



Family Handbook (April 2020)

Welcome

Welcome to the Wee Leprechauns Child Care Centre. This handbook is designed to inform families of the Wee Leprechauns Child Care Centre policies and procedures that are implemented in support of children's healthy development and to enable a successful home to school partnership. The Wee Leprechauns Child Care Centre is a government licensed, non-subsidized childcare centre.

A Wee Bit About Where It All Began

Kyla Wallace, the owner decided to fulfill her long standing dream of owning her own daycare centre after many years working for herself in a home daycare atmosphere in the Beaches area. With many years training and experience, excellent parent referrals and support of her current home daycare families Kyla was able to ensure this dream would happen. So, Kyla asked Georgina Wallace, her daughter to join this journey with her as a Director.

Naming the centre was an easy one for Kyla. Kyla has always lovingly referred to her wee friends as "wee leprechauns", families and the children love it so, naming it the "Wee Leprechauns Child Care Centre" truly represented her and her love for all of her wee friends at daycare.

Kyla and Georgina are committed to ensuring the Wee Leprechauns Child Care Centre operates on a friendly and professional basis by being hands on in each of the rooms, meeting and hiring the staff personally and communicating with families. Whether it is on a daily basis or behind the scenes we are here to make the Wee Leprechauns Child Care Centre a place where families love bringing their children, communities love coming together with us and our staff enjoy every day at work.

Philosophy

At Wee Leprechauns Child Care Centre, we create a platform where our program follows the needs of all children. This is a child-centred and art-based environment where learning opportunities are child-initiated, and the needs of the children are at the basis of our programming.

Diversity and inclusion are very important to both our educators and management team. We want everyone that walks through our doors to feel welcomed and valued. Our educators ensure safety and security as their top priorities.

Philosophy of Education

Our program philosophy are built on three key pillars:

LOVE

We believe by teaching each child to love themselves will empower them to love others. We provide children the tools to become independent thinkers and co-creators of the spaces they occupy and valued citizens of society.

FAMILY ENGAGEMENT

Family is the cornerstone of a child's life. Whichever way you define the word family, it is acknowledged in our centre. Families are encouraged to participate in their child's learning on an ongoing basis. We recognize that family engagement is a key indicator of a child's success.

COLLABORATIVE LEARNING

Learning with others is a fundamental part of our program. We collaborate with educators, supervisors and community members to ensure that there is an interdisciplinary approach to learning. Our programming is infused with an art backdrop and aligns with Ministry of Education documents (i.e. How Does Learning Happen?, ELECT, Kindergarten Curriculum, etc) All staff participates in annual professional development and our supported to attend PD conferences as well.

Program Statement

At Wee Leprechauns Child Care Centre, we see children are competent, capable, curious and rich in potential. Children are seen to each have individual interests and unique learning styles. We have goals for each child. Each child will have a sense of belonging. They will have a chance to express themselves creatively. They will have an opportunity to have an environment that promotes their wellbeing. Lastly, children should explore the world around them and have a chance to illustrate their curiosity.

Our program is designed to:

- encourage children to interact and communicate in a positive way and provide child-initiated and adult-supported experiences
- offer opportunities to create authentic lasting relationships with others in the program
- support their ability to self-regulate
- foster the children's exploration, play and inquiry

Our program is enriched further through many Ministry documents that guide licensed child care programs.

The ministry document *How Does Learning Happen?* is based on **Four Foundations**:

- a. **Belonging** – feeling connected to others as well as being valued
- b. **Expression**- children explore creativity and communicate through
- c. **Well-Being**- the well-being of all children is a primary goal when exploring our program
- d. **Engagement**- allowing children to explore the world around them

Another ministry document that our program follows is the *ELECT*. This document illustrates six main areas:

Principle 1: Positive experiences in early childhood set the foundation for lifelong learning, behaviour, health, and well-being.

Principle 2: Partnerships with families and communities are essential.

Principle 3: Respect for diversity, equity, and inclusion is vital.

Principle 4: An intentional, planned program supports learning.

Principle 5: Play and inquiry are learning approaches that capitalize on children’s natural curiosity and exuberance.

Principle 6: Knowledgeable, responsive, and reflective educators are essential.

The Ministry document such as *Think, Feel, Act* comprises of the following:

- a) **Connection**- positive relationships between the adult and the child
- b) **Environment**- a discussion how the environment is the third teacher in ECE settings
- c) **Pedagogical Leadership**-supporting inquiry and critical reflection in the field
- d) **Self-Regulation** –talking about self-control and the development of self-regulation in children
- e) **Pedagogical Documentation**- The ability for learning to be visible in program
- f) **Inclusion**-to ensure ECE settings are inclusive for all children

Ontario’s Renewed Early Years and Child Care Policy Framework (2017) illustrates a framework that allows high-quality and inclusive programming for all children.

The priority areas include:

- Increasing access to early years and child care programs and services
- Ensuring a more affordable early years and child care system
- Establishing an early years workforce strategy

- Determining a provincial definition of quality in the early years
- Developing an approach to promoting inclusion in early years and child care settings
- Creating an outcomes and measurement strategy
- Increasing public awareness of Ontario's early years and child care system

Our Goals and Approaches at the Wee Leprechauns Child Care Centre:

A) Promote the health, safety, nutrition, and well-being of the children

Goals:

- Educators accurately log in and out children and make eye contact with family members at pick-up. I.D will be required for adults that are unknown to our educators.
- Sick children are closely monitored and implementation of our exclusion policy of ill children when necessary.
- Educators will provide the children with daily healthy snacks and meals ; fresh water will always be accessible for the children in their water bottles until the centre is closed. Weekly menus are posted in the classrooms and in the HiMama app. The menus reflect diversity and families are encouraged to share recipes with us.
- Educators ensure the children's safety in the playgrounds and during off-site field trips by having discussions on safety and ensuring all field trip forms are completed.
- Educators ensure the children's safety in the playgrounds and during off-site field trips by having discussions on safety and ensuring all field trip forms are completed.
- Monthly Fire Drills are conducted by our educators. All staff, educators and children participate in Fire Drills.
- All staff are trained in First Aid and CPR.

Approaches:

- Educators are required to follow a daily and weekly cleaning routine of all toys, furniture in all classrooms, beds, toilets, kitchen, cubby area, to name a few.
- Educators are required to follow the sanitary practices of hand washing, hand sanitizing and toileting, and implement our exclusion policy of ill children.
- Any person handling food must have a Food Handling Certificate on file.
- Any person are required to follow the Canada Food Guide to ensure the children are being provided with nutritious meals and snacks, post dietary restrictions in all areas where food is made or served and ensure options are available if vegetarian options are required. Children all sit together during snacks and meal times with

- an educator who allows children to serve themselves and encourages children to try new foods.
- Educators are required to complete and check off and sign the daily playground check list twice per day. When going off-site educators will have families complete the field trip forms in advance and have discussion with the children regarding safety. Educators will also do a risk assessment of whether the child needs to be on a walking line or in a stroller.

