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*PARENT HANDBOOK UPDATES & REVISIONS > All updates and revisions of this Parent Handbook will be reflected on the ICSG's Website. Parents will be notified of any major updates or revisions to the Parent Handbook through hard copy.*

# INTRODUCTION

This Handbook is an information source for Parents/Guardians of Children enrolled in our Centres. It was produced with input from the Supervisors, Program Managers and the Executive Director.

It describes and provides information about our Program as well as practical information for Parents/Guardians.

## HISTORY

The Ideal Child Services Group operates five licensed Childcare Centres in the City of Toronto. Four of the five Centres, originally commercial operations, were converted to non-profit Centres on January 5, 1995, under the Ministry of Education conversion initiative.

The commercial operations were started when a survey of Toronto communities indicated a definite need for Childcare Centres in certain areas. Currently, three of our five Centres operate in facilities provided by the Toronto District School Board, and they have contributed, toward stabilizing enrolment at the Schools.

Under our experienced Management Team, our Centres have maintained stable enrolment, and have earned excellent reputations, as a result of the unique educational programs that are offered to the Children.

## BOARD OF DIRECTORS

Our Board of Directors includes Parents/Guardians and Community Members. Names of the Directors are posted at each Centre. Parents/Guardians are encouraged to apply to join the Board.

## MISSION STATEMENT

Ideal Child Services Group is committed to:

- ▶ Providing quality Childcare to all Children under its care without bias, in a secure and safe environment.
- ▶ The belief that every Child is unique with individual competencies and all Children are entitled to equal access to resources that will nurture and enrich their physical, intellectual and emotional experiences.
- ▶ Working together with the community to facilitate a Childcare environment that is responsive to the community's diversity.

## PHILOSOPHY

Ideal Child Services Group provides high-quality care and a positive learning environment for all Children.

We strive to enhance all levels of Children's development, with programming geared to every developmental stage. Through play experiences and the guidance of professionally trained Staff, the Children are exposed to challenging educational activities that stimulate:

- ▶ A positive attitude towards learning
- ▶ Decision-making capabilities
- ▶ Interaction with, and respect for, others
- ▶ Physical activity that develops gross-motor skills
- ▶ Communication skills
- ▶ Fine-motor development
- ▶ Curiosity, initiative and independence

We are committed to facilitating an environment that will provide an opportunity for the Parent/Guardian, Staff and Supporting Agencies to access resources for all Children.

We strive to work collaboratively with the Parent/Guardian as we recognize their importance to any approach which may enhance the outcome of a Child's development.

It is the expectation that all Staff of Ideal Child Services Group work together to respect the rights, diversity and dignity of everyone within its community to ensure a harmonious and caring environment.

# PROGRAM STATEMENT

Ideal Child Services Group's (ICSG) program for young Children aligns with the Minister's Policy Statement and the pedagogical document, "How Does Learning Happen?"

Ideal Child Services Group's Program incorporates "Early Learning for Every Child Today" as the framework to guiding Children. Some of the other Ministry documents ICSG refers to and implements in its programming are the "Ontario Early Years Framework" and "Think Feel Act: Lessons from Research about Young Children."

Each of ICSG's programs encourages Children to be actively involved in the learning process. The Programs create rich learning environments for Children to flourish and reach their potentials with activities to nurture the intellectual, physical, social and emotional growth. ICSG believes that Children are unique with individual strengths and competencies therefore they are given the choice to pursue activities of their own interest. This provides the Children with the opportunity to be creative and innovative as they learn. As they pursue their choices and plans, Children explore, ask and answer questions, solve problems, and interact with peers, Staff, Students, Volunteers and other adults. Reference links below.

Ministry of Education

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

How Does Learning Happen?

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

ELECT

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

Minister's Policy Statement

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

## Implementation

### Staff

The Staff are true professionals who connect with Children, ensure safe environments, plan and extend play, reflect on successes, document the Children's play and learning and communicate regularly with Parents/Guardians.

The Staff construct a curriculum that reflects the interests and needs of the Children in care by taking the knowledge of Child development, knowledge of how Children learn and a well-grounded understanding of Children's play to deliver a live program.

Through continual observation and attention, the Staff support Children in developing strategies and to regulate their emotions while recognizing the effects of their actions on others.

The Staff prepare weekly programming based on the Children's interests and what they are currently learning during the day in a play-based environment. In addition, documentations highlighting the Children's experiences are posted throughout the classroom.

The role of an ICSG Staff is to:

- Establish a supportive social environment that supports autonomy and self-esteem.
- Establish positive relationships, friendships, and conflict resolution.
- Provide responsive care to all Children in the program while meeting their individual needs.
- Design a supportive physical environment that is conducive to learning.
- Provide new play possibilities through interest centres.
- Be an involved play partner.
- Foster, observe and document significant behaviour/developmental milestones.
- Incorporate the community.

Our planning process of determining interests and planning play opportunities in all developmental areas is available to the families through recorded observation. This approach celebrates new ideas and supports the spontaneity of the developing child. The Staff expands the Children's interests by adding materials, asking questions and scaffolding the Children's learning by providing new challenges and ideas.

## Children are Competent, Capable, Curious, and Rich in Potential

Ideal Child Services Group recognizes that each child is a unique individual who brings his or her own abilities and challenges to the program and deserves the encouragement and space to try new things, explore new ideas and develop their own unique creativity.

ICSG provides an environment that fosters curiosity, one that allows Children to explore. We believe that every child deserves a safe and caring environment in which to grow and develop to their maximum potential.

ICSG understands the importance of taking Children's stages of development into consideration. For each Child, their stage of development is individualized and differs based on developmental factors and their unique family, community and life experiences. In each case, we aim to integrate all areas of the Child's development into our program in a holistic way. All individualized plans are incorporated into the program and will be reviewed upon enrolment and annually thereafter by Staff, Students and Volunteers.

ICSG's goals for Children are consistent with the Ministry of Education's pedagogy and include the following:

- Every Child has a sense of **belonging** when he or she is connected to others and contributes to their world.
- Every Child is developing a sense of self, health, and **well-being**.
- Every Child is an active and **engaged** learner who explores the world with body, mind, and senses.
- Every Child is a capable communicator who **expresses** himself or herself in many ways.

Children play to learn. Play provides the foundations for language and literacy; for mathematics; science and technology; and for the arts.

Daily the Children are engaged in circle time where ideas are shared and concepts are learned. They are involved in play with a variety of construction items learning the concept of size, shape, weight, and texture. The Children explore math concepts by counting and comparing indirectly preparing the Children for future academic programs. Children are exposed to art mediums; drawing pictures, identifying colors for the purpose of creating and self-expression. Children are further exposed to hands on cooking activities which help develop a sense of pride and confidence in the Children's skills and abilities. They are engaged sensory play which stimulates the senses of touch, smell, taste, sight, and hearing while they play, create, investigate and explore.

Throughout the day, Children use science materials imaginatively and purposefully to discover cause and effect and a different way of seeing the details of all the natural elements in their environment. Children are encouraged and are provided with role playing possibilities that reflect culture and diversity stimulating an awareness of the world through imagination and creativity. Children experience the environment through exploration, investigation, and self-regulation.

Learning is extended to the outdoors from the indoor classroom and reaches out to our community through local community walks, or special guests that visit our programs. The outdoor learning environment provides extended opportunities for all elements of learning; gross motor development, nature exploration, independent and cooperative games. Added features to the outdoor program include the Rainbow Fun and Love Your Heart programs which support the development of physical activity skills for Children ages 3 and up. These programs are implemented and supervised by our teaching staff regularly. The teachers implement physical activities to empower Children to feel good about themselves, provide a platform to release energy and an opportunity to build cooperative skills. When weather is inclement and unpredictable alternative gross motor activities for the Children are provided indoors.

The Montessori Philosophy promotes the Children's innate ability to learn in a well-prepared environment that displays order, beauty and reality. The Children learn through specifically designed material that targets all the areas of development. It encourages Children to develop observation skills by being exposed to a wide variety of activities. From the moment that they enter the classroom, each step in the Children's education is seen as a progressive building block ultimately forming the whole person.

The Music Program is specifically designed by a professional Music Teacher and implemented weekly for each age group. Children are introduced to rhythm, beat, tempo and a variety of musical styles and genres with opportunities to sing, dance and "move" creatively. Children have the opportunity to learn about and play a variety of musical instruments. This program not only promotes musical awareness but instills listening skills and co-operation.

The iPad Program enhances the educational age appropriate curriculum. The program is a very powerful, creative, interactive tool that provides content for endless learning possibilities. The iPad's apps are tailored to the different Children's learning styles providing an opportunity to have easy access to information making learning fun, engaging and memorable.

The Martial Arts Program is specifically designed by a Master of Martial Arts and is implemented weekly at various sites. The program focuses on teaching and developing fundamental Martial Arts skills. The children work towards building essential qualities such as self-confidence, team work and sportsmanship. Through the various drills the children improve their mental and physical strength and become more aware of their surroundings. [*Martial Arts is not offered at all our locations*]

The Summer Camp/Program includes various sports activities, interest clubs and special entertainment throughout the summer. [*Summer camps are not offered at all our locations*]

The weekly program activities are linked to the Continuum of Development. In the Infant, Toddler, Preschool, Kindergarten and School-Age Programs, play highlights for each individual Child are documented in the Documentation of Children binder to demonstrate to Parents how their Children are developing and learning through play. One of our main goals is to maintain continuous links with families and Parents describing play experiences and how the Child's play is linked to learning through:

- Daily communication
- Children's Portfolio's
- Daily Information Charts
- Children's Evaluations
- Parent/Teacher Interviews
- Open Houses and Concerts

## **To Promote the Well-being, Health, Nutrition and Safety of Children**

### *WELL BEING*

ICSG understands that the first step in establishing and nurturing health, safety, and well-being for Children in our programs is through the connections they make with the program Staff, Volunteers and Students on placements.

