



# N'sheemaehn: Child Care Centre

University of Toronto Scarborough

1255 Military Trail, Toronto  
Ontario, Canada M1C 1A3

Tel: 416-287-7624

Fax: 416-287-7625

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

Website: [www.utsc.utoronto.ca](http://www.utsc.utoronto.ca)

## PARENT MANUAL Welcome!

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.

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

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

The Board of Directors and its committees 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.

### **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 Philosophy**

N'sheemaehn's 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 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).



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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.

### **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:

1. Promote an environment which is healthy, safe, and supports the general wellbeing of children
2. Support positive and responsive interactions among children, parents, child care providers and staff
3. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate
4. Foster the children's exploration, play and inquiry
5. Provide child-initiated and adult supported experiences
6. Plan for and create positive learning environments and experiences in which each child's learning and development will be supported
7. 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
8. Foster the engagement of and ongoing communications with parents about the program and their children
9. Involve local community partners and allow those partners to support the children, their families and staff



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10. Support staff or others who interact with the children at the child care centre in relation to continuous professional learning
11. Promote an environment which ensures good nutrition and safe food preparation
12. Document and review the impact of the strategies set out in clauses (1)-(11) on the children and their families

**Our Plans of Action-**The Plans of Action in each of these topic areas are the means to execute our strategies:

\*Daily written and visual schedule \*program plan \*learning experiences \*indoor physical environment  
\*displays \*art and sensory \*books, language and literacy \*music and accessories \*physical play  
learning experiences \*cognitive and manipulative \* science and nature \*blocks and construction  
\*pretend play \*care practices \*meals and snack time \*cribs and bedding \*health and safety \*toys &  
play equipment hygiene \*transitions and attendance verification \*positive atmosphere \*supervision of  
children \*fostering children's independence \*development of self-esteem \*behavior guidance  
\*communication and extending children's learning \*menu and/or snack adaptations \*food  
substitutions \*preparation, handling and transportation of food \*health and safety kitchen and/or food  
preparation area \*connecting and collaborating with local community and institutions \*outdoor  
playground environment

### **Our Practices/Implementation**

All new staff on hiring and all existing staff (annually) will acknowledge and review this program statement and all relevant and attached guidelines

Parent surveys will be conducted annually to assess performance against the 11 key requirements/strategies.

Internal rating (AQI) for each plan of action will be conducted annually for each program

Attend monthly staff meetings which will always include a discussion and improvement plan based on performance and program statement. Each meeting will also include one of the 11 key principles for staff to discuss and reflect on. Annually as a team, reflect on the year's performance and set goals for the next year.

At our monthly Board meetings, include on the agenda to discuss performance against the program statement and plan for improvement for the next period.

Each staff is entitled to attend three professional development opportunities per year, the cost of which is included in our operating budget. Staff are encouraged to align their workshops with our program statement.

Each annual performance review will include a self-assessment of the 11 key strategies to create the conditions promoted by the HDLH document. Staff will be required to give an example of each and set goals for improvement.



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## Prohibited practices

- corporal punishment of the child;
- 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;
- locking the exits of the child care centre or home child care premises 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;
- 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;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- Inflicting any bodily harm on children including making children eat or drink against their will.

## Our Staff and Students

All of N'sheemaehn's full time teachers are Registered Early Child Educators (RECE) and many of our part time staff are as well.

**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 beginning and end of day ratios, 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.



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**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 RECE.

All full time RECE's are encouraged to upgrade their education and skills through their entitled three professional development days per year.

All staff, both full time and part time, are required to have:

- a medical form filled out and up-to-date immunizations including a minimum of two COVID vaccinations
- 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.



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### **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

20 Toddlers, two classrooms with 10 in each-(between the ages of 18 months and 30 months) Ratio of teacher to child is 1:5 **OR** one toddler room with 10 children and one additional Preschool room with 8 children

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

### **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 or Designate 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 whose children are 4 years old or turning 4 years old will need to register for Jk at their home schools. Four weeks written notice of withdrawal must be received no later than August 1st. In exceptional circumstances, individual concerns must be requested in writing to the Board of Directors.

### **CWELCC**

N'sheemaehn has opted into the Canada Wide Early Learning Child Care System in order to support quality, accessibility, affordability and inclusivity in early learning. Key objectives of this program include lowering child care fees for eligible children, improving wages and increasing access to quality child care programs.

CWELCC is a five-year plan that is based on equity and inclusion. All families, including those with a fee subsidy, will have access to CWELCC programs by 2025. As of 2025 all families will be charged \$22.00/day.



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### **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 non base administration fee will be charged for duplicate tax receipts.

### **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 non base 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 non base 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.

### **Additional 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: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day





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### **December Closing**

We close at 1p.m. on Christmas Eve and for 3 days between Christmas and New Year's. Notice will be given well in advance for the days we are closed on our website as well as through postings within the Centre. No fees will be charged for these days.