B) Support positive and responsive interactions among the children, parents and staff

Goals:

- Educators provide positive support to families - help with potty training, help with ideas regarding encouraging children to eat various foods, answering any questions regarding child development in a respectful manner.
- Educators model positive communication by welcoming all families & children in a friendly, respectful and polite manner with personal greetings and seek info on health, mood, eating levels.... and log children in via Hi Mama.
- Families are encouraged to attend family mornings with their child, evening family events/concerts, family BBQ's, volunteer in the classroom and review observations/documentations regarding their child.
- Educators attend monthly meetings with director(s) to address any concerns, suggestions for the child care centre, discuss any ways to help new children in the centre, future family events....

Approaches:

- Educators will give helpful tips on potty training, inform families of their child's favourite foods we provide, give recipes if requested, and update families on their child's progress.
- Educators are responsive and:
 - Have the ability to meet the need of the children they serve within their capabilities
 - See children as collaborators and share learning input
 - Engage in learning stories and document children's abilities
 - Use inquiry based questions for children
 - Nurture them and keep their environment safe and secure
 - Allow children to express their feelings freely
 - Enrich the well-being of all children and be cognizant of their nutrition at the centre.
- As a team, educators are required to help organise events (Seasonal concerts, Mother's/Fathers day) for families and friends to come share time and

- experiences with each other and build long lasting relationships while seeing how their child interacts with their friends or what is being learnt.
- Each month a staff meeting is held. Additional meetings in between may be held if necessary for the centre. All staff are required to attend staff meetings. Educators use a daily communication log book to write anything that other educators in the centre will need to know.

C) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate

Goals:

- The goals for the children include:
 - To feel a sense of belonging
 - To have the ability to express themselves in a variety of ways (use different languages, creativity) and have voice within their learning
 - Maintain their health and well-being by supportive educators
 - To feel engaged during play and collaborate with others in a positive way
 - To be a contributing citizen that is cognizant of diversity and inclusion in their everyday life

Approaches:

- Educators will maintain an open dialogue between each other, families and children that supports problem solving, co-learning and modelling positive ways of communication by being polite and respectful on a daily basis.
- The reading area or free table with the child's chosen toys/books can be used as a place for some quiet time when needed.
- Educators will have discussions with the children about what they would like to learn about next, ask open ended questions to gather ideas what to implement into the program or events
- Educators are expected to actively listen to children, implement positive and responsive interactions through discussion on feelings, why the children feel that way, help identify feelings and valid those feelings during times of frustration, sadness and provide ways to help the child deal with those emotions.
- Educators will encourage children with a different mother tongue to share it with the centre during play and discussions.

D) Foster the children's exploration, play and inquiry

Goals:

- Our classrooms have various centres to foster inquiry and exploration: Arts, Science & Nature, Dramatic Play, Blocks, Reading, and more, which are open at all times for play.

- Educators may extend outdoor time and bring activities outside or provide choices of creativity during outdoor times.
- Educators will set up tables with various materials for investigation, including ones from outdoors that the children have collected.
- Educators will have discussions with the children by asking open ended questions during play/activities to extend learning opportunities.

Approaches:

- Educators are required to allow children to play in any of these areas during program free play times to ensure the children have the ability to explore any of the areas without restrictions.
- When possible, educators will take materials outdoors to extend activities or provide more space for greater learning experiences.
- Educators are required to be engaged (verbally and non-verbally) with children during play, activities, circle times and other times throughout the day.

E) Provide child-initiated and adult supported experiences

Goals:

- Educators provide and support various activities or experiences for the children (i.e assistance with building cutting skills, making play-dough, slime).
- Educators allow children the freedom to have child-initiated experiences (i.e bringing out slime containers, clay, etc).
- Educators take suggestions from the children regarding experiences (i.e baking, field trips, visitors).

Approaches:

- Educators provide the children with activities like making their own pizzas, clay, slime, etc... that requires adult support.
- Educators provide the centre supervisor and/or directors with suggestions from the children i.e. the children are talking about Firemen – bring in the Firemen to discuss fire safety.
- Educators are required to help plan community field trips: food market, library...
- Educators are required to allow children to play with all materials in the centres during free play times, from opening to until closing in order for children to have their own experiences.

F) Plan for and create positive learning environments and experiences in which each child's learning and development will be supported

Goals:

- Promote children's rights and programming to be child-centred with some adult direction by having flexibility during routines and non-hurried transitions.
- Having an understanding that our program reflects diversity and differences.
- Educators, children and families are considered collaborating partners in the children's learning.
- Value each child's contribution to the program through displaying the children's work and bring it to the families attention during discussions.
- Educators will identify and provide children with various materials to help assist with child's particular developmental need (ie; fine motor skills) for the well-being of the children or find resources to support them.

Approaches:

- Educators are required to allow the children extra time during toileting, snack and lunch times, and prolonging of activities if children are still engaged.
- Educators are required to correspond with the children's observation books, have discussions with the children on what they'd like to learn about, except families input on what their child needs to improve on or has an interest in and ensure programming supports the children's developmental needs.
- Educators are required to identify and provide on site and community resources (Adventure Place), to meet the needs of the children.
- Educators are required to identify any resources or materials that could be implemented into the centre, which will help meet the needs of a child (i.e left handed scissors).

G) 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

Goals:

- Our schedule allows for children to go outdoors 2 hours per day. After school children, go out for at least 30mins. (weather permitting).
- We offer flexibility of 10 mins extended time for the prior lunch/snack activities to ensure lunch or snacks are not hurried.
- After lunch the children will have a nap / rest time that begins with a story and/or relaxing music. Non-napping children will have quiet activities in the classroom.

Approaches:

- Educators are required to use the gym during bad weather days or to extend our activities.

- Educators will provide any child that requires some rest time throughout the day by setting up a quiet table or place in the reading area.
- A dedicated Zumbini instructor provides the children with either an AM or PM Zumbini class – at least once bi-weekly. All educators are required to help and participate to their full ability during the class to ensure child safety.

H) Foster the engagement of and ongoing communication with parents about the program and their children

Goals:

- Educators send daily reports outlining the child’s day (i.e toileting, mood, health, sleep, food, activities via Hi Mama and verbal updates at least twice per week. These electronic emails are sent at the end of the day.
- Families have the opportunity to ask educators questions about their child, see their recent activities, look through their observation books and portfolios on a daily basis and during family events.
- Educators will welcome any parent requests for a meeting about their child within the program.

Approaches:

- Educators / Directors will update families via email or Newsletters regarding any changes within the program.
- Educators can organise family meetings to discuss a child within the program. These meetings can be in-person or on the phone.

