



N'SHEEMA EHN  
CHILD CARE CENTRE

# Parent Policy Manual

# TABLE OF CONTENTS

Welcome to N'sheemaehn.....	Page 3
Our Philosophy.....	Page 4
Program Statement.....	Page 4
License.....	Page 4
N'sheemaehn's Team.....	Page 5
Prohibited Practices.....	Page 6
Our License.....	Page 6
Fees.....	Page 7
Program Information.....	Page 8
Health and Nutrition.....	Page 11
Withdrawal Policy.....	Page 12
Serious Occurrence Policy.....	Page 13
Additional Policies (Inclusion and Anaphylaxis).....	Page 14
Regulatory Bodies.....	Page 15
Notes.....	Page 16
Parent Agreement Form (To be returned and kept on file).....	Page 17

# WELCOME!

Welcome to N'sheemaehn. You have chosen a Child Care Centre that puts the best interests of the children as its top priority. We believe that you, as a parent, are your child's first and most important teacher. To extend your child's growth and development, we look forward to embarking on a partnership with you and that you will regard us as your extended family.

In order to facilitate a smooth transition to our Centre, this **Parent Manual** will make known some of our policies, procedures and other important information.

There is a form at the end of this Manual that states that you have read, understood and have agreed to abide by the policies written in this manual. Please sign it and return it to the office. It will be kept in your child's file.

N'sheemaehn is a workplace child care centre and operates for the benefit of students, staff and faculty of the University of Toronto at Scarborough (UTSC) and the community at large. We are a Not-for-profit corporation established by Letters Patent of Incorporation (August 1990).

We are governed by a volunteer Board of Directors composed of a minimum of eight members: five of which are elected by the members of the corporation (each family at the centre has one vote). Membership reflects the enrolment ratio of University of Toronto to community parents. Two members are appointed from the University of Toronto and the Director sits on the Board, ex-officio. A Board of Director's term of office is one year, with an option for renewing for another term. Board of Directors are elected each year at the Annual General Meeting of the corporation.

The Board of Directors and Committees at N'sheemaehn are continually looking for parents interested in contributing to the life of the Centre and the education of their children. Please speak with the Director or any Board member if you are interested, we would appreciate your involvement.

# OUR PHILOSOPHY

N'sheemaehn's Staff and Board of Directors believes that the Centre strives to and provides our children with a warm, secure and loving environment in which the uniqueness of each person is respected and supported. We provide care for all children and children who come to us with various needs. We view our children as competent and capable.

We monitor each child's development formally and informally as we go through our day. Should we need to ask for outside agency help for developmental or behavioural query we expect the full cooperation of the parent(s)/guardian(s).

We will endeavor to capitalize on the rich cultural mix of our community and to encourage an appreciation for the multicultural nature of Canadian society.

We will also attempt to incorporate into the program, activities, which make use of the natural environment of the University, such as gardening, and nature walks, to instill in our children a love and respect for nature.

At N'sheemaehn, we believe that child care has the responsibility of providing experiences which invite children's interest, stimulate creativity, satisfy the desire to explore and discover, and help children develop at their individual stage and pace.

We believe that each child is not only developmentally unique, but engages in learning experiences that happen at individually optimum times. The staff of N'sheemaehn will attempt to challenge and support each child's unique patterns of interest, talent and ability. In addition, an environment is provided which facilitates each child's self-esteem, independence and self-discipline.

We believe that children develop best as individuals in a social setting. We encourage children to demonstrate their feelings and needs through interaction and cooperation with peers and with adults. Children are taught to recognize that their actions have consequences. Furthermore, they are taught skills that help them to solve interpersonal conflicts with minimal adult intervention.

We also want children to understand and have respect for themselves, their peers, their teachers, and their environment.

## Program Statement Framework

Our program statement describes the following: The philosophy which captures our goals; the strategies which are our approaches to realize our goals; the plans of action which execute these strategies; the practices which implement, monitor and evaluate plans and continually improve our performance. Our statement is consistent with the Ministry's policy statement on programming and pedagogy issued under subsection 55 (3) of the Act.

## Our Strategies

N'sheemaehn strategies to achieve our program statement are guided by the work done on Ontario's Pedagogy for the Early Years, "How Does Learning Happen" (HDLH). We understand that learning and development happens through relationships among children, families, educators and environments. We understand that for children to grow and flourish, the following conditions need to exist: A sense of Belonging; A sense of Well Being; Opportunities and support for Engagement and; Opportunities and support for Expression.

