



Wee Leprechauns Childcare Centre Ltd

Family Handbook

September 2023

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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. We offer programs for children aged 18 months to 6 years old. WLCC temporarily operates between 8:00am – 6pm, Monday to Friday throughout the year except all days that are listed below.

WLCC has decided to Opt-in to the CWELCC system. For 2023, families will receive 52.75% off their monthly base fee see below of break down. Please note should WLCC decide to reintroduce enrichment programs to ensure the Vision of WLCC is implemented, it will not be included in the CWELCC as it is not considered a base fee.

The 2023 Fee Reduction of 52.75% for Canada Wide Early Learning and Childcare System Program. The fee reduction is reflected in the fees below.

FULL-TIME PROGRAMS - 8am – 6pm

TODDLER AND PRESCHOOL: Monthly fee is based on the average number of days per month and is the same fee each month.

Toddler Fee \$614.25
Preschool Fee \$590.63

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 daily or behind the scenes we are here and committed 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.

Centre Information

Scheduled Closures



WLCC is always closed on the following days:

| | |
|----------------|------------------|
| New Year's Eve | New Year's Day |
| Family Day | Good Friday |
| Easter Monday | Victoria Day |
| Canada Day | Civic Holiday |
| Labour Day | Thanksgiving Day |
| Christmas Eve | Christmas Day |
| Boxing Day | |

*Please note if the Stat Holiday falls on a weekend, then the upcoming business day the centre will be closed. (i.e. Stat H on Sat/Sun then Monday will be closed). See below further for other detailed closures below.

WLCC will close for the following:

- Christmas / New Year's holidays – 2023/2024 Closure begins on Friday December 22nd – Reopen on Friday January 5th 2024 and all fees will remain the same, as normal.
- WLCC is implementing an enhanced commitment to all staff's professional development (PA) and health and safety training, therefore WLCC will be implementing 3 days off per year. We will advise you accordingly with at least 30 – 60 calendar day's notice. All fees will remain the same, as normal for these days.

Should the dates not be reflected for the upcoming year, the dates will be released within at least 90 days prior. However, we aim to have the Family Handbook updated by February of each year or as soon as things have been updated. In the event, we will not close you will also be advised in advance of these days, 1-2 months in advance.

Emergency, Necessary and Mandatory Closures

WLCC will notify all parents by email, HiMama messaging/SMS, or telephone of any closures that are not holiday related as soon as we are aware of them. This includes mandated closures from the government relating to Public Health. Mandatory closures longer than 2 days will not be charged to families and a credit on the account will be applied within 72 business hours. Any other emergency closures (i.e., loss of power, no water, no phone services), these days are non-refundable to exchangeable for other days. If WLCC loses power or water for more than 3 hours (or safe temperatures in the centre cannot be maintained) a pick-up will be required, as we can only operate if it is safe to do so therefore, WLCC Supervisor will use her judgement on the health and safety of the children and staff.

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 especially 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 is 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 well-being. 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 childcare 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 childcare programs and services
- Ensuring a more affordable early years and childcare system
- Establishing an early year's workforce strategy
- Determining a provincial definition of quality in the early years
- Developing an approach to promoting inclusion in early years and childcare settings
- Creating an outcomes and measurement strategy
- Increasing public awareness of Ontario's early years and childcare 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.
- WLCC ensures that healthy snacks and meals brought to the centre that meets the needs of all dietary restrictions of children.
- Educators will provide the children with fresh water, which is frequently replaced and is 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.



- Monthly Fire Drills and Quarterly Emergency Evacuations/Lockdowns are conducted by our educators. All staff, educators and children participate in Fire Drills and Emergency Evacuations/Lockdowns to ensure we are always kept safe.
- All staff are trained in First Aid and CPR. Additionally, all staff are Epi-Pen trained.

Approaches:

- Educators are required to follow a daily cleaning routine of all toys, furniture in all classrooms, 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 mealtimes with an educator who 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 other than for a neighborhood walk, 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 childcare centre, discuss any ways to help new children in the centre, future family events, etc....

Approaches:

- Educators will give helpful tips on potty training, inform families of their child's favourite foods provided, and update families on their child's progress.
- Educators are responsive and:
 - Can 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 organize events (Seasonal concerts, Mother's/Father's 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.
- Monthly 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 logbook to write anything that other educators in the centre will need to know anything that relates to the health and safety of the children.

