning and working environments for all.

## **Service Principles**

In developing our organization and services and delivering our programs, we are guided by the following principles:

- **Involvement**

Our programs provide opportunities for individuals and families to belong, contribute, and make decisions about services that affect their lives. Listening and involvement are essential to high-quality programs and easy-to-use services.

- **Building on Abilities**

Our programs build on an individual's strengths and abilities, which are the basis for everyday coping and personal change.

- **Humour and Sharing**

Our programs recognize that a safe, warm, and enjoyable social environment enables sharing, confidence, and personal and family development. In particular, programs for children must be fun, stimulating, and nurturing.

- **Variety of Expertise and Experience**

The knowledge, skills and leadership of volunteers, support staff, and professionals are all necessary for program quality and organizational development and are supported through opportunities for growth.

- **Wise Use of Resources**

We believe that public and private resources must be used creatively, efficiently, and effectively in the fulfillment of our mission and service delivery.

## **Philosophy/Program Statement**

We know that the early years for children are the learning years and this learning continues into adulthood. Staff (employees, students, volunteers) view children as competent, capable, curious and rich in potential. We want children to be learners, to love to learn, to be part of a community of learners.

We have developed our own method of delivering care and education to school aged children. Our philosophy is a blend of the best practices of Early Childhood Education, using Ontario's Pedagogy for the Early Years (How Does Learning Happen - HDLH) and the Early Learning for

Every Child today (ELECT), the Toronto Middle Childhood Strategy, and The Assessment for Quality Improvement (AQI) as guides.

We believe that engagement, expression and belonging are key components to providing quality care to school aged children.

**PRINCIPAL:** *To promote the health, safety, nutrition and well-being of the children.*

**GOAL:** Ensure that we have environments that promote and support the health, safety, nutrition, and well-being of the children in our care. We know that setting this foundation is key in the early years.

Nutrition - Food and snack times are viewed as learning experiences that promote social interactions and a healthy relationship to food. During snack times, staff engage in meaningful conversations with children to extend learning and facilitate on-going conversations. By positive role modeling and healthy suggestions, we encourage the children to try all foods. Children self-serve all foods and assist with snack routines. (1. See footnote at bottom) By following and meeting the Canada Food Guide, through our catering company, we offer portion sizes/servings and nutritious value from all food groups that allow children to grow and thrive. Menus are reviewed semiannually by a registered nutritionist. We are a nut free environment. Allergy, dietary and cultural restrictions are supported, documented and discussed with all staff. Menus and resources are available to families on our family communication board. Well-being resources are accessible to families and children on related topics such as healthy child development, personal hygiene, body image resources, healthy eating habits, bullying and cyber bullying.

Health and Safety - The safety of the children, staff and families is our primary concern as we strive to offer safe indoor and outdoor environments where children are encouraged to explore. Kids Club meets all health and safety requirements from the Ministry of Education, and local government bylaws including fire and public health. We use a variety of policies and procedures to promote overall health and safety for both children and staff. Some of these policies include Serious Occurrence, Playground Safety, Anaphylaxis and Allergies/Restrictions, Supervision, Accidents, Health and Illness, Infection and Control, Standing and Recreational Bodies of Water, Immunization policies, Workplace Violence and Harassment, and all Ministry of Labor mandated policies and procedures. These can all be found in the policy binders. Furthermore, we follow Toronto Public Health's Communicable Disease guidelines and post notices if we have confirmation of the same illness/symptoms in an effort to curb the spread of illness. Our practice includes excluding an ill child by keeping them comfortable while a family member is en route.

Toy and equipment washing/disinfecting schedules follow Toronto Public Health requirements. Health and Safety related resources are accessible to parents/guardians and available on the family communication board. Some of these may include information on recalled equipment and toys, car seat and day to day safety tips, and illness prevention.

Each of our programs are divided into age-appropriate rooms. We encourage self-help skills in a safe yet nurturing way keeping each child's abilities in mind. Children are encouraged to be involved in cooking, art, and science experiments with the use of safe utensils, materials, appliances, and ingredients in mind. When engaging in outdoor play, temperature, and wind chill

and/or heat/smog advisories are checked before going outdoors. Accident reports are filled out and given to parents/guardians notifying them of any accident that may have occurred.

**PRINCIPAL:** *To support positive and responsive interactions among the children, parents/guardians, and staff (employees, students, volunteers), and foster the engagement of and ongoing communication with parents/guardians about the program and their children.*

**GOAL:** Create an environment that supports positive and responsive interactions among the children, parents/guardians, and staff. To foster and engage in ongoing communication between parents/guardians and staff about our programs and their children.

It is our belief that a collaborative, positive relationship between our teachers/centre and parents/families is a key component to a child's positive development. Staff are friendly, showing pleasure when welcoming individuals into the environment. They maintain positive voice tones, speaking in a supportive manner with others. They model appropriate positive social behaviors. They demonstrate the ability to accommodate for unexpected changes, providing flexibility while looking at individual needs. All staff display empathy, understanding and support towards individual's feelings. Staff interact with children at their level, are approachable, engaged and interested. (1.)

Staff engage with parents/guardians daily at drop off and pickup, commenting on the events of the day, any situations that may have occurred, and encourage positive relationships where parent/guardians feel welcome and open to discuss any concerns. (1.)

A current daily schedule is posted outside each of our programs, this allows parents/guardians the opportunity to reflect on the full day of their child for regular and non-instructional days.

Pedagogical documentation is available for parents/guardians both outside each program door and on our family board. Staff and children use artwork, displays and documentation of children participating in learning experiences, accompanying a description of the learning taking place. Parents/guardians are welcome to come into the programs daily and share experiences of the day, by viewing art pieces in progress, documentation and displays. (1.)

Program plans are posted outside each program with the direct reference to the root skill within the continuum of the ELECT describing the potential learning opportunity being offered. Our daily program plan provides detailed communication of activities to parents/guardians. Through communication, we work hand in hand with parents/guardians to provide the child with the best experiences possible to contribute to child and family well-being. Children participate in the planning of weekly experiences during group meetings, daily conversations, by giving suggestions, and on white boards. Play equipment, toys and materials are adapted to meet the needs of all children. (1.)

**PRINCIPAL:** *To encourage the children to interact and communicate in a positive way and support their ability to self-regulate.*

**GOAL:** Ensure that our environments are designed, and our staff respond to children in a manner that encourages the children to communicate in positive ways and supports their ability to self-regulate.

DCC staff encourage the children to interact and communicate in a positive way that supports their ability to self-regulate. We believe that Kids Club age children need their non-academic hours to be full of opportunities to develop their interests and skills and to spend time in positive learning relationships with other children and adults. While our staff provide activities and resources that complement the Kids Club day, we also recognize the need to unwind and have quiet times to support self-regulation.

Children are provided with choices and equal rights to participate in learning experiences based on their interest. We recognize and respect individual differences and developmental abilities. Staff provide opportunities for children to take developmentally appropriate risks and challenges to support their ability and promote self-regulation. Children are given time to complete tasks/play at their own pace, not being rushed through routines. Staff focus on encouraging children to succeed in completing tasks, without doing it for the children. Staff are engaged in mutual relationships with children as co-learners responding to spontaneous or emerging learning opportunities. Communication and conversations are encouraged to promote inquiry and extend learning. (1.)

We believe that children develop best as individuals in social settings. We encourage children to demonstrate their feelings and needs through interaction and cooperation with peers and with adults. Staff assist children in processing their own emotions and recognizing the emotions of others. Children are taught to recognize that their actions have consequences. Furthermore, they are active participants in conflict resolution and are taught skills that help them to solve interpersonal conflicts with minimal adult intervention. Children learn about empathy, impulse control, emotion management, and practice negotiation and communication skills with staff collaboration. We cultivate caring relationships where children and adults develop a sense of belonging that supports positive interactions among children, parents/guardians and staff.

