



Parent Handbook

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Heath and Ferndale Child Care Program is pleased to welcome you and your family to our centre. This handbook will provide you with the program information you require, as well as policies and procedures ensuring your children are receiving the best quality care.

1) Our History

In 1975, *Heath Street Co-Operative Day Care Centre Inc.* was founded to provide quality child care for up to thirty-five children between the ages of 2½ and 5 years of age. As a result of a growing need to also support older children at Deer Park Public School, *Ferndale Auxiliary Care for School Age Children* was also then incorporated to increase care for twenty-five (25) children between the ages of 6 and 9 years of age in 1979. After the Day Nurseries Act (1990) was created and then embedded in the Province of Ontario there became an agreement of amalgamation between the two centers to form a more complete Centre of Child Care, named *Heath and Ferndale Child Care Program* (HFCC), established in 1991. On August 1, 2022, HFCC amalgamated with the small co-operative child care program (Deer Park Extended Program) expanding our Centre to close to 300 licensed spaces.

Heath and Ferndale Child Care Program is licensed under the Child Care and Early Years Act, 2014 (CCEYA), which came into effect in the province to replace the Day Nurseries Act (DNA) and provide a new legislative framework to transform and modernize the Child Care sector.

Located within Deer Park Jr. and Sr. Public School, we are a Non-Profit Child Care Program offering quality care for children ages 18 months to age 12. Our professionally trained employees offer quality care for Toddlers, Preschoolers, Kindergarteners (JK/SK) and School Age Children.

2) Program Statement

Intent

The Program Statement has been created to inform staff how Staff, Students and Volunteers implement the goals outlined in the Program Statement to foster a positive and responsive early learning environment for our children and their families. It outlines our view of the child and their family, our philosophy and pedagogy and how we approach healthy child development. The program statement will inform how we evaluate our program and how we encourage knowledgeable and responsive teachers who work with the children.

The Heath and Ferndale Child Care (HFCC) Program Statement is living document that will be reviewed and updated annually to ensure we are aligned with the Minister of Education's Policy Statement.

HFCC Policies and procedures are reviewed annually and are signed off on by staff, Management and Board of Directors, including students and volunteers.

Philosophy

At HFCC we embrace our families and their children, while focusing on the whole child and their overall development. Our educators believe that our children are competent, capable and curious, and learn about the world through a play based curriculum. We incorporate the provincial pedagogical framework "How Does

Learning Happen" and Early Learning For Every Child Today (ELECT) documents to inform our practice. HFCC focuses on children's social emotional, physical, creative and cognitive development in a holistic and inclusive approach. Our environment encourages all children to learn through exploration and play based inquiry. HFCC believes that this process of understanding and supportive learning allows for a smooth transition from one program to another. Our children learn and grow along a developmental continuum as they move from our *Toddler* to *Preschool* full time programs and onward to our *Kindergarten and School Age* before and after school programming.

Curriculum Model

Our programming model is Emergent Curriculum where staff observe, document and plan activities based on the children's interests capitalizing on the learning potential as well as intrinsically motivating their participation in all activities. HFCC offers a balance of structured and unstructured recreational programming fostering growth and development, physically, emotionally, socially and intellectually. Children may choose to participate in staff organized or self-initiated activities, in which staff actively participates, supports and assists your child and their interests.

The HFCC Program Statement is consistent with the Ministry's Policy Statement on programming and pedagogy issued under section 55(3) of the Child Care and Early Years Act:

- a) Promote the health, safety, nutrition and well-being of the children.
- b) Support positive and responsive interactions among the children.
- c) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.
- d) Foster the children's exploration, play and inquiry.
- e) Provide child-initiated and adult-supported experiences.
- f) Plan for and create positive learning environments and experiences in which each child's learning and development will be supported.
- g) Incorporate indoor and outdoor play, as well as active play, rest quiet time, into the day, and give consideration to the individual needs of the children receiving child care.
- h) Foster the engagement of and ongoing communication with parents about the program and their children.
- i) Support staff, or others who interact with the children at a child care centre in relation to continuous professional learning.
- j) Involve local community partners and allow those partners to support the children, their families and educators.
- k) To document and review all strategies of the above goals.

Our Goals

- To provide high quality care in a positive, nurturing, stimulating environment, which fosters self-confidence, self-respect, self-discipline and a feeling of security
- To view children as being competent, capable, curious and rich in potential
- To enhance and maintain each individual child's dignity and self-esteem
- To provide a child care centre that reflects the changing needs of our community
- Accepts the child both his/her strength and weakness and respect his/her individuality

- Provides role models of caring and respect for others regardless of race, colour, sex, religion, nationality and origin
- Develop the child's willingness to share and the ability to respect the right of others
- To foster the ongoing communication with parents

Each child is unique, able, curious and ready to learn

HFCC recognizes each child is unique and deserves the encouragement and space to try new things, explore new ideas and develop their own unique creativity.

Our environment is designed to ensure children spend a happy productive day playing, learning and socializing. The children are also challenged to develop socially, emotionally, physically, creatively and cognitively. The centre strives to maintain a non-biased inclusive multicultural curriculum.

We provide an environment that fosters curiosity, allowing children to actively explore a variety of learning opportunities. We understand the importance of taking children's stages of development into consideration. For each child, their stage of development is an individualized and complex interplay between 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.

Our goals for children, consistent with the Ministry of Education pedagogy, 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.

The child care is focusing on many aspects of Emergent Curriculum. Staff continually observes the children to determine their interests, and then they make every effort to incorporate these interests into the daily program plans. Throughout the day, the children participate in activities individually, in small groups and in larger groups, both at the centre and out on the playground.

The **Toddler's** daily program includes activities that enhance their sense of self-worth, encourage self-help skills, are cognitively stimulating and develop independent thinking. The classroom is set up in learning areas: Sensory, Creative, Dramatic, Toys small and large motor skills. Reading books and quiet area etc., these areas are accessible to the children throughout the day.

The **Preschool** room's daily program includes activities that enhance their sense of self and independency. The staff implements the emergent curriculum through daily observations and creating a program that will support the child's learning and strengthens their development. The classroom is set up in learning areas: Sensory, Creative, Dramatic, Toys small and large motor skills. Reading books and quiet area etc., these areas are accessible to the children throughout the day.

The **Kindergarten** and **School Age** rooms' daily program includes teacher and child developed activities that foster participation and a sense of belonging, allowing children to control and focus on their own interests. The

staff support and encourage children to actively learn through play applying a variety of developmental strategies to foster the healthy social and cognitive development which is the foundation of future academic success and lifelong learning.

Outdoor Play

As per the Child Care and the Early Years Act, the **Toddler** and **Preschool** programs are mandated to provide two hours of outdoor active play per day.

Before and After Care Programs are mandated to provide at least thirty minutes of outdoor activity/play per day during the school year. During full day programs (PD Days, Winter Holidays, March Break and Summer Camp) the children will be provided with one hour of active play per day.

The benefits of outdoor time include:

- Children enjoy playing and exploring and connecting to nature and the community
- Physical activity into the daily routine helps develop a foundation and the love for movement which will support the health and well-being throughout life
- Keeping the body active
- Gross motor skills have a variety of opportunities to explore and engage the natural environment around them. By exploration, investigation and observation of their environment

Health, Safety, Nutrition and Well-being of Children

We know that the early years set the foundation for children's overall health and well-being. We understand 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 which foster a sense of belonging in our children and their families. Here are some other specific ways we promote well-being in our programs.

Health and safety—as a licensed child care operator; HFCC meets or exceeds all health and safety requirements of the Ministry of Education and local government bylaws. Information is posted outside our program rooms and provided in the Parent Handbook. You can also speak to our program staff at any time to view our complete health and safety policies and protocols.

Nutrition— HFCC provides AM and PM snack and a hot lunch. The lunch and snack menu are rotated through a four week schedule and it reflects the appropriate food groups according to the Canadian Food Guide. We have a spring/summer as well as a fall/winter menu. The menus are posted in each classroom on the Parent Information Board. We also accommodate children with food allergies and restrictions and these are documented on the child's Medical Information and History Form.

Positive Self-expression, Communication and Self-regulation

At HFCC, our 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.

We seek to be aware of, foster, support, encourage, respond to and document the many ways in which children express themselves, the many “voices” with which they articulate their ideas, the variety of “languages” they use to communicate. We also seek to honour and reflect children’s home language and culture in our programs. In our inclusive learning environments, we welcome children of all abilities. Respect for diversity, equity and inclusion is vital for optimal development and learning. 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 activities, trips 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.
- View the diversity of children of families as an asset and plan programs to reflect differences and enrich the environment.