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 daily.
- Children are supplied with quiet activities i.e. books, art materials, and cognitive materials, during quiet/nap times.
- 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 learning materials for children to explore within their classrooms.
- Educators may extend outdoor time and bring activities outside or provide choices of creativity during outdoor times.
- Educators will set out various toys and 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 at any point to ensure the children can explore any of the toys/ materials 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 playdough, slime).
- Educators allow children the freedom to have child-initiated experiences.
- 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 clay, slime, playdough, etc... that requires adult support within their own.
- Educators provide the centre supervisor and/or directors with suggestions from the children i.e. the children are talking about Firemen.
- Educators are required to help plan community field trips: food market, library...
- Educators are required to allow children to play with all materials provided during free play times, from opening to until closing for children to have their own experiences.
- Educators will provide children with rotational toys when toys are being cleaned.

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 family's 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, 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 (Lumenus Community Services), 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 childcare.

Goals:

- Our schedule allows for children to go outdoors for at least 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 to do at tables if we aren't able to take them outside.

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 – monthly. 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 HiMama daily and verbal updates at least twice per week. These electronic emails are sent at the end of the day (6pm) or when the child is done for the day.
- Families can ask educators questions about their child, see their recent activities, look through their HiMama portfolios daily 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 organize 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, Lumenus Community Services 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 childcare centre in relation to continuous professional learning*

Goals:

- Educators are supported by the management team to receive continuous professional learning.

Approaches:

- We facilitate and assist in training and promote continuous professional development for staff. At least 2 days per year staff attend workshops on allocated PD days. Additionally, online workshops will be promoted for areas of professional development that is needed by any staff member.
- 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 childcare 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 childcare 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.

Type of Communication from WLCC

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/Messaging via Hi Mama app, Incident/Accident Reports, Monthly 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. Monthly newsletters and Calendars may also be sent out electronically to be more green.

· Parent – Teacher Days

Whenever possible WLCC uses parent-teacher days (mornings or afternoons) 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. These may be organized Virtually through Zoom due to higher enrollment.



Tuition / Financial Fees

Wee Leprechauns Childcare Centre Ltd has opted into the Canada Wide Early Learning and Childcare Program as of April 1st, 2022. CWELCC defines fees as either “base fees” or “non-base fees. Non-base fees are not covered by CWELCC and are not eligible for a rebate under any circumstances. Wee Leprechauns Childcare’s non-base fees are our late fees, field trips, or other additional events/classes. As we no longer offer part-time care you will only see our monthly fees for both programs. Our full monthly base fees are as follows:

2021 Fee Chart

| PROGRAM | FULL-TIME Monthly (Not reduced) |
|---------------------------------|--|
| Toddler (18-30 Months) | \$1,300 |
| Preschool (31 Months – 6 Years) | \$1,250 |
| | |

CWELLC 2023 Fee Chart

| PROGRAM Full-time | 52.75% Reduction in Fees for 2023 Amount Invoiced |
|---------------------------------|--|
| Toddler (18-30 Months) | \$614.25 |
| Preschool (31 Months – 6 Years) | \$590.62 |

The above chart represents the amount that CWELLC has allocated per child within our program. Monthly fees are based on the average number of days per month and are the same fee each month, whether your child is in attendance or not, centre is closed for statutory holidays, PA days or yearly closures.

Fees are subject to change. A minimum of 30 day’s notice will be given for fee changes, which includes if Wee Leprechauns Childcare Centre chooses to opt-out of the CWELLC system at any point.

WLCC requires a non-refundable registration fee of \$50 per child to enroll your child into the centre. Without this fee, your child will not be enrolled therefore it is required upon accepting the space. Enrollment means that you are guaranteed a space. This is different than being on a waitlist. We do not charge to be on a waitlist.

We require all forms, your child’s immunization record, deposit (full month) given 60 days prior and 1st month tuition paid 30 days prior to enrolment. We will not hold any space when no deposit is given or 1st month tuition is not paid by the deadline given.

Monthly Tuition is payable monthly in advance and will be invoiced via HiMama between the 15th-18th of each month. You can see this under the Billing tab. It is due on the 28th of the month. If we do not receive the fee by the deadline then without notice we will impose a late fee onto the current invoice, which needs to be paid in full. See **Late Payments** for full details.



WLCC Payment Option:

- Interac Email Transfers – info@weeleprechaunschildcarecentre.com

Payment due dates:

- Interac Email Transfers are due by the last day of the month (i.e. 28th) but do NOT include weekends or holidays. Must be paid on the last business day.