### **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 non base 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. **Your child care space must be fully utilized within one month of enrollment.**





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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.

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

This policy will provide parents/guardians, and NCCC staff, with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

### **For Parents: When a child is absent, or care instructions change:**

1. When a child will not be attending child care PARENTS/GUARDIANS must:
  - Contact the centre by 10:00 a.m. Parents can send a message through Lillio (formerly Himama). Messages must include:
    - absent child's name
    - date(s) of absence and
    - reason for absence



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- If there are any changes to the child's pick-up procedure it is the parent/guardian's responsibility to communicate this to the child care staff (i.e., someone other than the parent/guardian picking up), through Lillio.
- Where there are legal custody documents, it is the responsibility of the main caregiver to provide us with a copy of the documents which we will keep on file and follow release of the child/ren accordingly.

### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off through Lillio and or advised the closing staff at pick-up the night before (which would then be recorded in the Centre logbook), the RECE in the classroom must:
  - Contact the child's parent/guardian no later than 10:30 a.m. through Lillio or by phone. The RECE must email parents or guardian to confirm child's absence, ["(child's name) is absent. Please reply to this email to confirm and state reason for absence within the next 30 minutes.
  - If no reply to this email is made within 30mins, staff will start contacting emergency contacts via phone calls
  - If the RECE is not able to reach the parents or guardian to confirm the child's absence, parents will be reminded of this policy. Should it be a reoccurring concern (more than 2 unreported absences) the parents will be notified by the Director or Designate that should a third unreported absence be made the Centre may issue a notice of withdrawal to the parent and Toronto Children's Services will be informed if applicable.
2. Once the child's absence has been confirmed, RECE/designate shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written communication book including expected day of return.

### **No Smoking/Vaping**

N'sheemaehn Child Care Centre is a smoke-free, vape-free environment. No person vaping, 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/vaping is prohibited. No smoking/vaping signs are posted throughout the Centre and at each entrance/exit.

### **DRUG AND ALCOHOL IN THE WORKPLACE**

N'sheemaehn Child Care Centre is committed to providing and maintaining a safe and healthy workplace and program for employees, students, children, families and volunteers. This policy is to communicate the expectations and guidelines surrounding substance use, misuse and abuse. This duty includes addressing any issue that may impair an employee's ability to perform their work functions and responsibilities.



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All employees, students and volunteers working at N'sheemaehn Child Care Centre are expected to report fit for duty for scheduled work and be able to perform assigned duties safely and acceptably without any limitations due to use or after effects of alcohol, illicit drugs, non-prescriptions drugs, prescribed medications, or any other substance that may impair judgement or performance.

### **Employee Expectations**

The following is a non-exhaustive list that employees are required to adhere to:

- Use, possession, distribution, cultivation, offering for sale of drugs and/or alcohol or an illicit drug on organization premises, including during paid and unpaid breaks, is strictly prohibited.
- Employees are required to report to work fit for duty. This includes remaining fit for duty and in compliance with the policy for the duration of their shift.
- Employees are expected to responsibly use prescribed and over-the-counter medications. Where the use of a prescribed or over-the-counter medication could inhibit an individual's ability to carry out the duties of his or her position safely, employees are required to advise the Director or designate. Employees must also communicate to the Director or designate the usage of such medications, any potential risk, limitation or restriction.
- Where there are reasonable grounds to believe that an employee may not be fit for duty while at work for the organization, the Director or designate may remove the individual from their duties. The employee will be given an opportunity to explain in a private area why they appear unfit for work.
- Where an employee suspects a co-worker may not be fit for duty, he or she must report such suspicions to his or her Director or designate.

### **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**

Our parking lot has four/five parking spaces for pick up and drop off. In order for parents to come and go quickly there is a 15-minute time limit. Overflow parking during our peak times (8:30a.m.-9:30a.m. and from 5p.m.-6p.m.) can be in Lot E with a permit provided by the University's parking office. Toronto Parking Services ticket vehicles regularly in that lot, so if you do not have a permit and get a parking ticket there is nothing, we can do to correct it. 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.

### **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)



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### **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.

It is the parents' responsibility to deliver their child in the same manner as they would like to pick up their child. Therefore, if a child has had a bowel movement on route to the child care centre, it is the parents' responsibility to put a fresh diaper on using our facilities before the child is dropped off to one of our Educators. By the same token, if you discover your child has had a bowel movement without the Educator's knowledge, please bring it to their attention, and they will in turn be sure that the child has a clean diaper before leaving the child care 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. 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 or Designate 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.



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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 or Designate 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 bottom 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.

## **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.



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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. All sleep times will be documented on individual charts or through the HiMama program.

### **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



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## **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

## **Allergies**

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.

## **Anaphylaxis**

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.





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## 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.



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### **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>