Our programs focus on active play-based learning as the way that children naturally learn best. It is their natural response to the environment around them. 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.

Our 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. We are continually learning about how to create learning environments and programming that helps support children’s self-regulation—to help children remain or return to a state of calm.

Relationships among Children, Families, Employees and Community Partners

It is one of our core values at HFCC to foster collaborative and co-operative relationships among all of our partners. HFCC strives to promote a sense of belonging for children and their families in our 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 entitled to be 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 them to come up with ideas and solutions to problems that arise.

HFCC 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.

Parent Engagement and Communication

HFCC aims to foster outreach, engagement and communication with families about our program and their children's learning experiences. We believe that families are experts on their children. Sharing knowledge is integral to the success of your child.

HFCC aims to ensure that families have the support of available, affordable, safe, reliable, high quality licensed child care for their children, which ensures parents peace of mind while their children are in the HFCC program. Respect, care, empathy, trust and integrity are core values in all our interactions with families.

We know that our partnerships with our families help our program to best meet the needs of the children:

- Families form the foundation for a child's early development. Families know their children best, and are the first and most powerful influence on learning and development.
- The needs of each child are considered in the context of their family composition, values, culture, and language. This approach enriches relationships between early childhood settings, families, and their communities.
- We involve parents and other important adults in various events and activities at our programs. This connects them to their children's early development, and enhances the child's learning.

In addition to the daily interaction with program staff, we offer many opportunities for parent feedback and involvement—such as surveys and focus groups. We use parent input to improve our programs and services.

Community Partners

HFCC is committed to involving local community partners and to engaging those partners in supporting HFCC children, families and staff. We provide 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 volunteers and students on placement. Volunteers and students on placement augment the high-quality care and individual attention given to the children in the programs.

We also have community partners—individuals, organizations and agencies who support HFCC children and families financially or through in-kind support. We collaborate with these partners and continue to create more opportunities to expand these relationships on behalf of our children and families.

Supporting Employees in Continuous Professional Learning

Early Childhood Educators employed at HFCC are registered with the College of Early Childhood Educators. In each classroom at HFCC, we employ Registered Early Childhood Educator (RECE) and Early Childhood Assistants (ECA). Our ECA teachers have extensive experience with young children from variety of child care settings. All staff attends developmental workshops on a regular basis. Both Full-time and Supply Early Childhood Educators are required to be registered with the College of Early Childhood Educators.

HFCC is committed to hiring, training and fairly compensating staff. We hire staffs that have a positive and sensitive attitude towards children. Our non-discriminatory hiring practices provide individuals of all backgrounds the opportunity for employment. We believe that everyone has worth and value and that all staff are entitled to be respected, supported and treated fairly.

HFCC staff foster children's inquiry and creativity. Staff plan on a daily basis based on the observations that they make on children's interests. In this way, learning is extended, leading to deeper investigation with materials and the environment. Staff plan for and create positive learning environments and experiences in which each child's learning and development will be supported.

Through positive adult-child interactions, HFCC staff work closely with children to extend their learning by encouraging children to build upon their existing knowledge. HFCC staffs develop an intentionally planned program that supports early learning.

At HFCC, we believe that knowledgeable and responsive early educators:

- Recognize that responding to the unique abilities, needs, and characteristics of each child, family, and community is central to supporting learning and development.
- Engage with children as co-learners as they explore their environments.
- Provoke children's thinking, create meaningful programs, and guide interactions with children and their families.
- Use a warm and positive approach to support children's developing ability to express emotions and take other perspectives.
- Know when to stand back and observe and when to enter children's play to stimulate thinking.
- Make a commitment to build self-awareness, regularly reflect on practices and engage in new learning experiences, both individually and with colleagues.

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

Documenting and Reviewing the Impact of HFCC Learning Program

At HFCC, we understand that pedagogical documentation is a way for our program staff to learn about how children think and learn.

Our staffs make daily observations of children in the program and use this information to inform their future planning. Our intention is to move beyond reporting of children's behaviour, in order 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 back 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

3) Our Care Providers

Board of Directors

HFCC is governed by a dedicated volunteer Board of Directors, made up primarily of parents of children who are attending HFCC or have attended HFCC in the past. It is an opportunity for parents/guardians to contribute directly to the decisions and quality care of children at our Centre. The Board meets several times a year with the Employees of the daycare to discuss and decide upon about ongoing improvements, contracts and issues current to the functionality of Heath and Ferndale Child Care Program, under the CCEYA and Toronto Children's Services. The Board of Directors is currently comprised of a Chair, Secretary, Treasurer, and at least three Officers. It is at minimum a one-year term with an opportunity to change responsibilities during the Annual General Meeting each year. Contact information is easily accessible in each room and on the main HFCC information board in the 1st floor hallway.

Qualified Staff

Our staff have been carefully chosen to provide a warm, caring pedagogical approach to your child's development. Heath and Ferndale Child Care Program employs Registered Early Childhood Educators (RECE), Child and Youth Workers (CYW) and Early Childcare Assistants (CCA) to work with the all children in their programs. The programming and operations of HFCC are overseen by a Program Supervisor (RECE) and an Executive Administrator, who are also professional employees of Heath and Ferndale Child Care Program. Our teachers have extensive experience working with young children from a variety of child care settings, as well as experience supervising and educating ECE students wishing to train in the field through community placements. All employees attend staff development and training workshops on a regular basis in order to continuously learn and grow within their area of expertise. All Early Childhood Educators are required to be registered with the College of Early Childhood Educators.

Students and Volunteer Supervision

Heath and Ferndale Child Care Centre are proud to have volunteers and students into the child care environment, based on a formal application process and adherence to our Student/Volunteer Policy at HFCC, which includes a Criminal Reference Check prior to any interaction or placements with children. HFCC ensures that all volunteers and students will not be left alone with any children enrolled in the child care at any time, and are always supervised by our trained staff. All students and volunteers are not considered as part of legislated ratios within the classroom environment at any time, and are above and beyond expectations as additional support or as a part of enhanced programming.

All Employees are required to read and agree to adhere to the policies and procedures in place at Heath and Ferndale Child Care Centre, prior to working with our children.

Parent Involvement

There are many ways in which a child's care experience can be positively enhanced through the involvement of his/her parent or guardian. Any parent wishing to volunteer for a specific curricular activity such as a field trip, must first speak to the Program Supervisor and follow the policy guidelines and procedures for Volunteers.

4) Admission

Heath and Ferndale Child Care Program is committed to the principles of accessibility, equity and inclusion. We ensure that children and families have equitable access and spaces are provided based on a "first come, first served basis". In accordance with our core values, HFCC is available to all, regardless of race, gender, creed, or economic circumstances. For anyone who requires subsidized daycare, parents must first contact the Toronto Children's Services Child Care Subsidy Office to apply for subsidy approval. Parents are encouraged to contact the HFCC Office and inquire with regards to space and waiting lists (if applicable) in advance and receive a tour and registration package.

Prior to a child's start date, the following forms must be completed by the child's parent or guardian and are included in the Registration package you will receive:

- Registration Form
- Medical Information and History Form
- Local Trip and Outing Permission Form
- Emergency Medical Attention Permission Form
- Authorization for Non-prescription products
- Copy the Child's Immunization Record
- Photograph Policy
- Community Walk Permission Form
- Signed Acknowledgement and Compliance of Parent Handbook

All children must be immunized before the start date of their enrollment unless there are medical and/or cultural reason why the child has not been given the shots. An Affidavit Form is available for approval and signature in the event you choose not to immunize your child.

A child attending the childcare centre may have the option to attend Deer Park Jr. and Sr. Public School if currently attending Heath and Ferndale Child Care Program. For further information parents will need to contact the school's main office and discuss registration based on the schools Optional Attendance and Withdraw from Child Care form (545C). Enrollment at HFCC does not guarantee admission to Deer Park Jr. and Sr. Public School and admission into Deer Park for out of district children can only be approved by the school Principal.

Withdrawal

Parents are required to give **one month written notice** if they plan to withdraw their child. If one month notice is not given there will be a charge of one-month in lieu of notice. Parents who withdraw their children for the summer period and wish to have a spot held for September will be required to pay the September fee in June prior to the summer commencing. Your child's child care spot will not be guaranteed to those parents who choose to withdraw in June without payment in advance for September.