Ideal Child Services Group is committed to acting in the best interest of all Children. In the course of our professional duties, we are required by law to report any suspected child abuse to the appropriate authorities. Prior to the intervention of the appropriate Child Welfare Agency, we are not authorized to inform the Parent/Guardian or to investigate any allegation/suspicion of child abuse.

For the well being of Children, ICSG ensures that policies are in place for sanitary/infection control and are reviewed by the Staff on a regular basis. Staff ensure that they wash/sanitize their hands as per Public Health requirements and are responsible to enforce the handwashing procedure with Children as required by the Public Health Department.

### *SAFETY*

ICSG meets and exceeds all health and safety requirements of the Ministry of Education and local government bylaws and ensures that all Staff are fully trained in Standard First Aid and CPR/AED level C.

Each Centre conducts monthly fire drills including an annual practice evacuation to the assigned emergency shelter as per the posted information. Should an emergency arise requiring evacuation, Parents/Guardians will be notified. Parents/Guardians must ensure that the information [*home, work and emergency contact telephone numbers*] in the Child's file is current.

ICSG's trained Health and Safety Representatives take the necessary steps to ensure that all preventative measures are in place so that the children's safety is not compromised. All Staff adhere to safety standards and practices in order to minimize the number and the severity of accidents that happen at the Centres.

An Accident Report is completed, stating the details surrounding the incident and the type of First-Aid that is required. Parents/Guardians will be requested to sign the Accident Report and a copy is provided.

In the event of a serious accident, where further medical treatment is necessary, 911 will be contacted for immediate emergency assistance. The Parent/Guardian will be notified promptly and will be required to pay all expenses incurred due to an emergency involving the Child [i.e. ambulance].

Serious occurrence reporting provides ICSG with an effective means of monitoring the appropriateness and quality of our service delivery. ICSG is responsible for ensuring Program Managers, Supervisors and Staff can identify a serious occurrence, immediate response procedures to an incident that is a serious occurrence and the expected steps in reporting a Serious Occurrence.

Serious occurrences must be reported to the ICSG Program Managers and the Executive Director and are defined as follows:

- Any death of a child who received child care at a home child care premises or child care centre, whether it occurs on or off the premises.
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care 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 child care premises or child care centre.
- An incident where a child who is receiving child care at a home child care premises or a child care centre goes missing or is temporarily unsupervised.
- 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, and well-being of children receiving child care at the home child care premise or child care centre.

Serious occurrences are reported to the Ministry of Education. A "Serious Occurrence Report" is completed and filed on the Child Care Licensing System. In addition, "A Serious Notification Form" is posted to communicate information to the Parent/Guardian about the incident, outline follow-up actions taken and the outcomes. The form will be posted by the Childcare License and Licensing Summary Chart for Parent/Guardian viewing for a period of 10 days.

### *HEALTH*

All Parent/Guardians must provide proof of immunity for the Child as required by the immunization of School Pupils Act. Children will be refused registration to the Centre if they are not adequately immunized. Parents/Guardians are required to provide updated immunization at the time of admission and must submit the updated record as changes occur.

If a Child has been exempted from any immunization by the Medical Officer of Health, a copy of the Statement of Conscience or Religious Belief as well as the Statement of Medical Exemption must be provided to the Centre. In the event of an outbreak, the Child with the incomplete immunization of a particular outbreak will be required to stay away from the Centre, until the Medical Officer of Health allows the Child to return.

As Children arrive each day, the Staff will conduct a visual assessment of the Child. Staff will alert and notify the Supervisor/Designate for any signs of ill health.

When a Child displays any of the ill health symptoms arrangements will be made to isolate the Child from the other Children.

Parents/Guardians will be called to pick-up their Child who becomes ill. Parents/Guardians must ensure that they are available or an emergency person [who understands the responsibility involved] to pick-up the Child immediately.

Parents/Guardians should be prepared to either return home with their Child, or to take the Child to the Doctor, should the Staff be concerned about the Child's health. The "Symptoms of Ill Health Form" will be completed by the Staff and signed by the Parent/Guardian. A copy of the form will be provided. The Supervisor/Designate will advise the Parent/Guardian if exclusion from the program will be required. Children will be excluded from the program for at least 48 hours in the event any of the following symptoms are evident:

- Common cold/fever (38.1C/100.5F or higher) especially if temperature remains persistently high, including scarlet fever
- Frequent productive cough/sore throat including strep
- Undiagnosed rash – Impetigo, hand, foot and mouth, fifth disease
- Ringworm of the body or scalp
- Any unexplained bodily discharge – pink eye
- Persistent pain
- Scabies
- Diarrhea and/or vomiting
- Pinworms
- Head lice

Once the Child returns to the Centre after the exclusion period, and his/her health condition does not improve, and/or gets worse, the Supervisor/Designate may request a follow up doctor's note in order to protect other Children.

The Supervisor/Designate can refuse to accept the Child if they, in their reasonable judgment, believe that the Child's illness may compromise the health of the other Children in care.

Prescription drugs or medications will only be administered once the Parents/Guardians have signed the Centre's medication authorization form on a daily basis, as required. The Parent/Guardian must hand deliver the medicine in the original container. Only medication prescribed by a Doctor will be administered.

Non-prescription medication including vitamins are considered a "drug" and therefore require specific written instruction from the doctor. The same procedure for prescribed medications will apply.

Medication will not be used beyond the date of expiration on the container or beyond any expiration of the instructions provided by the Parents/Guardians.

Inhalers can be necessary when Children have asthma or contract a cold and/or virus. Inhalers prescribed for asthma require an Asthma Action Plan form that must be completed and signed by the Doctor. Inhalers prescribed for colds and/or viruses must be accompanied by a Doctor's note that includes specific instructions for the medication.

Medication for seizures and diabetes can only be administered upon the Doctor's completion of the "Action Plan Form" specific to the medical condition.

The ICSG Management may refuse to administer medications or procedures [e.g. insulin injection, oxygen therapy, suppositories] should they be considered to exceed the expertise or the confidence of Staff members.

At the time of enrolment, the Parent/Guardian must provide written instructions for the Child outlining any food restrictions or allergies, including alternatives. A list of all food restrictions or allergies is post in each common area, in the kitchen, in each classroom and travels with each group of children including when the children are engaged in outdoor play.

For serious allergies, the Parent/Guardian will be required to provide the Centre with all the necessary medical information/equipment including an "Action Plan" completed by the Doctor, and will be responsible to provide training to the Staff and Volunteers as required. Training will include procedures to be followed in the event of a Child having a reaction, recognizing the signs and symptoms and administering medication. All individualized plans will be reviewed upon enrolment and annually thereafter by the Staff, Students and Volunteers.

The Centre does not permit nuts, peanuts, or nut/peanut products to be brought into the Centre, or any food labelled with *"may contain traces of peanuts or nuts"*

Parents/Guardians/Children must ensure that hands are thoroughly washed and teeth are brushed prior to entering the Centre after consuming peanut butter or other such products. Parents/Guardians with Children who may experience an anaphylactic reaction will be required to notify the Supervisor immediately and comply with the ICSG Anaphylaxis Policy.

ICSG's main goal is to ensure the health and safety of all Children in care. In order to protect and maintain the Children's good health, parental support and co-operation is essential in this process. The Centre will continue to provide care for a Child as long as the medical needs of the Child are within the capabilities of the Centre.

If any Child is reported to be ill with any communicable disease, the Public Health Department will be notified. Following a communicable disease, a doctor's note is required to confirm that the Child is well enough to return to the Centre. A sign is posted in each room, informing Parents/Guardians that Children may have been exposed to a communicable disease outlining the symptoms to look for.

Parents can speak to the program Staff at any time to view our complete health and safety policies and protocols.

### *NUTRITION*

ICSG is committed to the development of healthy people. We strive towards educating young Children and their families on nutrition and healthy child development. By providing Children with healthy eating choices, we are mentoring life-long skills to nutritiously feed and nourish their bodies for optimal health and development. All menus are comprised of an assortment of healthy food items from each of the food groups in the Canada Food Guide, with a focus on reduced sodium and sugar and an emphasis on whole grains and whole foods.

ICSG menus are rich in fruits, vegetables and whole grains which are healthier and provide the body with a high concentration of vitamins, minerals, dietary fiber and are low in fat.

ICSG's full day Infant, Toddler and Preschool programs provide a morning snack, lunch and afternoon snack to the Children. The Kindergarten and the Before and After School Age programs fall under the school nutrition framework and on non-instructional days, ICSG provides full day care where morning, snack, lunch and afternoon snack are provided to the Children.

ICSG collaborates with a cook and a reputable catering company. The catering company consults with a registered dietician to develop standard menus for all of our programs that are both nutritious and appealing for Children. ICSG menus follow Canada's Food Guide and are culturally sensitive. You can view the menu on the Parent Communication board and samples are provided on the ICSG website. ICSG accommodates dietary or religious food requirements for Children in the program.

### **Relationships among Children, Families, Staff, and Community Partners**

It is one of ICSG's core values to foster collaborative and co-operative relationships among all partners.

ICSG Staff play an important role in supporting families by caring for their Children and increasing their Children's growth, development, and well-being in a comfortable, safe and secure environment. Parent participation and decision making in their Children's program develops personal growth and confidence in parenting.

ICSG provides opportunities for family involvement through; program surveys and ongoing written and face-to-face communications. We use parent input to improve our programs and services.

ICSG strives to promote a sense of belonging for Children and their families in the programs by creating positive interactions and collaboration of families. We understand that relationships of trusts are the basis for learning and co-operation.

Every child is given the opportunity to develop personal responsibility and social skills, to learn to problem-solve and to learn about diversity and inclusion.

The skills of conflict resolution are important to lifelong learning. As competent individuals, Children are active participants in resolving conflicts. We encouraged Children to come up with ideas and solutions to problems that arise.