We follow Dr. Stuart Shanker's "**Three Key Steps to Self-Regulation**". Dr. Shanker has described self-regulation as the way the child deals with a stressor and how they recover from it (Shanker, *Calm, Alert, Happy*, 2012).

- 1) **Reduce the child's overall stress:** If we can determine what is causing the child's stress levels to rise, we will minimize those factors. Teachers in our Kindergarten classrooms are keen observers who are able to adapt/add apparatus, such as squeeze-balls during circle time, pencil grips or left-handed scissors in their classrooms in order to support children who may have difficulty with these tasks. These modifications help minimize potential stressors and provide the child a chance to feel successful. All of our programs provide sensory materials which have been linked to a calming effect, and our staff respond to children with nurturing, calm tones, making sure to label emotions, especially when a child is upset or agitated.
- 2) **Help the child to notice what it feels like to be calm, focused, and alert:** It is our practice to label the child's feelings and the feelings of other children in order to help every child develop empathy, self awareness, and awareness of others.
- 3) **Teach the child what they need in order to feel calm, focused, and alert:** Labelling emotions is the first step towards awareness. Once this self-awareness happens, we have found that the child often seeks out the materials or words that comfort them and return them to a calm state. It could even be as simple as a sleep toy or hug from a teacher.
- 4) **The development of self-care is incorporated into all of our programs:** We give the children ample time between transitions to, for example, dress themselves in preparation for outside, and eat when they are hungry (ex. at snack times). Our snack times are flexible.

We offer snacks at a small table. The children come to the table when they are hungry and serve themselves (with a staff member observing and assisting, if needed). All of our practices, as well as those outlined above, lead to self-regulation, determination, and independence (HDLH, 2014, pg. 33).

**PRINCIPAL: *To foster the children's exploration, play and inquiry.***

**GOAL:** Foster children's active exploration through play and inquiry-based learning in positive learning environments that incorporate child-initiated and adult-facilitated experiences where each child's learning and development will be supported.

Our programming reflects this goal by providing high quality learning opportunities, and available and accessible play materials that allow children to make choices. Children are provided with the opportunity to lead experiences and routines to build and support leadership skills. (1.)

Our positive learning environment is play based and emergent; observations of children's interests/behaviors will inform staff in program plan development. As children grow and develop, these learning opportunities must reflect a child's changing capacities for exploration, play and inquiry. We offer an inclusive, non-judgmental, welcoming environment where children belong and are supported, and their unique qualities are valued.

**PRINCIPAL: *To provide child-initiated and adult supported experiences.***

**GOAL:** To offer inclusive, flexible practices, learning experiences and opportunities for children that are based on individual interests.

The teacher's role is to determine the developmental level of each child and to plan for activities that will encourage growth. Staff demonstrate inclusive practices and are observed engaging in play, learning experiences, and opportunities with the children. Positive environments based on play based learning encourages a sense of belonging; through collaborative discovery, staff can gain a better understanding of children's skills. Children are provided the opportunity to direct the daily schedule allowing for flexibility and independence. Children are invited to investigate, create and solve problems encouraging self-expression and self-regulation both indoors and out. Opportunities are created for enhancing self-help through play. (1.)

We are constantly evaluating and refining our program to better meet the individual needs of the children. We believe that each aspect of development is interrelated, and we endeavor to provide a program that meets the child's needs in a consistent and progressive manner. Observation, reflection, monitoring, documentation, planning, and training are ongoing.

**PRINCIPAL: *To plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive to all children, including children with individualized plans.***

**GOAL:** To view children as capable, competent, curious and rich in potential. Through Early Learning for Every Child Today (ELECT), we aim to look at each child's stage of development in an inclusive way to provide a holistic environment for them to belong, feel safe and strive developmentally.

By looking at children's individual and unique abilities, we encourage each child to offer their own skills to the group. Learning experiences are adapted to ensure that all children are able to participate. Staff utilize emergent opportunities to encourage leadership skills and support positive

self-esteem. Through the use of various materials and natural elements both indoors and out, we invite children to investigate, problem solve, engage in critical thinking and create through play. (1.)

Resource consultants and third-party organizations such as the Child Development Institute are available to work closely with children with extra support needs as well as families and staff to establish individual goals as needed. A resource consultant is also able to assist with the development and implementation of an Individualized Program Plan (IPP) if required. We believe that not only must we strive for excellence in the provision of physical and nurturing care that promotes wellbeing, but we must also excel at providing a learning-enriched environment. We are aware of the vast differences that exist among children at all ages.

**PRINCIPAL: *To incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day, and give consideration to the individual needs of the children receiving child care.***

**GOAL:** To incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day, and give consideration to the individual needs of the children.

DCC understands that children need to move and be active to support the development of healthy body and mind. We plan for safe outdoor experiences where children can master their movements while taking safe risks. Designated safe indoor and outdoor space for physical play is available at all times including inclement weather. At least 30 minutes of outdoor time is included each day, weather permitting, unless a parent/guardian of a child advises otherwise in writing.

Quiet time is always available during program time. Children can rest in a comfortable and quiet area of the room. Homework is also encouraged in a designated area, where children can work freely.

**PRINCIPAL: *To foster the engagement of and ongoing communication with parents/guardians about the program and their children.***

**GOAL:** To initiate healthy family connections and built a strong sense of community between children, parents/guardians and staff.

DCC builds a strong sense of community and supports positive and responsive interactions among the children, parents, and staff. By initiating healthy family connections, we offer daily feedback, communication board write ups, observation and communication, workshops, and school gathering information. We invite parents/guardians to share and participate in children's ongoing learning by capturing, documenting, and sharing daily experiences, and viewing current displays reflecting recent interests. Our inclusive learning environments are built upon diversity, equality, and inclusion. We recognize each child and their family by respecting culture, ethnicity, race, language, sex, gender, gender identity, and family in an inclusive environment (1).

Parents/guardians are viewed as experts on their child, know them best, and are vital to their child's successful experience in the program. Knowing that communication between families and staff is key, we aim to provide positive, enriched relationships where parents/guardians feel welcome to share concerns (1). Parent/guardian meetings are set up if necessary, where staff and families can work together for the overall success of the child/ren. Documentation, resources, and expertise are passed on and available to parents/guardians to help support them with any concerns or issues. Parents/guardians are encouraged to be involved in various events and activities in the centre. Parent/guardian surveys are conducted annually to allow families the

opportunity to review and give insights on how they feel staff and management are upholding the school policies and guidelines.

**PRINCIPAL: *To involve local community partners and allow those partners to support the children, their families, and staff.***

**GOAL:** Connect children and their families to outside community partners in order to a) support families, b) educate children on topics of interest to the child's development, and c) broaden their understanding of the larger community.

We involve local community partners and allow those partners to support the children, their families and staff. We view the community as a valuable resource. Their provision of information about current resources, child development, and health and safety allows parents to make informed choices about their families. The use of resource consultants helps Kids Club be better equipped to support children, their families, and staff. Resource consultants can assist with the development of an Individual Program Plan (IPP) if needed.

Community partners provide many useful resources and information on public health, education and hot topics in our surroundings. Our children also visit the local library, safer parks, and family resource centre. Resources to families on recreation programs, events and experiences within the community are available. Community and cultural celebrations are acknowledged throughout our programs. These activities build connections between community partners and children. All family structures, disabilities, and diversity are reflected in the room environment.

**PRINCIPAL: *To support staff who interact with children at a child care centre in relation to continuous professional learning***

**GOAL:** Support DCC staff in their professional growth and development through a variety of measures.

Through attendance of outside workshops and conferences or discussions, staff are given numerous opportunities to further their professional growth. By involving local community partners, such as resource consultants, DCC is better equipped to support children, their families, and staff, all while creating an environment for professional collaboration between consultants and staff. Routine Staff Meetings allow for staff and managers to engage in collaborative discussion, to reflect on their practices, to pose questions, and have those questions consulted upon amongst their peers. Regular Room Meetings give teachers of the same age group the opportunity to consult on best approaches; and to share their written notes, observations, and findings on their students' social, emotional, physical, and academic progress in order to gain outside insights on how best to continue refining their teaching practices. Using the AQL as another resource, teachers are also able to use the Reflective Questions as a means to reflect on their daily work and to consult on how to continue providing and engaging in the best possible approaches.