Heath and Ferndale will make every effort to accommodate all children in its programs. This is accomplished by observation of individual children and the entire group, gathering additional information from parents, childcare and school teachers, and other appropriate professionals (with proper release of information), and developing the program to meet the needs of both the child and the group. There may however, be unusual situations in which the regular program cannot meet the needs of some children. In this case, the Board of Directors, in consultation with the Program Supervisor, has the right to decide whether a child should be suspended or withdrawn. A decision to withdraw will be made with the consideration of the best interests of the child, and the safety of the group.

5) Hours and Dates of Operation

Heath and Ferndale Child Care is open from 7:30 a.m. – 6:00 p.m. Monday through Friday. We operate summer camp from 8:00 a.m. – 6:00 p.m. Children will only be released to persons on the authorized pick-up list and who are no younger than 16 years of age, unless the staff have been informed in writing, by phone or in person that someone else is to pick up the child. All authorized persons not known to the staff will be required to produce picture identification.

HFCC is closed on the following days

New Year's Day	Civic Holiday
Family Day	Labour Day
Good Friday	Thanksgiving Day
Easter Monday	Christmas Day
Victoria Day	Boxing Day
Canada Day	Remembrance Day (in late Dec.)

*Last two weeks in August prior to Labour Day for cleaning.

Parents are required to pay fees for all holidays, however August fees are reduced to reflect the 2 week closure for cleaning and preparation for September school start up.

Age Groups

Heath and Ferndale Child Care Center offers a nurturing and stimulating programming for the following age groups;

Toddler Room	18 months – 2 ½ years	15 spaces
Preschool Room	2 ½ years - 5 years	48 spaces
Kindergarten	4 years – 6 years	78 spaces
School Age	6years -13years	150 spaces

Children will graduate into the older classrooms when they are of the appropriate age and space is available in the room. HFCC is approved for mixed age grouping. Dependent on the age and individual development of the child, children may be placed in the higher grouping with consultation between the parents and the Program Supervisor.

Once admitted children attending the Centre will be given priority to move to the next age group. Children attending the Kindergarten and the School Age Before and After Care Program must be enrolled in Deer Park Jr.

and Sr. Public School and will be transitioned in July in preparation for September placement. For example, children in the Preschool Room who will be entering JK in September will be transitioned in July in order to adjust to their new KG schedule prior to September. This assists children in September and creates a less impactful transition when they enter school programming.

Specialized Services

If your child has special needs that have not been addressed in this brochure, please see the Program Supervisor. Together, staff and parents determine whether the program will meet your child's needs.

6) Child Care Fees

The Daycare has a Purchases of Services with Toronto Children's Services to accept subsidized children for those who require support in childcare. However, accessibility to our program may only be approved through an intake worker from the Toronto Children Services.

Fees are determined and approved by the Board of Directors each year and changes usually take place in January of any one year.

Once your child has been accepted, payment is required in the form of e-transfer to payments@heathandferndale.com. Parents will be given instructions with regards to payment options if and when they do change as well as updates.

Please see the HFCC Current Fee Schedule for the various fees according to group (Appendix A) at the end of this document and located on the website.

Heath and Ferndale Child Care Program is a part of the Canada-Wide Early Learning Child Care program, giving parents a subsidized rate for child care. Please refer to Appendix A for the current reduction in fees.

*Non Instructional Days or Full-Days for Kindergarten and School Age during school months are incorporated and prorated into the monthly fees. Emergency use with prior registration may be available for \$60.00/day according to availability. HFCC also has an option half day fee of \$30 for children enrolled in After School only and needing care on occasion in the A.M. as well.

Parents are required to e-transfer the monthly fees on the first of each month. The fees are based on a monthly basis. A copy of the parent's fees are posted online, on the information board next to room 102, and is available in the Supervisor's office.

These fees are subject to change with written notice from the Board of Directors on an annual basis.

Parent's fees are calculated at the end of the year and a tax receipts are provided by the end of February of the following year.

If the fees are not received on the first day of the month a reminder of late child care fees will be issued via email. It is the parent or guardians responsibility to pay fees in a timely manner. If fees are still not paid by the date indicated on the reminder letter/email, Heath and Ferndale Child Care Program reserves the right to withdraw your child from care for lack of payment or chronic late payments.

Arrival

Please allow yourself a few minutes to ensure your child has settled into the program. To promote an enriched program experience at Heath and Ferndale Child Care, we recommend that all children arrive and participate in the programmed activities no later than 10:00 a.m. When this is not possible, please email the centre and let us know what time to expect your child if you wish for lunch to be saved.

It is especially important that Toddlers and Preschoolers do not arrive at the centre during naptime (12:00 p.m. - 2:30 p.m.) as it is disruptive to the other children who are resting.

Departure

The children will only be released to individuals whose names are listed by the parent/guardian on the Registration Form as Authorized People. If there are changes to this list, the parent is to put it in writing with the name of the authorized person and the signature of the parent/guardian authorizing the pickup. This authorized individual must show the staff and/or Supervisor picture identification before the child can be released.

Should a Parent or Guardian arrive intoxicated at HFCC to pick up their child/ren from the centre is not permitted to release the child. It is the responsibility of the Staff to refrain from releasing the child until the appropriate authorities/ or another authorized Person has been contacted. An Occurrence Report may be filed and the Board of Directors (BOD) will be notified. Parent will receive letter from the Supervisor and BOD regarding the parent's behavior. **See Safe Arrival and Departure Policy** for further details on page 34.

Late Fees Policy (Non-Base Fees)

After 6 p.m. a late fee of \$1.00 per minute will be charged. The "official" clock for lateness is the clock in the classroom. The Staff (whoever is on the late shift) will have these children under their supervision after 6 p.m. Parents are asked to enter the time of their arrival and sign the "Late Fee Log Book" and the late fees will be invoiced to the parent. The Late Fee Book will be checked at the end of each month and a letter will be issued to Parents with any outstanding fees. Ongoing chronic lateness may result in the withdrawal of your child from the Child Care Program, as it places HFCC at risk of tenant irresponsibility and permit infractions with the Toronto District School Board.

Summer Camp Registration

Parents are to apply for summer camp if they are interested (July-August). This includes Preschool Children who will be entering JK in September as transition occurs in July. Curriculum for Summer Camp will be developed and displayed prior to June, which include fun-based learning and development activities such as instructional swim, planned community outings and in-house special programs.

7) Emergency Management Policy

Heath and Ferndale Child Care Program is committed to provide a safe and healthy environment for children, families, staff, students and volunteers. Staff will follow the emergency response procedures outlined in this document by following these three phases, located in our Emergency Management Policy and Procedure document:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and

3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

Emergency Closures

In the event that the daycare is forced to close due to unforeseen circumstances such as a fire, burst pipes or power outage, HFCC children will evacuate temporarily to Brown Public School, which is located at 454 Avenue Rd in Toronto, On. 416.393.1560. In the event that Brown Public School is closed, children will evacuate to the Toronto Public Library located at 40 St. Clair Ave. East. Parents will be contacted by telephone or email if possible. During the emergency relocation on-going communication will continue with families. Children must be to be picked up immediately from the evacuation site. If the daycare is forced to close due to other unforeseen circumstances, the Board, with consultation from the Ministry of Education and /or Toronto Public Health, will look at the severity of the situation in order to determine how long the daycare may need to be closed. Parent fees will not be refunded for brief emergency closures. However, a portion of parent fees may be refunded and /or credited for unforeseen closure lasting longer than 5 days at the discretion of the Board of Directors.

Emergency Lock Down

In order to ensure the centre is prepared at all time and in the event of an emergency situation where the health and safety of the children or staff is in question, the staff is to follow Lock Down procedures immediately. This is called "Lock Down" This also includes, when we are advised by emergency personal e.g.: Police, Fire Dept. and 911 operators, we are to follow their direction and / or follow Emergency TDSB Lock Down procedures.

8) Children's Program Outlines

Heath and Ferndale Child Care offers a balance of structured and unstructured recreational programming. Children may choose to participate in staff organized or self-initiated activities.

Staff actively participates, support and assist your child. Intervention is aimed at improving the quality of play; modeling conflict resolution and withdrawing when appropriate to let children direct their own activities. The childcare staff focus on many aspects of emergent curriculum. Staff continually observe the children to determine their interests, and then they make every effort to incorporate these interests into the daily program plans. Field trips or outings may occur throughout the year or during holidays for the kindergarten and school age programs. Parents will be notified in advance of destinations, times and dates and will be required to sign a permission form.