ICSG extends respect, empathy, trust, and integrity which are the core values in interactions with Children and families. ICSG aims to ensure that families have the support of available, affordable, safe, reliable, high quality licensed child care for their Children. Licenses are renewed annually upon inspection and approval by the Ministry of Education. Appointed Program Advisors visit the Centres, usually unannounced, to enforce the requirements of the Child Care Early Years Act and to verify that each Centre satisfies all licensing requirements.

Ideal Child Services Group has a "Purchase of Services Agreement" with Toronto Children's Services. Toronto Children's Services approves subsidy for families who qualify for subsidized financial assistance. An appointed Intake Worker takes care of approving Children's placement in our Centres. A Children Services Consultant, assigned to each Centre, monitors, and inspects the site, usually visiting unannounced, to ensure ICSG meets or exceeds the requirements of the City of Toronto's Assessment for Quality Improvement.

Our Centres are inspected by Toronto Public Health Inspectors, who examine sanitary procedures, cleanliness, and the implementation of the health and safety practices in the Centres.

ICSG aims to foster outreach, engagement, and communication with families about the educational program and the Children's learning experiences via daily communication, newsletters, Facebook and ICSG's Website.

ICSG Staff believe that families are experts on their Children therefore, Parents are encouraged on an on-going basis to share their knowledge; this practice is integral to the success of the Children. The Parent /Guardian is encouraged to become involved in the Centre in some of the following ways:

- Become a Member of the Parent Committee
- Join the Fund-Raising activities of the Centre
- Attend special events
- Forward suggestions regarding the Centre operations to the Supervisor

The Ideal Child Services Group Code of Conduct sets clear standards of behaviour that apply to Parents, Guardians, Student/Volunteers, Teachers and/or Board Members whether they are on Childcare property, school buses, at Childcare events or activities.

All members of the Childcare community are to be treated with respect and dignity regardless of race, creed, sexual orientation, or disability, especially persons in positions of authority.

Ideal Child Services Group believes that Parents/Guardians play a formative role in the development of a Child's sense of justice, equity and the dignity and worth of all members within our Centres. Parents also act as one of the most influential role models within a Child's life. It is the expectation that all Parents/Guardians model acceptable behaviour at all times within our Centres.

Ideal Child Services Group strives to involve local community partners and engaging those partners in supporting the Children, families and Staff.

ICSG provides learning opportunities and practical work experience, in the areas of programming and administration, to members of the community through the recruitment, placement, training and recognition of Students/Volunteers.

Several ICSG Centres are located in schools, so relationships with principals, faculty and teachers are critical. ICSG is committed to working collaboratively with all of our community partners as we work together on the mutual goal of providing the best possible Child Care service to families

### **Positive Self-Expression, Communication and Self-Regulation**

At ICSG inclusive programming leads to Children's sense of belonging. Positive learning environments and experiences, focused on active play-based learning, encourage Children's communication, self-expression and self-regulation.

ICSG fosters, supports, encourages, responds to and documents the many ways in which Children articulate their ideas, honouring and reflecting in the program Children's home language and culture.

In our inclusive learning environment, we welcome Children of all abilities. Respect for diversity, equity and inclusion is vital for optimal development and learning. Individualized program plans are developed to ensure that all needs of the children are met to allow for each Child's individual success. All plans are reviewed upon the Children's enrolment and annually thereafter by Staff, Students, and Volunteers. Here are some of the ways in which we create an inclusive environment in our programs:

- Recognize each child as having equal rights to participate in program activities and events.
- Recognize and respect the unique qualities of each child and family, including ancestry, culture, ethnicity, race, language, gender, gender identity, sexual orientation, religion, socio-economic status, family environment, and developmental abilities and needs.
- Create strategies that value the culture and first language of all Children.
- Establish programming strategies to foster an inclusive learning environment in which every child can participate.
- View the diversity of Children and families as an asset, and plan programs to reflect differences and enrich the environment.

ICSG programs focus on active play-based learning as the way that Children naturally learn best. When Children are manipulating objects, acting out roles, or experimenting with different materials, they are engaged in learning through play. Play allows them to actively construct, challenge, and expand their own understandings through making connections to prior experiences, thereby opening the door to new learning. Intentional play-based learning enables Children to investigate, ask questions, solve problems, and engage in critical thinking. Play is responsive to each child's unique learning style and capitalizes on his or her innate curiosity and creativity.

ICSG's program also supports Children's self-regulation, their ability to deal with stress and remain calm, alert and ready to learn. When Children are calmly focused and alert, they are best able to modulate their emotions, pay attention, ignore distractions, inhibit their impulses, and understand the consequences of their actions.

### **Supporting Staff in Continuous Professional Learning**

ICSG is committed to providing the highest quality Child Care through ongoing Staff training and development. It is ICSG's belief that the quality of the program depends on the Staff having knowledge of current theory and practice in the Early Childhood profession. Professional development is the joint responsibility of Staff and Management. Management also encourages Staff to engage in their own professional development.

ICSG is committed to the employment of trained Staff who are registered and maintain good standing with the College of Early Childhood Educators and the continued employment of untrained Staff whose contribution to the team reflects their wealth of experience. Those untrained Staff members who are prepared to undertake external studies in order to gain qualifications will be supported throughout the duration of their study.

All Staff members are required to attend monthly Staff meetings at which:

- Resources, skills, ideas, professional development experiences and expertise are shared.
- Group professional strengths are identified and whole group goals for professional development are set.
- Suggestions are made with regard to seeking support and advice of resource people to further help develop Staff skill and knowledge.

All newly appointed Staff are provided with a Policy and Procedure Manual, Program Statement and Individualized Program Plans that they are expected to review and sign off on prior to commencement of employment which includes the Staff Code of Conduct and all operational details. An orientation session with the new Staff is conducted by the Supervisor which involves a tour of the Centre. The session further provides the Staff member with WHMIS, Human rights, Safety Awareness Training and other pertinent information regarding the day to day procedures and Staff responsibilities to be successful in the new role.

New Staff members will participate in a probationary 30 and 60-day informal performance evaluation. A formal performance evaluation will be conducted upon successful completion of the 90-working day probationary period.

Existing Staff members will be involved in a performance evaluation annually to identify individual strengths and to plan for individual professional development.

ICSG promotes the Ministry of Education's "How Does Learning Happen?" and The College of Early Childhood Educators' framework for Continuous Professional Learning (CPL) as a resource to support professional learning for individuals and teams within our organization.

Formal professional learning is vital, but we also know that the most central professional growth happens day-to-day, as our Staff interact with Children and each other as self-reflective professionals.

### **Supporting Students and Volunteers**

ICSG welcomes Students and Volunteers to work with the children. ICSG supports the training of individuals who are studying or wish to pursue studies in Early Childhood Education.

All Student and Volunteers are provided with a Policy and Procedure Manual, Program Statement and Individualized Program Plans that they are expected to review and sign off on prior to any educational placements which includes the Staff Code of Conduct and all operational details. An orientation session with the Student and Volunteer is conducted by the Supervisor which involves a tour of the Centre. The session further provides the Student and Volunteer with WHMIS, Human Rights, Safety Awareness training and other pertinent information regarding the day to day procedures and responsibilities to be successful in the new role.

### **Documenting and Reviewing the Impact of ICSG's Learning Program**

Ideal Child Services Group provides high-quality care and a positive learning environment for all Children.

We strive to enhance all levels of Children's development, with programming geared to every developmental stage. Through play experiences and the guidance of professionally trained Staff, the Children are exposed to challenging educational activities that stimulate:

- A positive attitude towards learning
- Decision-making capabilities
- Interaction with, and respect for, others
- Physical activity that develops gross-motor skills
- Communication skills
- Fine-motor development
- Curiosity, initiative and independence

We are committed to facilitating an environment that will provide an opportunity for the Parent/Guardian, Staff and Supporting Agencies to access resources for all Children.

We strive to work collaboratively with the Parent/Guardian as we recognize their importance to any approach which may enhance the outcome of a Child's development.

It is the expectation that all Staff of Ideal Child Services Group work together to respect the rights, diversity and dignity of everyone within its community to ensure a harmonious and caring environment.

Ideal Child Services Group, understands that pedagogical documentation is a way for our program Staff to learn about how Children think and learn.

The Staff make daily observations of Children in the program and use this information for future planning. ICSG's intention is to move beyond reporting of Children's behaviour, to find meaning in what Children do and experience. The purpose of our documentation is also:

- A way to value Children's experiences and help them to reflect on those experiences and what they have been learning.
- An opportunity to make Children's learning and understanding of the world visible to themselves, to other Children, to their Parents and other families, to the program Staff.
- A way to reflect on developmental growth over a period of time.
- A process for program Staff to co-plan with Children about learning.
- A dialogue with families about Children's experience and an invitation for Parents to add their own documentation about their Children's learning.
- A self-reflection opportunity for program Staff, as they participate in continuous professional learning.

Staff reflect and assess the program and environment daily to ensure that the program is meeting the individual needs of the Children and the group and that the environment is set up according to the interests of the group.

Staff meet the individual needs of the Children ensuring that Children attending a full day Infant program rest on their backs, according to the Children's individual schedules. Sleeping arrangements are consistent with ICSG's Supervision of Children Policy and with the recommendations set out in the "Joint Statement on Safe Sleep". Children are assigned an individual crib, cot or mat for rest periods. At the time the Child is enrolled the Parent/Guardian will be consulted respecting the Child's sleep arrangements and at any other appropriate time (transitions, room changes, parental requests). A written recommendation/individualized plan is necessary from the Child's Physician regarding the placement of the Child for sleep if it does not align with the above practices.

Children attending a full day Toddler and Preschool program are provided an opportunity to rest up to two hours per day. Quiet activities are provided to Children as they transition from rest to the afternoon program. Children enrolled in a Full Day Kindergarten or School Age program rest according to their own request.