**PRINCIPAL: *To document and review the impact of the strategies set out in the above principles on the children and their families.***

**GOAL:** Program Statement and its principles will be routinely reviewed by staff and Managers. Reviews will be done to determine whether the approaches and goals specified have been achieved as well as their impact on children and their families.

This Program Statement will be documented as reviewed at least annually and whenever modified;

- by the Executive Director/Directors with consideration of its impact on families and children and the development of additional strategies resulting from ongoing feedback and observation.
- by staff, students and volunteers prior to interacting with children and as needed based on concerns or contraventions.

All approaches outlined in this Philosophy and Program Statement are observed within the program and any approaches that contravene it are unacceptable. In addition to regular meetings with staff to ensure understanding and compliance, Managers will observe staff at least annually and record observations of compliance/non-compliance. Action plans will be developed to assist staff in meeting requirements, including increased monitoring and additional training. Consequences for non-compliance to requirements will result in disciplinary action up to and including dismissal.

The Manager visits classrooms ongoing and as needed. Through these visits, each Manager is able to observe and make note of classroom environments, interpersonal interactions, and teacher practices. At least once a year, an Ongoing Program Statement and Prohibited Practices Monitoring form is completed by Managers.

The Prohibited Practices Monitoring form allows for the review of each staff member's practices in relation to prohibited practices while ensuring approaches set in our Program Statement are being adhered to and upheld. Staff and Managers review the completed form together, with Managers suggesting a goal for each staff in relation to their professional development. In a situation where a staff member is not adhering to practices that are in line with our Program Statement, Managers will schedule a meeting with the staff member in order to discuss their observations and set goals. Specific professional development tools will be offered in order to help bridge any gaps. In addition to our own internal monitoring, when reviewing for impact of these principles, routine visits from the City of Toronto Children's Services, The Ministry of Education, and Toronto Public health provide opportunities to ensure that our principles are being upheld.

### **Agency Internal Strategies:**

The program statement will be used as a guide for the staff, children, and families of Kids Club. Staff will conduct ongoing program statement and prohibited practice monitoring. Through monthly room meetings with the Manager and staff, setting child, program and individual goals, the program statement will be used as a living document to guide and support each staff, program, child and family.

Feedback opportunities to support ongoing communication are available to staff at all times. Apart from ongoing dialog with families, parent/guardians are given the opportunity to complete an annual anonymous online survey to give feedback, suggestions and comment about their experience in the child care.

### **Footnote:**

1. *Toronto Children's Services, Assessment for Quality Improvement 2016. School Age Assessment Document.*

## **Prohibited Practices**

All staff, providers, volunteers, and students must adhere to the DTMS/DCC Program Statement Implementation Policy, in accordance with ONT. REG 137/15, and are **prohibited to carry out any of the following practices:**

- i) Corporal punishment of the child;
- ii) Physical restraint of the child, such as confining the child to a highchair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless physical restraint is for the purpose of preventing a child from hurting themselves or someone else, and is used only as a last resort and only until risk of injury is no longer imminent;
- iii) Locking the exits of the childcare centre or home childcare premises for the purposes 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;
- iv) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- v) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;  
or
- vi) Inflicting any bodily harm on children including making children eat or drink against their will.

## Parent/Guardian Issues and Concerns Policy and Procedures

### Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the childcare 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 childcare centre it operates (i.e. the operator).

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

*Student/Volunteer:* Individual not employed by DTMS/DCC and on a student placement or obtaining volunteer hours for academic purposes.

## Policy

### General

Parents/guardians are encouraged to take an active role in our childcare 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, childcare

providers and staff, and foster engagement with parents/guardians and ongoing communication 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 DTMS/DCC 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.

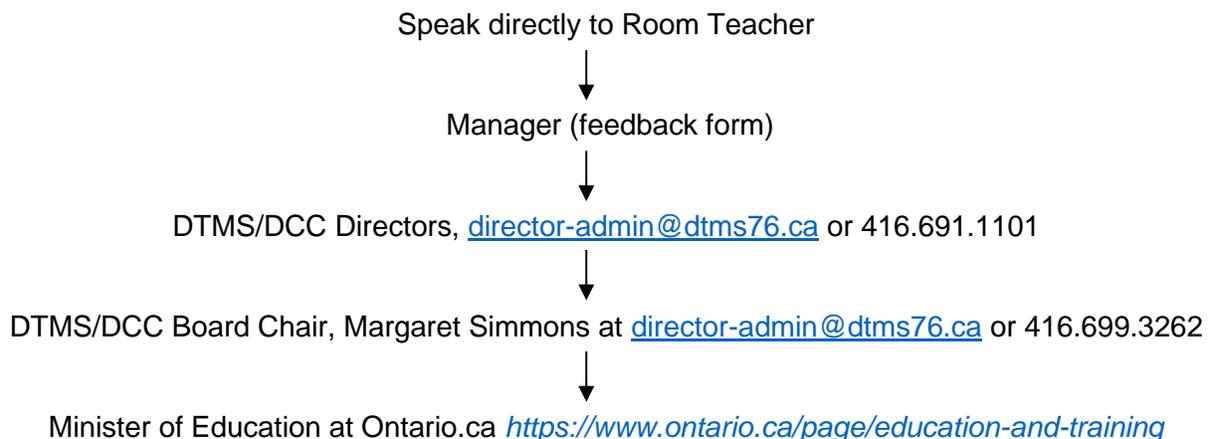
Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parents/guardians will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern may be provided to parents/guardians within 2-5 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

## Parent/Guardian Issues and Concerns Flowchart

If you are concerned about your child or any aspect of service at any of our DTMS/DCC locations, please follow this procedure:



### **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**

DTMS/DCC 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 Manager and/or Executive Director/Directors.

### **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/guardian 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, Youth and Family Services Act, 2017*.

For more information, visit:

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

### **Procedures**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
<b>Program Room-Related</b> 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"> <li>- the classroom staff directly</li> </ul> or <ul style="list-style-type: none"> <li>- the manager or director</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised or</li> <li>- arrange for a meeting with the parent/guardian within 2-5 business days.</li> </ul> Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to</li> </ul>
<b>General, Centre- or Operations-Related</b> E.g: childcare fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the manager or director</li> </ul>	<ul style="list-style-type: none"> <li>- the parent/guardian regarding next steps or referral.</li> </ul> Provide contact information for the appropriate person if the person being notified is unable to address the matter.

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:
<b>Staff, Supervisor, and/or Licensee-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly</li> <li>or</li> <li>- the manager or director</li> </ul> All issues or concerns about the conduct of staff, 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.	Ensure the investigation of the issue/concern is initiated by the appropriate party within 2-5 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.
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> <li>or</li> <li>- the manager and/or director</li> </ul> -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 in writing to the Director, Manjit Dhaliwal, at [director-admin@dtms76.ca](mailto:director-admin@dtms76.ca); and if still unsatisfied to DTMS/DCC's Board Chair, Margaret Simmons at [director-admin@dtms76.ca](mailto:director-admin@dtms76.ca)

Issues/concerns related to compliance with requirements set out in the *Childcare and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Childcare Quality Assurance and Licensing Branch.

Current Minister of Education; General Inquiry 416-325-2929

Ministry of Education, Licensed Childcare Help Desk: 1-877-510-5333

or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

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.

## Morning and Afternoon Procedures

### Kids Club Operating Hours

Monday – Friday

Morning: 7:30 am- 8:30 am

Afternoon: 3:00 – 6:00 pm

### Morning Arrival

The children are greeted and are offered the opportunity to enjoy a morning snack and participate in open activities.