Parents are to ensure that they label all their children's belongings. We encourage parent to provide a water bottle for their use throughout the day. The daycare will not be liable for lost, stolen or broken items. Staff ensure drinking water is available at all-times and it is requested you bring a water bottle with your child's name on it.

The Toddler room capacity is 15 children from the ages of 18 months to 30 months (2 1/2 yrs.). The ratio is 1 teacher to 5 children. The toddler room has a minimum of 2 Registered Early Childhood Education (RECE) teachers and a Child Care Assistant (CCA) teacher. The teachers continue ongoing training through workshops and courses to upgrade their skills.

Throughout the day, the children participate in activities individually, in small groups and in larger groups, both at the centre and out on the playground. The Toddlers gain knowledge of the world around them by taking walks in the neighborhood and visiting the local library. The toddler's daily program includes activities that enhance their sense of self-worth, encourage self-help skills, are cognitively stimulating and develop independent thinking. The classroom is set up in learning areas: sensory play, creative play, dramatic play, and small and large gross motor activities. There is also a reading area and quiet area which are accessible to the children throughout the day.

Through daily observation the staff create a program on a weekly basis that will provide strengths in the individual child's interest. Staff incorporate the Emergent Curriculum. Your toddler has a rest period in the afternoon between 12:30-2:30, where children nap or do a quiet activity, such looking at a book, colouring or doing a puzzle if they are an early riser.

Both our preschool programs capacity is 24 children from the ages 2.5 to 4yrs, where the ratio is 1 teacher to 8 children. The staff also continue their education either through workshops or taking courses to enhance their skills and keeps up with the changes of child development. The preschool room's daily program includes activities that enhance their sense of self and independency. The staff implements the emergent curriculum through daily observations and creating a program that will support the child's learning and strengthens their development.

The preschool children also have afternoon naptime at 12:30 to 2:30. Children may take a nap or do a quiet activity such as looking at a book or table activity. The classroom is set up in learning areas similar to the toddler room as mentioned above.

The preschool and toddler rooms program focuses on developmentally appropriate programming for children of the ages of 18 months to 4 years. At HFCC, the children participate in enriched activities supporting each child's needs as an individual within a small group. The planned activities are posted on the wall in each room each week, and signed off by the Program Supervisor for quality assurance.

Outdoor program

As per the Child Care and the Early Years Act, the daycare is mandated to provide two hours of outdoor activity / play per day for Toddlers and Preschoolers. Kindergarten and School Age children enjoy outdoor program for at minimum a half an hour each day during school and 1 hour each day on full days. Please ensure that your child is dressed for the appropriated weather.

The Benefits:

- Children enjoyed playing and exploring and connecting to nature and the community
- Physical activity into the daily routine helps develop a foundation and the love for movement which will support the health and well-being though out life
- Keeping the body active
- Gross motor skills have a variety of opportunities to explore and engage the natural environment around them. By exploration, investigation and observation of their environment

Daily Schedules and Programming

All programs post their daily schedules in each room as they all differ in their schedules dependent on age group. There is also an inclement weather schedule in place for days in which outdoor play is not accessible.

The weekly programming is reviewed by the Program Supervisor each week and posted every Friday in the week prior in each of the classrooms. Each classroom has differing domains of focus to better reflect the abilities of each age group. There are also outdoor activities programmed and posted for each day as well. Observations are made on individual children by the teachers and programming will be based on these observations to ensure a further development of learning.

Nutrition and Bagged Lunches

Proper nutrition is essential for healthy growth and development, and it's an intrinsic part of Heath and Ferndale's program. HFCC provides a catered morning and afternoon snack to all programs as well as a nutritious hot lunch for all full-day care including PA days and Summer Camp. Morning snack is usually fresh fruit, cereal, multigrain breads, muffins, etc. The afternoon snack is similar, but with a little more variety: bread, vegetables, fruit, crackers, and dips. Lunches are catered every day to all our Preschoolers and Toddlers and include a balance of proteins and other essential vitamins. Children are encouraged to try everything and self-serve at each meal and may have several servings if they wish once everyone has eaten. The staff will not limit lunch to one serving and encourage learning and discovery at meals. With good nutrition in mind, our meals follow the Canada Food Guide, which recommends foods lower in sugar, salt and food additives. Meal times are pleasant and enjoyable for the children. We encourage the children to taste all of the foods. This is also a time when there is discussion about the day's activities and the foods that are being offered. If a child has allergies or has other food restrictions, this will be strictly followed based on individual plans in accordance with the Allergy and Special Diet Procedures. The weekly menu is posted on in each classroom.

The menus and meal times at Heath and Ferndale Child Care Program provide:

- Nutritionally adequate meals and snacks
- All lunches are in accordance with *Canada's Food Guide*
- All surfaces are cleaned prior and after children have lunch and snack
- Staff will ensure children wash their hands before any meal
- Opportunities for children to develop a positive attitude toward a variety of foods
- Opportunities for children to prepare and serve food and
- Opportunities to develop social skills, self-regulation and language skills

HFCC follows a Bagged Lunch Policy for our kindergarten and school age programs and guidelines in the situation where it is not possible for the children to participate in the "Hot Lunch Program", a lunch brought from home is necessary.

Please observe the following guidelines when sending a bag lunch or a snack from home:

- Please ensure the contents of bag lunches meet the requirements of the "Canada's Food Guide". Example: slice of pizza, apple, carrot sticks and water. Copies of the Canada's Food Guide are online at www.hc-sc.gc.ca.
- Please remember due to severe allergic reactions we are PEANUT/NUT FREE
- Please send food in a labeled bag with your child's name on it.

- Staff will monitor the contents and the consumption of the lunches, and communicate any concern regarding nutritional concerns. Staff will work with parents to provide sample lunch ideas when necessary, and encourage children not to share their lunches.

HFCC strives to provide nutritious food that incorporates family and cultural preferences, creating positive eating environments with foods and portion sizes that are responsive to the children's cues of hunger and fullness.

Rest Time

The Preschool & Toddler children rest from approximately 12:30-2:30pm each day. The height of the cots are about an inch off the ground and are at an appropriate level for the children who are still sleeping in cribs at home, particularly the toddlers. HFCC supplies the cover for the cots but a special blanket and sleep toy should be brought from home for a more comfortable rest time.

If a child remains awake after the first hour of rest time, or if a child wakes up early from their nap, he/she will be offered a quiet activity to play with or a book on his/her bed until his/her peers are finished sleeping, or at the table with a variety of quiet activities (e.g. puzzles, colouring, foam blocks, puppets etc.). The staff will not wake a sleeping child until the end of the two-hour rest period.

Integration Policy for New Toddler and Preschool Children

Integrating a new child into a child care setting can be a difficult experience for both the parent and the child. In order to ease the pressure of a new environment, we have developed a program that allows the child to develop trust and security with the support of their parents/guardians. To arrange these visitation days, please speak to the supervisor in advance and ensure all Registration Materials including Immunization are submitted prior to your child's integration.

*This visit usually takes place before the child's official start date. Thus, it is imperative that the child does not remain at the centre without the supervision of the parent/guardian as it is necessary to maintain appropriate child/caregiver ratios.

Parents are welcome to stay longer if needed to make sure your child is as comfortable as possible in his/her new setting.

Attachment Items and Home Toys

Attachment items such as a pacifier, bottle, soft toy, blankets are welcome for children at our centre during their integration period. However, as the child gradually adjusts to our program, the staff will encourage the use of these items only at sleep time.

Children who bring toys from home to the child care will be encouraged to leave them in their cubbies until pick up time as the staff cannot be held responsible if the toy is lost during the day. For Preschool "Show and Tell", the toys can be brought into the classroom at drop off time in the morning and are put in a special place until it is time for Show and Tell during the scheduled programming.

HFCC will not be responsible for any lost or stolen items/ toys that your child brings into daycare that is not show & tell day.

Clothing, Diaper, and Diaper Cream Requests

Please send your child to Daycare in washable clothes and ensure that all of your child's belongings are clearly labeled with their name. The clothes that have been misplaced in the centre without a name are located in the Lost and Found outside the doors to the pool on the first floor.

If your child has had a toileting accident during the day, staff members will place these clothes in a plastic bag and put it in their cubby. Please check your child's cubby each evening for these bags. We also ask you to empty your child's cubby every Friday as the cleaning staff washes the cubbies every Friday. Thank you for your co-operation in this matter.