N'sheemaehn will adopt the following 11 strategies to create these conditions:

- Promote an environment which is healthy, safe, and supports the general well being of children
- Support positive and responsive interactions among children, parents, child care providers and staff
- Encourage the children to interact and communicate in a positive way and support their ability to self-regulate
- Foster the children's exploration, play and inquiry
- Provide child-initiated and adult supported experiences
- Plan for and create positive learning environments and experiences in which each child's learning and development will be supported
- 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 care
- Foster the engagement of and ongoing communications with parents about the program and their children
- Involve local community partners and allow those partners to support the children, their families and staff
- Support staff or others who interact with the children at the child care centre in relation to continuous professional learning
- Promote an environment which ensures good nutrition and safe food preparation
- Document and review the impact of the strategies set out in clauses (I)-(11) on the children and their families

# N'SHEEMAHEHN'S TEAM

## STAFF AND STUDENTS

**Staff-** All staff must adhere to a number of policies and procedures as well as Ministry, health and fire regulations. Annual review of these policies and procedures ensures our staff are well aware of their responsibilities, are accountable and are prepared to handle any situation.

**Director-**The Centre is supervised by a Registered E.C.E. (Early Childhood Education) graduate with at least 5 years supervisory experience, is a registered member of the College of Early Childhood Education and remains in good standing. The Director is responsible for the overall operation of the Centre on a daily basis.

**Assistant Director-**The Assistant Director, in addition to being a Registered E.C.E. teacher and remains in good standing, is responsible, in the absence of the Director, for the overall operation of the centre.

**R.E.C.E. (Registered Early Childhood Education) Teachers-**Staff who have their E.C.E. diploma or degree, is registered with the College of Early Childhood Education and in good standing, have had some experience working with children. This teacher works directly with the children, plans and implements the daily program, cares for the children and monitors their development throughout the day.

**Part Time Staff-**We hire many part time staff who work to cover breaks, program times as well as sick and vacation time. As part of our relationship with UTSC we hire students who are looking towards a career in working with children. We also hire adults who have had experience with young children or who are enrolled in an E.C.E course at a recognized college or training institution.

**Students-**On Occasion we receive support, and become resources for University or Community College students who are gaining experience in their field before they graduate. We welcome students because they: add stimulating program ideas to our program; increase opportunity for small group and one-on-one experiences/interactions; learn what quality child care looks like and heightens their awareness and expectations of child care; connect the Centre to Community Colleges; expose our Community to the quality of our child care centre

All students in our child care program must adhere to a number of policies and procedures as well as Ministry, fire and health regulations. Students are not responsible for and are never left alone with children and are always under the supervision of an REECE.

## ADDITIONAL CREDENTIALS

All staff are required to have:

- a medical form filled out and up-to-date immunizations
- A vulnerable sector check (VSC), valid within 6 months of employment. If it is and annually thereafter a signed offence declaration (OD) as required under the Regulation no later than 15 days after the anniversary date of the previous VSC or OD
- All staff who may be counted for the purpose of ratios have a valid first aid certification in standard first aid level C, including infant and child CPR by a training agency recognized by the Workplace Safety and Insurance Board. Where a person is not able to obtain the standard first aid certification with infant and child CPR due to a disability must request and exemption form from the Ministry director and the letter will be retained on file.

### Immunization

All staff have complete immunizations as required by the Toronto Public Health Department. Objections or exemptions obtained as of August 29, 2016 or after must be completed on the ministry-approved form and retain in the children or staff records. Statement of Conscience or Religious Belief forms for religious/conscience objections must be completed by a "commissioner for taking affidavits". Statement of medical Exemption form for medical exemption to immunization must be completed by a doctor or nurse practitioner. Written objections to immunization that have been obtain by the licensee prior to August 29, 2016 will be considered compliant; but must be replaced by an approved objection/exemption form and notarized as outlined above before September 1, 2017. Any written objections/exemption that was on file prior to August 29, 2016 but is missing must be replaced with one of the new ministry approved forms.

# PROHIBITED PRACTICES

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates,

- (a) corporal punishment of the child.
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- (f) inflicting any bodily harm on children including making children eat or drink against their will

## CONTRAVENTIONS

Each staff, student and volunteer will be monitored on an ongoing basis by the Director or Designate. Any contraventions of N'SHEEMAHEHN'S POLICIES, PROGRAM STATEMENT OR PROHIBITED PRACTICES will be addressed immediately, documented and reported to the Personnel Committee and or Board President. Failure to comply with N'sheemaehn's policies and procedures could result in disciplinary action up to and including termination

**N'sheemaehn has a legal obligation to report any suspicions of child abuse to the Children's Aid Society**

## License

We are a licensed, non-profit child care centre. The Ministry of Education is responsible for ensuring the Centre is adhering to the Child Care and Early Years Act (CCEYA). Our License is renewed annually and is posted on the main foyer bulletin board located outside the infant room.