### Afternoon Arrival

*Kindergarten and grades 1 and 2* - Each afternoon, our staff escorts kindergarten and grade 1 and 2 children from their last classroom to Kids Club.

*Grade 3* - During the first few weeks of each new school year, our staff escorts grade 3 children to Kids Club as a transition until they are ready to come to Kids Club on their own.

*Grades 3-6* - Children arrive between 3:00 pm and 3:15 pm on their own, and check in with Kids Club staff.

As part of our **Safe Arrival Procedure**, attendance is taken in each community. If we have not received a message from you stating that your child was absent from St. John's or is not attending Kids Club, we begin looking for them, which requires our staff to initiate phone calls to your home and/or office as well as sending staff to your child's last classroom. Calling us when your child will not be attending Kids Club avoids this unnecessary and often confusing situation.

### Dismissal

In addition to calling Kids Club when your child is absent from St. John's, please help us with our **Safe Arrival Procedure** and phone us if you are picking your child up prior to 3:00 pm. It is often confusing when we, and the other children, have seen your child throughout the day and then do not have them arrive at Kids Club as scheduled. A phone call from you avoids this situation.

When you arrive at Kids Club and your child has greeted you, he becomes your responsibility. Please remind your child that they are responsible for putting away all equipment and activities that they were involved in at the time you picked them up. This means that you may have to wait a few minutes for them to tidy up. Please plan for this.

Children will be allowed to leave Kids Club only with their parent/guardian unless otherwise stated. On the application form, the parent/guardian will give names as to who can pick up. Parents or legal guardians are the only people who can request that someone else pick up. Kids Club reserves the right to request identification from those receiving the child.

**This must be legal photo identification.** We will not allow a child to leave Kids Club with a person we do not know unless all precautions have been taken.

### **Late Pick-Up**

#### **KIDS CLUB CLOSSES AT 6:00 P.M.**

**Please remember that staff members have families and commitments of their own.** If they unexpectedly have to stay late it means their plans are disrupted, subways/commuter trains missed, their own childcare arrangements upset, etc.

Our late pick-up policy requires that **two** staff members stay until the parent/guardian arrives and leaves with the child(ren).

Parents/guardians who are late picking up their child may be charged a late fee of \$10.00 and an additional fine of \$1.00 per minute, beginning at 6:01 p.m., depending on the circumstances. Staff members who have stayed with your child will be compensated with lieu time, and they will ask that you sign a form verifying the pickup time. Late fees, when applicable, will be collected by the Manager.

If lateness becomes habitual, the Manager/Director will pursue the situation as deemed appropriate; up to and including asking the repeat-offending family to find other childcare arrangements.

If you are more than 30 minutes late, and we have not heard from you, we will call your emergency contact to see if they are able to help us. We are obligated to inform a Children's Aid Society worker if you are more than 60 minutes late and we have had no contact with you.

## **Safe Arrival Dismissal Policy and Procedures**

### **PURPOSE**

This Safe Arrival and Dismissal Policy helps to support the safe arrival and dismissal of children receiving care.

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

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

## POLICY

### General

- Downtown Montessori/Day Care Connection (DTMS/DCC) will ensure that any child receiving child care on the premises is only released to the child's parent/guardian or an adult individual that the parent/guardian has provided written authorization the child care may release the child to.
- DTMS/DCC will only dismiss children into the care of their parent/guardian or another authorized individual. We will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, the staff/Manager/DS must follow the safe arrival and dismissal procedures set out below.

### Procedures

#### Where a Child has not Arrived in Care as Expected

1. Where a child does not arrive at the childcare in the morning and the parent/guardian has not communicated a change in drop-off (e.g., phoned or emailed or advised the closing staff at pick-up), the staff in the classroom must:
  - inform the Manager/Designated Supervisor (DS) and that individual must **commence contacting the child's parent/guardian no later than 8:45 AM**. The Manager/DS shall call or email the parent/guardian to confirm the absence. If there is no response to a phone call, they must leave a message asking the parent/guardian to confirm the absence.
  - If a child does not arrive at the after-school program, the staff in the classroom must inform the Manager/DS, and that individual **must call the school administration by 3:15 PM** in order to confirm the child's absence. If there is no response to a phone call, they must leave a message asking the school administration to confirm the absence.
  - When a child has not arrived at the before- or after-school program on the same day and a parent/guardian has not advised of the absence, and the school cannot confirm the absence, the Manager/DS must **contact a Director/Executive Director by 3:30 PM** to determine next steps.
2. Once the child's absence has been confirmed, staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

#### Releasing a Child From Care

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

### **Where a Child has not Been Picked up as Expected (before childcare closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the **child has not been picked up by 5:50 PM**, the Manager/DS shall phone the parent/guardian and advise that the child is still in care and has not been picked up.
  - Where the Manager/DS is unable to reach the parent/guardian, they must leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the Manager/DS shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the childcare.
  - Where the Manager/DS has not heard back from the parent/guardian or authorized individual who was to pick up the child, the Manager/DS shall wait until the program closes and then refer to procedures under "where a child has not been picked up and the childcare is closed".

### **Where a Child has not Been Picked up and the Childcare is Closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care has not arrived by **6:20 PM**, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff/Manager/DS proceeds with calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. If the person picking up the child is an authorized individual, the staff/Manager/DS shall contact the authorized individual responsible for pick-up.
3. If the staff/Manager/DS is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, they shall leave a message and contact emergency contacts/ authorized individuals listed on the child's file.
4. Where the staff/Manager/DS is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., emergency contacts) by **7:00 PM, they shall proceed with contacting the local Children's Aid Society (CAS):**

Children's Aid Society at 416-924-4646

Catholic Children's Aid Society at 416-395-1500/after-hours 416-690-1399

The Staff/Manager/DS shall follow the CAS' direction with respect to next steps.

### **Kids Club Closings**

If St. John's school is to be closed due to severe weather, mechanical failure, etc., Kids Club will be closed.

In the event of severe weather, mechanical failure, etc. Kids Club will close/cancel the program, as the circumstances dictate. In the event that these circumstances develop after Kids Club has opened for the day, the Manager will determine if and when Kids Club should close for that day. Once the announcement has been made, we ask that you make every effort to pick up your child as soon as possible so that staff members may arrive home safely as well.

### **Emergency Evacuation and Relocation Plan**

Fire drills are held on a monthly basis and the evacuation plan is posted in all the rooms of the school. All staff members, students, and volunteers are familiar with these procedures. The Director or a designate will be the last to exit the building.

In the event that the children and staff need to evacuate the building, they will proceed to a place determined by the police/fire department. The school will only be evacuated in the event that the building is not safe for occupancy.

### **Other Emergencies**

We have procedures in place to cover a range of other emergencies such as medical, fire, snow/ice storms, utility disruption, hazardous materials, suspicious articles, disgruntled or impaired parents, employees, etc. These roles and responsibilities are reviewed, and modified, with staff annually. For more details, please review our Emergency Response and Management Policy and Procedures.

**Should an emergency as described in the sections above occur, every effort will be made to contact families electronically. If this is not possible, parents will be called by the Manager and designated staff members.**

### **Serious Occurrence Notification Form**

In the event of a Serious Occurrence, a notification form will be posted in a conspicuous space for at least 10 business days and may be updated if necessary.

## **Everyday Life at Kids Club**

### **Starting After-School Care**

Please consult with our staff if you are concerned about your child's transition to after school care. Our staff will have suggestions that are specific to your child's Kids Club community and will vary according to your child's age and previous after school experience.

### **Clothing**

Since we are located in the St. John's Catholic School building, we adhere to the formal dress code. The appropriate dress code consists of any combination of white and navy blue garments (e.g. plain white top, navy blue bottom or navy blue top and bottom, no denim).

Reflecting the principles of modesty, the dress code shall not include short shorts or skirts, bare midriffs, halter tops or tank tops.