I) Involve local community partners and allow those partners to support the children, their families and staff

Goals:

- Educators partner with local community partners such as Toronto Public Health, Children’s Services, Ministry of Education, Adventure Place to come in to support any children, families and staff members.
- Provide ongoing information about local resources such as libraries and community organizations.
- Be mentors to colleges and universities and guide them in ECE programs.

Approaches:

- If educators identify an issue of a child requires extra support, WLCC will contact Adventure Place and will work with community partner to access resources and develop strategies to assist the child and family participation in the program.

- Educators will implement any recommendations set out by the local partners to support all involved to ensure the well-being, health and safety of the children, families and staff at the centre.
- J) Support staff, or others who interact with the children at the child care centre in relation to continuous professional learning***

Goals:

- Educators are supported by the management team to receive continuous professional learning.
- Educators who receive more than 20 hours of continuous professional learning, it is celebrated by placing it on the community board in the entrance way.

Approaches:

- We facilitate and assist in training and continuous professional development for staff. At least 1 workshop per year will be issued so staff can attend.
- ECE Educators are required to maintain their Good Standing status with the College of Educators.

K) Document and review the impact strategies set out in clauses (a) to (j) of subsection 46 (3) on the children and their families.

This Program statement allows us to meet the needs of the families and children that attend our child care centre. This statement allows us to:

- Ensure children are seen and reflected within the program.
- Ensure children have an opportunity to explore the world around them.
- Adult-child experiences that are positive with program staff.
- Plan for developmental growth that is documented.
- Ongoing communication with parents and invite them to be part of their children’s learning.
- Staff to be reflective and continuously participate in professional learning.

This Program statement ensures:

- Children will be observed daily to assess their developmental milestones and daily programming will reflect the “How Does Learning Happen?” pedagogy, work on children meeting their developmental milestones and allow children to explore within play-based learning ideas.
- Documentations will be done through learning stories and will be a way to reflect children’s visibility and value children’s experiences – past and present.

- The licensee will ensure that our program is compliant with the policies and procedures, the program statement is followed and annually reviewed.
- Continuous learning takes place annually to reflect continuous growth and reflection. It is important that our educators are reflective.
- Prior to interacting with children all new staff, students and volunteers are required to review the program statement and sign off after reviewing the statement and at any time the program statement is amended.

At Wee Leprechauns Child Care Centre, we are committed to providing high quality early learning and child care to all our children and families which is why it is important for Wee Leprechauns staff to understand better the impact of the program on children and their families.

Services

We offer programs for children aged 18 months to 6 years old. These services include AM / PM program, Summer and Winter Camps (may include off-site Field Trips around Toronto).

Parents Communications

Parent-teacher communication is the primary co-held responsibility for families and staff. Through verbal and written communication of information, thoughts and ideas, and by collaborating on activities, projects, and events, parents and teachers strengthen their relationship and understanding. WLCC supports communication through various strategies, including:

- **Daily Verbal Exchange**

Parents and teachers exchange greetings during sign in and sign out transitions, and convey essential information. Longer conversations are scheduled for when the teacher is not directly supervising children.

- **Written Communication**

Bulletin and Electronic Boards, Calendars, Daily Notes via Hi Mama app, Incident Reports, Monthly Newsletters, Site Director Newsletters

- **Electronic Communication**

WLCC uses the Hi Mama app to provide parents with classroom information directly by text or email. Participation is voluntary but this is our main form of communication regarding your child's day in detail – Daily reports. We may send out emails via WLCC's email but usually this is personalized and/or confidential.

- **Parent – Teacher Days / Evenings**

Whenever possible WLCC uses parent-teacher days / evenings to update parents on their child's progress at WLCC, discuss the transitions into other classrooms and let parents see what their child has been up to. These events may take place once to twice per year and can be arranged by appointment when the parents would like to sit and discuss their child with the teachers.

Policies

Attendance

WLCC is open Monday to Friday from 7:30 am to 6:00 pm. WLCC operates throughout the year except all statutory holidays and Easter Monday, that are listed below. WLCC prefers all children to be in the centre by 8:30am each day to ensure the child does not miss out on activities or walks around the neighborhood. We will not be able to accept your child into the centre when the child's classroom is off-site, due to ratios and other government regulations. WLCC will not remind you of planned walks or notify you of these activities, even if they are unplanned. They only except is when we go off-site on field trips that are outside the neighborhood.

Additionally, we will not accept your child into WLCC centre between the hours of 10:30am – 3pm due to lunch and nap time routines.

Please inform the program by 9:00 AM if your child will not be attending that day, due to an illness or an unforeseen circumstance, preferably by marking your child absent in the Himama app, Himama app messaging or by calling the centre. Otherwise, they will be marked absence.

Please communicate planned absences to WLCC via phone or email (i.e. vacation, days off, doctor's appointments).

If your child is in the AM/PM school program: When you are picking up your child from school instead of bring them to WLCC please communicate by 11:00 AM to ensure the staff are aware of the afternoon attendances/schedule. If there is no verbal communication then WLCC staff will assume your child has attended school and will go to the bus stop, if no child is there then WLCC staff will begin the safety measures of calling the bus company, school, and then the parents/emergency contacts. Please be aware no communication severely affects and disrupts the PM program for the WLCC staff, and children.

If your child attends in the AM/PM school program and your child does not attend in the AM, as a default staff will not go to the bus stop to pick-up your child in the PM so, please call by 11 am if your child needs to be picked up in the PM.

Scheduled Closures

WLCC is closed on the following Statutory Holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day.

PLEASE NOTE: WLCC will close for the week of Christmas / New Years holidays and all fees will remain the same, as normal. The dates will be released within at least 60 days prior, but we aim to have these given to you by September. In the event, we will not close you will also be advised in advance of these days and hours.

Emergency / Necessary and Mandatory Closures

WLCC will notify all parents either by email, HiMama app or telephone of any closures (shorter than 2 weeks) that are not holiday related. These days are non-refundable or exchangeable for other days. Any closures that are longer than 2 weeks will not be charged. However, if we provide virtual classes/activities and/or Pick-up activity packs of any kind then we will offer this service for a fee (if needed) that is separate from the childcare fees. This includes mandated closures from the government for health reasons.

Use of Space

Please make sure your child is always supervised by you until signed into the program and placed with the teacher in the classroom. As you enter the Center, please encourage your child's awareness of the area, such as photographs and displays that indicate upcoming activities and events. Please place all of your child's belongings into their cubby and on their hook, do not use extra hooks or cubbies. Please encourage walking feet. Please do not allow your child to open doors, climb on furniture and equipment, jump off stairs, or touch the adult tools. Please encourage your child to clean up their activity before leaving the room at the end of the day. Your partnership to establish safe and respectful boundaries for your child is so appreciated.