Late Payments

WLCC defines a late payment as a payment not received by 6pm on the last day of the month, as we are closed after this point. Any delay in sending passwords for Interac Email Transfers along with the payment will act as a late tuition payment. Any late for any reason will be charged at 10% of the tuition fee and is due when paying the current tuition fees. You will see an additional amount added to the invoice and it will be resent.

No child will not be permitted access to WLCC without full tuition payment including the late payment, prior to attendance but must be done the day prior not the morning of care. Our morning staff are notified by the admin team at 6pm the night before that no payment has been received and the family will need to wait until the admin team is in the office to verify a payment, these will not be verified to the staff remotely or after office hours (9:30am-3pm).

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

Late charges and other charges may not be reflected on your Tax Receipts. WLCC Tax Receipts can be viewed in the Billing section via the HiMama app, we do not send them out as it is accessible to families.

* 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 the centre by 6:00 PM, the child's account will be charged a late fee of \$10 for every 1 minute, which is billed to parents within 24 hours and due within 24 hours. **Please note that this will change if hours are temporarily reduced. **

WLCC staff will have a sheet for parents to sign with their child's name, classroom, time of departure, date of lateness, parent's signature, reason for lateness, staff's verification signature. We use this form for billing & verification purposes.

It is recommended that parents arrive on site by 5:45 PM to manage their child's transition, get their child ready, to ensure the teachers can leave the centre by 6pm. It is important for families to understand the impact caused by late pick-ups of their children from the childcare 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.

No monies are to be given to the staff at any point. All monies will be invoiced as late fees are sent via HiMama app and received by admin staff only via email.



Enrollment Policy

To enroll your child in WLCC we will ask you for a non-refundable 1-month tuition as a deposit, which will be used on your child's last month in care or used if you decide to withdraw your child with or without notice. Please note a non-refundable registration fee of \$50 is charged to enroll. This fee is to hold and secure your child's place at WLCC and is payable by email transfer - info@weeleprechaunschildcarecentre.com along with enrollment forms within 24 hours of accepting the space. Once enrollment forms are sent to us then we will invoice you for the deposit within 72 hours which is due in 2 days. Then 2-4 weeks prior to your child's enrollment date we will require the 1st month tuition fee, which will be invoiced to you via HiMama app. Please note if we do not receive the registration fee, full deposit and/or monthly tuition payment for the account by the allocated date on the invoice then we will not hold a space and your child will be unenrolled the following day. Should you decide to stop the enrollment process, please send us an email right away that you no longer want the space, as **the deposit is non-refundable**.

Enrollment requires: Enrollment form, Registration Form, Registration Fee, Full Month Fees, and Immunization record.

See the last page for what you will need for the first day.

*WLCC does NOT operate with temporary childcare unless camps are offered.

Withdrawal and Discharge Policy

Parents are required to provide a minimum 30 calendar days written notice to WLCC, or the financial equivalency. 30 days written notice is still required even if you have advised us verbally or in the enrollment forms on file. Any parents of kindergarten-eligible children who 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 February 1st, and we will advise you accordingly by May 31st if we are able to accommodate the program.

A permanent space cannot be guaranteed if you wish to temporarily withdraw your child or postpone their start date without payment and sufficient notice (i.e., 1 month). 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 or family is unwilling to work with us, WLCC will immediately unenroll the child from the centre to ensure the safety of the staff and children.

You may also be advised of the withdrawal of WLCC services for recurring late payments of fees, non-payment of fees, failure to comply with the Parent Code of Conduct or it is felt by the Supervisor/Directors that WLCC can no longer meet the needs of your child or family after our attempts. Under all these circumstances, no notice is required, and no credits/deposits will be refunded.

Ratios and Reduced Ratios

The staff at Wee Leprechauns Child Care Centre is a team of lovely professionals who are caring and loving individuals. Each one of our rooms will have the number of staff according to licensing requirements outlined by the Ministry of Education in CCEYA.



| CLASSROOM | STAFF TO CHILD RATIOS |
|---------------------------------|------------------------------|
| TODDLER (18 - 30 MONTHS) | 1 Staff for every 5 Children |
| PRESCHOOL (31 MONTHS – 6 YEARS) | 1 Staff for every 8 Children |

Wee Leprechauns Child Care Centre has reduced ratios between the hours of 8:00am – 9:30am, nap times, and between 5pm – 6pm. Reduced ratios do NOT apply during outdoor play times or field trips for health and safety reasons.