Clothing plays a vital part in your child's enjoyment of Kids Club and activities. Carefully chosen clothing contributes to your child's comfort, participation, success, and independence.

**We do go outside to for active play for a minimum of 30 minutes daily except if it is too cold, hot or terribly wet (in this case, active indoor play time is available in the gym). In order for children to enjoy outside play, they must have proper clothing. Please see that your child has**

**appropriate clothing available at Kids Club.** Try to keep an extra vest or light jacket, extra mitts and hat tucked in their backpacks so they can add it or take it off as the weather dictates.

In our efforts to provide a peaceful, respectful, and inclusive atmosphere, **please refrain from sending your child to Kids Club in clothing that reflects fantasy, superhero or violent characters.** We feel that allowing children to wear these clothes may lead them to engage in play that is violent and often sexist. In turn, **this undermines the values we teach - kindness, peaceful conflict resolution, and empathy.** It is really upsetting to some children and families to see children pretending to hurt people. We want to teach them that violence is unacceptable. You can help us by limiting the amount of violent and fantasy related themes your child is exposed to at home. Working together, we can foster a healthy and peaceful environment that will enable children to learn how to gain control over their own behavior, to adapt to the demands of life, and to appreciate the rights and needs of others. We appreciate your cooperation in this matter.

### **“Indoor” Shoes**

During the winter and wet weeks of spring, children need to have a pair of “indoor” shoes.

### **Food/Nutrition**

Since good nutrition is essential for healthy growth and development, it is an important and intrinsic part of our program. Before and after school snacks are professionally catered.

Our snack menus are quite substantial and exceed the requirements of the CCEYA. Menus are posted on the bulletin boards by the kitchen and classroom areas. Any changes to the menu will be flagged with a post-it note.

Children are encouraged to try everything that is served and may have several servings if they wish. The staff will not limit intake to one serving. A child who is hungry will not be able to fully participate and enjoy the day’s events. If a weight/health issue is indicated restricting food intake, we require a note from the child’s doctor and a copy of the child’s diet.

**Please remember, that morning snack is just a snack and is not intended as a substitute for breakfast served at home.**

Peanut allergies are usually severe and can be fatal. If a child with an allergy is exposed to even the smallest trace of peanut product, it could trigger a violent reaction. Although it is our policy to not knowingly use any foods that may contain peanut products, we also ask for your cooperation to help make our environment peanut-free. This means not sending any foods from your home for snack or after school treats that contain peanut products.

**We know you will appreciate that we have children with life-threatening allergies who must not be exposed to certain food substances.** We need your help to administer this policy in a fair and consistent manner, and we are sure you will want to play your part in making this work and keeping the children safe.

All food restrictions/allergies/medical alerts, permanent and temporary, are updated regularly and posted in the child's room, in the kitchen preparation area, and a list will be taken with each group outside. **Please advise your child's teacher of any changes as they occur.**

### **Field Trips**

If we go on a planned excursion other than within walking distance, we will provide you with detailed information regarding the trip, and ask you to sign a special permission form.

### **Birthdays**

Due to allergies, cultural, and financial differences we ask that no cakes, loot bags, junk foods, etc., be brought into Kids Club.

**We request that you mail or discreetly hand out birthday party invitations after KIDS CLUB hours to avoid hurt feelings for those that you have not included. Birthday parties will not be discussed in the classroom. Thank you for your support.**

### **Celebrations/Holidays**

Canada is a multicultural country. We believe that knowledge and awareness of many cultures is an integral part of a child's education. We endeavor to celebrate as many holidays as possible and try to introduce such cultural celebrations as Kwanzaa, Eid, Passover, Diwali, Christmas, Chinese New Year, Easter, Canada Day, St. Patrick's Day, Hanukkah, and so on.

In keeping with DTMS/DCC Philosophy, we do not focus on the commercial aspects of these events (Santa, presents, rabbits laying candy eggs, etc). Instead, we plan activities around these holidays such as finding a country on the map, learning about some of the popular foods of a culture, a country's flag, perhaps some culture-specific dances or songs.

### **Sharing Toys/Items Brought From Home**

Children often want to bring items from home to share with their friends. We would like to share with you some thoughts on this. We encourage children to bring realistic books as well as geography related items to share with others. Souvenirs from family trips, items from other countries, photographs, stamps and money from other areas as well as cultural items from other regions or things that they have made independently can all be enjoyed and are welcome.

Please leave toys, electronic media and devices at home. Our Kids Club environment is rich with games, crafts, outdoor equipment etc. to provide children with the opportunities to participate in activities and work with materials that they might otherwise not have the opportunity to take part in.

In keeping these special and often expensive items at home you can be assured that they will remain safe and that your family's values for what media (ex. music, video games, etc.) your child will be exposed to will be respected.

Our goal is not to limit the frequency of sharing for children but rather, we wish to elevate the caliber of both the experience and the knowledge gained.

### **We cannot be responsible for items brought from home.**

We do not permit guns or any other weapon play at Kids Club, and we ask that parents/guardians not allow children to bring this type of toy into our building.

## **Student Health**

### **Immunizations**

All children must be immunized against disease at appropriate ages as recommended by the local medical officer of health, unless there is evidence of a medical exemption (please ask for a Statement of Medical Exemption Form) or a notarized form, in cases where immunizations conflict with a family's conscience or religious beliefs (please ask for a Statement of Conscience or Religious belief form). Children must have a medical exam and immunizations as required prior to the first day at DTMS/DCC, unless the aforementioned documentation is provided.

### **When Your Child is Ill**

Whenever your child is ill and will not be coming to school, please call the office to let us know that they will be absent. If you are ever unsure of whether or not to bring your ill child into school, you can do several things: refer to Toronto Public Health's guidelines, call the Centre Manager to advise, or err on the side of caution and monitor your child at home. We understand taking time off to care for your ill child can be challenging, but please consider the likelihood of spreading your child's virus/infection to other students and teachers if they come to school – and the potential to slow their own recovery. For everyone's well-being, ill children cannot be admitted to school.

**\*Please communicate with the Manager about all absences from school, especially those spanning two or more days. It is important for us to be aware of your child's well-being while they are away so we can respond to and care for them accordingly upon their return.**

### **If Your Child Gets Sick at School**

If the Manager or DS considers a child too ill to be exposed to other children or if a child develops an illness at school, the child will be comforted and isolated. Staff will then call the parents/guardians and discuss arrangements for the child to be picked up.

Please note that it is your child's behaviour, together with their symptoms, that indicates if a call is to be placed for you to pick them up. This is a case-by-case decision. Children with a low-grade fever who are happy and eating well may remain at school while children who have no fever but are lethargic and have no appetite may be sent home.

In the event that your child becomes ill at school, the teacher will record and document their observations and actions. The parent will sign this form during pick up.

### **Emergency Care**

All of our full-time and part-time staff are trained in Standard and Emergency First Aid and CPR. Each site has First Aid kits and an Automatic External Defibrillator (AED) for emergency use. In the event of any medical situation that requires immediate medical attention, we will want your child to see a doctor right away. Please remember to keep your emergency information form up to date in the office.

We must be able to reach you at any time during the school day.

### **Infectious Diseases**

In accordance with Toronto Public Health, all cases of infectious diseases will be reported and recorded.

Parents/Guardians will be notified immediately of any outbreaks of illness through Fact Sheets on the illness and verbal communication.

### **Medication**

The Teachers work diligently to make sure your children enjoy a safe and nurturing environment where they are respected and taught to respect others. In the event your child is hurt, or hurts another, you may receive a phone call if the incident warrants this. An Accident Report form will be completed by staff for you to read and sign.

If your child is ill, please inform the teachers if prescription medication is required and complete the necessary forms. **The staff at the school cannot administer over-the-counter medication.** If your child is on medication prescribed by a doctor, a staff is required to inform the Manager or DS. The Manager or DS will delegate the medication to the teachers in your child's room. The teachers, Manager or DS are the only staff who will administer the medication. You will be required to fill out a **Permission to Give Medication** form, indicating the dosage and time it is to be given. The parent/guardian must complete and sign this form.