Access

Front entrance doors are open between 7:30 AM – 9:00 AM for drop-off times, then the doors will be locked and reopened at 3:00 PM – 6:00 PM to allow for pick-up. If you need to drop off your child later or pick-up earlier please call WLCC to inform us by 9AM that you will need access to earlier/later entry, then you will need to call us to inform us that you are at the door. We ask parents do NOT pick up / drop off between 10:30am – 3pm as this is during lunch / snack time and nap times.

Sign In / Out

Please help your child through the morning steps (remove jacket, accomplish toileting and hand washing, place items in their cubby and/or hook). Please connect visually and verbally with a member of the teaching staff in that classroom before leaving your child at WLCC. Children may not be left in any space unattended at any time.

The adult responsible for taking the child from WLCC must be on the child's Emergency Information form authorization list. A government issued photo ID is required of anyone picking up the child – please have it ready to show to the staff on duty as requested. The authorized person must visually and verbally connect with the staff member on duty, check the cubby, and wait for child to clean up their activity.

If the person not on the authorized list then a phone call from the parent/guardian will be needed prior to pick-up and parent/guardian will be asked to update the list. If WLCC is not notified and person is not on the list then pick-up will be refused.

Wee Leprechauns Child Care Centre has the responsibility to refuse to release a child to any person (a) who appears to be incapacitated and/or under the influence of a controlled substance that may impair their judgement to safely care for a child, or (b) whose behavior may, as deemed by a reasonable person, place the child in imminent risk. In the event of such an occurrence, teachers will suggest that another authorized individual (listed on the child's Emergency Information form) be contacted to come and pick the child up. If the authorized adult picking up does not cooperate and insists on removing their child from care, and/or if the staff member reasonably believes that refusal to release the child could place staff or other children in imminent risk, staff are directed to release the child, but immediately call 911 (or non-emergency police department) to report the potential risk and/or a possibly impaired driver.

Tuition

The tuition fees are as set out:

- Full-time \$1,250 per month for Preschool age and \$1,250 per month for Toddler age.
- Part-time \$60 per day for Preschool age and \$60 per day for Toddler age
- AM/PM Program OR PM only Program \$850 per month. 2 PA days per month are included (these need to be scheduled 2 weeks in advance and are permitting there are spaces available) and are not transferable to other months.
This does not include Winter Break, March Break and Summer Breaks. These will be run by a Camp schedule only and fees will be additional

There are sibling discounts available for full-time children please speak with the Directors regarding this discount.

Tuition is payable monthly in advance and will be billed via HiMama between the 13th-15th of each month. You can see this under the Billing tab.

WLCC Payment Options:

- Pre-Authorized Credit payments (you will need to fill out an authorization form) an additional charge of 2.5% of the tuition applies.

- Interac Email Transfers
- In-person/Telephone Credit Card payments (during office hours only) *No accepted during Pandemic situations

Please note WLCC no longer accepts cheques for monthly payments. WLCC does not offer other options at this time but these options may change in the future.

Payment due dates:

- Pre-Authorized Credit Cards will be processed from the 26th of the month prior.
- In-person Credit Card payments are due on the last business day of the month during official office hours (9am – 2pm) but an appointment can be made in advance.
- Interac Email Transfers are due by the last day of the month.

Late Payments

WLCC defines a late payment as a payment not received by 5pm on the last day of the month. Any delay in sending passwords for Interac Email Transfers along with the payment will act as a late tuition payment. Any late / declined tuition for any reason will be charged at 10% of the tuition fee and is due when paying the tuition fees.

No child will not be permitted access into WLCC without full tuition payment prior to attendance but must be done the day prior not the morning of care. Our staff are notified by the admin team that no payment has been received and the family will need to wait until the admin team is in the office to receive **any** kind payments, these will not be verified to the staff remotely or after office hours (9am-2pm).

WLCC will only hold the space for 48 hours without payment of tuition and late fees. WLCC reserves the right to give your space to another family without further notice after this time period. WLCC reserves the right to unenroll a child after 2 late payments.

Late charges and other charges for the use of card payments will not be reflected on your Tax Receipts. WLCC Tax Receipts can be viewed in the Billing section via the Himama app.

* Please Note: Fees are subject to change without notice.

Fees for Late Pick Ups

In the event parents are unable to pick up their child and depart on time - by 6:00 PM, the child's account will be charged a late fee of \$10 for every 1 minute, which is due and payable within 24 hours of billing to WLCC admin team only. WLCC staff will have a sheet for parents to sign with their child's name, time of departure and date for billing purposes.

It is recommended that parents arrive on site by 5:50 PM to manage their child's transition and ensure the teachers can leave the centre at 6pm. Please understand the impact caused by parents that are late picking up their children from child care centre: this negatively affects the child's sense of security and impacts the personal and professional lives of the teachers who cannot leave on time.

Enrollment

To enroll your child in WLCC we will ask you for a non-refundable 1-month tuition as a deposit. This is to hold and secure your child's place at WLCC and is payable by credit card, debit card, and email transfer. Then 2-3 weeks prior to your child's enrollment date we will require the 1st month tuition fee. Please note if we do not receive the full deposit for the account then we will not hold a space. Please note a registration fee of \$50 may apply if you are registering in advance of (more than 1 week). See the last page for what you will need for registering and items needed for the first day.

Withdrawal

Parents are required to provide a minimum 30 days written notice to WLCC, or the financial equivalency. For enrollment planning, it is assumed that Kindergarten eligible children will not be continuing with WLCC after the end of August. If parents of Kindergarten-eligible children wish to enroll their child in the AM/PM program in WLCC then parents need to communicate their decision to the site director in writing by April 1st. For planning purposes, 30 days written notice is still required even if you have advised us verbally or in the enrollment forms, as this is placed on file.

A permanent space cannot be guaranteed, if you wish to temporarily withdraw your child. Therefore, your child will be placed on a waiting list, if necessary.

In the case of extreme aggressive, disruptive or violent behavior by a child enrolled at WLCC and steps of the **Behaviour Management Policy** have been carried out without success, WLCC will immediately unenroll the child from the centre to ensure the safety of the staff and children.

Inclusion

WLCC is an inclusive child care centre and does not discriminate against individuals on the basis of their race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, military service, covered veterans status, financial status, or any information within a child / families file. In addition, WLCC does not discriminate against individuals on the basis of their gender expression.

Special Needs

The early years are often the time when children's special needs are identified. WLCC recognizes that appropriate supports can address a child's development and learning. WLCC will work diligently to meet the individual needs of every child, within the established framework of the licensed child care ratios and program design. In the event that a child's needs determine that an alternative learning environment would better support the family, WLCC will compassionately partner with the parents to ensure this successful transition.