Our mandate from the University requests that 75% of our enrolment comes from our University families and 25% from our Community families. Waiting list priority: 1. Existing families 2. UTSC 3. Community

We are licensed for the following age groups:

10 infants (between the ages of 0 months and 18 months)

• Ratio of teacher to child is 3:10

10 Toddlers (between the ages of 18 months and 30 months)

• Ratio of teacher to child is 1:5

36 Preschoolers (between the ages of 2 1/2 and 5 years)

The pre-schoolers are divided into two groups. 2 1/2 -4 year olds are in one classroom which has 24 children in total.

• Ratio of teacher to child is 1:8

The second classroom is our Kindergarten program which is only available to full fee families.

These children are ages 4-5 years old.

• Ratio of teacher to child is 1:10

## Toronto Children's Services

We also have a Purchase of Service Agreement with the City of Toronto Children's Services. This partnership benefits both families and the Centre. At least once per year we have a Quality Assurance Assessment, the grades of which are posted on line at <https://www1.toronto.ca>

## Movement to next age group

The Director will control the movement of a child from one age group to the next in accordance with general guidelines for each group, and in consultation with both staff and parents concerning the readiness of the child. It must be recognized that the ability to move a child into the next age group is limited by the availability of space in that group and vice versa.

Parents of children 5 and 6 years old, going into Grade One in September, are strongly encouraged to find alternate care as of July 1. In exceptional circumstances, individual concerns must be requested in writing to the Board of Directors.

# FEEES

## Fee Schedule

Fees are reviewed annually or as needed by the Board of Directors. When fees need to be increased, a minimum of one month's written notice will be given to parents. Fees for each of our programs can be found on our website <http://childcare.utsc.utoronto.ca/> as well as outside the office door and on our main foyer bulletin board. Current fees apply to each room regardless if your child is overage.

## Discount for Multiple Children

For families with two siblings at the Centre, a discount of 10% will be applied against the lower of the two fees or against one of the fees where the two fees are the same. This policy applies to full time, full fee paying parents only. Subsidized fees are controlled by City of Toronto Children's Services

## Reduction/ Refunds of Fees

No reduction or refunds of fees are provided when the Centre is closed due to inclement weather, statutory holidays, vacations or illness.

## Tax Receipts

Tax receipts will be ready for pick up from the office on or before February 28<sup>th</sup> of each year for the previous year's fees. A \$15 administration fee will be charged for duplicate tax receipts.

## Administration Fee

A \$200.00 administration fee per family is required upon enrolment. This amount is a onetime only payment which is non refundable.

## Method of Fee Payment

For reasons of personal safety cash is not accepted as a method of fee payment. Parents can choose our Pre Authorized Debit (PAD) option or are encouraged to submit six (6) post-dated cheques, dated the first of each month. Cheques are to be given to the Director or Assistant Director in the office or deposited in the small wooden cheque box outside the office window.

## NSF Cheques

When cheques are returned from the bank, fees in arrears are due immediately, plus a \$10.00 handling charge for returned cheques. A new invoice will be generated to indicate repayment. Repayment is required within 3 business days of regenerated invoice or the Outstanding Fee process will apply (see below). A \$15 late fee will apply if payment is not made in full within the 3 business days.

If two (2) consecutive cheques are returned from the bank, further payments MUST be made by certified cheque or money order for the next six (6) months.

## Outstanding Fees

Payment in full is due the first of every month for that month. Payment in FULL MUST be received no later than 7 business days. If payment is not received in FULL by the 7<sup>th</sup> business day of the month, a letter will be sent to parents (via your child's clipboard) requesting a written explanation & payment schedule for the Board (via the Director) within 2 business days. **Failure to submit the outlined letter will result in immediate termination of service at the Centre.** If an extension is approved, parents will still be charged a late fee of \$15.

## Failure to Pay

Failure to pay outstanding fees in full before you withdraw will result in the account being referred to a collection agency.