The Staff integrate the Montessori Philosophy into the program which is a Child centered method, hands-on approach that teaches the Children freedom to develop at their own pace and interact with others in a natural environment. It teaches Children to respect their environment and various cultures. The Children develop creativity, discovery, precision, and self-discipline. Children work for the sake of the process, they explore their environment, communicate, and share their discoveries.

The Supervisors demonstrate pedagogical leadership by reviewing weekly program plans and pedagogical documentations to ensure that they meet the Program Statement requirements. The Supervisors on a consistent basis observe program implementation and engage in conversation with the Staff and Children to ensure that all individual needs are met in accordance to how Children learn.

Annually, all Supervisors complete a Licensing Checklist assessing the individual Centre's program to ensure that the program quality indicators have been met.

### **Our Extended Day Programs: Before / After School Days, & Full Day PD Day/Camp Programs**

ICSG's extended day program for 4-5 year olds and 6-12 years of age is in keeping with the Ministry of Education's Extended Day program to provide Children and families with a seamless day from child care to the school day.

At this particular age, Children are looking for challenges and opportunities to help plan their activities all while building self-esteem and discovering their talents through social, emotional, physical and cognitive play. Our goal is to support Children through this discovery and provide environments that are safe, fun, hands-on and play-based which helps build upon Children's self-esteem, interdependence, and social skills to help them reach their full potential, in mind, body and spirit.

## **Behaviour Guidance**

ICSG Staff, Students and Volunteers will ensure that all Children have a sense of belonging, are developing a sense of self, health and well-being, are active and engaged learners who explore the world with body, mind and senses and capable communicators. Staff support Children in developing strategies to remain calm and to regulate emotions while recognizing the effects of their actions on others.

ICSG's Behaviour Guidance Practices and core values are based on positive control techniques only. Strictly prohibited practices are as follows:

- Corporal punishment of the Child.
- Physical restraint of a 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 Centre 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.

Anyone who observes a prohibited practice must make a report to the local child protection agency as per ICSG's Behaviour Management Policy. All Staff, Students and Volunteers must adhere to the Behaviour Management Policy and cooperate with the child protection agency.

The Supervisor will ensure that a written record of monitoring Staff, Students and Volunteers is completed two times per year; once in March and once in October or immediately following an observed or reported prohibited practice. As per CCEYA all written records of monitoring will be kept on file for three years. Students or volunteers will not be left alone with Children.

## **Annual Review**

All Staff, Students and Volunteers will review ICSG's Policies and Procedures, the Program Statement, Individualized Program Plans and sign off acknowledging their understanding prior to interacting / working with the Children and annually thereafter or upon any changes or modifications to the Program Statement. All acknowledgements will be kept in a secured file in the Supervisor's Office for three years from the date they are made. Each record is signed by all Staff, Students and Volunteers who conduct or participate in the review.

Annual review of ICSG's Policies and Procedures, Program Statement and Individualized Program Plans ensure the Staff, Students and Volunteers are prepared to handle any situation.

All Staff, Students and Volunteers must adhere to the Ministry of Education, Toronto Children's Services, Fire Department and Health Department requirements.

Lack of compliance with respect to the Program Statement including Individualized Program Plans for Children or requirements set out by governing agencies will be subject to the Corrective Progressive Discipline Policy up to and including termination. (Follow the guidelines set out in Policy #24).

# CENTRE OPERATION

The Centre is open Monday – Friday from 7:00 a.m. to 6:00 p.m., serving children:

Infant	0 to 18 months
Toddler	18 months to 2.5 years
Preschool	2.5 years to 3.8 years
Kindergarten	3.8 years to 6 years
School Age	6 years to 12 years

## CHILD CARE DAILY FEES

### BONAVENTURE CHILD CARE CENTRE

#### FEES

INFANT PROGRAM [4 MOS- 1.5 YEARS]	\$69.00 PER DAY
TODDLER PROGRAM [1.5 YEARS- 2.5 YEARS]	\$63.00 PER DAY
PRESCHOOL PROGRAM [2.5 YEARS-5YEARS]	\$51.00 PER DAY

### CHILDREN ARE PEOPLE CHILD CARE CENTRE

#### FEES

INFANT PROGRAM	\$67.00 PER DAY
TODDLER PROGRAM	\$58.00 PER DAY
PRESCHOOL PROGRAM	\$47.00 PER DAY

#### CENTRES LOCATED IN TDSB SITES

### BAYCREST CHILD CARE CENTRE

#### FEES

TODDLER PROGRAM	\$50.00 PER DAY
PRESCHOOL PROGRAM	\$37.00 PER DAY
SCHOOL AGE PROGRAM	\$26.00 PER DAY
SUMMER CAMP	\$35.00 PER DAY
P.A. DAYS	\$35.00 PER DAY

#### BEFORE AND AFTER FULL DAY KINDERGARTEN PROGRAM AND ESCORTING

BEFORE AND AFTER SCHOOL	\$31.00 PER DAY
BEFORE SCHOOL ONLY	\$18.00 PER DAY
AFTER SCHOOL ONLY	\$25.00 PER DAY
SUMMER CAMP	\$35.00 PER DAY
P.A. DAYS	\$35.00 PER DAY

### PINEWAY CHILD CARE CENTRE

#### FEES

TODDLER PROGRAM	\$55.00 PER DAY
PRESCHOOL PROGRAM	\$36.00 PER DAY
SCHOOL AGE PROGRAM	\$21.00 PER DAY
SUMMER CAMP	\$37.00 PER DAY
WINTER/MARCH/BREAK	\$37.00 PER DAY
P.A. DAYS	\$37.00 PER DAY

#### BEFORE AND AFTER FULL DAY KINDERGARTEN PROGRAM AND ESCORTING

FULL DAY KINDERGARTEN	
BEFORE AND AFTER SCHOOL	\$31.00 PER DAY
BEFORE SCHOOL ONLY	\$18.00 PER DAY
AFTER SCHOOL ONLY	\$25.00 PER DAY
SUMMER CAMP	\$37.00 PER DAY
P.A. DAYS	\$37.00 PER DAY

### TUMPANE CHILD CARE CENTRE

#### FEES

TODDLER PROGRAM	\$52.00 PER DAY
PRESCHOOL PROGRAM	\$40.00 PER DAY
SCHOOL AGE PROGRAM	\$25.00 PER DAY
SUMMER CAMP	\$35.00 PER DAY
WINTER/MARCH/BREAK	\$35.00 PER DAY
P.A. DAYS	\$35.00 PER DAY

#### BEFORE AND AFTER FULL DAY KINDERGARTEN PROGRAM AND ESCORTING

FULL DAY KINDERGARTEN	
BEFORE AND AFTER SCHOOL	\$30.00 PER DAY
BEFORE SCHOOL ONLY	\$18.00 PER DAY
AFTER SCHOOL ONLY	\$25.00 PER DAY
SUMMER CAMP	\$35.00 PER DAY
P.A. DAYS	\$35.00 PER DAY

The Centre will be closed on the following holidays *[no fee reduction]*:

New Year's Day	Victoria Day	Labour Day	Boxing Day
Family Day	Canada Day	Thanksgiving Day	
Good Friday	Summer Civic Holiday	Christmas Day	

The Centre will also close early on Christmas Eve and New Year's Eve.

Should the Centre be closed as a result of any Labour Dispute or any emergency disaster such as fire, flood, inclement weather etc, Parents/Guardians will be responsible for making alternate Childcare arrangements. In the event of such service disruption the Management will endeavour to provide Parents/Guardians with as much notice as possible.

## WAITLIST POLICY

ICSG maintains an independent waitlist for each site. To gain access to the waitlist, families must contact the Supervisor of the desired Centre and provide the required information for the waitlist registration:

- ▶ The date
- ▶ Child's name
- ▶ Child's date of birth
- ▶ Classroom
- ▶ Name of Parent/Guardian
- ▶ Contact information
- ▶ Subsidy file number (if applicable)

There is no fee to place the Child's name on the waitlist. In the event, any changes are made to the information originally submitted, Parents/Guardians are responsible to notify the Centre Supervisor/Designate.

The Children's placement will take place in accordance with the waitlist registration sequence. However, priority will be given to children as follows:

- ▶ Siblings of the children in our Centre
- ▶ Children enrolled in the program for sites located in TDSB school
- ▶ Children who are transferring from another Centre or Program
- ▶ Children from the surrounding community

### *Special Consideration:*

Special consideration may be given to families on the waitlist who risk losing their newly granted fee subsidy if they do not secure a child care space within a specific time frame, and to children referred to ICSG by support organizations with which it has a partnership. This means that a first place on the waitlist may be pushed down by a new waitlist family with a higher priority.

\* Specific to Bonaventure Child Care Centre, ICSG will provide priority placement to any current resident of the apartment building.

### *Availability:*

Parents/Guardians can inquire which position their Child holds on the waitlist. Upon request, the Supervisor will provide this information to the Parent/Guardian verbally in order to maintain the privacy and the confidentiality of the Children listed on the waitlist.

### *Waitlist Management:*

To ensure that families gain access to ICSG's programs in the shortest time possible, the following practices are put in place:

- ▶ The date of registration on the waitlist will reflect the date the information was received and entered by the Supervisor;
- ▶ A family who refuses a space the first time it is offered or fails to return a first call within one week will be placed at the end of the wait list;
- ▶ A family will remain on the Centre's waitlist until the Parent/Guardian will request to be removed.

## ADMISSION POLICY

An orientation session will be arranged to review Policies and Procedures and to offer program information. This session is for the purpose of familiarizing the Parent/Guardian and the Child with the surroundings by conducting a tour, answering questions, and completing admission forms prior to the start date. To secure the space, a non-refundable registration fee is required.

An Enrolment Package is provided which includes:

- ▶ Medical Information
- ▶ Consent Forms
- ▶ Documentation of Child's Routines
- ▶ Cultural Observances
- ▶ Allergy Information and requirements

Once the admission is processed, there is no guarantee that the Child will remain in the Centre until the maximum age allowed as per the License issued by the Ministry of Education. Continued enrolment in the Centre will depend upon vacancy being available. Every effort will be made to provide Parent/Guardian with proper notice of impending withdrawal.