The following clothing is required at the Child Care during these seasons:

Fall/ Winter

- 2 complete sets of change of clothing (long sleeve tops; skirts, pants, or dresses; socks or leotards; underwear; sweater or sweatshirt)
- Indoor shoes
- Boots for outdoors
- Snowsuit for outdoors
- Hat for outdoors
- Mittens or gloves
- Blanket for nap time
- Brush or comb for after nap time

Spring/Summer

- 2 complete sets of change of clothes (t-shirts or tank tops; shorts, pants, skirts or dresses; socks or leotards; underwear)
- Raincoat (on potential rainy days)
- Rain boots
- Swimsuit and towel
- Sunhat
- Light blanket for nap time
- Brush or comb for after nap time
- Sunscreen

Diapers and Diaper Cream

Heath and Ferndale Child Care ask parents to supply their own diapers and diaper cream (if applicable). There are reminders given to parents/guardians when the child runs out of items and should be brought to the daycare as soon as possible. Non-prescription medication forms are required and inside of the registration package.

Toilet Training

Toilet training may be a slow process and it will require patience and perseverance. A casual, friendly attitude in which there is praise for success is most effective in our experience at the centre. The children will not be scolded or nagged about accidents.

The development of a new skill, such as toilet training, depends on maturity, in other words, the level of development of his nerves and muscles. The age of readiness varies from child to child the introduction of a new skill should be related to his/her readiness to mental age rather than chronological age.

Signs of readiness are:

1. The child can stay dry in his/her diaper for one hour.
2. A child is rarely mature enough to be trained before he/she is able to walk.
3. The child can indicate his/her need to go in some way. (e.g., Squirming, quietly isolating him/herself)
4. The child cares whether he/she is messy or not.

In a childcare environment, toilet training needs to be a co-operative effort between staff and parents. We ask that you provide extra spare clothes during this period as accidents are more common during this transition period. Encouragement, support and understanding are essential to the success of toilet training as well as to your child's self-esteem.

9) Field Trip Policy

Heath and Ferndale Child Care recognize that children learn through hands-on experiences and play. Field trips and community outings are used to extend the curriculum of the program and complement the hands-on learning philosophy. Trips and outings are just one small piece of an overall program plan for the group, and are planned to complement and expand the learning goals and objectives of the program. Parents will be notified of a field trip including their children one week in advance of the trip. This notification will be given both through speaking directly to the parents at drop off and pick up times, as well as through the distribution of field trip permission form. These permission forms are to be collected by the staff prior to the onset of the trip and kept each child's file or in the office. If a permission form is not signed, the child will not be able to attend the trip. The parents/ guardians will be called to either verbally authorize the child's attendance on the trip to the Supervisor or pick up the child from HFCC immediately before the field trip leaves the centre.

On each field trip requiring transportation by the TTC or a school bus, the ratio is followed in adherence with the Child Care and Early Years Act. Parents are always encouraged to volunteer and chaperone on all field trips, however, parents are only allowed to supervise their own child.

The staff in attendance on the trip are to count the total number of children in their care regularly to ensure that the group is still entirely together. Each child attending the trip shall be wearing a red HFCC t-shirt with: the name of HFCC, address, and phone number.

A RECE from HFCC are the only staff permitted to escort children to and from the washroom facilities, volunteer parents are only able to escort their own children.

Items to be taken on a field trip are:

- Outdoor Accident Reports

- First aid kit and manual
- Child emergency cards and a charged cell phone
- Description of all children and what they are wearing.
- Lunch and/or snacks (depending on time of field trip)

10) Behaviour Management Policy

At HFCC, children are encouraged to verbalize any frustration rather than resort to physical action. However, if the children do resort to physical aggression or violence, the situation will be discussed with them so they may gain an understanding of the problem. If another child is involved, both children are taken aside and the situation is discussed with both of them. If a disruption or dispute has reached a point where discipline has to be taken, the child is removed from the situation until he/she has calmed down and then a discussion occurs at this time.

The staff's goal in discipline is to help the child retain control of his/her emotions and actions and not to stop him/her from expressing their feelings and moods.

Setting Limits

Setting limits gives the children the security of knowing that their strong emotions will not lead them to do things that they will later regret. The staff explain the rules in a cheerful, sympathetic manner to make them understandable and acceptable to the children. The rules are enforced in a positive manner. It is understood by the staff that there are many reasons why a child behaves in a disruptive manner such as hitting, kicking, biting, throwing things, defying or running away. The staff is trained and aware of these potential reasons for disruptive behaviour and will redirect the children to more positive self-expression at this time.

De-escalating Volatile Situations

It is recognized that in some extreme situations (wherein a child is endangering his/herself or others) staff may find themselves having to respond to a crisis situation by aiding a child to remove him/her from a situation as a method to defuse and/ or de-escalate a volatile situation.

Because HFCC provides care to all children and children come to the centre with varying needs, these incidents, however rare, may occur at the centre. Physical guidance such as gently guiding a child by the arm or hand while the child is resisting to a calmer area such as the library or hallway, limiting a child's choice of direction by standing or sitting in the way or removing items such as chairs, toys, or tables from the child's environment are accepted uses of physical guidance at HFCC.

If any staff at Heath and Ferndale Child Care needs to use physical guidance the following steps will be taken:

1. It is considered a heightened situation and the Program Supervisor will be alerted immediately of the situation.
2. There will always be two staff members present in the same room as the child; one staff using the physical guidance and the second staff as an observer and/or relief.

3. If at all possible, all other children will be removed from the situation. Children may move briefly to the hallway or another room, remaining supervised at all times.

4. If a child will not de-escalate from a situation and the child is considered to be in danger of hurting themselves and/or another person, 911 may be called at the discretion of the Supervisor and the parents will be immediately called to pick up the child. The child will not be allowed to return to the centre until a review of the situation is completed.

If the child has been able to be de-escalate, he/she will be supportively re-introduced into the program. Both staff will remain with the child until he/she is settled into an activity or task.

5. Once the situation has been resolved, the staff that used physical guidance with the child will document the incident, sign the document and submit it to the Program Supervisor.

6. The staff and Program Supervisor will meet with the child's parent (s) within 24 hours and discuss the incident. Strategies determined at this meeting will be utilized should the child encounter a similar situation. Parent (s) will sign off on both the incident report and the strategies. This document will be retained in the child's file.

7. If a child alleges abuse, the Child Abuse Reporting Policy will be followed at this time.

8. The Supervisor and staff will keep the parents up-to-date on the child's progress using a mutually agreed upon method (id. Phone calls, daily meetings, written notes) which will include a review of the strategies.

9. If there are two situations that a child is involved with concerning volatile situations, the Inclusion/Withdrawal Policy may be followed.

NB: It is noted that Heath and Ferndale Child Care Centre and Toronto Children's Services does not approve the use of any restraint as a method of intervention for children with challenging behaviours in child care.

11) Prohibited Practices

Under no circumstance will corporal punishment be used for behaviour management. As well, the following control techniques are not tolerated:

- Inappropriate Verbal Practices such as bullying, humiliation, threatening, swearing, harassment, yelling, sarcasm, or discussions of a child within any child's hearing.
- Lack of supervision including; diverted attention for frequent or extended periods and leaving children unsupervised or unaccounted for.
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

- Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

12) Principles of Behaviour Management/Guidance Strategies

1. Plans for Positive Outcomes
 - Plan for the needs of the children, their development level, age and personality. Arrange the environment to meet these needs. Be aware of the emotional environment and intervene before play deteriorates.
2. Recognize Positive Behaviour
 - Show your genuine approval when children are engaged in positive activity.
3. Give Praise or Compliments
 - Praise is given for what children do or accomplish. Non-verbal or indirect praise can reinforce children's good feelings about themselves. Non-verbal praise includes a smile, a nod or a pat on the shoulder.
4. Encourage Children
 - Encouragement indicates that we appreciate the child's effort and provides them with the desire and the confidence to explore an initiate.
5. Promote Discussion
 - Let the children own the problem. Assist them to talk and listen to each other.
6. Be Flexible
 - Sometimes you can change your mind. Rules can change if it's sensible and appropriate to change them.
7. Relay Clear Messages
 - Make request in clear, precise terms in keeping with the child's developmental level. Say what you want to have happen.
8. Positive Time Alone
 - As soon as the negative behaviour has passed, allow the child time to be alone, regenerate and have a cooling off period. Renewal time is not punishment or time out; it's time to adjust mixed feeling or regain composure.