# PROGRAM INFORMATION

## **Days Centre is closed**

We are open Monday to Friday from 7:30a.m.-6:00p.m. 12 months of the year but are closed for the following statutory holidays:

## **Statutory holidays**

New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day

## **December Closing**

We close at 1p.m. on Christmas Eve and for 3 days between Christmas and New Years. Notice will be given well in advance for the days we are closed on our website as well as through postings within the Centre.

## **Snow Closure Policy**

The decision to close the Centre will be made by the Director in consultation with the President of the Board of Directors based on the weather forecast and advisories.

Fees are not refunded for the time the Centre is closed due to inclement weather. The co-operation of all parents will be expected and appreciated as these circumstances are beyond our control.

## **Late Policy**

Our Centre closes at 6:00 P.M. We appreciate a phone call when you know you are going to be late. This enables the staff to prepare the child and get him/her involved in activities. If the staff have not received a phone call by 6:10 P.M. staff will begin to call all family contact numbers and emergency numbers. At 6:45 P.M. the Director will be notified. At 7:00 P.M. we have a legal obligation to call Children's Aid. There is a \$1.00/minute fee associated with late pick up.

## **Confidentiality**

The Centre maintains the policy that information about a particular child is confidential and should be imparted only to that child's parent(s) or to persons authorized by the parent(s). Registration and Confidential Information Forms, which are compiled when a child enters the Centre, are kept on file in the Director's office. These files are considered to be privileged information and may be accessed only by the program staff and Director of the Centre. If the Director allows an external agency, such as the Ministry of Education or City of Toronto Children's Services to view a file during one of their inspections, the parent will be notified in writing.

## **ADMISSION;**

Prior to enrollment, the parents of a child who has been admitted to N'sheemaehn will be provided with an enrolment package, which will include the following:

- A copy of N'sheemaehn Child Care Centre Parent Manual outlining the Centre's policies, practices and program statement.
- A registration package which parents/guardians must complete as a condition of enrollment. This package includes a form that must be filled out by the child's physician and also includes a copy of all up to date immunizations.

Once you have been offered and accepted a spot at N'sheemaehn we welcome you to visit in order to have a smoother transition into care. During your visits you can ask questions of the teachers, meet other children and parents in the classroom and get accustomed to your new routine.

Where N'sheemaehn cannot admit a child because the Centre cannot accommodate the child's needs or family circumstances, N'sheemaehn will attempt to provide referrals to other agencies and/or resources.

## **Guardianship / Custody Rights**

Parents with custody rights must submit legal documentation to demonstrate their rights. N'sheemaehn must be promptly informed about any change in the status of custody rights.

It must be stressed that where there is a dispute as to custody rights, the physical and emotional security of the child in question is the only concern of N'sheemaehn. This policy will be enforced without prejudice.

## **Parent and Staff Communication**

It is important that communication between parents and staff takes place on an on-going basis. We strongly recommend that this happens in person and at regular intervals. If and when this is not possible we recommend that you speak with your child's teacher(s) and make arrangements for continued communication. Please consider the busyness of the staff and the room at the moment you wish to chat. When an issue arises, it is important to communicate your concerns in a timely fashion to the staff involved, so that the matter can be promptly addressed. If, after speaking with the staff involved, you feel the issue has not been resolved please follow-up your concerns with the Director.

We monitor each child's development formally and informally as we go through our day. Should we need to ask for outside help for a developmental or behavioural query we expect the full cooperation of the parents/guardians. There are many Resources in our Community that will give the staff the added support and assistance needed to ensure optimum care and development for our children.

# PROGRAM INFORMATION

## **No Smoking**

N'sheemaehn Child Care Centre is a smoke-free environment. No person smoking or holding a lighted cigarette shall be within 9 meters of the Centre or playground whether children are present or not. Every staff/student/volunteer/parent/visitor will be informed that smoking is prohibited. No smoking signs are posted throughout the Centre and at each entrance/exit.

## **Flushing for Lead**

Water testing will be conducted annually as per the Safe Drinking Water Act, 2002 and Ontario Regulation 243/. Every Monday morning, prior to the children arriving, the first two staff on duty will turn on all taps and let the water run for between 1-5 minutes to ensure the safety of our water. Records will be retained on file for 6 years.

## **Parking at the Centre**

For the convenience of parents to drop off and pick up children please do not double park. Emergency vehicles must always be able to get close to front door or to the fire hydrant. All parents and their children must be able to enter and leave the Centre easily. Please do not leave your motor running. Children are playing in the playground close to the parking lot.