Arrivals, Departure, and Absent Days

Attendance

WLCC prefers all children to be in the centre by 9:30am 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 unplanned walks or notify you of these activities, as they will only begin from 9:30am onwards. The only exception is when we go off-site on field trips that are outside the neighborhood, then permission will be discussed.

Please inform the program by 8:30 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 with a comment of symptoms or other reason of non-attendance, HiMama app messaging or by calling the classroom. Otherwise, your child will be marked absence after 9:30am, and presumed that they will not be in attendance and we will go on with our programming which may include unplanned outings.

Please communicate planned absences to WLCC staff via classroom phone or HiMama messaging (i.e., vacation, days off, doctor's appointments), even on the day.

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 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.

Sign In / Out

Front entrance doors are open between 8:00 AM – 9:30 AM for drop-off times, then the doors will be locked and reopened at 4:00 PM – 6:00 PM to allow for pick-up. If you need to drop off your child later or pick-up earlier, please call classroom staff to inform them by phone 10 minutes before arriving at the door. Children cannot be picked up or dropped off between 11:00am – 3:00pm as this is during lunch, snack time and nap times, unless prearranged. However, please note meals will not be held over for your child so ensure your child has had their lunch/snack if coming in after meal times.



Please help your child through the morning steps (remove jacket, place items in their cubby and/or hook, put on indoor shoes). Please connect visually **and** verbally with a member of the teaching staff in your child's classroom before leaving your child at WLCC. Children may not be left in any space unattended at any time, as this is considered parent abandonment.

Important About Pick-Up - Please note you are expected to have left the building by 6pm otherwise, you will be considered late if your child is still getting ready to leave or speaking with staff at or after 6pm. **Please see Late Fees, which are non-reduced CWELCC fees and due within 24 hours.** WLCC staff have worked a long day and we would appreciate families to understand that they still need to travel home to their families or must pick up their own children from childcare at a timely manner.

Please share instructions and/or custody arrangements with the centre Supervisor and classroom staff concerning pick-up or access to your child and ensure we are notified of any changes immediately. We require legal documentation concerning custody arrangements and we will only release your child to individuals that you have authorized for pick-up, including emergency contacts. WLCC will ask that parents with 1 individual pre-approved for their child pick-ups to add another person in case the designated person is unavailable during a required pick-up. We will confirm identity of any individuals we do not recognize by requesting government issued identification, without this staff cannot release a child to an unknown person.

The adult responsible for taking the child from WLCC must be on the child's Emergency Information form authorization list in HiMama and/or Emergency 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 in writing to the Director's asap. If WLCC staff are not notified and person is not on the list, then pick-up will be refused. WLCC staff will not accept phone conversations from anyone using personal devices, all calls must be directed to staff via the classroom number only for safety reasons. WLCC staff and Director's will not allow any child to go to any unauthorized persons.

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. However, legally we cannot withhold a child from their parent/guardian even if the person appears to be incapacitated and/or under the influence of a controlled substance.

In the event of such an occurrence, staff 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.



Change of Information

Should any information on your child's health, pick-up and drop-off authorizations, address, or other contact information changes it is your responsibility to ensure that you notify WLCC supervisors and staff of this information right away so, that we can amend it on the files and inform all staff that needs to know the information. WLCC does not take responsibility for any new information that you do not update i.e. authorized pick-ups. These updates cannot be done verbally, it must be done in writing via HiMama or written letter.

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 in your child(ren)'s backpack, 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 for any loss or damage of any items you bring to the centre so, you must label all items.

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.

Field Trips, Neighborhood Walks and Outdoor Play

As per Ministry of Education guidelines children receive an opportunity for outdoor play every day for at least 2 hours per day. WLCC requires that children wear rubber-soled shoes with closed toes for indoor and outdoor play (this means no Crocs, no laces, flip flops, heeled sandals, etc.), winter boots that are in full working order (no holes or laces, can still Velcro, fits well) as this is for the safety of your child.

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.

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, Bus 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 WLCC policies.

Weather/Temperature and Sunscreen Policy

Weather is always unpredictable and WLCC monitors the weather channel throughout the day to ensure that everyone's health and safety needs are met. The weather channel is used to check for heat alerts, cold alerts, storm watches, etc.... During these alerts, children are not to be outdoors



due to the safety concerns but will have additional physical activities planned indoors. Staff at WLCC uses their own judgement to indicate whether it is too hot or cold for safe play while outdoors.