If the Parent/Guardian and the Supervisor/Designate [after consulting with the Program Manager/Executive Director] determine that the Centre is unable to meet the Child's needs, then the Child will not be admitted and a referral to other services will be provided including involvement from Toronto Children's Services.

## **EMERGENCY CONTACTS**

Parents/Guardians are required to provide the Centre with the names, addresses, and telephone numbers of two individuals who may be contacted in case of an emergency. Contact persons must be aware that they will be expected to pick up the Child in the event of an emergency or illness. Emergency contacts must be available during the hours of operation.

Any changes to the above information must be reported to the Supervisor immediately. Only the Emergency Contacts listed can pick up the Child. Emergency Contacts are not authorized to send other people for pick up.

Under no circumstances will any Child be released to anyone not known to the Centre, without authorization from the Parent/Guardian. Only Parent/Guardian who have legal authority to pick up the Child at the Centre (signed enrolment agreement with ICSG) can provide authorization to release the child (no third-party authorization will be honoured). For occasional pick-ups Parents/Guardians will be required to provide additional written consent forms. All authorized contacts will require proof of identification.

Under the Child Welfare Act, Children should be 16 years of age and over to supervise other Children.

## **CUSTODY AGREEMENTS**

Copies of legal documentation of Child custody [with the appropriate court seal] must be provided to the Centre.

## **WITHDRAWAL POLICY**

### *Centre Initiated Termination of Agreement*

Ideal Child Services Group strives to accommodate the needs of all Children in care. In order to continue receiving care from Ideal Child Services Group, Parent/Guardian participation and co-operation is required.

Ideal Child Services Group reserves the right to terminate services with appropriate notice in the event that the Centre is unable to accommodate the Child's needs or family circumstances. All avenues will be explored by all Supportive Agencies involved including the Toronto Children's Services Consultant, ICSG Program Manager and/or the Executive Director prior to termination of service. All meetings and correspondence will be documented and kept on file.

The Termination of Agreement between Ideal Child Services Group and the Parent/Guardian will occur:

- ▶ Should the Management of Ideal Child Services Group determine that the Child/Parent / Guardian cannot adjust or comply with the Centre's Program or Policies Financial Agreement or Parent/Guardian Code of Conduct.  
(Reference Page 27 of this Handbook)
- ▶ Demonstrates consistent disruptive behavior and / or is physically and verbally aggressive [hits/hurts] or harasses other Children/Staff.

The Child will be withdrawn after two week's notice, and the agreement will be terminated once all attempts are made to assist the Parent to find alternate care by referral to appropriate agencies.

ICSG reviews the withdrawal process after each occurrence in order to make improvements and to avoid future withdrawals.

The Centre reserves the right to refuse re-admission of the Child to any Parent/Guardian, who has been asked by Ideal Child Services Group to withdraw his/her Child due to any breach of ICSG Policies, The Parent Code of Conduct and the Financial Agreement.

*Parent Initiated Withdrawal:*

Written Notice of permanent withdrawal must be submitted to the Supervisor/Program Manager two [2] weeks in advance. This written notice must be addressed to the Supervisor/Program Manager. At the time of the written notice The Supervisor/Program Manager will confirm the receipt of the written notice by initialing and dating the document in conjunction with the Parent/Guardian.

In the event that the Parent/Guardian fails to provide proper notice a full two weeks program fee will be charged.

Subsidized clients must ensure that their Child is present on the last day of withdrawal regardless if sick days are remaining, otherwise Clients will be required to pay full fee for the days not covered by Subsidy.

Once a Child leaves the Centre, the space is offered to the next client. If the parent expresses an interest for the child to be readmitted they must request for the child to be placed on the Centre's waiting list. A permanent space cannot be guaranteed if the parent wishes to temporarily withdraw the child.

*Centre Responsibilities:*

At the time of enrolment, Parents/Guardians are informed that there is no guarantee their Child will remain in the Centre until the maximum age allowed as per the License issued by the Ministry of Education. Continued enrolment in the Centre will depend upon vacancy being available. Every effort will be made to provide the Parent/Guardian with the proper notice of the impending withdrawal.

ICSG will explore all avenues to see what options are available to transition Children and families seamlessly.

Withdrawal will take place according to chronological age. To best accommodate the children's needs, the oldest child in the affected age group and/or the oldest child in the Centre will be given notice. Exceptions to withdrawal may occur in situations where the oldest Child has a younger sibling in the Centre or where a Child requires additional supports and services.

Every effort will be made to provide the Parent/Guardian with a 1 month notice of impending withdrawal.

# FINANCIAL INFORMATION

## FEE PAYMENT

As per ICSG's Financial Agreement, fees must be paid in advance, each Friday morning. The fees must be paid in accordance to the Fee Schedule that is posted in the Centre as per the age group that the Child is enrolled in at the time. The Fees for subsidized Children will be paid according to the Parent/Guardian Subsidy Agreement.

A Registration Fee and a two-week deposit of the assessed fee must be paid at the time of enrolment. The two-week deposit is non-interest bearing. In case of any fee adjustments, the Parent/Guardian will be responsible to adjust the deposit accordingly. The deposit amount will be included in the tax receipt for Child Care services rendered in the year where the 2 week withdrawal notice occurs. Any fee reimbursement as a result of fee changes will be non-interest bearing.

Should the Centre be closed as a result of any emergency disaster such as fire, flood, inclement weather etc, Parents/Guardians will be responsible for full payment of fees for each day the Centre is affected.

Regardless of illness, vacation, and days off, full payment of fees for each week is mandatory.

A fee adjustment will apply when a Child transfers to the next age grouping on the 1st day of the next month following the Child's birthday.

The Centre cannot guarantee a subsidized space/s for Children already in care under the full fee paying status in the event that a full fee paying client becomes eligible for subsidy, and the Centre has exceeded its allocated number of subsidized spaces approved by Toronto Children's Services, a withdrawal notice may apply.

When fees are not paid in advance, a late payment charge of \$5.00 per week will be added. Partial payments are also subject to late payment charges.

For NSF [Not Sufficient Funds] cheques additional, charges will apply including a late payment charge. The Centre will then accept cash or certified cheques only.

Any fee reimbursement as a result of fee changes including deposit will be non-interest bearing. Fee reimbursements will only be issued for amounts of \$15.00 or greater. Parent reimbursement cheques that have been issued and require re-issuance as a result of being stale dated, will ensue a charge of \$15.00 to replace.

Requests for duplicate tax receipts will be subject to a \$25.00 surcharge per receipt.

In the event that fees are in arrears, the Centre reserves the right to refuse care until the outstanding balance is paid in full. The Parent will be provided with a written notice indicating the due date for the payment of outstanding fees. There will be no space guarantee if the outstanding fees are not paid in full by the due date. Regular Fees will continue to apply for the duration of the Child's absence.

The Toronto District School Board stipulates that if the Child is suspended from School for any reason, the Child may continue to attend the Centre only if the School Principal and the Supervisor do not believe that the Child's attendance presents a risk of harm to any person. In the event that the accommodations for the suspended Child will not be permitted at the Centre, Parents will still be liable to pay assessed fees for those days.

In the event of permanent withdrawal of the Child the Parent/Guardian must provide the Centre with two [2] weeks written notice. If this notice is not provided, two [2] weeks additional fees in lieu of notice will be charged. Only written notices initialled by the Supervisor will be honoured.

## ATTENDANCE POLICY

ALL SUBSIDIZED CLIENTS ARE ALLOWED UP TO 35 ABSENT DAYS PER CALENDAR YEAR [January -December]. ABSENCES ARE NOT TO EXCEED 20 CONSECUTIVE DAYS.

Prior to the Child exceeding the allowable number of absent days, the Supervisor will communicate regularly with the Parent, via Written Notices, indicating the specific number of absent days claimed including the balance of days off for the remainder of the year.

In the event that the Child EXCEEDS the maximum number of absent days [35 absent days or 20 consecutive days], the Parent/Guardian will be required to pay the ONE WEEK FULL FEE DEPOSIT for each Child within five business days of receiving the Notice from the Supervisor. Upon receiving the Written Notice, the Parent will be required to sign confirming receipt of this payable Deposit Notice. The full fee daily rate will be applied against this deposit for each day that the Child will be absent. Parent/Guardian will be responsible for replacing any used portion of this deposit. In the event that the deposit will not be used by the end of the calendar year, the balance of the deposit funds will be applied to the Parent/Guardian's fee account. Should the Parent/Guardian withdraw the Child, the balance of the deposit will be reimbursed to the Parent/Guardian. As per Toronto Children's Services Policy the PARENT/GUARDIAN IS RESPONSIBLE TO PAY A FULL FEE for any absent days that exceeds the allowable number of absent days; therefore NON PAYMENT OF FULL FEES for any additional absent days could result in immediate TERMINATION OF THE CHILD CARE SERVICE.

The Parent/Guardian can appeal to Toronto Children Services for additional days of absence beyond the 35 allowable days. The appeal process MUST BE APPROVED by Toronto Children Services PRIOR to taking the additional time off.

In the event that the approval for additional time off is NOT granted by Toronto Children Services prior to leaving, Ideal Child Services Group will not be able to guarantee a space for the Child unless the Parent/Guardian pays IN ADVANCE THE FULL CHILD CARE FEE for the duration of the absence.

### **LATE PICK-UP CHARGE**

As per our Financial Agreement, Parents/Guardians must arrive to pick up the Child prior to 6:00 p.m. otherwise; a late pick-up charge will apply. The late pickup charge is to be paid directly to the Staff at the Centre.

In the event that a Parent/Guardian is continuously late picking up their Child, the Centre reserves the right to give withdrawal notice. Any outstanding balance needs to be paid in full prior to leaving the Centre.