The Supervisor will ensure that:

1. The Behavioural Management Policy will be signed and dated by all staff members at the time of his/her orientation and annually thereafter.
2. Evaluations of all staff about their skills of supervising children and behaviour management techniques occur yearly. The Supervisor's evaluation is completed by the Executive Administrator. These evaluations are signed

and dated by both the individual staff members and the Program Supervisor and retained in the staff member's file.

3. Staff performance appraisals include a specific section related to behavioural management/ child guidance practices to ensure that staff has a full understanding of practices appropriate for certain age groups. These appraisals are signed and dated by both the individual staff members and the supervisor and retained in the staff member's file.

4. It is a staff/student/volunteer's responsibility to report any incident to the Supervisor. This will be discussed, documented and kept on file.

13) Inclusion/ Withdrawal Policy

Inclusion

Heath and Ferndale Child Care support the inclusion of all children in all aspects of the program regardless of abilities, race or religion. Generally, there is a waiting list for all classrooms at HFCC and families are offered child care spaces in accordance with their registration date on this list. If a family decides not to take a child care space when it is offered to them, the family will remain in the same place on the list and a revised target start date is completed.

The staff at HFCC has an understanding of early childhood development and positive social interactions foster growth within each classroom. Each classroom program provides experiences each child needs to grow to his/her fullest potential and it is recognized that success becomes differently for each child. If there are any developmental concerns identified by the staff about a child, there are intensive support systems in place that could provide further assistance to the child's development however, only with parental consent.

Children are considered for graduation to the older classrooms based on available space and eligibility of his/her specific birthdays. The oldest child in the classroom graduates first. HFCC encourages children to be enrolled with the same age children, regardless of any delays or special needs.

Withdrawal

Parents are required to provide Heath and Ferndale Child Care with four (4) weeks written notice when withdrawing their child from the centre. In cases, in which children are withdrawn from the centre earlier than the required 4 weeks' notice, payment of fees is still required even if the space is not used by the child.

In cases of a child displaying repetitive negative behaviour towards themselves or others and/or if a child is involved in two volatile situations of destructive behaviour, HFCC will contact the appropriate resources for support to both the child and the staff. The child care consultants, such as the Child Development Institute, contacted by HFCC will provide the staff with appropriate strategies after observing the child in the HFCC environment with parental consent. All meetings with the parents will be documented and placed in the child's file. If the behaviour continues and all possible methods have been put in place effectively to support the child, HFCC reserves the right to ask the child to leave the centre with two weeks' notice. This will only take place if it is with the agreement of the staff and supervisor in consultation with the Board of Directors that a child no longer derives benefit for the program. Toronto Children's Services Consultant will also be notified of the situation.

14) Waitlist Policy

Families who are interested in having their child attend Heath and Ferndale Child Care may request to have their child placed on a waiting list. Our waitlist order will be determined by the date the request is made. There are other factors that may influence your child's position on the waitlist. For example, children in district of Deer Park School, current children enrolled, and when they move to the next age group. As space becomes available families will be contacted based on the date their request was submitted. The Program Supervisor or designate will inform the family that a space is available for their child. If the family is not available a message will be left stating that there is a spot for their child, as well as an email with the potential start date and that the family will have 48hrs to return our call or respond to the email. If we do not hear from them, we will move on to the next family on the list. At any time, a family can contact the centre to determine what position they are on the waitlist. There are no fees required to be placed on the wait list.

15) Photograph Policy

There will be occasions in which photographs will be taken at Heath and Ferndale Child Care. The staff takes pictures of the children for reasons such as; a programmed activity display in the class rooms. These photos will remain in the centre and not used publicly without the consent of parents and/or guardians.

There are also larger group events at HFCC such as the Holiday Concert/ Party, the Spring Concert/ AGM, birthday parties, field trips, the Halloween parade, and other special events during which pictures are taken of the children as well. Parents and family members are allowed to bring their cameras and video cameras to these events and photos and/ or videos are permitted of all of the children participating in the event. If any enrolled families are not comfortable with photographs being taken of their child during these events, it is asked that the child does not participate in the above-mentioned activities.

16) Smog/ Heat Alert and Wind Chill/ Extreme Weather Policy

The top priority of Heath & Ferndale Child Care is the safety and well-being of the children enrolled at the centre during indoor and outdoor play periods.

Throughout the year, the Ontario Ministry of the Environment (MOE) issues smog alerts and heat alerts during periods of poor air quality and high levels of heat. The MOE also issues wind chill warnings or extreme weather warnings during the winter months.

A smog alert is called when smog conditions reach dangerous levels. Most of Toronto's smog comes from the burning of fossil fuels to run motor vehicles and generate electricity. The AQI scale ranges from 0 to 100. Health risk from smog increases as the AQI number gets larger. Smog Alerts are issued for a specific area when the AQI in that area is predicted to reach or exceed 50.

A heat alert is called when the combination of heat, humidity and other weather conditions can be very dangerous. Generally, heat alerts occur when the temperature is above 30 degrees Celsius.

A wind chill warning or extreme weather warning during the winter for outdoor activity are also issued, generally when there is a temperature of -15 degrees Celsius or during blizzards or ice storms.

On days that these alerts have been issued, the children enrolled at HFCC will either have a reduced outdoor play period or remain indoors to participate in other gross motor activities in the classroom. The staff will assess the appropriate amount of outdoor time with the approval of the Supervisor on these days and water will always be made available to the children during these outdoor play periods.

These alerts may also result in the cancellation or rescheduling of some field trips.

17) Illnesses (Exclusion and Reporting Policies)

Exclusion Policy

Please remember that young children are still building up their immunities and are more prone to infection and disease. If a child becomes ill while at the centre, he/she will be isolated in the office with the Supervisor and the parents/guardians of the child will be contacted immediately to make arrangements for pick up. The child who is ill will remain in the office until the parent/guardian arrives.

There are specific communicable diseases that are required to be reported to Toronto Public Health as per Ontario Regulations 559/91 and amendments under the Health Protection and Promotion Act. The list of these reportable diseases is located in the office. It is imperative that parents inform the Supervisor of the reason why a child is ill and/or absent from the centre as soon as possible so that this illness may be reported in the appropriate time period.

If your child is sick, please do not bring your child to daycare as she / he may affect the other children and staff. Please do not give your child any medication in the am as it will wear off by the afternoon.

Outbreak Action Plan

If two or more children present the same symptoms at the same time the following steps will be taken by HFCC.

1. The ill children will be isolated and ill staff members sent home.
2. Parents or emergency contacts will be notified of the situation and asked to pick up the ill children as soon as possible. *Note: All ill children will be excluded from the centre until they are symptom free for a prescribed period of time.*
3. The Program Supervisor will call Communicable Diseases Surveillance Unit at 416-392-7411 to report or inquire if in fact there is an outbreak.
4. Have the following information ready when in contact with Communicable Diseases Surveillance Unit or Toronto Public Health.
 - a. *Date and time of the first case*
 - b. *Date and time of the most recent case*
 - c. *Total number of children and staff per room*
 - d. *Total number of children and staff ill per room*
 - e. *Date and time of the outbreak management team meeting can be held*
 - f. *The control measures that have been implemented*

5. A line list will be started to record names, date of birth, gender, all symptoms, the date and time the children and staff became ill and their room number or type (e.g., toddler or preschool room).
6. Start additional control measures:
 - a. *Increase the frequency of cleaning and disinfecting the surfaces and toys.*
 - b. *Suspend water and sensory play activities.*
 - c. *Reinforce with staff, children and visitors the importance of keeping hands clean.*
7. Obtain permission from parents to submit specimen samples to the Public Health Laboratory.
8. Contact staff and the parents of children that are at home ill from before the outbreak was declared, to inform them of the outbreak and to identify if they are additional cases (e.g., do they have similar signs and symptoms of those currently ill) If so, add their information to the line list.
9. Remember to fax or e-mail a copy of the line list to the Toronto Public Health office daily as directed.
10. A letter from the administration of Heath and Ferndale Child Care will be handed out with information on the communicable disease, as well as advising parents of the situation that is taking place in the child care.

Illness Policies

For your information, we have described the most common illnesses and our policies surrounding these specific illnesses. This information has been collected from the **Canadian Medical Association**.

Fevers

Fever is usually defined as an oral temperature above 37.4°C (99.4°F).