Please send children in clothing appropriate for the current weather, labeled with the child's first and last name. During a light rain, we may still be outdoors, so a raincoat and boots are advisable to ensure that clothing won't need to be changed. On snowy days bring boots, hats, gloves, snow pants, and extra layers of warm clothing. On warm, hot days bring a hat, weather appropriate clothing or extra clothing if unsure of the temperature, apply sunscreen.

During times of Inclement weather, WLCC will advise of any closures via HiMama, but we follow the TDSB closures for our area (GTA) and send an email via HiMama to notify families of a closure. In the event, that WLCC is not closed during any inclement weather (i.e. began in the middle of the day) then we will message you to advise of incoming storm watch so, you can prepare to leave earlier and we ask you to pick up your child by 5:30pm to ensure that WLCC staff are able to get home at an appropriate time in a safe manner. **Please note: Late Fees still apply to Inclement Weather, as staff are still working. See Late Fees for pricing.**

Water Safety

In compliance with the Ministry Requirements in regard 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 always done under the supervision of our staff.

Sunscreen

Parents 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 OR indicated that WLCC is allowed to provide any sunscreen on your part, see Enrollment form.

Supervision of Children, Volunteers and Placement Student Policy

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

Sleep Supervision Policy

A naptime is set on the schedule for children after lunch. Usually this is between 12:30pm/1:00pm to 2:30pm/2:45pm (room dependent). This time is important for the child to regain energy after a very active morning. Children who are not sleeping but will be given a quiet activity in the room such as books, puzzles, coloring items will be available for them to do. When your child is a Preschooler (3years+), if you wish for your child(ren) not to participate in naptime, we will then you are required to write a letter stating this and why. However, if your child requests to sleep, is falling asleep at any time then staff are required to provide your child with a bed to sleep. We do not awake children early as per parent request as your child's body is requiring this sleep time.



Nutrition and Food Policy

A healthy and 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, where applicable. 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 accessible on the HiMama app. We currently do cater our food from an off-site catering company. Our chosen catering company will meet most restrictions but if they cannot be met then the supervisor/director will discuss your options. However, please note should we be in low enrollment then we will not be using a catering company.

Please inform the supervisor / director upon enrolment of any allergies/intolerances that your child(ren) may have so we can notify the catering company in 4 business days in advance. All children's special dietary needs and allergies are posted in the cooking and serving areas.

WLCC is completely Pork-Free and Nut-Free environment and foods from home cannot be consumed, brought into the childcare centre OR placed in their backpack/cubby to ensure the children in our care are kept safe from their allergens. For birthdays, we want to make this a special day, but we do not supply any cakes for children due to severe allergies and risks of exposure to other possible allergens. Safety is number priority at WLCC therefore, if you wish to supply a cake/cupcake for your classroom then a list of allergies will be given to you but the company you chose **MUST** meet all those allergen requirements and state that no allergens have been exposed (i.e. sticker with company name, list of ingredients, and exposure warning label). Should you bring in the item it will be returned to you immediately or disposed. Therefore, it is best to speak with the supervisor and discuss this in advance notice.

Parent Issues and Concerns Policy and Procedures

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 staffs within your satisfaction, then a meeting with the Supervisor / Director will be arranged to ensure that we can solve any issues that may rise.

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 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) and an investigation update will be completed within 3-4 business days, in writing. The person who raised the issue/concern will be kept informed throughout the resolution



process. If parents/guardians are not satisfied with the outcome of then a meeting with the Supervisor, Georgina and possibly Kyla will be held to discuss the issue/concern. Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

Types of Concern and How they will be addressed:

- Program Room Related (i.e. schedule, sleep, toileting, activities) – Raise the issue/concern with classroom staff working directly with your child, and if not satisfied then contact the Supervisor, Georgina directly via email, phone, or in-person.
- General Operations (i.e. hours of operation, fees, menus, staff, volunteer) – Raise issue/concern directly to Supervisor, Georgina via email, phone or in-person.

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 advises all parents and all adults you will be using to pick-up or drop-off your child(ren) to read the Parent Code of Conduct prior to enrollment. The copy for signing will be in your enrollment application package.

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.

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.

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.

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 with 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 must 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, the child will be removed from care at WLCC immediately and WLCC will use the deposit on the account along with any current payments to fulfill the 60 days notice.

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 ensure 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 childcare 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 highchair, 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 childcare 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.
- A child is not ready for group childcare and may pose a safety risk to themselves, others, OR,
- A child requires 1 on 1 care and WLCC staff have been working with the child for at least 3 weeks using various techniques and strategies to try to adapt to group care. Should WLCC staff and Directors believe that individual care will be best at this time this will be recommended and advised to families.