## **Relationship with U of T**

N'sheemaehn enjoys a special relationship with the University: Our building is rent-free; Two U of T staff/faculty sit on our Board or Directors; their maintenance people care for our building, utilities and grounds; UTSC staff warmly welcomes the children as they parade the halls, celebrating various holidays (Halloween, Chinese New Year, winter celebrations)

## **Safety**

The staff will make every attempt to ensure that the children are playing in a safe environment. No child will be left without adequate supervision and reduced ratios are not permitted during outdoor play. In particular, in the playground, staff will ensure that children are visible by at least one staff member. Equipment which possesses a higher level of risk to children will have a staff positioned at that point to minimize the hazards. Other safety measures such as controlling access to equipment, etc. will be taken. Fire drills will be held on a monthly basis and all staff are expected to know and practise their escape routines. Parents are encouraged to discuss these drills with older children. Parents must participate in the Drills if they are on the premises.

Each child's chart has a record of accidents or ill health. All accidents in the Child Care Centre will be documented by the staff most closely involved. Documentation will be reviewed and filed by the Director.

## **Responsibility/Liability**

N'sheemaehn is not responsible for any loss or damage to clothing or property of the child while attending the Centre.

## **Waiting list**

N'sheemaehn maintains separate waitlists for each program and, subject to the priority (current family, UofT, Community), we make every effort to keep children enrolled in our centre once they start the program. Families must complete an application form in order to be placed on our waiting list. This is given to interested families who have contacted us via email or in person. A child who is already enrolled at N'sheemaehn in one room does not have to apply to be on the waitlist for another room. Waitlist information includes: Child's Name and Date of Birth, Parent's Contact Information, Information regarding program requested and needs, date space is required for.

## **Waitlist Management Procedures**

N'sheemaehn's Director or her designate maintains the waiting list for each of the childcare programs within the MyKids child care database. Each waitlist is administered in accordance with the following rules: A child's name will be added to the waitlist in order based on the date that N'sheemaehn receives the completed application form; A child's space on the waitlist is not transferable to another family; When a space becomes available, the Director will offer a family of the child whose name is on the waiting list based on the priority and age of said child by phone or e-mail.

A family that is offered a space at N'sheemaehn will have up to 3 business days to accept the offer. If the family declines the offer and wishes to be withdrawn from the waitlist the Director will do so immediately. If the family declines the space but wants to remain on the wait list, a note will be placed in their child's file and the application date will change to reflect their decision. If the family fails to respond within 3 days a note will be placed in the child's file and the child's application will be placed at the back of the waiting list. Families will remain on the Waitlist until confirmation has been received that they would like to be removed from the list. If they have been contacted more than twice and have not responded, they will automatically be removed from the waitlist. Personal information regarding child and family (i.e.: waitlist form) will be destroyed and disposed of.

## **Waitlist Priority**

As a result of the above priority (current family, UofT, Community), a child's place on the waitlist is subject to change without notice. For this reason, it is not always possible to accurately predict a child's likelihood of being offered a space in the childcare program at a date in the future.

A family who voluntarily withdraws from N'sheemaehn is not automatically entitled to return to the Centre and does not retain their child's space on the waitlist for that program. If the family wishes to remain on the waitlist, the child's name will be moved to the bottom of the applicable waitlist.

# PROGRAM INFORMATION

## Fresh Air

The CCEYA states that all children must be playing outside for a minimum of two hours per day, weather permitting. N'sheemaehn has an Inclement Weather Policy that includes guidelines surrounding wind chill and heat and smog.

The children will not go outside if the following conditions exist:

- There is a smog alert
- 30 degrees Celsius plus high UV rating
- Below -15 degrees Celsius with the wind-chill

Please make sure your child has suitable clothing for the weather outside. It is always better to be prepared for the coldest weather. Please send your child in layered clothing, especially in the spring and fall. Summer footwear must have straps on back (no flip flops) and if possible, the toe enclosed.

## Administering Medication

We will only dispense prescription drugs to children, if the medication:

- is in its original container
- has the specific child's name, doctor's name and current date on the label
- is specified on our Medication Form, -- completely filled out with child's name, any possible side effects, exact date and time for dispensing medication, and parent / guardian signature.