Well Child / Sickness

The goal of WLCC is to keep well children at the child care center, and parents at work. However, the health of all children is the priority over the inconvenience to one family asked to remove their ill child. Ministry regulations requires 2 hours of daily outdoor play for each child. Therefore, it is our policy that if children are too ill to play outside, go for a walk or be at school, they remain at home. If a child becomes ill during the day, temporary care in the office or separate area will be provided until you can be contacted, and your child must be taken home as soon as possible and within one hour. Children may come back to WLCC after they have been symptom free for 24 hours. For example, your child is sent home at 2pm on Tuesday and last vomiting is at 11pm of the same day, then the child cannot come back to WLCC officially until 11pm on Wednesday and since we are closed then it is Thursday morning permitting no more vomiting has occurred.

Head Lice Policy

At WLCC, if a child has head lice, that child will be excluded from the program until no more live lice and all the nits have been removed. Should a discovery of head lice be evident in the centre, then child(ren) who is infected, will be sent home and a letter will be sent out to the all other parents/guardians informing them, as well as the procedure and policy of the centre.

The Public Health Department will be contacted if the centre has been identified as having an outbreak, then Children's Service [Serious Occurrence] will also be notified.

Contagious or Communicable Diseases Symptoms

Any child who shows signs of the following illnesses must be removed from the daycare centre as soon as possible and may not return without a doctor's consent.

- *Vomiting*

Vomiting is a sign of communicable disease or stomach irritation. Children should remain home for 24 hours after the vomiting has stopped. The child must be well before returning to the centre, i.e. able to participate fully in the indoor and outdoor daily program.

- *Fever*

A fever of 37.8 C degrees or higher. Fevers are generally an indication that the body is attempting to fight off infection. Children should remain home for 24 hours after the fever has stopped. The child must be well before returning to the centre, i.e. able to participate fully in the indoor and outdoor daily program.

- *Diarrhea*

Diarrhea is a sign of infection in the digestive tract. If a child is suffering from diarrhea [bowel movements that appears watery or greenish] he/she will not be admitted to the centre until 24 hours after he/she is clear of diarrhea, unless a doctors note stating the child is well enough to attend WLCC.

- *Pink Eye*

The sign and symptoms of Pink Eye are as follows: red, swollen eye[s]; later there is a copious discharged of pus. Eyes itch and smart but there is no pain. One or both eyes are clear and no crusting or discharge is evident. A doctor's note or consent for admission is required.

- *Unexplained Skin Conditions/Rash:*

Children will be excluded from WLCC for any patterns of small bumps, blisters and blotches (including: Chicken Pox, Fifth's Disease, Hand-Foot-Mouth Disease, Impetigo, Measles, Rubella, Scarlet Fever). Child may not be at WLCC until symptom free or if the parent provides a pediatric release note.

* *The parent must provide a signed, and dated within 48 hours, note stamped by a medical office that expressly states that the child was examined by a physician, is well enough to attend licensed child care, and poses no risk of contagion to the other children and adults in the child care.

- *Rubella*

The signs and symptoms of rubella [German Measles] are: low grade fever [39], headache, cough, red eyes, runny nose and swollen glands at the back of the neck. The rash appears as mottled or tiny raised spots, which spread from the face to the neck and to the body over 12 to 24 hours. The disease is most communicable while the rash is erupting. It is also communicable for seven days before the rash appears and four days after the rash appears. A child may return to school five days after the rash appears with a doctor's note stating that the child is no longer able to transmit the disease to others.

- *Mumps*

The signs and symptoms are: tender swelling in front and below the ear. The swelling begins usually on one side then may start on the other side in two or three days or may

not develop at all. Fever and vomiting may occur. The child will be readmitted as soon as the swelling around the neck goes down. A doctor's consent to return is required.

- *Impetigo*

The signs and symptoms of impetigo are: the appearance of small fluid filled blisters leading the brownish crusts, especially around the mouth and nose but may occur anywhere on the body. A secondary infection may develop from scratching. A child may return to the centre when all sores have dried up. A doctor's consent is required.

- *Chicken Pox*

Chicken Pox is a highly contagious disease and sometimes has very serious complications. The child must stay at home and a doctor's consent is needed before he/she can return to the centre.

Pandemic Plan Guidelines for Families

In the event of a Pandemic, we will follow our Pandemic Plan within the childcare centre and the guidelines given to us the Toronto Public Health, the Ministry of Education and other governmental orders/recommendations.

If WLCC receives notice of closure, we will immediately (within 24 hours) Email / SMS all of our families to advise them of the closure and approximate timescale of closure. During the time of closure, WLCC may offer services such as Virtual classes/Activities and/or Pick Up Activity Packs, which may be charged additionally or various plans.

Upon reopening of WLCC, we will follow the guidelines given to us by above regulators and advise our families and staff of any changes within WLCC to help maintain the health and safety of all WLCC families and staff. These procedures may include and will not be limited to:

- Screening Procedures (taking temperatures, asking questions for staff and children)
- Limit Entry to WLCC property (only Children and Staff, if needed)
- Physical Distancing (for Parents, Support Staff, if needed)
- Reduced Hours (example. 8/8:30am – 4:30pm/5pm)
- Additional Cleaning Procedures of Equipment and Toys each day
- Additional Staff Training
- Slowly Opening the centre – transitioning the children in small groups

Medication

WLCC will **only** administer prescription drugs to children in accordance with provincial legislation. This requires that parents provide:

- Written authorization, including dosage and times any drug is to be given via the Medication Form
- Medication must have all pharmacy labels on it with child's name, date, medication name on it, in original packaging, clean syringe and placed in a clear Ziploc bag.

In the event, a child is required Tylenol due to some illness such as seizure when a child has a fever, a written note from the doctor is required in order to administer the medication. This note will be kept together with the medication and placed in your child's file. **All** medication must be in the original container, clearly labeled with the child's name, name of the drug, the dosage, the date of purchase and instructions for storage and administration of the drug. Please note: Herbal medicines are considered as a form of medication therefore will only be administered if it meets the above requirements.

The RECE, director is the designated staff that are allowed to administer medication to the children in accordance with the instructions from the label and from the parent/guardian authorization medical form.

Communication

Parent-Staff communication is essential to effective partnership in advocacy for the child. Parents are asked to read the communication provided by teachers, which may include: Bulletin Boards, HiMama notes, Calendars, and Newsletters.

Daily verbal exchange is welcome, but parents are asked to be sensitive to the teacher's primary responsibility of supervising and supporting the children in the classroom. Long conversations may require a scheduled phone call during down times.

Family Participation

At WLCC we encourage families to participate in events, special days and any opportunities to volunteer at WLCC. We hold events throughout the year to enable families to see what our child care has been up to lately. In addition, we welcome families to have a peek at their child's portfolio every few months. Your child's portfolio will demonstrate various activities your child has participated in while at WLCC.

Individual interviews, group meetings and workshops will support daily contact with parents and staff. Parent/s are encouraged to participate in the daily program and visit their child in their free time, except during sleep time, toileting times, snacks and lunch times. Please advise the staff 3 days ahead of time if you are wanting to stay longer than 15 minutes. The only time we would ask you to leave is if the participation is disruptive to your child(ren) and/or any other children in our care.