In most but not all cases, fever indicates that an illness is present. By itself, a fever is not harmful; in fact, it may help the body fight infections more effectively.

In children, viral infections, such as colds, flu, and chickenpox, can cause high fevers. Flu can cause a high fever for 5 days or longer. Bacterial infections, such as strep throat and ear infections, also cause fevers. Teething does not cause a fever. If a baby is teething and has a fever, other symptoms may be present that need to be evaluated. Body temperature can also rise above normal when an infant is overdressed or in a room that is too warm.

There is no medical evidence that fevers from infection can cause brain damage. The body limits a fever caused by infection from going above 40.6°C (105°F). However, heat from an external source (like sunshine on a parked car) can cause the body temperature to go above 41.1°C (106°F), and brain damage can occur rapidly.

It can be hard to know when to call your doctor when your child has a fever, especially during the cold and flu season. The height of a fever may not be related to the seriousness of the illness. The way your child looks and acts is a better guide than the thermometer is.

Most children will be less active when they have a fever. If your child is comfortable and alert, eating well, drinking enough fluids, urinating normal amounts, and seems to be improving, home treatment is all that is needed.

The staff is not allowed to administer Tylenol or other products to children when they have a fever. The only occasion that a fever reducing medication is administered is with a doctor's note, by filling out the Non-Prescribed Medication Form, and at the discretion of the Program Supervisor.

HFCC Policy: In the cases of children with a fever over 38°C (100.4°F), parents/ guardians will be called by the Program Supervisor and discuss pick up the children from child care. Please do not give your child Tempera or any other type of fever reducing medication in the morning expecting your child to feel fine all day. It is more than likely that the fever will return by early afternoon and it does not support the return of your child's good health. Your child will not be allowed to return until the fever has been gone for 24 hours without the aid of fever reducing medicine.

Common Cold

The common cold is brought to you by more than different 200 viruses. The symptoms of a cold include runny nose, red eyes, sneezing, sore throat, dry cough, headache, and general body aches. There is a gradual 1- or 2-day onset. As a cold progress, the nasal mucus may thicken into sputum. This is the stage just before a cold dries up. A cold usually lasts about 1 or 2 weeks.

Sputum is yellow, green, rust-coloured, or bloody, and other symptoms of this kind of cold are fever, productive cough, and fatigue. Sputum that is coughed up from the lungs is more significant than mucus that has drained down the back of the throat (postnasal drip). These colds are generally bacterial based. Sometimes a cold will lead to bacterial infections such as bronchitis or pneumonia. Good home treatment of colds can help prevent complications.

A cold in which the nasal discharge changes from clear to coloured (yellow or green) after 5 to 7 days of a cold is viral, and other symptoms (sinus pain, fever) are worse with the change in colour of discharge. If nasal discharge is coloured from the start of a cold, call a doctor if it lasts longer than 7 to 10 days.

Colds occur throughout the year but are most common in late winter and early spring. The average child has 6 colds a year; adults have fewer.

If a child seems to have a cold all the time, or if cold symptoms last 2 weeks or longer, suspicion of allergies or sinusitis should be considered.

HFCC Policy: If a child has a common cold, is not contagious and is able to fully participate in the program, it is fine for the child to remain at the center and be monitored by the staff.

Diarrhea (Reportable by Supervisor to Toronto Public Health)

Diarrhea and vomiting may be caused by viral stomach flu or by eating unusual kinds or amounts of food.

Stomach flu often starts with vomiting that is followed in a few hours (sometimes 8 to 12 hours or longer) by diarrhea. Sometimes there is no diarrhea. Infants and children under age 4, and especially those younger than 6 months of age, need special attention when they have diarrhea or are vomiting, because they can quickly become dehydrated. Careful observation of the child's appearance and fluid intake can help prevent problems.

For children age 4 and older, supplemental feedings with a children's oral electrolyte solution (such as Pedialyte, Gastrolyte, or a store brand) are recommended. As the child gets better, the stools will become smaller and less frequent. Some forms of diarrhea may cause watery stools for 4 to 6 days. Watch for signs of dehydration. You can treat the illness at home as long as the child is taking in enough fluids and nutrients, is urinating normal

amounts, and seems to be improving. ***HFCC Policy: If a child has two or more incidences of diarrhea at the centre, the child will be sent home. The child is only accepted back into the centre after 24 hours symptom free and once he/she has had a solid stool.***

Pink Eye

Conjunctivitis, or pink eye, is an inflammation of the delicate membrane (conjunctiva) that lines the inside of the eyelid and the surface of the eye. Bacteria and viruses (which can be very contagious), allergies, pollution, or other irritants can cause pink eye. The symptoms of pink eye are redness in the whites of the eyes, red and swollen eyelids, lots of tears, and a sandy feeling in the eyes. There may be a discharge that causes the eyelids to stick together during sleep. Do not share towels, handkerchiefs, or washcloths with a person who has pink eye.

HFCC Policy: Any suspected cases of children who have pink eye at Daycare. will be asked to be picked up from the centre. Children will not be allowed back into the centre until 24 hours has passed with the administration of prescribed eye drops.

Head Lice

Lice are tiny, white, wingless insects that may live on the skin, hair, or clothing. They feed by biting the skin and sucking blood. The bites itch and may cause an allergic rash. Head lice live in the hair on the head; body lice live on clothing. Lice are spread by close physical contact or contact with the clothing, bedding, brushes, or combs of an infected person. Scabies are tiny mites that burrow under the skin and lay eggs. This burrowing causes a rash that itches intensely. Scabies are often found between folds of skin on the fingers and toes, wrists, underarms, and groin. The scabies mites are spread through close contact with an infected person, such as sleeping in the same bed. Scabies are usually treated with a medication that is applied over the entire body and left on overnight. Itching may last for several weeks after treatment.

Recommendations:

- Nix and RID are non-prescription medications for lice. Follow the manufacturer's directions exactly. For head lice, comb the hair well with a fine-toothed comb after treatment to remove all nits.
- On the day you start treatment, wash all dirty clothing, bedding, and towels in hot water to help get rid of lice, nits, and mites. Iron things that cannot be washed.

HFCC Policy: Children who have been treated for Head Lice or scabies can return to the centre after treatment is completed. Ongoing checks for nits will be implemented at this time and new cases of head lice of the children enrolled at the centre will be diagnosed in a positive manner. These children will be sent home until a treatment has been completed and all nits are removed.

Strep Throat

Most sore throats are caused by viruses and may occur with a cold or may follow a cold. A mild sore throat may be caused by dry air, air pollution, or yelling. People who have allergies or stuffy noses may breathe through their mouths while sleeping, which can cause a mild sore throat.

Strep throat is a sore throat caused by streptococcal bacteria. It is more common in children from 3 to 15 years of age. A person can get strep throat even if his or her tonsils have been removed.

In general, the more cold-like your symptoms are, the less likely it is that you have strep throat. Strep throat causes some or all of these symptoms; severe and sudden sore throat, fever of 38.3°C (101°F) or higher, swollen lymph nodes in the neck, white or yellow coating on the tonsils.

Strep throat is treated with antibiotics to prevent rheumatic fever. Antibiotics are effective in preventing rheumatic fever if started within 9 days of the onset of the sore throat.

HFCC Policy: A child who has been diagnosed with strep throat must remain at home at least 24 hours after treatment has started and until he/she is well enough to fully participate in all activities planned at the centre and is taking prescribed medication for the illness.

Chicken Pox

Chickenpox (Varicella) is usually a relatively minor illness. For the first couple of days, your child will feel ill, with cold-like symptoms, cough, fever, and abdominal pain. Then a rash of red, pimple-like spots will appear. A child may have as few as 30 spots, or the rash may cover the child's entire body, including the throat, mouth, ears, groin, and scalp.

The spots turn into clear blisters that become cloudy, break open, and crust over. The rash itches a lot. Spots continue to appear for 1 to 5 days and subside over 1 to 2 weeks.

Chickenpox is very contagious. After exposure to the chickenpox virus, symptoms appear in 11 to 20 days. The contagious period starts 1 to 2 days before the rash appears and lasts until all the spots have crusted over.

Prevention: The chickenpox vaccine can be given to children age 12 months and older and to teens and adults who have not had the illness. It is especially important to immunize teens and adults who have not had chickenpox, because the disease is more severe in adulthood.

Pregnant women who have never had chickenpox and have not been vaccinated should also avoid exposure, since the illness can harm the developing fetus. The vaccine cannot be given during pregnancy.