**A drug or medication that is to be administered to a child must be in the original container as supplied by a pharmacist, with the prescription label. Please note: Health Canada has advised not to administer over-the-counter cough and cold medication.**

### **Medical Resource**

The medical resource that we use for information to help us meet the health needs of children in our care is: [Infection Prevention and Control for Childcare](#) on the Toronto Public Health website.

### **Reporting Child Abuse**

The school staff are legally obligated to inform the appropriate Children's Aid Society if we are concerned about the safety or well-being of a child. It is not the responsibility of the school staff to prove that a child has been abused or neglected, nor to determine whether a child is in need of protection. School staff shall not contact the child's family or any other person to determine the cause of any suspected abuse or neglect. The school's Child Abuse/Neglect Policy and Procedures will be followed.

### **Standing and Recreational Bodies of Water**

As per Ministry of Education guidelines, DTMS will not attend any facilities where there may be access to standing or recreational bodies of water (pools, wading pools, inflatable pools, ponds, etc). A policy in regard to this has been created and signed by all DTMS staff, students, and volunteers. Any use of water in the playground (water tables, and sprinklers) will be supervised by staff.

Staff will monitor for pooling of water and follow the procedures set out in DTMS Standing and Recreational Bodies of Water Policy and use the Playground Checklist as a means of ensuring these guidelines are being met.

## **Parents/Guardians and the School**

### **Communication Between Home and School**

**Communication is encouraged between school, parent/guardian, and child. The success and future of the school depends largely on effective communication as the core of our organization.**

We ask that you inform us of any illnesses, impending trips, separations, or deaths in the family. These events often affect behavior at school, and it is helpful to the staff to be aware of these changes in your child's life. All information of this sort will be held in strict confidence.

You can request that your child's teacher call you at a specific time to discuss any school-related topics. Please understand that messages left for our staff will be returned as soon as possible, as we are working in our classroom communities and cannot leave unless it is an emergency.

- Informal conversations: Parents/guardians have told us that these chats are the best way to communicate with teachers, so we make sure staff have the time for this face-to-face communication at the beginning and end of the day. Parents/guardians use us as their consultants about child development and management: "What can I do about...?"; "Do children usually...?"

**\*Please note that these conversations need to take place within operating hours and cannot begin at 6:00 p.m. if you are running late to pick up your child.**

- Formal parent/guardian-teacher observations and conferences (in Casa only): opportunities are scheduled twice a year for parents/guardians to observe their child in the classroom. This is followed up with a parent/guardian-teacher conference where the child's progress is discussed.

- Children's portfolios: albums of annotations and photos about children's activities are recorded and updated regularly. Each portfolio will contain artwork, photographs of the child at work, anecdotal notes of "magic moments", and examples and explanations of special materials.
- Wipe-Off/Chalk boards: teachers make notes on the board about the day's activities in the room – for example, meals, snacks, sleep times, and highlights of the day.
- Parent/Guardian satisfaction surveys: parents/guardians are asked to evaluate our services through a written survey.
- Educational workshops: lunch time, late afternoon or evening workshops are offered to keep parents/guardians informed about the curriculum.
- Parent/Guardian advisory groups: interested parents/guardians may have an opportunity to provide input on holiday events and offer programming ideas.
- Direct access to Management: our Managers and Director are active and visible in the programs, providing opportunities for informal and formal contact.

Emails are checked often throughout the day but cannot be relied upon as the best way to reach the schools. Instead, leave a message on the school's voicemail. **If a Manager isn't on site, the DS will retrieve phone messages, but may not check email.** Bulk emails will only be sent out in the event of an emergency, when parents/guardians need to be contacted or notified quickly. If a non-urgent email is sent out to Management after working hours, a response will be given the next business day as best as possible.

Please watch for notices placed in the school that notify parents/guardians of workshops, conferences, and other events.

### **Confidentiality & Privacy**

All members of our staff have signed a Pledge of Confidentiality – a serious undertaking that obliges all employees to maintain strict confidentiality of any information pertaining to children, parents/guardians, staff, and all other matters relating to the affairs and activities of DTMS. **Please do not ask the staff to compromise their employment by asking questions about children other than your own or asking for personal information concerning current or former staff members. It is important to recognize that even a seemingly innocuous infraction of this pledge can have severe consequences. It could be considered professional misconduct and result in disciplinary action.** If you have concerns or questions regarding DTMS/DCC policies, staff, etc., please address them to the Manager or Director.

**We strongly discourage private babysitting arrangements between staff and families. This is not part of our service, and we assume no responsibility for any loss, cost, damage or injury to persons or property that may occur as a result of this arrangement.** If other arrangements cannot be made, you will be asked to sign a Babysitting Declaration form. Please save phone calls unrelated to school business for after-school hours.

Collection, use, storage, and disposal of personal information comply with current legislation. A detailed privacy policy is posted in the Centre. When required by law, there may be instances when a staff is required to share information without parent/guardian permission (i.e., duty to report

suspected child abuse). In other cases, it is the right of the parent/guardian to determine what information can be shared and with whom. Informed Consent ensures that the parent/guardian signs a release allowing any specific information to be shared with appropriate professionals.

### **Parent/Guardian Participation**

Collaboration between our Kids Club and your home is truly important to us. We can provide educational expertise, objectivity, years of experience, and other elements that are useful and unique to your child's education. But you, by virtue of being a parent/guardian, add knowledge about your child(ren) that can only be acquired through the intimacy, love and caring that exists in your family environment.

We are committed to a philosophy of parent/guardian involvement. Parents/guardians need to have the opportunity to participate in both their child(ren)'s program and in the policies and procedures of Kids Club. Staff need and want input and help.

Mechanisms for involvement and communication are:

- Each room has a system that provides information regarding the children's activities during the day
- Staff are available at the beginning and end of each day for short discussions
- Parents/guardians can visit at any time. This includes extended family members as well
- Either parent/guardian or staff may initiate interviews at any time
- Program satisfaction surveys provide an opportunity for family feedback
- We partner with the school in offering parent/guardian education workshops

We will always make time to hear family questions, concerns, information, suggestions and compliments.

### **Staffing**

Skilled and nurturing staff is fundamental to creating a stimulating, safe, and warm environment. At DTMS/DCC, our experienced and trained staff members are responsible for each community and work with the Manager and Director as a team for the overall management of the school. When staff are hired, they are contracted to work in a specific area. During their employment, educators may be moved to another community or area of the school. We feel it is very important for our educators to expand their experiences and resources. Job rotation allows staff to share best practices, and keeps people and their perspectives fresh, while allowing management to assess employee potential from different viewpoints. Since we operate several schools, we may, from time to time, initiate staff exchange between sites.

Our teachers provide a curriculum that promotes, enhances, and celebrates learning that evolves from the interests, strengths, and needs of the children. The teachers for each age group take into account the individual differences in developmental patterns and are cognizant of the skills involved within these stages. Our staff mirrors the cultures of our community and is responsive to

parent/guardian requests related to religious and cultural differences. Teachers are aware that they are adults of influence and model empathy, kindness, and acceptance of all individuals.

### **Students/Volunteers/Contract Staff**

Many Early Childhood Educational Programs at Community Colleges, Montessori Teacher Trainers and High School Co-Op programs utilize Kids Club/Day Care Connection (DCC) for field practice placements. This is a necessary and valuable part of their training. The benefits are not only for the students but for Kids Club/Day Care Connection (DCC) as well. Through these programs we are able to take advantage of the many talents and resources students have, in addition to their enthusiasm and helping hands.

Part-time help are referred to as ratio-staff. Their primary responsibilities are to help maintain and enhance our ratios and to lend a hand during peak periods of the day. They receive in-service training, support, and guidance from the teachers with whom they work.

We often successfully complement our regular staffing through employment programs such as those sponsored by the federal, provincial or municipal governments' job creation programs.