Child Abuse

In accordance with the Child and Family Services Act, it is the responsibility of every staff to immediately report to a Children's Aid Society if she/he suspects that a child has been abused or if a child is at risk of abuse. This includes the operator, directors and full-time qualified employees of the centre.

Children Aid Society 416-924-4646
Jewish Children Aid Society 416-638-7800
Catholic Children Aid Society 416-395-1500
Native Child and Family Service 416-969-8510

Discipline

Children are disciplined in a positive manner at a level that is appropriate to their actions and their ages in order to promote self-discipline, ensure health and safety, respect the rights of others, and maintain equipment.

Spanking and other forms of corporal punishment are not permitted. Methods of discipline are discussed with staff and they are expected to adhere to, and consistent disciplinary measures are agreed upon. The Behaviour Management of WLCC is monitored on an ongoing basis to insure compliance.

Children are being encouraged to express themselves positively to one another other than in anger, frustration and violent actions.

Prohibited Practices

No licensee shall permit, with respect to a child receiving childcare in the centre, it operates at a premises where it operates the provision of childcare:

- 1) No corporal punishment of the child will be allowed at any time. [hitting, spanking, grabbing, kicking, squeezing, pushing, pulling, shaking, pinching, and biting].
- 2) No deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect.
- 3) Depriving the child of basic needs, including food, shelter, clothing or bedding;
- 4) Locking the exits of the child care centre premises for the purpose of confining the child; or
- 5) Using a locked or lockable room or structure to confine the child if he or she has been separated from other children.
- 6) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself/herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.

- 7) Inflicting any bodily harm on children including making children eat or drink against their will.

Suspension and Expulsion

In the case of extreme aggressive, disruptive or violent behavior by a child enrolled at WLCC [when steps of this **Behaviour Management Policy** have been carried out without success], the following action will be taken:

1. A meeting to discuss a plan of action will be struck by the Director. A discussion concerning the behavior problem will attempt to establish a plan of cooperative action between the home and WLCC to explore some options.
2. If the problem persists, a meeting will be set up among the parent, the child [if age appropriate], a qualified staff and the Director to discuss as well as recommend involvement from a support agency i.e. Adventure Place, if applicable.
3. If the second phase of the policy is ineffective, the parent and the Director will meet to discuss future appropriate action. Every effort will be made to make this a positive process.
4. If all stages of this **Behaviour Management Policy** prove ineffective, the Board of Directors of WLCC will review the continuation of care.

Wee Leprechauns Child Care Centre makes a strong effort to work with families in crisis, to find real and reasonable solutions that will support children and parents. However, when staff and children are potentially/feel unsafe or is severely disruptive to the program and requires additional staff to assist within the child care then, WLCC will be unable to complete the above steps in the **Behaviour Management Policy**.

WLCC reserves the right to terminate enrollment without notice for the following reasons:

- non-compliance with policies and procedures, including documentation, updating contact information, immunization records ...
- adults choosing to exhibit behavior that threatens the physical or emotional safety of the children and teachers on site.

Nutrition

A healthy, nutritious, morning snack, afternoon snacks and lunches will be provided each day by WLCC. The meals that are listed have been tried, tested and child approved by the catering company and our children. If your child(ren) **loves** a certain meal on our menu, upon request to the director we are happy to ask for this recipe. WLCC's weekly menus will be posted for the current week and next week to assist you in planning your menu at home and are assessible on the HiMama app. We currently do cater our food from an off-site catering company.

Please inform the supervisor / director upon enrolment of any allergies/intolerances that your child(ren) may have. If we cannot alter the menus to suit your child(ren)'s needs, then we will ask you to bring your child(ren)'s meals and snacks with instructions, ingredients list, and items must be chocolate free and low in sugar content. Please note that WLCC is completely Nut-Free environment.

All children's special dietary needs and allergies are posted in the cooking and serving areas.

Toilet Learning

Toilet learning is a developmental process in which a child learns to use the toilet appropriately. Children are ready to learn when they are healthy, well nourished, and not pressured to achieve at a level above their capability. Parents are requested to partner with teachers, communicating frequently, so that the home-to-child care approach is coordinated and consistent. As in many areas of child development, children must reach a certain age to begin (often between 18 and 30 months of age) or be in the proper setting or situation before they are ready to learn. Parents will provide diapers, and any needed creams and lotions for their child. The product must be in its original container and labeled with the child's first and last name.

Naps / Rest Time

A naptime is set on the schedule for children after lunch. This is important for the child to regain energy after a very active morning. Children who are not sleeping will be given a quiet activity in the room such as books, puzzles, coloring items will be available for them to do. Once the staff reliever comes back from lunch the other staff will take the non-sleeper child(ren) to the other room to have a quiet play or utilize the gym until the rest time is over. If you wish for your child(ren) not to participate in naptime, we will then ask you write a letter stating this and why.

Birthdays

A child's birthday is an important event and here at WLCC we try to make this day very special for them using various methods such as singing, playing games, etc. We ask that you do NOT bring foods/cakes into the centre. We celebrate birthdays once per month as a group party usually around the end of the month. However, should you want to supply a cake you can contact our catering company to order it through them and they will deliver it to us on the date requested but please let us know by email.

Transitions

Upon enrollment WLCC will provide families with a transitioning schedule which must be followed for the first 1-2 weeks. If staff notice the child transitioning has been adjusting, they will notify the Directors/Supervisor about ending the transitioning period

early and then families will be notified. If a child is having a hard time on their first days and staff cannot settle the child then the family will be contacted to see if they have any suggestions but if these suggestions do not help then earlier pick up will be advised. In the event, a child is not transitioning well then the Directors/Supervisor will discuss with the staff and family involved any ideas to help the transition be easier and if it is necessary to extend the transition period in order to make the child's time at WLCC a good experience.

Particularly during transitions, families are asked to keep the good-byes predictable, short and be positive regarding coming to WLCC. In addition, once you close the door please do not reopen it again as this can be upsetting for some children. We also, ask that if you wish to come in during the first 2 days then you are welcome but please do not stay any longer than 5-10 minutes as it prolongs the good-byes.

In the event your child gets physically aggressive towards staff, children or WLCC property we will attempt to calm down your child and make this time as easy as possible. However, if your child does not settle within 10 minutes or is getting physically aggressive; WLCC staff will call for immediate pick up and then the child can try again the next day. We have this policy to protect our staff and children from these behaviors, as it can be unsettling to others.

Outdoor Play / Field Trips

Ministry requires that licensed child care centers ensure that children receive an opportunity for outdoor play every day that the temperature registers between 32 and 95 degrees. Please send children in clothing appropriate for the weather, labeled with the child's first and last name. During a light rain, we may take a walk, so a raincoat is advisable. On snowy days, please send boots, hats, gloves and layers of warm clothing. During the summer, WLCC increases opportunities for water play. WLCC asks that children wear rubber-soled shoes with closed toes and heels for outdoor play. Parents will apply a thick coat of sunscreen to their child every morning before bringing them to child care, especially in the summer.