If the Staff is unable to contact the Parent/Guardian or Emergency Contact person by 6:30 p.m., the Appropriate Child Welfare Agency will be called.

### **FEE INCREASES**

The Budget process takes place in the fall to allow Toronto Children's Services to review and approve the financial plan. One month's notice of any fee increase will be provided. The Centre's Fee Schedule is revised on January 1 of each calendar year.

### **TERMS OF THE FINANCIAL AGREEMENT**

ICSG reserves the right to alter the terms of the Financial Agreement [signed by the Parent/Guardian at the time of admission] with two [2] weeks notice.

*For more information with direct reference to the Financial Agreement, refer to the Parent Enrolment Package / Agreement signed by the Parent / Guardian at the time of enrolment.*

# DAILY PRACTICES

## SIGNING IN AND OUT

Parents/Guardians must sign "In" and "Out" on a daily basis. It is the Parents/Guardians responsibility to call and inform the Centre if the Child will not attend School and/or if the Child will be picked up early from School.

Parents/Guardians are expected to bring the Child into the building and ensure that the Child is under direct supervision of ICSG Staff before leaving the premise. When picking up the Child, Parents/Guardians must ensure that the Staff are aware of the Child's departure.

When the Child is not under the direct supervision of ICSG Staff, Parents/Guardians are responsible to supervise the Child while on the Centre premise.

## DUTY TO REPORT

Ideal Child Services Group is committed to acting in the best interest of all Children. In the course of our professional duties, we are required by law to report any suspected Child abuse to the appropriate authorities.

The Child and Family Services Act (Section 72)

In Ontario, a Child is defined as a person under the age of 16 [i.e., up to and including 15 years of age]. [C.F.S.A. 37 (1)]

1. Every person in Ontario, including a person who performs professional or official duties with respect to Children is required under the Child and Family Services Act to report his/her suspicion that a Child may have been abused or is at risk for abuse (i.e., in need of protection). The suspicion and the information upon which that suspicion is based, must be reported to the Appropriate Child Welfare Agency immediately; included and defined specifically are the "operator or employee of a day nursery". This definition includes all Centre Staff.
2. The individual who suspects that a Child may have been abused or is at risk for abuse must report directly to the Appropriate Child Welfare Agency and cannot rely on anyone else to report on his/her behalf.
3. Any additional suspicion and information must be reported, even if previous reports with respect to the same Child have already been made to the Appropriate Child Welfare Agency.

Prior to the intervention of the Appropriate Child Welfare Agency, we are not authorized to inform the Parent/Guardian or to investigate any allegation/ suspicion of Child abuse.

## SEXUAL HEALTH EDUCATION

ICSG is committed to raising sexually healthy Children by providing opportunities through programming and daily interactions. Sexual Health is an important area of development which includes physical, social, and emotional growth in all Children.

Staff are trained in child development, as such they are aware of typical behaviours for children's exploration and play. Staff act as positive role models for Children and families and teach proper terminology for body parts. Children are clearly and directly told what is and what isn't appropriate without feeling ashamed. Staff encourage open dialogue and address Children's questions and comments by providing honest, factual information, based on the chronological and social emotional age of the Children. Parents are notified on a case by case basis when issues or questions arise by their Children, so that they can further facilitate discussions at home or when there is a behaviour that raises concern.

The Centre provides toys that are non-biased and non-gender specific. Ample opportunities are provided for children to play with toys, books and other educational materials and to take part in play situations that are traditionally associated with the other gender. Children have the right to learn and grow in a biased free, sexually healthy environment.

## EMERGENCY MANAGEMENT

ICSG is committed to having policies in place ensuring that appropriate plans and arrangements are in place for emergency situations. ICSG's policy outlines the response to emergencies to ensure that critical functions are maintained or restored in a timely manner.

Should events of such nature occur, ICSG will endeavour to inform Parents/Guardians via ICSG Website and/or the Centre Facebook page, the status of the situation.

## **VULNERABLE SECTOR CHECK**

All Staff, Students, Volunteers will be required to obtain a Vulnerable Sector Check which will include contact with the Toronto Police Service. This practice will ensure the safety and well being of all children.

Prior to the commencement of work all Applicants will be required to review the Vulnerable Sector Check Policy and annually thereafter.

A Conditional Offer of Employment will be extended to potential applicants who will be able to work providing that the ICSG's "Conditional Offer of Employment and Acknowledgement" form is signed and that the original receipt is submitted confirming that the Vulnerable Sector Check has been initiated.

While awaiting the results of the Vulnerable Sector check the Staff will not be able to be left alone / unsupervised with the Children.

ICSG considers all information collected in the Vulnerable Sector Check Policy as confidential and will not disclose to the extent possible documentation collected in this process. Information will be handled discreetly and sensitively. All documentation with respect to the Policy review will be kept on file for 3 years.

## **STUDENTS/VOLUNTEERS**

Ideal Child Services Group accepts placements of Students from a number of Community Colleges, High Schools, Family Studies, and Co-Op Programs. Students/ Volunteers provide a valuable additional resource for the Centre. Parents/Guardians will be informed via newsletters/postings the dates and duration of time the Students/Volunteers will spend in the assigned classroom.

Students/ Volunteers work under the direct supervision of ICSG Staff who provide ongoing guidance and expertise in the daily operations and functions of the Centre. Students/Volunteers are not counted as part of the Staffing ratio and will not have unsupervised access or be left alone with the Children in the Centre.

Students/Volunteers are part of an orientation process which includes completing ICSG's Student/Volunteer Package prior to commencing placement, training with respect to individual plans for Children with Anaphylactic reactions and for Children who have medical conditions or Special Needs. Student/Volunteers will be required to participate and assist the Staff throughout all daily routines / programs.

Ideal Child Services group will ensure that Student Volunteers will review, date, and sign off confirming the understanding and the agreement to comply with ICSG's Policies and Procedures, in specific, Program Statement, Behavior Management, Code of Conduct and Ethics, Supervision of Student and Volunteers Policy and other applicable documentation specific to the Site and annually thereafter.

## **PARKING**

A limited parking area is provided for Parents/Guardians for picks up/drop-off times. The Supervisor must be notified if the Parent/Guardian anticipates staying at the Centre for more than 10 minutes.

Children are never to be left unattended. Parents/Guardians cannot block restricted zones or other parked cars.

## **BUSING GUIDELINES**

A busing agreement must be made by the Parent/Guardian for school/home transportation with independent bus companies.

Parents/Guardians must provide the Centre with the bus route number, pick up/drop off times, the bus contact number as well as the alternate School address and phone number.

In the event that the Child should miss the School bus, the Parent/Guardian shall make arrangements for the Child's transportation to School.

In the event that the Child will be absent from School, it is the responsibility of the Parent/Guardian to inform the transportation company.

Ideal Child Services Group is not responsible for the supervision of Children while they are being transported to and from School in the School bus.

## **FIELD TRIPS**

Throughout the year Ideal Child Services Group brings the entertainment to the Centres to enhance all programs and on occasion, trips are made to places of interest. Information outlining the destination, time and date for each trip will be provided. The Parent/Guardian will be required to sign a permission slip authorizing the Child's participation.

Parents/Guardians who volunteer on the field trips will be required to complete all necessary documentation as required by the CCEYA.

Any Child who displays lack of compliance with the established rules of the Centre may participate in special excursions, only if the Parent/Guardian attends.

## **OUTDOOR PLAY**

As per the Child Care and Early Years Act, all Children are required to go outside daily for two hours except during inclement weather conditions. Parents must dress the Child accordingly. Our general rule is that if a Child is well enough to attend the Centre, the Child is well enough to play outside and attend the School.

## **REST PERIOD**

Children will be given an opportunity for a rest period daily. Programming for this period is provided as per the posted Lesson Plan.

## **CLOTHING AND POSSESSIONS**

All Children should be dressed in washable clothing that is appropriate for physical activity, the weather and the season. The Parent / Guardian is responsible to provide the Centre with a second set of clothing to be kept at the Centre. All Children's clothing must be labelled with the Child's name.

Parents must provide Children with closed toe and heel rubber soled shoes for indoor and outdoor use.

Any belongings from home cannot not be brought and/or stored at the Centre except on "Show And Tell" days. The Centre will not be responsible for any lost items.

## **PROHIBITED PRACTICES**

*Prohibited practices are as follows:*

- ▶ Corporal punishment of the Child.
- ▶ Physical restraint of a 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 Centre 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.

Anyone who observes a prohibited practice must make a report to the local child protection agency as per ICSG's Behaviour Management Policy. All Staff, Students and Volunteers must adhere to the Behavior Management Policy and cooperate with the child protection agency.

## **BEHAVIOUR GUIDANCE**

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

Challenging behaviours [*i.e. biting, hitting, pushing, verbal brutality etc.*] will be dealt with according to the Centre's Policies. The Parent/Guardian will be strongly encouraged to work closely with the Staff and other outside Agencies, if necessary. Lack of Parent/Guardian co-operation could result in the termination of this agreement.

In some extreme situations of challenging behaviour, [*wherein a Child is endangering his/herself or others*] Staff may find themselves having to respond to a crisis by defusing and/or de-escalating a Child's volatile situation. In such cases, as per the Supervisor's/Designate discretion, Parents/Guardians will be required to pick up the Child. If necessary, follow up meetings will be set-up between Staff, Supervisor and the Parent/Guardian.

## **SERIOUS OCCURRENCE**

In the event of a serious accident 911 will be contacted for immediate emergency assistance. The Parent/Guardian will be notified promptly and will be required to pay all expenses incurred due to an emergency involving the Child [*i.e. ambulance*]

Serious occurrences are defined as follows:

- Any death of a child who received child care at a home child care premises or child care centre, whether it occurs on or off the premises.
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care 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 child care premises or child care centre.
- An incident where a child who is receiving child care at a home child care premises or a child care centre goes missing or is temporarily unsupervised.
- 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, and well-being of children receiving child care at the home child care premise or child care centre.