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*.

Inclusion

WLCC is an inclusive childcare centre and does not discriminate against individuals based on 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 based on their gender expression.

Children with 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 childcare 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. WLCC will work alongside the family and City of Toronto (Lumenus) services to provide the child with as much support as possible within the centre.

Allergy Plan (IMP) / Anaphylaxis Plan

Any child that has an allergy must have an allergy plan completed 5 business days prior to enrollment to ensure that all staff and catering company is aware of the allergies and what precautions are required to maintain a safe environment. An Individual Medical Plan is required by the Ministry of Education and without a complete and approved information that is signed by all parties. Each year IMPs are reviewed to ensure that everything is accurately documented. Should a child require an Epi-Pen then 2 must be provided 3 days prior to the start date and this plan will need to be completed fully 5 business days prior to the enrollment. A clear and accurate photo must be sent to WLCC for these forms.

Medication Policy

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 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 classroom RECE 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.

WLCC **does not** allow families to administer medication on the premises due to a potential safety risk. WLCC expects families to understand that should your child require medication to reduce hives outbreak, fever, cough, etc that the child must stay at home for at least 24 hours.

Diaper Creams, Lip Balm, and Sunscreen

WLCC will only apply diaper creams, lip balm and sunscreen when we have received documentation (i.e. in the enrollment form or hand-written letter) which states when and how to apply the item and it **MUST** have the child's full name on it. If it is not labelled, or no permission is given then it will be returned and **NOT** applied to your child, as this is a requirement by the Ministry of Education. Please note that we cannot apply any items that contain all nut items or by-products.



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 32 and 40 months of age) or be in the proper setting (preschool room) or situation before they are ready to learn. Toilet learning begins in the Preschool room when the child is ready and shows signs to staff that they are ready.

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. Should you want to supply a cake see the Food Policy for more information.

Transitions

Upon enrollment WLCC will provide families with a transitioning schedule which must be followed for the first 1-2 weeks, no matter the classroom attending. If staff notices the child transitioning has to be adjusted, 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.

The transition schedule is as follows:

Day 1 & 2: 9:00am – 10:30am

Day 3 & 4: 9:00am – 11:00am

Day 5 & 6: 8:30am – 12:15pm (toddlers) / 12:30pm (preschoolers) lunch provided

Day 7 & 8: 8:30am – 3pm

Day 9: Full day your normal hours of needed care *Please note this is permitting your child has adapted well to the previous days and staff has communicated with you about the completion of transitioning .**

** Families must come on time during the transitioning schedule outlined above as any additional staff are scheduled for these times, WLCC staff will not extend the transition schedule times to meet family needs or because of lateness. In addition, WLCC staff will be expecting you at the scheduled pick up times above and will have your child ready for dismissal. The transitioning schedules noted above are not approximate or whenever families want to drop-off or pick-up their child.

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 you do not stay any longer than 5 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 30 minutes or is getting physically aggressive or is risking others or their own safety; 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.

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 classroom. WLCC prefers shared items such as biscuits, chocolates, etc... However, please be aware that staff are not permitted to accept any **cash** gifts or gift cards over \$200.

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 childcare 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 childcare 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. A copy will be attached to the HiMama daily report for your child as soon as it is filled out. Additionally, the report will be discussed with the parent upon picking up their child then signed by all parties.

A call will be done immediately to parent/guardian when major accidents happened, or a child has bumped anything above the shoulders (i.e. head) or a staff is concerned about the injury. If the RECE staff feels that the child requires to be picked up due to health and safety, then the parent/guardian will be notified of this by phone call and message. The parent will be asked to sign the Accident Report and a copy will be given to them via HiMama.



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.

Parking and Smoke Free

WLCC has a parking lot for all WLCC staffs and parent drop-offs. No families can park their car in the WLCC parking lot all day or overnight. The church will have any overnight cars towed unless there is an emergency/breakdown.

WLCC is a smoke-free environment and is smoke-free on our property which extends to the parking lot until the sidewalk. No staffs are permitted to smoke when working, including on field trips and when with the children. This includes vaping.

Photos/Videos

WLCC takes photos of the children and posts them on the HiMama app to show families how their day is and what activities they are engaging in. These photos are sent according to the information you provide upon registration forms, including if you approve for them to be posted on WLCC website, social media or just sent to yourself via HiMama. All questions can be answered via the Supervisor upon registration.