WLCC takes trips to special places of interest. The children occasionally take neighborhood walks, and attend programs in the library. In the event, the children take a walk around the neighborhood we will have the appropriate number of staff present, children will be asked to use our walking rope / stroller for safety reasons unless the staff of WLCC deem it safe to do so without it, and all appropriate supplies and emergency details will taken with the teachers as well.

Other than local walks around the neighborhoods, WLCC will send home a notice in advance of the excursion informing you of the destination, time, date, return time and the method of transport. It will also, include a permission slip to be signed and returned prior

to the date. Transportation is usually by TTC or by walking, unless advised otherwise. Parents are always welcome to accompany us on such field trips. Parents will be considered a volunteer on any of our trips and will be required to give us a clear Criminal Reference Check (CRC) that has been completed within the last six (6) months prior to the field trip date. Parents will also, be required to review all of WLCC policies..

Water Safety

In compliance with the Ministry Requirements in regards to Standing and Recreational Bodies of water and Best Practices for Water Safety in all regulated childcare settings. WLCC will not make use of any standing bodies of water of any kind over the summer, except the use of the following which is supported by the Ministry as a play-based learning and sensory exploration: namely splash pads, sprinklers, hoses, water table, all done under the supervision of our staff at all times.

Personal Belongings

Your child(ren) should be dressed in clothing that is appropriate for physical activity, the weather and the season. A second set of clothing should be kept at WLCC in your child(ren)'s cubby, should the need arise for its use [e.g. spill on clothing, etc.] All clothing and toys should be labeled with your child's name. WLCC is not responsible to any loss or damage of any items you bring to the centre.

Upon starting your child(ren) is required to have an individual bag for his or her belongings to put in the cubby, a wet bag for soiled items, indoor and outdoor shoes (closed toes). Every item should be labeled with your child(ren)'s name, including all shoes. If your child(ren) is still in diapers, you are required to provide the following items: diapers, wipes and cream if they needed one. You **must** bring your own inner/outer and spare clothing and a wet bag for soiled clothing (plastic bags are not accepted as a wet bag). WLCC is not responsible for any lost sleeping toys or soothers.

Sunscreen

You are required to apply a thick layer of sunscreen on your child in the morning prior to attending WLCC. Staff at WLCC will apply sunscreen if there has been water play or in the afternoon prior to going outside. No sunscreen will be applied if you have not provided some in their cubby fully labelled with your child's full name.

Student Workers / Volunteers

No adults, students and volunteers are permitted to be left alone with the child(ren) without the supervision of the staff. Only staffs are counted in the ratio of the children. All Adults including Parents, Students and Volunteers are subject to clearance.

Staff Socialization / Babysitting / Gifts

WLCC prevents any other our staff from babysitting privately for WLCC families, and assumes no responsibility or liability for employees after their scheduled work hours. If an employee or family engages in after hours personal socialization / babysitting then it could jeopardize the families and staff position at WLCC. We do not allow for staff to pass on their personal details to our families and vice versa, engage on social medias, etc...

WLCC advises parents that wish to give holiday gifts to staff to do so equally and within their own child's classroom to ensure the inclusion within the centre. However, staff are not permitted to accept any cash gifts.

We Bus children from the following schools:

- St. Bonaventure Catholic School
- Norman Ingram Public School
- Broadlands Public School

Please be advised families must organize to get their child's bus to pick-up and drop-off at WLCC. Families must notify WLCC 24 hours prior the day of their child's bus schedule. If the bus schedules change it is the families responsibility to ensure we are aware of this change ahead of time.

Bus Arrival and Pick Up for JK/SK

All JK/SK must arrive at least 15 minutes before their bus scheduled time, otherwise if you miss the bus you will be responsible to drop your child(ren) off to school. If your child is ill or you pick them up from school early you must notify WLCC at 11am or in an last minute situation 60 minutes before the designated pick up time.

Emergency Bus Procedures:

- 1) In cases where the Bus is late, the staff will wait for at least 5-10 minutes.
- 2) Call the school and bus company if the bus is late or if child is not on the bus
- 3) Call parents of the child/ren on file including emergency contacts if necessary

If in any case a child's whereabouts is still unknown and contact with the parents cannot be reached within 45 minutes, police will be notified, serious occurrence steps for missing children will be followed and this will be reported to the Ministry of Education as well as the City of Toronto Children's Services.

Emergency Management

For the safety of our children and staff at WLCC we conduct monthly Fire Drills, practice walking to our evacuation site and practice where we go during a lockdown to ensure everyone knows what to do in the case of an emergency.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: the parking lot beside the daycare playground.

If it is deemed ‘unsafe to return’ to the child care centre, the **evacuation site** to proceed to is located at: Toronto Library – Don Mills Branch, located at 888 Lawrence Ave East.

Emergencies

In the event of an emergency at WLCC or with a child, families will be notified by the Directors or On-site Supervisor through the telephone, email or mass email/SMS via Hi Mama app. If families are unable to be reached within 15 minutes or no response to emails has been found within 20 minutes, then WLCC will proceed to contact the list of emergency contacts without notifying the families, as it is an emergency.

Accidents

An Accident Report will be filled out by the staff in-charge at that time the accident occurred, explaining the circumstances of the accident and any first aid treatment given. The report will be discussed to the parent upon picking up their child. A call will be done immediately to parent/guardian when major accidents happened. The parent will be asked to sign the Accident Report and a copy will be given to them.

Conflicts and Complaints

Any complaints or concerns must be directed to the RECE staff directly involved in taking care of your child. If your concern has not been met by the staff within your satisfaction then a meeting with the Director will be arranged.

Serious Accident/Occurrences

If a child has a serious accident, he/she will be taken to the nearest hospital immediately. Parents will be notified; serious occurrence report will be completed and submitted to the Manager of Licensing and Compliance. The designated staff will follow the Serious Occurrence Reporting and Procedures on file.

Parent/Adult Behaviour

WLCC endeavors to have an environment, which individuals respect each other’s rights and where there is fairness and equality. The centre **does not** tolerate inappropriate language and/or methods of communication such as yelling, screaming, swearing, or taunting tones that makes another person feel threatened or out of control of a situation. Any inappropriate gestures, body language or invasion of another person’s personal space, causing bodily harm or altercations is **not** tolerated.

In the case of an intoxicated parent or person authorized to pick-up your child(ren), the staff of WLCC will do their best to make sure the child(ren) does not leave the centre with the intoxicated person. The other parent or person[s] on the child’s file as an emergency contact will be notified to pick-up the child(ren). If the adult becomes

abusive, the Police and Children's Aid Society will be contacted immediately. A written report will be made and sent to Children's Services Serious Occurrence.