If medication is required on an ongoing basis, a permanent doctor's note, renewed annually is acceptable. (i.e. puffers for asthma)

Over the counter drugs (Tylenol, cough syrup etc.), will only be dispensed if it is:

- accompanied by a doctor's note.
- specified for a particular symptom and period of time.
- specified on a Medication Form, completely filled out

Protocol:

- parents completely fill out and sign Medication Form or Special Medical Treatment Form and give it to staff on duty in the Room
- parents put the medication in the fridge (locked box) or in the locked box in the child's room
- only fulltime RECE staff are mandated to dispense medication.
- staff that receive the completed form is responsible for giving medication to the child or alerting other staff that medication must be given.
- the staff that dispenses medication initials the form.

## Sleep Supervision

Parents are consulted respecting a child's sleeping arrangement at the time the child is enrolled and any other appropriate time (e.g., transitions between programs or rooms or upon a parent's request).

All children will be assigned to individual cribs or cots in accordance with the Regulation. Parents are responsible for bringing in a blanket on Mondays and it will be sent home on Fridays to be laundered. Weekly, all bedding will be washed and equipment disinfected or as needed. There will be sufficient light in the sleeping area for direct visual checks.

Parents of children younger than 12 months will be advised of the licensee's obligation regarding placement for sleep for a child who is younger than 12 months (as per section 33.1 (1) of O. Reg. 137/15) that their child will be placed to sleep on their backs.

Children less than 12 months will be placed for sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep, unless a child's physician recommends otherwise in writing.

Staff will periodically perform direct visual checks of each sleeping children by being physically present and checking for indicators of distress or unusual behaviours.

Infant staff will perform direct visual checks by being physically present every 20-30 minutes and will document these times on a chart located by the sleep room door. The monitoring device located in the classroom will be checked daily to ensure it is functioning properly but it is not used as a replacement for direct visual checks.

Any observances of significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep.

Sleep times for children in care more than 6 hours per day: Toddlers (18 months to 2 ½) will rest for up to 2 hours; Preschoolers (2 ½ - 4) will rest for a minimum of 1 or maximum of 1 ½ hrs; Kindergartens (4 & 5) will rest for 45 minutes. All sleep times will be documented on individual charts or through the HiMama program.

# HEALTH AND NUTRITION

## Illness and Contagious diseases

N'sheemaehn adheres to Toronto Public Health's guidelines for communicable diseases.

If a child is too ill to participate 100% in indoor and outdoor activities, s/he is too ill to be at the Centre. We do not have the facilities to keep children who are sick or have a communicable disease at our centre. Your child will not be accepted at the Centre if s/he has a fever, or any sign of illness.

A teacher has the right to refuse admittance, or to request a medical certificate, if the child has any of the following symptoms: 1) unusual skin disorder, rash or other infection; 2) heavy mucous and/or asthma symptoms (without medication); 3) fever; 4) diarrhea.

If your child becomes ill during the day, you will be contacted and your child will be isolated within the Centre's office until the parent/guardian comes to pick him/her up. If we are unable to contact you, we will call the emergency numbers in your file. Either you or your emergency person must be prepared to come and pick up your child immediately.

Parents are responsible for notifying the Centre if the child contracts a communicable disease. We will post a note on the Parent Information Board if a contagious disease occurs at the Centre. Parents will be informed of the disease, the incubation period, symptoms to watch for and the usual treatments.

**Please visit the Toronto Public Health website for Common Illnesses and Contagious Diseases**

## Immunization

All children must have up to date immunizations prior to enrolment. Immunizations need to be kept up to date to meet Health requirements. The Director must be given any new immunization information to put in child's file.

## Nutrition

Good nutrition is essential for healthy growth and development; therefore it is an important and intrinsic part of our program. We have an on site chef who prepares all of our meals. Most of our meats are bought from a local butcher whose products are grass fed and raised without hormones or antibiotics.

N'sheemaehn is a breastfeeding friendly environment. Please feel free to choose a comfortable place for you and your child. We support the parent's choice in bottle or breastfeeding.

Hot lunches and snacks will be provided in accordance with the CCEYA and the Canada Food Guide. Allergies and special dietary restrictions (not dislikes) will be accommodated. Allergy lists will include the child's name and their respective food allergy or restriction, reactions to allergens and what to do if medical attention is required. Allergy lists will be posted in each cooking and serving area; play area or play room; in any other area in which children may be present as well as on attendance boards. Every effort will be made to provide children with food that is not only nutritious but also a pleasure to see, smell, touch and taste.

Food from home is not permitted in the Centre unless otherwise permitted by the Teacher in your child's room or through the Director.

## Menus

Our lunch and snack menus are on a 5 week rotation, and change from Spring/Summer to Fall/Winter. Menus have been reviewed by a dietician. We use high quality, fresh ingredients and most of our baked goods contain no chemicals or preservatives. Menus are also posted on our website for your review.