During the summer months of July and August, the School's permanent teachers often take vacation time. Teacher holidays are usually covered by our familiar supply staff and our permanent part-time teachers.

No child is supervised by a person less than 18 years of age. Volunteers and students may not be counted in the staffing ratios. Direct unsupervised access (i.e. when the adult is alone with a child) is not permitted for persons who are not employees of the centre.

The Program Statement along with the Program Statement Implementation Policy, as well as individual plans for a child with anaphylaxis or on-going medical needs, are reviewed with volunteers or students who will be providing care or guidance at the day nursery BEFORE they begin providing that care or guidance and at least annually thereafter.

**Criminal reference checks** and vulnerable sector checks are required for all staff, caregivers, students, and volunteers having direct contact with children, and are updated every 5 years. In the interim, they are required to complete an Offence Declaration, annually or more often as needed.

We welcome parent/guardian feedback with respect to the performance of ratio staff, students, and volunteers.

### **Discipline and Guidance**

As anyone who comes in contact with children knows, they inevitably become involved in conflicts. There are many kinds of conflicts, ranging from possession disputes to power struggles to aggressive play. Our staff work very hard to provide our children with a safe and peaceful setting and to teach them peacemaking and problem-solving skills. Of course, we know that it is impossible

to have conflict-free classrooms, but we also know that we can help children to begin to understand, accept, and attempt to control their feelings.

Our teachers define and maintain consistent, reasonable rules and limitations for a child's behaviour. We teach, and encourage orderly conduct, empathy for others, and age-appropriate behaviour. **Staff know that they themselves are seen as adults of influence and are aware that they must model peaceful and respectful interactions through their own attitudes and behaviours.**

Some of the most common strategies for guidance and discipline are:

*Environment* – We arrange the physical environment to elicit pro-social interactions.

*Natural Consequences* – Letting the child experience the natural fallout of his actions.

*Logical Consequences* – Letting the child experience consequences that we have devised and that are related to the situation.

*Rules That Make Sense* – This involves concepts such as, “hands are for helping not for hurting,” and taking care of the environment, “if you spill it, you need to clean it up.”

*Positive Behaviour* – We encourage the children when they are making good choices.

*Reminders* – We remind children of the rules and expected behaviours and sometimes warn in advance about the consequences.

*Redirection* – We interest a child in another activity, usually by casually substituting another activity for the current one. This can potentially eliminate difficulties.

*Renewal Time* – We may need to remove the child from the situation and place the child in another area of the environment to give her an opportunity to refocus and consider alternate behaviours.

**Children are not allowed to hurt themselves, to hurt others, or to damage property. In these cases, parents/guardians will be asked to come in to discuss strategies with the teaching team/Management.**

### **Parent/Guardian Involvement Discipline Policy**

When a parent/guardian is present in the child's school environment, it is their responsibility to take any necessary disciplinary action or redirection for his or her own child. Staff members are not responsible for disciplining children when the parent/guardian is present. Staff members may alert the parent/guardian to any situation that needs attention for their child

Some areas of the school are not intended for children to be in, such as the kitchen, staff washroom and other areas. The staff room, office, and hallways are occasionally used for meetings, temporary storage of boxes, broken equipment, or resource materials. Children are welcome in these areas, but a parent/guardian must stay with them.

### **Rules of the School**

When necessary, please remind your child of the school's rules:

- Treat people with respect
- No teasing, bullying, hitting or pushing
- Children must stay in the same room as the adult who is supervising them
- Children may not run inside the building
- Children may not leave the building without an adult

## Financial Policies

### Enrollment Protocol

***Day Care Connection/Kids Club/Day Care Connection (DCC) does not discriminate on the basis of age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status (including single status), gender identity, gender expression, sex (including pregnancy and breastfeeding), sexual orientation or any other protections afforded by the Ontario Human Rights Code as amended from time to time.***

### Wait List and Enrollment Policy

In an effort to ensure that a fair process is followed and communicated with all parties, Kids Club/Day Care Connection maintains a clear, transparent, and consistent wait list policy for families seeking to enroll their children. Children enrolled in the program must be a registered student of St. John's Catholic School. Parents/guardians who wish to withdraw their child for a certain period must reapply for admission at a later date.

Please note that your status on our wait list may change due to the following admission practices:

Priority placement is often given to:

- i) siblings of children who are already enrolled at one of our locations
- ii) returning families
- iii) children awaiting transfers to/from another DTMS/DCC location

Relevant information required for our wait list includes:

- Registration date\*
- Preferred date of enrolment
- Age of child(ren) to be enrolled
- Contact information (phone and email)

\*Our records will indicate the date the application was received as the official registration date.

The centre ensures that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families. The list is organized by the planned start year of your child.

Once you have been in contact with the Centre Manager about an available opening, and have accepted the space offered, you must fill out all necessary forms/documents and pay your first month's fees. The first month's fee is **non-refundable. Planning for the school year commences in April/May of the prior school year.**

### **Admissions**

The Manager admits new children into the school. We strive to maintain or exceed teacher/child ratios in each group and attempt to achieve a balanced age mix in each classroom.

**The age of the child and hours of care required** are the two most important factors that are considered in admitting children. It is critical that you adhere to your agreed-upon hours, as fees and staff scheduling are based on having children and staff arrive and depart gradually each day. Fees would be astronomical if we were to have every child and every teacher at the school for 10+ hours each day! **If you will be deferring from your stated hours of care, you must inform the Manager.**

If you have a child in our school and are expecting another one, and wish for them to attend DTMS, it would be wise to inform the Manager **as early as possible** to create a waitlist entry. Although we do **try** to give priority to current DTMS families, we cannot "bump" families that have already paid their deposit or create a space when none is available.

### **Accommodation**

DTMS/DCC is committed to creating a program that is inclusive and barrier-free to ensure the full participation of all children. We aim to foster an environment that encourages and supports accommodation requests by collaborating with parents/guardians on strategies to accommodate the needs of their child.

In working toward this goal, we will strive to provide support for and facilitate parent/guardian requests for accommodation consistent with the protected grounds outlined by the *Ontario Human Rights Code*, the *Child Care and Early Years Act*, and *Accessibility for Ontarians with Disabilities Act*.

DTMS/DCC is committed to striving to the extent possible to accommodate children who have developmental and/or behavioural concerns related to a disability or perceived disability when administering this policy. We will, where it is possible and reasonable to do so and does not cause undue hardship, alter existing practices; adopt new policies or practices; adjust the program or

adjust the classroom placement once the parent/guardian has provided the appropriate documentation supporting the request for accommodation.

Parents/Guardians can request an accommodation at any time during their child's enrollment in our program. Requests for accommodation are to be submitted in writing. An Accommodation Request Form is available from the office. (Please let us know if you require assistance completing the form).

Parents/Guardians are required to participate throughout the accommodation process, which may encompass the entire period that their child is enrolled in our program. This includes providing documentation, attending meetings, and working with outside consultants as required. The organization reserves the right to determine the nature of the accommodation.

Since DTMS/DCC has a Service Agreement with the City of Toronto Children's Services (TCS), we can access additional support through the *Every Child Belongs Resource Program*. Under this Program, we are assigned An *Every Child Belongs Resource Consultant* who:

- Reviews the supports and accommodations that we have in place and makes suggestions
- Assists in identifying the strengths and needs presented by the family and through observation of the child
- Ensures parent(s)/guardian(s) can be contacted or communicated with when required
- Assists in quality assurance, program evaluation activities, and gathering information for statistical reports
- Develops individual support plans that are reflective of goals and strategies to support the child's development

You may see our Resource Consultant in the program working along with our staff so that children are able to receive the services and supports they need.

More information about the supports that are offered through [Every Child Belongs](#) can be found on the City of Toronto website under "Resources for Children with Extra Support Needs".

A full copy of our Accommodating Children With Disabilities Policy is available on request.