Parent/Family Code of Conduct

All members of the Wee Leprechauns Child Care Centre community have the right to be safe and feel safe. WLCC Parent/Family Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our community. The Ministry of Education and the Ministry of Children's Services require all parents and all adults you will be using to pick-up or drop-off your child(ren) to read and sign the Parent Code of Conduct prior to enrollment. The copy for signing will be in your enrollment application package. This booklet is for you to keep for your records.

Standard of Behaviour

These standards apply to anywhere on WLCC property, including any centre-sponsored events and activities. All members of WLCC community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other grounds protected by Ontario's Human Rights Code.

Inappropriate Behaviour

All adult members, including parents have the responsibility to act as models of good behavior. Foul language (swearing, name-calling, shouting, etc) is not appropriate and will not be tolerated and not permitted at any time. Individuals engaging in such behavior will be asked to leave the premises immediately.

Inappropriate behavior or harassment by a parent or guardian of any kind towards a child, staff, student or other parent or guardian will result in immediate intervention up to and including the family's expulsion from WLCC and/or police intervention. This type of behavior includes, but not limited to harassment or intimidation by written note, email, words, gestures and/or body language.

Weapons of any kind are not allowed on WLCC property. The consequences for failure to comply will include, but is not limited, to the family's expulsion from the daycare centre and involvement of the police.

All drugs illegal and legal are not allowed on WLCC property. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre, and involvement of the police.

Gossip and public criticism are unacceptable of staff, students, children and other families. There should be no discussion of concerns with other parents either in WLCC in the parking lot or through electronic mediums such as Facebook, My space, personal blog sites or other forms of electronic information sharing.

Parents/guardians are prohibited from taking any pictures or videos of staff, students or of children within the care of WLCC or of their parents/guardians without their written permission. The consequences for failure to comply will include, but is not limited to, the family's expulsion from the centre. The exception will be during family events that entail a concert or group activity. However, these photos are not to be posted on any social media resources without written permission from the people and families involved.

Communication

It is imperative that the staff and parents/guardians engage in good communication. If a parent/guardian has a concern, they should:

- Speak to the staff member involved to resolve the issue informally.
- If the parent/guardian feels dissatisfied with the outcome of the situation, the parent should contact the Director or Operator either on the phone, in-person or via email.
- The Director or Operator will ensure that the request is dealt with immediately. The supervisor or operator will notify the parent(s)/guardian in writing of the proposed action plan.

CONSEQUENCES OF INAPPROPRIATE BEHAVIOUR

If a parent/guardian engages in any of the inappropriate behavior outlined above, depending on the severity of the infraction, the operator will implement the following ways:

1. Warning:
 - The operator has the discretion to give the individual who engages in inappropriate behavior a written warning that any repeat of the behavior will result in more serious consequences, including but not limited to, the expulsion of the family from WLCC.
2. Expulsion of the parent/guardian from WLCC:
 - A parent/guardian who has engaged in inappropriate behavior may be required to no longer enter the WLCC premises to protect the health and safety of staff, students, and children under the WLCC care. The child(ren) of this parent/guardian may be allowed to remain at the centre, as long as an alternative caregiver provides the pickup and drop off for the child.
3. Expulsion of the child from WLCC:
 - If an individual's behavior is deemed by the centre to be detrimental to the health and safety of staff, students and/or children under their care, a family will be asked to withdraw their child. The expulsion can occur immediately following an inappropriate occurrence, no notice may be given.

INVOLVEMENT OF THE POLICE

Any member of WLCC's community, staff or parents may contact the police, if they feel threatened by an individual's behavior. All adults that will be involved in your child's experience at WLCC including parents, grandparents, sibling, and caregivers must read this code of conduct agreement. All parents/guardians and any adult persons picking up or dropping off children must sign the Parent Code of Conduct to acknowledge that they have reviewed and understood the contents of this document.

Contravention of Behaviour Management Policy

In accordance to the WLCC Employment Contract, it is understood that only appropriate behavior management techniques, which comply with the Child Care and Early Years Act (CCEYA) and Toronto Children's Services should be used to guide young children in development more pro-social behavior.

- 1) The staff shall ensure that herself or any other person administers no corporal punishment to any child in daycare and will report any incidents.
- 2) The staff shall not use or allow use of any harsh degrading or belittling verbal responses, which could humiliate a child's self esteem.
- 3) A staff shall ensure that a child is never placed in a locked or lockable room or any structure for the purpose of restraining a child.
- 4) If a staff has a specific concern about a child's inappropriate behavior, staff has to redirect the child's action to another activity as by redirecting the child's attention to another positive behavior.
- 5) Staff is not to engage in any form of confrontation to any parent such as: physical threatening, physical altercation, loud arguments, etc. that the staff must remove themselves from the situation and direct the issue to the supervisor, directors or the operator.
- 6) Parents are not to engage in any form of confrontation to any staff such as: physical threatening, loud arguments, etc. that the parent has to address their concerns directly to the supervisor or the operator.
- 7) Any form of misconduct, violent or disrespectful behavior whatsoever in front of the children is not tolerable in the daycare centre.

Any Staff who does not comply with the policies and procedures with respect to contravention of the above regulations will be dismissed immediately and the Children's Aid and Ministry will be notified.

Any parent(s) / Family who does not comply with the above policies and procedures their contract will be terminated and the child will be removed from care at WLCC.

Parent Issues or Concern Policy

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the

children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

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

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

An initial response to an issue or concern will be provided to parents/guardians within 1-2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

Family Checklist for Enrollment and the First day

Please bring the following items with you to enrol your child:

- Enrolment Forms including contract (make sure they are all signed and dated)
- Deposit & Registration fee
- Completed Preauthorised Credit Card Form or advise of other ways you will be paying
- Copy of Immunization Form

Without any of these items your child will not be accepted into the centre and must be given to the admin staff at least 4 days prior to enrollment. However, the forms and payments **must** be given within 24 hours when accepting the space at WLCC.

Things to bring on the first day (all must be labelled):

- Water Bottle (label both lid and bottle)
- 2 of each Change of clothes (trousers, tops, underwear, socks, sweater)

- Indoor Shoes & Outdoor Shoes (must be closed toe and full labelled)
- Diapers / Pull Ups (1 large or 2 small sleeves)
- Wipes (2 packs)
- Nappy Cream
- Sunscreen
- 2-4 labels with your child's full name (this is for water bottles or shoes)
- Wet Bag for soiled items
- Backpack

Do **not** bring any foods or drinks into the centre, including breakfast/snacks, or foods to be stored in cubby/backpack. This is to ensure the health and safety of other children, staff and family members with allergies.

Please ensure your child has the appropriate clothing in their cubby / on their hook as we will not be staying indoors for because a child does not have weather appropriate clothing and no child can be left indoors.

Sincerely,
Kyla and Georgina
Wee Leprechauns Child Care Centre Directors