# WITHDRAWAL POLICY

## **Written Notice**

**Four weeks** written notice of permanent withdrawal of your child must be given.

A permanent space cannot be guaranteed if you wish to temporarily withdraw your child.

If you do withdraw your child, you must follow the application process if you wish to re-enroll.

It is important for your child to be given the opportunity to say good-bye and have a sense of closure when leaving the Child care program. Please let your child and our Staff know in advance of his/her last day, so that the transition can be a positive experience for your child, their Child care friends and teachers, and your family.

## **Withdrawal or Suspension of Services from N'sheemaehn Child Care Centre**

There may be instances when N'sheemaehn Child Care Centre cannot accommodate the ongoing or future needs of a currently enrolled or wait-listed child.

These matters will be brought to the attention of the N'sheemaehn Child Care Centre Board of Directors. In the event it is determined that the program at N'sheemaehn Child Care Centre does not meet the needs of the child, N'sheemaehn Child Care Centre reserves the right to require the withdrawal of the child from the program or waitlist.

## **In order for a child to be discharged from N'sheemaehn Child Care Centre**

All relevant information must be documented

The Board of Directors must approve the discharge and Four (4) weeks written notice will be provided (except as outlined below)

## **Discharge Due to Breaches of N'sheemaehn Child Care Centre Policies**

Upon admission into N'sheemaehn Child Care Centre, families are in good standing. However, breaching any of the policies outlined in the Parent Handbook/Registration package places the family at risk of being found NOT in good standing with N'sheemaehn Child Care Centre.

The Board of Directors reserves the right in its sole discretion to discharge any child for breaches of any of N'sheemaehn Child Care Centre policies, by the child or the parents/ caregivers, including but not limited to breach of the following:

N'sheemaehn Child Care Centre Parent and Child Code of Conduct

N'sheemaehn Child Care Centre Fee Policy or

N'sheemaehn Child Care Centre Late Pick-up Policy.

# SERIOUS OCCURRENCE REPORTING

N'sheemaehn Child Care Centre's employees have the responsibility to report any serious occurrences to the Director or Designate as soon as they occur. The Director or Designate will in turn follow the Serious Occurrence Policy which includes reporting the serious occurrence to the Ministry of Education through their Child Care Licensing System (CCLS) within 24 hours of the occurrence.

A serious occurrence is defined under the CCEYA as:

**the death of a child who receives child care at a licensed home premises or child care centre;**

**abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home premises or child care centre;**

**a life-threatening injury to or a life-threatening illness of a child who receives child care at a home premises or child care centre;**

**an incident where a child who is receiving child care at a home premise or child care centre goes missing or is temporarily unsupervised, missing-child found, missing-child still missing or**

**an unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving care at a home child care premises or child care centre.**

The operator posts the Serious Occurrence Notification within 24 hours for parents generated by the CCLS about the serious occurrence using non descriptive details (simple sentences of actions taken). **The exception is in the case of allegations of abuse or unverified complaints, which will be posted at the completion of, follow up/investigation.** The Serious Occurrence Notification Form will be posted on the 'Main Foyer' bulletin board (located on the main foyer bulletin board beside the infant room) for a minimum of 10 business days. If the form is updated with additional information, CCLS will also be updated and the Board President notified. The form will remain posted for 10 more business days following the date of the update.

# ADDITIONAL POLICIES

## INCLUSION

**Our Programs seek to eliminate systemic barriers by encouraging full participation by promoting positive relations and attitudinal change in relationship to race, colour, ancestry, place of origin, creed, ethnic origin, citizenship, marital status, family status, religion, gender, sex or sexual orientation, age, disability or physical attributes.**

All families are welcome and encouraged to participate in all aspects of our child care centre.

N'sheemaehn's inclusion policy will be fully implemented according to an implementation plan which includes:

- commitment of the board, staff, volunteers and families;
- review of all programs, policies and practices, including human resources, admission and leaving practices, including agency communications to identify need for improvements in sensitivity and elimination of biases;
- training for staff and all other interested participants;

**Discriminatory incidents and/or behaviours are not tolerated.**

Expressions of discrimination or bias in any form, because of race, colour, ancestry, place of origin, creed, ethnic origin, citizenship, marital status, family status, religion, gender, sex or sexual orientation, age, disability or physical attributes by staff, volunteers, board members and families are not tolerated.