A "Serious Occurrence Report" will be completed and filed with the Ministry of Education.

In addition, "A Serious Notification Form" will be posted to communicate information to the Parent/Guardian about the incident, outline follow-up actions taken and the outcomes. The form will be posted by the Childcare License and Licensing Summary Chart for Parent/Guardian viewing for a period of 10 days.

## **NUTRITION**

Weekly Menus are posted for the current and following week to assist the Parent/Guardian in menu planning at home. Nutritious mid-day meals, including morning and afternoon snacks will be provided in accordance with Canada's Food Guide.

At the Supervisor's discretion, special dietary requirements will be accommodated for health reasons including religious or special diets. The Parent/Guardian will be required to provide written instructions [*listing ingredients*] of substitute foods that they will provide for either snack or lunch for the Child. Children will not be permitted to share food.

Although we provide lunch and snack for Children attending our programs, any food brought to the Centre that is not listed on our menu, must be peanut/nut free. This includes Parents/Guardians who provide snack for the Child who attends School. All snacks sent to School must be consumed exclusively during School hours.

## **INCLEMENT WEATHER**

In the event of closure due to emergency conditions/inclement weather, Parents/Guardians are encouraged to access local news stations for the most up to date information. Ideal Child Services Group will post updates on the Website as they become available. All efforts will be made to post a sign of the Centres' closure on the outside entrance door of the facility for the Parents / Guardians including the information concerning alternate care arrangements at other ICSG Centres.

### *Emergency Condition Days*

An emergency condition day is a day (partial or full) designated as an emergency because of the breakdown of essential services (such as hydro, heat, and/or water) or other conditions whereby the safety of the Children and Staff would be compromised. An emergency conditions designation may be given to an individual Centre or group of Centres depending on the circumstances of the emergency.

### *Inclement Weather Days*

An inclement weather day is defined as a day where road or weather conditions can affect the operation of the Centre but does not result in Centre closures unless deemed so by Governing Agencies, the School Board, Landlords and / or the Media.

During periods when the TDSB sites are not operating, i.e. Winter Break, March or Summer Break, and after hours, it will be the responsibility of the Supervisor / Designate in consultation with the Program Manager / Executive Director to determine whether the Centre will remain open or closed.

Ideal Child Services Group is committed to having each Centre open every working day throughout the fiscal year. Recognizing that emergencies such as the breakdown of essential services or inclement weather may occur, the safety of the Children and Staff shall be the prime consideration when decisions are made.

## **DISRUPTION OF SERVICE**

Should Ideal Child Services Group be closed as a result of ANY Labour Dispute or ANY emergency disaster such as fire, flood, inclement weather etc. Parents will be responsible for making alternate Child care arrangements. In the event of such service disruption the Board of Directors will endeavor to provide you with as much notice as possible.

The Toronto District School Board [T.D.S.B.] stipulates that if the Child is suspended from School for any reason, the Child may continue to attend the Centre only if the School Principal and the Supervisor do not believe that the Child's attendance presents a risk of harm to any person. In the event that the accommodations for the suspended Child will not be permitted at the Centre, Parents will still be liable to pay assessed fees for those days.

## **SMOKE FREE**

The Smoke Free Ontario Act prohibits persons from smoking in enclosed and public places, to protect workers and the public from the hazards of second hand smoke. Smoking, handling of a cigarette or use of an e-cigarette is prohibited in the centre and playground, near entrances and playground areas whether children are present or not.

## **CELL PHONE**

Cell phone use is prohibited on premise unless authorized by the Management of ICSG.

# HEALTH PRACTICES

ICSG's main goal is to ensure the health and safety of all Children in care. In order to protect and maintain the Children's good health, parental support and co-operation is essential in this process.

## MEDICATION ADMINISTRATION

ICSG will ensure that the administration of prescription medication is in accordance with the Child Care and Early Years Act and the Toronto Public Health requirements.

Written authorization from a Parent/Guardian will be required for all prescription medication. The Supervisor will authorize administration of the medication by signing the "Medication Authorization Form" and forms required for other medical conditions.

The Parent/Guardian must deliver the medication in its original container with the Child's name. Any medication that is not prescribed, outdated, or not in the original container will not be administered by the Staff.

Inhalers can be necessary when Children have asthma or contract a cold and/or virus. Inhalers prescribed for asthma require an Asthma Action Plan form that must be completed and signed by the Doctor. Inhalers prescribed for colds and/or viruses must be accompanied by a Doctor's note that includes specific instructions for the medication.

Medication for seizures and diabetes can only be administered upon the Doctor's completion of the "Action Plan Form" specific to the medical condition.

If a Child requires an Epipen, the Child's individual Emergency Anaphylaxis Plan will be followed. All Parent/Guardian authorizations and Doctor consents must be in place on or before the Child's start date.

Non-prescription medication including vitamins are considered a "drug" and therefore require specific written instructions from the doctor. The same procedure for prescribed medications will apply.

**NOTE:** The administration of any other medications that do not fall within this policy will be assessed on an individual basis.

## SYMPTOMS OF ILL HEALTH

As Children arrive each day, the Staff will conduct a visual assessment of the Child. Staff will alert and notify the Supervisor/Designate for any signs of ill health.

The Supervisor/Designate will advise the Parent/Guardian if exclusion from the program will be required.

Parents/Guardians should be prepared either to return home with their Child, or to take the Child to the Doctor, should the Staff be concerned about the Child's health.

### *Exclusion*

Children will be excluded from the program for at least 48 hours.

Once the Child returns to the Centre after the exclusion period, and his/her health condition does not improve, and/or gets worse, the Supervisor/Designate may request a follow up doctor's note in order to protect other Children.

The Supervisor/Designate can refuse to accept the Child if they, in their reasonable judgment, believe that the Child's illness may compromise the health of the other Children in care.

Parents/Guardians will be required to comply with the minimum days of exclusion as per the chart below and as required by Public Health.

<b>The Child must stay away from the Centre for 48 hours i.e. will be excluded for at least 48 hours</b>		
<b>Communicable Diseases</b>	<b>Signs and Symptoms</b>	<b>Exclusion – 48 Hours</b>
Diarrheal episode and/or Vomiting	Increase in frequency of stools and/or unformed loose or watery stools. May be accompanied with abdominal pain, mucous or blood in stool, fever, nausea	Until Symptom free for 48 hours
Pink Eye Conjunctivitis	Redness, itching, pain and discharge from the eye	Until appropriate medication is taken for at least 48 hours
Common Cold/Fever (38.1 C/100.5 F or higher)	Runny nose, sore throat, cough, fever, loss of appetite	If common cold accompanied by fever – 48 hours
Impetigo (Streptococcal)	Pustules or crusted rash on face and exposed parts of body	Exclude until appropriate medication is taken for at least 48 hours
Fifth Disease – Slapped Cheeks Syndrome	Possible mild fever, sore throat, facial rash (slapped face appearance), possible lace-like rash on trunk and extremities that fades but may occur for 1-3 weeks on exposure to sunlight	48 hours
Pinworms	Itching of the anal-are, disturbed sleep, irritability, diarrhoea, and abdominal cramps – may be symptom free	48 hours
Ringworm of the Scalp and Body	A fungal disease of the skin. Usually appears as flat, spreading ring shaped lesions on trunk and extremities. Lesion may be reddish, pustular and dry, scaly or moist and crusted	Until appropriate medication has been taken/applied for at least 48 hours and all exposed rashes must be covered
Strep Throat	Sore throat accompanied by fever	Exclude until appropriate medication is taken for at least 48 hours
Scabies (Mite)	Red, very itchy rash, often between fingers, on palms, underarms, wrists, sole, elbows, head and neck.	Until 48 hours after treatment applied
Hand, Foot & Mouth – Coxsackie A 16	Characteristic rash: red spots, often with small blisters on top, appears on hands, feet and in mouth. Lack of energy, fever, headache, sore throat	Until after 48 hours
Scarlet Fever	Form of streptococcal disease. Sore throat, fever, enlarged nodes on the neck, widespread bright red rash. Red rash commonly seen on neck, chest, axilla, elbow, groin and inner thigh, strawberry tongue. May also experience nausea and vomiting	Until appropriate treatment with antibiotics for at least 48 hours

<b>The Child must stay away from the Centre for longer than 48 hours</b>		
<b>Communicable Diseases</b>	<b>Signs and Symptoms</b>	<b>Exclusion</b>
Chicken Pox – Varicella Zoster Virus	Rash with small blisters on top which become crusted. Itching, malaise, mild fever, headache	Must be excluded for 5 days or more until all scabs are dry before Child can come back to the centre
Measles	High fever cough, runny nose, cold-like symptoms, sensitive eyes, rash which begins on face and spreads down body, large red spots which often join together, headache	Exclude until at least 4 days after onset of rash
Pertussis – Whooping Cough	Usually begins as a cold with runny nose, low fever and cough. Cough becomes progressively worse and may result in a high pitch whoop sound. Loss of breath and vomiting after coughing bouts may occur. May last 6-10 weeks.	For 5 days after appropriate treatment begins, or for 3 weeks from onset of rash
Rubella German Measles	Symptoms may not be detectable or can present mild fever, sore throat, and swollen glands in neck without rash. Rash resembles red spots which start on scalp and quickly cover entire body. Transient red rash starting on scalp and face and spreads over entire body	For 7 days after onset of rash
Head Lice	Many children have no symptoms. Sometimes itchy scalp	Exclude until appropriate treatment is COMPLETED
Mumps	Enlargement of salivary glands, possible swelling of cheeks and face. May include fever, headache, abdominal pain or sometimes no apparent symptoms	Must be excluded for 9 days after first sign of swelling

# PARENT/GUARDIAN CODE OF CONDUCT

All participants involved in the Childcare system have the right to be safe and feel safe in our Centres communities. The Ideal Child Services Group Code of Conduct sets clear standards of behaviour that apply to Parents, Guardians, Volunteers, Teachers and/or Board Members whether they are on Childcare property, school buses, at Childcare events or activities.