Illness Policies

**Please note that if your child cannot fully participate in all the activities including outdoors time then they should not be brought to childcare, as our policy states all children must be well enough to participate. This includes children who cannot stay awake in class due to lack of sleep, as others cannot be left indoors unattended.

When Your Child Is Sick / Potentially Unwell

If you notice your child is unwell or acting unusual, we will ask you to err on the side of precaution especially during COVID-19. We are being extra careful at WLCC and want to keep everyone safe and are asking parents to do their part. However, we do understand everyone needs to work.

Please fill out the form (<https://covid-19.ontario.ca/school-screening/>) accurately and follow the recommendations that is provided.

Should WLCC staff notice sudden changes in a child that is not normal for a well child we will follow our policies and send the child home. The general rule of thumb when unsure is:

- if a child is not well enough to participate in daily activities or go outside then they must stay at home until they are feeling well enough to participate.

Isolation/Exclusion of Ill Children

The goal of WLCC is to keep well children at the childcare 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 a minimum of 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 and no new or worsening of symptoms have occurred. However, we must follow any updated guidelines for Toronto Public Health that does not align with this 24 hour.

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 at night then it is Thursday morning permitting no more vomiting has occurred.

The following policy is created to prevent the spread of COVID-19 and other infectious diseases and we all must do our part to do this.

- It is recommended that childcare staff and children with symptoms of COVID-19 attend an assessment centre for testing as soon as possible, and to self-isolate at home until their result is available – see **Screening Questions and Results section or the School Screening tool** for more detail, as WLCC staff will follow these guidelines.
- If a staff is unsure about illness they will seek advice of the centre supervisor, and Toronto Public Health in order to have accurate information.
- If a child becomes ill with symptoms while in care, immediately separate them from the rest of their group in a designated room (i.e. staff room or office), where possible and supervise the child until they are picked-up. Staff should not contact others and avoid contact with the child's respiratory secretions.
- In the event a separate room is not available, the sick child must be kept 2 meters from others.
- Notify parents/guardians or emergency contacts immediately to pick up the ill child as soon as possible (within 1 hour is acceptable).
- The designated room/space must have hand sanitizer (70-90% alcohol concentration) available.
- Provide tissues to the ill child to help support respiratory etiquette.
- Open outside doors and windows to increase air circulation in the area if it can be done so safely.
- Children older than two years should wear a mask (if tolerated) and they are able to use it properly (e.g. donning and doffing carefully, avoiding touching while on) when awaiting pick-up when ill.
- Staff will notify the supervisor whom will notify our dedicated custodial staff of a complete Covid-19 deep clean of the full centre.

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 until clear.

Non- Reportable Diseases Stay at Home Time Length & Advice:

- **Scarlet Fever** - Exclude for 48 hours after treatment started & Doctor's note, child is well enough to participate in activities. Must be treated, otherwise exclusion is 21 days due to the infectious period.
- **Strep Throat** - Exclude for 48 hours after treatment started & Doctor's note, child is well enough to participate in activities. No treatment, then the child must be fully symptom free, Doctor's note.
- **Molluscum Contagiosum** - Exclude for 48 hours after treatment started & Doctor's note, child is well enough to participate in activities. No Treatment, then exclude until bumps are no longer present (10 days), Doctor's note, and child is well enough to participate in activities.
- **Fifth Disease** - Exclusion is not necessary as it is no longer infectious once the rash appears. Child must be well enough to participate in activities.
- **Conjunctivitis (Pink Eye) - Bacterial Infection** - Exclude for 24 hours after antibiotics have started and Doctor's note required to return.

- **Viral Infection** - Exclude for time that there is eye discharge.

** If NO information on type of Conjunctivitis (Pink Eye) or no Doctor's visit, then we must treat as Viral Infection to ensure that it is not passed around.**

- **Ringworm** - Exclude until treatment has started for 48 hours and a Doctor's note is required to return. No treatment, then Ringworm must be gone (10 days), Doctor's note, and child is well enough to participate in activities.
- **Common Cold** - No Exclusion as long as the child is well enough to participate in activities.
- **Hand, Foot & Mouth Disease** - Exclude for 10 days as it is contagious for this period.
- **Impetigo** - Exclude for 48 hours after treatment has been started with antibiotics. Lesions on exposed skin must be covered at all times. Doctor's note to return. No treatment, then Impetigo must be gone (10 days), Doctor's note, and child is well enough to participate in activities.
- **Head Lice** - Exclude for 24 hours after the treatment has been applied. Children will avoid head to head contact. No treatment then cannot return until treatment is given.
- **Pinworms** - No Exclusion as long as treatment is given, and Doctor's note. Handwashing and Diapering/Toileting cleanliness is reinforced to prevent contamination.
- **Scabies** - Exclude until 48 hours after treatment is given and Doctor's note. No treatment, then Scabies must be gone (10 days), Doctor's note, and the child is well enough to participate in activities.