### **Giving Notice of Withdrawal**

Our fee policy is designed to protect the school from financial loss resulting from unexpected withdrawal and to minimize the expense to families when such withdrawals occur. In the event that you wish to withdraw your child from Kids Club/Day Care Connection (DCC), **written notice must be given the first of the month, at least 2 months in advance of the date of withdrawal. In lieu of appropriate notice, 2 months fee will be charged.**

### **Withdrawal Policy and Procedure**

Kids Club/Day Care Connection (DCC) will make every effort to serve all children in their ongoing programs. This is accomplished by observation of individual children and the entire group, gathering additional information from parents/guardians, teachers and other appropriate professionals (with

proper release of information), and developing the program to meet the needs of both the individual child and the group.

There may, however, be unusual situations in which the regular program cannot meet the needs of some children even after accommodations have been made. In this case, the Director has the right to decide that a child should be withdrawn. This will be done as a last resort. A decision to withdraw a child will be made with the consideration of the best interest of the child and the safety of the group. The Director will assist the family as much as possible to find an alternate placement for the child. If a child is asked to leave due to the program's inability to accommodate the child's needs or family circumstances, both the Toronto Children's Services' Consultant and the Ministry will be notified.

**Please note that if your child engages in persistent behaviour that may injure or endanger themselves, other children or staff, we will request that you withdraw your child from our program.**

**Absence Due to Extended Illness** (of child or family member)

In the case of extended illness, and where the parent cannot maintain payment of fees, the Manager will discuss the matter of reserving the space on an individual basis with the Director. If the child must be withdrawn, they will be given priority on the waiting list.

In the case of an extended absence or leave for other reasons, families are required to maintain payment of full fees or forfeit the child's place in the school. This is necessary as the school has continuing expenses that it must maintain.

**Fees**

<b>KINDERGARTEN AM: 7:30 – 8:30 AM PM: 3:00 – 6:00 PM</b>	<b>DAY CARE CONNECTION FROZEN MONTHLY FEE</b>	<b>AMOUNT COVERED BY CWELCC*</b>	<b>PARENT/GUARDIAN FEE</b>
AM & PM	\$780	\$411.45	\$368.55
AM Only	\$264.55	\$139.55	\$125
PM Only	\$675	\$356.07	\$318.94

\*CWELCC: Canada-Wide Early Learning and Child Care Program

<b>SCHOOL-AGE** AM: 7:30 – 8:30 AM PM: 3:00 – 6:00 PM</b>	<b>PARENT/GUARDIAN MONTHLY FEE</b>
AM & PM	\$ 533.50
AM Only	\$ 100
PM Only	\$ 434.50

\*\*CWELCC Program does not apply to School-Age programs

**Fee Payment**

Kids Club/Day Care Connection (DCC)'s fees are set to cover the ongoing cost of operating the program and to maintain the salaries of our talented and qualified staff at a competitive level. Fees are generally set each January. **Your current fee will be indicated in your acceptance letter.**

**You will be required to pay for all days of care regardless of whether your child(ren) are in attendance or not. This includes child illness and family vacations, as well as Statutory/Civic Holidays when the school is closed:**

**New Year's Day  
Family Day  
Good Friday  
Victoria Day  
Canada Day**

**Simcoe Day  
Labour Day  
Thanksgiving Day  
Christmas Day  
Boxing Day**

Payments will be processed by Pre-Authorized Debit Transaction. All childcare **fees are due on the first of the month** in advance of the care period, unless other arrangements have been made with the Director.

PA days are optional and we run a full day program. If your child attends childcare on Fridays, the PA Day fee is an extra \$20.00, which includes am and pm snack and pizza lunch.

If your child does not attend on Fridays, but wants to attend on the PA Day, the fee for the day is \$52.00.

**A Not Sufficient Funds (NSF) payment will incur a \$20 service charge. Repayment of the NSF fee, in addition to the \$20 service charge will be processed with the monthly fee.**

### **Consequences of Default**

The above late payment arrangements are extended as a discretionary courtesy and do not constitute permission to default on the timely payment of applicable school fees and charges. The school reserves all its rights with respect to the collection of unpaid amounts due.

**Please note that failure to pay your fees and any other outstanding amounts on time may result in the suspension or complete withdrawal of childcare services for your child.**

### **Refunds Policy**

In accordance with the Canada-Wide Early Learning and Child Care (CWELCC) System and applicable regulatory requirements, DCC is committed to ensuring that families are refunded or credited for any prepaid child care fee overpayments. An overpayment may occur when families prepay for child care services, including but not limited to monthly lump-sum payments made prior to a fee change.

If an overpayment is identified DCC will issue a refund within 60 days of the effective day for the rules for new fees.

### **Income Tax Receipts**

Income tax receipts will be available in February.

**The following Policies and Procedures are available on the premises for you to review:**

- Accessibility (AODA/IASR)
- Accommodating Children With Disabilities
- Anaphylaxis/Medical Needs
- Biting
- Child Abuse and Neglect
- Child Booster and Child Restraint System
- Communicable Disease
- Complaint
- Compliance and Contravention Monitoring
- Confidentiality/Non-Disclosure
- Conflict of Interest
- Continuation of Benefits During Extended Absences
- Criminal Reference
- Diapering and Toileting
- Disconnecting From Work
- Electronic Communication
- Electronic Monitoring
- Environmental Cleaning and Disinfecting
- Emergency Response and Management
- Fire Safety and Evacuation
- Fee Payment
- Hand Hygiene
- Health and Safety
- Health and Safety – Working with Children with Risk of Injury
- Illness/Outbreak Prevention & Response
- Immunization
- Individual Medical Needs Plan Policy
- Individualized Support Plan
- Infection Prevention and Control
- Late Fee Form and Procedure
- Laundry
- Medication Policy and Procedures
- Missing Child Response Plan
- No Smoking/No Vaping
- Off Duty Conduct
- Parent/Guardian Code of Conduct
- Parent/Guardian Involvement
- Parent/Guardian Issues and Concerns
- Personal Electronic Device
- Pet/Animal Policy
- Playground Safety
- Principles of Ethical Practice
- Privacy
- Program Statement and Family Handbook
- Program Statement Implementation Policy
- Progressive Discipline
- Prohibited Practices
- Safe Arrival and Dismissal
- Safe Drinking Water
- Serious Occurrence Procedure
- Sleep Supervision
- Staff Handbook
- Standing and Recreational Bodies of Water
- Status and Standing
- Sun Safety and Smog
- Supervision: Procedures for Staff and Expectations of Volunteers and Students
- Training and Professional Development
- Workplace Harassment
- Workplace Violence
- Wait List and Enrollment
- Workplace Hazardous Materials Information System (WHMIS)
- Withdrawal

## Words of Inspiration

***“How much fuller and richer life would be if we saw the child in all his greatness, all his beauty, instead of focusing on all his little mistakes?” Maria Montessori***

Just as we expect growth and development from the children we teach, we can expect learning and growth from the teachers as well. We are not always right about everything, but we are always growing and learning from our mistakes.

## **YOUR INPUT**

Collaboration between our school and your home is truly important to us. We can provide educational expertise, years of experience, and other elements that are unique to your child's early education. You can add knowledge about the child that can only be achieved by the intimacy, love, and care that exists in your family environment. Please keep us informed about your child's life outside of school. And please don't ever forget that we will always make time to hear your thoughts, concerns, questions and comments.

**The unbeatable combination of parents/guardians and staff working together ensures that your Kids Club experience will be everything you want it to be.**

# Family Handbook Signature Page

We certify that we have received and have read the Family Handbook. We understand and are responsible to adhere to the policies and procedures of Kids Club/Day Care Connection. We acknowledge that this document is available for reference on [daycareconnection.net](http://daycareconnection.net)

\_\_\_\_\_  
Child's Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Parent/Guardian's Name

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Print Parent/Guardian's Name

\_\_\_\_\_  
Signature of Parent/Guardian