Any incident involving verbal or non-verbal expression of a negative attitude or malice towards any person and/or group's race, colour, ancestry, place of origin, creed, ethnic origin, citizenship, marital status, family status, religion, gender, sex or sexual orientation, age, disability or physical attributes (comments, slurs, jokes, stereotyping, etc.) will be addressed through N'sheemaehn's Complaint Procedures.

## ANAPHYLAXIS

In order to protect children with allergies, N'sheemaehn has developed a policy of preventative practices to promote health and safety and to meet children's needs. The policy is intended to help support the needs of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students and visitors. The provisions as outlined in the policy are aligned with Sabrina's Law, 2005.

At the time of enrolment and when children are diagnosed with allergies, parents must inform the office, in writing, of names of allergen(s), specific symptoms, steps to prevent exposure to the allergens, what actions the teachers should take when a child has symptoms, what medication the physician has prescribed and the side effects.

Parents are required to provide medication and fill out a Special Medical Treatment form, to enable the staff to administer the medication in the event of severe allergic reactions. This form needs to be renewed annually.

### **What is Anaphylaxis?**

Anaphylaxis is a serious allergic reaction and can be life threatening. The allergy may be related to food, insect stings, medicine, latex, exercise etc. This policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and awareness to parents, staff, students and visitors at N'sheemaehn.

### **Parents of Anaphylactic Children Responsibilities**

Inform the Centre, in writing, names of allergens, specific symptoms to watch out for, steps to prevent exposure to the allergens, what actions the Teachers should take when a child has symptoms, what medication the physician has prescribed and the side effects.

Fill out and renew annually the child's Anaphylaxis plan

Provide two Epi-Pen's in the event of an anaphylactic reaction. Each pen must be labelled with the child's name and its expiry date. One Epi-Pen will remain with the child's room attendance at all times and the other will be kept in the Centre's office.

Parents are encouraged to obtain a medical alert bracelet for any child who has been diagnosed with severe allergies or severe asthma.

The Centre will try it's best to reduce the exposure to an allergen that may cause a life threatening anaphylactic reaction. This may include the elimination of certain foods or products within the Centre.

N'sheemaehn does not provide a peanut/nut free environment. N'sheemaehn takes all possible precautions to prevent exposure to all allergens, through communication, awareness and careful food purchasing, preparation, handling and serving.

To prevent food allergic reactions, a list of children and their allergies is posted in the kitchen, on all attendance boards and all eating areas of the Centre.

In order to normalize eating experiences for children with allergies, the Centre provides substitute foods that are similar to what the other children are having.

# REGULATORY BODIES

## Ministry of Education

The Child Care and Early Years Act is the minimum standard set out by the Ministry of Education. To see in detail how these standards will be implemented in your child's room, please review your room orientation package and posted programs in the Centre.

## Ministry of Education

<http://www.edu.gov.on.ca/eng/parents/>

## Child Care and Early Years Act Program Requirements

<http://www.edu.gov.on.ca/childcare/>

## N'sheemaehn Child Care Centre

[childcare@utsc.utoronto.ca](mailto:childcare@utsc.utoronto.ca)

## University of Toronto Policy on Child Care

<http://www.governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/ppjun262003i.pdf>

## College of Early Childhood Education

The College of Early Childhood Educators regulates and governs Ontario's early childhood educators in the public interest.

The College is not an educational institution or a professional association that advocates for early childhood educators. It is an organization that helps to serve and protect children and families by setting registration requirements and ethical and professional standards for registered early childhood educators (RECEs), and governing member conduct through a complaints and discipline process.

For more information about the College of Early Childhood Educators please visit their website at <https://www.college-ece.ca/en/About-Us/Purpose-and-Mandate>

## Toronto Children's Services

N'sheemaehn Child Care Centre has a Purchase of Service Agreement with Toronto Children's Services. For more information please visit their website at <https://www1.toronto.ca>

## Toronto Public Health

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=a253ba2ae8b1e310VgnVCM10000071d60f89RCRD>

# NOTES



## PARENT AGREEMENT

**\*\* I have read, understand and agree to abide by the policies written in this manual.**

Child's name \_\_\_\_\_

Parent/guardian \_\_\_\_\_ Date \_\_\_\_\_

Parent/guardian \_\_\_\_\_ Date \_\_\_\_\_

**Please be sure to hand in this signed form to the Office with your registration package.**

**All consent and permission forms need to be kept in your child's file.**

The office door is always open to you and your family. We welcome the opportunity to get to know you and answer any questions/concerns you may have.