All members of the Childcare community are to be treated with respect and dignity regardless of race, creed, sexual orientation, gender identity or disability, especially persons in positions of authority.

Ideal Child Services Group believes that Parents/Guardians play a formative role in the development of a Child's sense of justice, equity and the dignity and worth of all members within our Centres. Parents also act as one of the most influential role models within a Child's life. It is the expectation that all Parents/Guardians model acceptable behaviour at all times within our Centres.

## **Ideal Child Services Group upholds ZERO TOLERANCE for:**

- ▶ Threats, perceived threats, acts of violence, bullying, harassment or intimidation
- ▶ Verbal abuse, swearing, name calling, or degrading responses or behaviour such as gossiping and public criticism
- ▶ Any behaviour that impacts or affects the Staff's ability to do their job
- ▶ Families taking discipline of Children, Staff or Parents into their own hands
- ▶ Insults, disrespect and other hurtful acts
- ▶ Use of substances (alcohol, drugs)
- ▶ Smoking on the premise including the playground areas
- ▶ Use of any audio/video recording devices including cell phones in the presence of children
- ▶ Possessing a weapon on ICSG property

## **Parents have a responsibility to:**

- ▶ Be courteous to others
- ▶ Use acceptable language
- ▶ Conduct him/herself in a manner which allows others to feel safe from verbal and physical abuse
- ▶ Respect the building and equipment as well as the personal property of others
- ▶ Communicate regularly with the Centre Staff
- ▶ Ensure that their Child attends the Centre regularly and on time
- ▶ Promptly report to the Centre their Child's absence or late arrival
- ▶ Inform the Centre immediately of any communicable health concerns
- ▶ Become familiar with the Code of Conduct and Centre directives
- ▶ Encourage their Child in following the rules of behaviour
- ▶ Assist the Staff in dealing with behaviour/disciplinary issues
- ▶ Adhere to the Toronto District School Board's Code of Conduct (for centres located in TDSB sites). The Code of Conduct is posted on the Childcare Parent Bulletin Board and is also available on TDSB's website at [www.tdsb.on.ca](http://www.tdsb.on.ca)

## **Interactions between Parents and Staff:**

- ▶ Expressing concerns in the presence of the children, other parents or disrupting the classroom program is not permissible
- ▶ Differences of opinion and personality clashes shall be resolved in a professional manner.
- ▶ Issues between parties are to be resolved as per our Complaints and Resolution Policy

## **The Supervisor in conjunction with the Management Team reserves the right to take immediate action as the situation may warrant. This may include the following:**

- ▶ The person may be directed to leave the property/premise immediately and may be barred from coming onto or in the property/premise
- ▶ The Police may be called for direction/assistance
- ▶ Children's Aid may be called for direction/assistance

## **Failure to meet the above expectations will result in any of the following consequences:**

- ▶ Verbal warning
- ▶ Written warning
- ▶ Legal action could be taken
- ▶ Termination of provision of care
- ▶ Refusal of re-admission

ICSG is in compliance with Bill 168 legislation, therefore all members of the ICSG community are required to adhere to the legislative requirements.

# COMPLAINTS AND RESOLUTION PROCEDURES

In order to uphold a professional environment free of bias at each site, ICSG is committed to taking a proactive approach whenever dealing with a complaint lodged by any individual including Managerial Personnel, Staff/Students/Volunteers, Parents/Guardians and Visitors.

Concerns/complaints may be brought forward verbally or in writing. Responses and outcomes will be provided verbally. The level of detail provided to the person reporting the concern or complaint will respect and maintain the confidentiality of all parties involved.

Any concern or complaint regarding Managerial Personnel, Staff/Students/Volunteers, Parent/Guardian, Children, or Classroom Operation should first be discussed with those involved to arrive at a mutually agreeable solution as soon as possible. Concerns should be resolved at this stage through mutual agreement.

Any unresolved concerns or issues should be addressed as follows, based on the categories listed below:

## *Managerial Personnel:*

If the complaint or concern is about the Supervisor/Designate, the Program Manager will be informed and will consult with the Supervisor/Designate. Recommendations for resolution of the complaint will be forwarded to the Executive Director. In most instances, concerns should be resolved at this stage.

In cases where the concern or complaint is about the Program Manager the Executive Director will be informed and will consult with the Program Manager. Recommendations for resolution of the complaint will be determined by the Executive Director. In most instances, concerns should be resolved at this stage.

Where the complaint or concern is about the Executive Director the President of ICSG's Board of Directors will be informed.

All documentation will be kept on file.

## *Staff Member / Children / Classroom Operation:*

- ▶ The individual that has a concern should first approach the teacher(s) involved;
- ▶ If the concern is not resolved, the Lead Teacher should be informed;
- ▶ If the concern is still not resolved, the individual will report to the Supervisor;
- ▶ If required, the Supervisor will consult and forward her recommendations for resolution of the complaint to the Program Manager;
- ▶ In most instances, concerns should be resolved at this stage.

## *Administration, Operational, Physical or Safety issues:*

- ▶ The individual that has a concern should first approach the Supervisor;
- ▶ The Supervisor will arrange a meeting with the individual involved to review the issue and if required she will develop a "Plan of Action" to resolve the concern;
- ▶ If required, the Supervisor will consult and forward her recommendations for resolution of the complaint to the Program Manager;
- ▶ In most instances, concerns should be resolved at this stage.

Complaint of a serious nature:

## *Supervisor:*

- ▶ If the concern cannot be satisfactorily resolved through discussion, the Program Manager will submit the individual's formal written complaint to the Executive Director.
- ▶ Executive Director and/or Program Manager will investigate the complaint and discuss it with the individuals involved.

## *Program Manager:*

- ▶ If the concern cannot be satisfactorily resolved through discussion, the Executive Director will submit the individual's formal written complaint to the President of ICSG's Board of Directors.
- ▶ Executive Director and/or Board of Directors will investigate the complaint and discuss it with the individuals involved.

## *Executive Director:*

- ▶ If the concern cannot be satisfactorily resolved through discussion, the Board of Directors will investigate the complaint and discuss it with the individuals involved.

## *Staff:*

- ▶ If the concern cannot be satisfactorily resolved through discussion, the Supervisor will submit the individual's formal written complaint to the Program Manager who will then forward this on to the Executive Director.
- ▶ Executive Director and/or Program Manager will investigate the complaint and discuss it with the individuals involved.
- ▶ If necessary, the issue will then be brought forward to the President of the Board by the Executive Director.

#### *Students/Volunteers:*

- ▶ The individual that has a concern should first approach the Staff responsible for supervising the Student/Volunteer involved;
- ▶ If the concern is still not resolved, the individual will report to the Supervisor;
- ▶ If required, the Supervisor will consult and forward her recommendations for resolution of the complaint to the Program Manager;
- ▶ In most instances, concerns should be resolved at this stage.

#### *Children:*

- ▶ The individual that has a concern should first approach the teacher(s) involved;
- ▶ If the concern is still not resolved, the individual will report to the Supervisor;
- ▶ If required, the Supervisor will consult and forward her recommendations for resolution of the complaint to the Program Manager;
- ▶ In most instances, concerns should be resolved at this stage.

#### *Parent/Guardian:*

- ▶ If the concern cannot be satisfactorily resolved through discussion, the Supervisor will submit the individual's formal written complaint to the Program Manager who will then forward this on to the Executive Director.
- ▶ Executive Director and/or Program Manager will investigate the complaint and discuss it with the individuals involved.
- ▶ If necessary, the issue will then be brought forward to the President of the Board by the Executive Director.

#### *In all cases:*

- ▶ Concerns/complaints will be fair, impartial, and respectful to all parties involved.
- ▶ An initial response to the concern or complaint will be provided within 7 working days from which the complaint is brought forward. Reasons for delays will be addressed in writing.
- ▶ Where the person reporting the complaint is not satisfied with the response or outcome of concern or complaint may escalate the concern or complaint verbally or in writing to the Executive Director.
- ▶ Every attempt will be made to reach a solution that is mutually agreeable to all parties involved.
- ▶ The decision of the Board of Directors will be final.
- ▶ Concerns/complaints related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.
- ▶ Concerns/complaints may be also be reported to other relevant regulatory bodies (e.g. Toronto Public Health, Police Department, Toronto Children's Services, Ministry of Environment, Ministry of Labour, Fire Department, College of Early Childhood Educators etc.) where appropriate.

#### *Confidentiality:*

Every concern and complaint will be treated confidentially, and every effort will be made to protect the privacy of Managerial Personnel, Staff/Students/Volunteers, Parents/Guardians, Children, and Visitors, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, Toronto Children's Services, College of Early Childhood Educators, Law Enforcement Authorities or a Children's Aid Society.)

#### *Conduct:*

ICSG maintains high standards for positive interaction, communication, and role modelling for Children. Harassment and discrimination will therefore not be tolerated from any party.

#### *Concerns about the Suspected Abuse or Neglect of a Child:*

Everyone, including members of the public and professionals who work closely with Children is required by law to report suspected cases of child abuse or neglect. Persons who become aware of such concerns are also responsible for reporting this information to a CAS Agency as per the "Duty to Report" requirement under the Child Care and Family Services Act.

All meetings and agreed upon courses of action must be documented and signed by all parties concerned.

#### *Documentation should include:*

- ▶ The date and time the concern or complaint was received.
- ▶ The name of the person who received the concern or complaint.
- ▶ The name of the person reporting the concern or complaint.
- ▶ The details of the concern or complaint.
- ▶ Any steps taken to resolve the concern or complaint and/or information given to the Parent/Guardian regarding next steps or referral.

# **AGREEMENT**

All Parents/Guardians are required to comply with ICSG Policies that are posted in the Centre including all terms of all signed agreements as set forth by ICSG and Governing Agencies that are not listed in this Parent Handbook.