Reportable Diseases Stay at Home Time Length & Advice:

- **Rubella (German Measles)** - Exclude for 5 days after onset of rash, Doctor's note, and child is well enough to participate in activities.
- **Hepatitis A** - Exclude for 14 days after onset of symptoms, or 7 days after the onset of Jaundice, Doctor's note, and the child is well enough to participate in activities.
- **Measles** - Exclude for 5 days after the onset of rash, Doctor's note, and child is well enough to participate in activities.
- **Mumps** - Exclude for 7 days after gland swelling begins, Doctor's note, and child is well enough to participate in activities.



- **Pertussis** - Exclude for 7 days of antibiotics have been completed, Doctor's note, and the child is well enough to participate in activities. If untreated, until 21 days after the onset of cough.
- **Chicken Pox (Variella)** - Exclude for 5 days after onset of rash/spots, the Rash/Spots must be fully crusted over, and the child is well enough to participate in activities.
- **Diarrheal Disease (Gastroenteritis)** - Exclude until at least 48 hours of being symptom free and the child is well enough to participate in activities.
**If an Outbreak (i.e. 2 or more cases in 48 hours) - Exclude for at least 72 hours of being symptom free, during the outbreak. — Outbreaks are Reported to TPH.

Outbreaks

What is an Outbreak in a childcare setting?

The definition of an **outbreak in a childcare setting is two or more laboratory-confirmed cases** in children, staff, or other visitors with an epidemiological link, where at least one case could have been infected in the child care setting.

WLCC supervisors/directors must immediately report the following to Toronto Public Health by contacting the surveillance unit at 416-392-7411 during work hours (8:30am to 4:30pm, Monday to Friday) or 3-1-1 after hours:

- Cases among staff or child attendees that attend the childcare centre and are laboratory-confirmed cases.

An outbreak may be declared by the Toronto Public health unit when:

- within a 14-day period, there are two or more laboratory-confirmed cases in children, staff/providers or other visitors with an epidemiological link (e.g., cases in the same room, cases that are part of the same before/after school care cohort) where at least one case could have reasonably acquired their infection in the childcare setting.
- The Toronto Public health unit will work with the WLCC licensee to determine whether epidemiological links exist between cases and whether transmission may have occurred in the childcare setting.
- If the Toronto Public health unit declares an outbreak, they will determine what happens next. This could include closing particular childcare rooms or cohorts or an entire childcare setting.
- The Toronto Public health unit will help determine which groups of children and/or staff/providers need to be sent home or if a partial or full closure of the childcare setting is required.
- If the Toronto Public health unit determines that partial or full closure of the childcare setting is required, the WLCC licensee must revise their existing serious occurrence report for confirmed Outbreak cases to include information about the closure.



Family Checklist for Enrollment

Please send the following items with you to enroll your child:

- Enrolment Forms & Registration Form (make sure they are all signed and dated)
- Full Deposit and Current Month Paid in Full
- Registration fee paid in full
- Copy of Immunization Record
- Completed Allergy Forms (if applicable) - 5 business days prior to your enrollment date.



Without any of these items your child will not be accepted into the centre and must be given to the admin staff at least 30 business days prior to enrollment. However, the forms and registration payment **must** be given within 24 hours when accepting the space at WLCC, then an invoice for the deposit and upcoming month will be required to be paid by due date given.

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

- Water Bottle (label on both lid and bottle)
- 2-3 of each Change of clothes (trousers, tops, underwear, socks, sweater) in their backpack
- Indoor Shoes & Outdoor Shoes (must be closed toe, no laces, no crocs and fully labelled)
- Diapers / Pull Ups (1 sleeve)
- Wipes (1 packs) labelled
- Nappy Cream labelled
- 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 their 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 because a child does not have weather appropriate clothing and no child can be left indoors.

Please be familiar with the Transitioning schedule on page 27 and schedule your work start date to this schedule. You cannot be late for pick up, even if you arrive late for your transitioning schedule.

Sincerely,
Kyla and Georgina
Wee Leprechauns Child Care Centre
Directors / Owner



info@weeleprechaunschildcare.com
416-385-1726