HFCC Policy: Children can usually return to the Centre after the fifth day of the rash and until crusting of all lesions has occurred. The child must also be well enough to participate in the daily program. A doctor's note may be required.

Hand, Foot and Mouth Disease

Hand-foot-mouth disease is a viral illness that affects many children under 10 as well as young adults. It usually develops during the summer and fall months. Fever, sore throat or mouth, and loss of appetite are early symptoms. Within 2 days, blisters form in the mouth and on the tongue. In children, a painless, blistering rash often develops on the fingers, palms of the hands, and soles of the feet. Infants may also develop a red rash on the buttocks.

There is no treatment for hand-foot-mouth disease other than to give acetaminophen to reduce fever and mouth pain and to make sure the person drinks plenty of fluids. It is recommended to offer soft, bland foods and cool or warm (not hot) beverages. Frozen fruit pops may help relieve mouth soreness. The virus is spread through contact with mouth and nasal fluids and stools, so careful hand washing after blowing a runny nose or changing a diaper is important in the child care environment. ***HFCC Policy: The virus that causes hand-foot-mouth disease is easily spread, so a child should not come to the Centre while symptoms are present. All symptoms should go away after about 1 week.***

Pertussis (Whooping Cough)

Pertussis starts from the onset of a runny nose until the onset of whooping cough. It usually begins with a runny nose, low fever and cough. The cough progressively becomes worse and may result in a high pitch whoop sound. Loss of breath or vomiting after coughing bouts may occur. Pertussis is highly infectious and can last 6-10 weeks
HFCC Policy: All individuals with confirmed whooping cough will be excluded from HFCC until they have received at least 5 days of antibiotic treatment. If antibiotics are not used, children with whooping cough will be excluded from HFCC for 21 days after they begin coughing

18) Medication Administration Policy

Parental Authorization to Administer Medication

- Whenever possible, parents will be encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule.
- Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for Medication Administration Form.
- The authorization must include a schedule that sets out the times the drug or medication is to be given and the amounts to be administered.
- Where a drug or medication is to be administered to a child on an "as needed" basis (i.e. there is no specific schedule or time of the day for administration), the drug or medication must be accompanied with a doctor's note outlining signs and symptoms for administering the drug or medication and the appropriate dosage. In addition, the Authorization for Medication Administration Form must clearly indicate the situations under which the medication is to be given as outlined in the doctor's note, including observable symptoms. Examples may include: 1) The child has a fever of 39.5 degrees Celsius 2) the child has a persistent cough and/or difficulty breathing'; and 3) red hives appear on the skin', etc.
- Prescription/over-the-counter skin products (with a DIN) that need to be administered for acute or symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for Medication Administration Form.
- Authorization for Medical Administration Forms will be reviewed with parents weekly to ensure the dosage continues to be accurate (e.g. based on the child's age or weight).
- A long as sunscreen, lotion, lip balm, bug spray, hand sanitizer and diaper cream are non-prescription and/or are not for acute (symptomatic) treatment, and due to their longer-term daily usage, these products:
 - must have a blanket authorization from a parent on the enrolment form;
 - can be administered without an Authorization for Medication Administration form;

- and do not require record-keeping

Drug and Medication Requirements

All drugs and medications to be administered to children must meet the following requirements:

- All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.
- All drug or medication containers must be clearly labelled with:
 - The child's full name;
 - The name of the drug or medication;
 - The dosage of the drug or medication;
 - Instructions for storage;
 - Instructions for administration;
 - The date of purchase of the medication for prescription medications; and
 - The expiry date of the medication, if applicable.
- The information provided on the written parental authorization must match with all the requirements listed above.
- Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labelled container, the child care centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.
- Over-the-counter epinephrine purchased for a specific child can be administered to a child with an individualized plan and emergency procedures for an anaphylactic allergy as long as it is accompanied by a doctor's note and is clearly labeled with the child's name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration.
- Drugs or medications purchased by staff, students or volunteers for their own use will be kept inaccessible (e.g., stored in locker versus left in a purse in the classroom) to children and will not be administered to children at any time.

Drug and Medication Handling and Storage:

- All drugs or medications will be kept inaccessible to children at all times in a locked container or area (e.g., in a refrigerator, cabinet, cupboard or drawer). There are exceptions for emergency medications as outlined below:

Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children, including during outdoor play periods and off-premises activities.

Where a child has written permission to carry their emergency allergy or asthma medication, precautions will be taken to ensure that these medications are not accessible to other children (e.g., in cubbies or backpacks that are unattended).

- In case of an emergency, all staff, students and volunteers will be made aware of the location of children's emergency medications at all times.
- Emergency medications will be brought on all field trips, evacuations and off-site activities.
- Any topical products or drugs/medication in the first aid kit will not be used on children to clean or treat wounds. Children's cuts and wounds will be disinfected in accordance with local public health recommendations.
- All drugs and medications for children will be stored in accordance with the instructions for storage on the label. Medication requiring refrigeration will be stored in the refrigerator in a locked container.
- Where drugs or medications are past their expiry date, they will be returned to the parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.
- Any drugs or medications remaining after the treatment period will be returned to a parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.
- Where attempts have been made to return a drug or medication to a parent and the parent has not taken the medication home, the person in charge of drugs and medications will ensure that the efforts made to return the drug or medication have been documented in the appropriate staff communication book (e.g. daily written record), and the drug or medication may be returned to a pharmacist for proper disposal.

Drug and Medication Administration:

- Drugs or medications will be administered according to the instructions on the label and only with written parental authorization.

- Designated person(s) in charge of medications will deal with all drugs and medications to reduce the potential for errors, whether on or off the premises. Where the person(s) is absent, they will delegate this responsibility to another individual. The name of the individual who has been delegated and the duration of the delegation will be documented in the appropriate staff communication book (e.g., daily written record).
- A drug or medication will only be administered from its original container as supplied by a pharmacist or its original package, and where the container is clearly labelled as outlined under the Drug and Medication Requirements section of this policy.
- A drug or medication will only be administered using the appropriate dispenser (e.g., syringe, measuring spoon/cup, etc.).
- To support the prompt administration of emergency medication:
 - Emergency medications may be administered to a child by any person trained on the child's individualized plan at the child care centre; and
 - Children will be allowed to carry their own asthma or emergency medication in accordance with this policy, the drug and medication administration procedures, and the child's individualized medical plan, where applicable.
- Drugs or medications that are expired (including epinephrine) will not be administered at any time.

Record-Keeping:

- Records of medication administration will be completed using the Records of Medication Administration Form every time drugs or medications are administered. Completed records will be kept in the child's file.
- Where a child's medication administration form includes a schedule setting out specific times to administer the medication and the child is absent on a day medication would have been administered, the child's absence will be documented on the medication administration record to account for all days during the treatment period (excluding weekends, holidays and planned closures).
- If a dose is missed or given late, reasons will be documented on the record of medication administration and a parent will be notified as soon as possible as it may impact the treatment schedule or the child's health.
- Where a drug or medication is administered 'as needed' to treat specific symptoms outlined in a child's medication administration form or individualized plan and emergency procedures for an anaphylactic

allergy (e.g., asthma, fever, allergic reaction), the administration and the reason for administering will be documented in the appropriate staff communication book (e.g. daily written record) and in the child's symptoms of illness record. A parent of the child will be notified.

Confidentiality

- Information about a child's medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

19) Children's Medical Plan

Heath and Ferndale Child Care Program is committed to develop an individualized medical plan for each child. The individualized plan shall be developed in consultation with all guardians of the child and also in consultation with any regulated health care professional that is involved in the child's health care. Families are asked to provide information about their children's health care needs, allergies, and medical conditions as well as update each child's information as new information may arise. If your child has an Anaphylactic allergy, an individualized Anaphylactic Plan will be completed (see below). The Medical Plan form is located in each registration package and must be completed prior to admission.

20) Anaphylaxis Policy

Emergency Medication/ Anaphylaxis Policy (Epi-pens, Benadryl, etc.)

Anaphylaxis is a severe allergic reaction that can be fatal, resulting in circulatory collapse or shock. The allergy may be related to food, insect stings, medicine, latex, etc.

Purpose of the Policy and Procedures

Heath and Ferndale Child Care Centre are committed to taking a pro-active position regarding the prevention of anaphylaxis. The purpose of the policy is to provide HFCC a process for dealing with anaphylaxes in the centre.

Strategies to Reduce Risk of Exposure

Heath and Ferndale Child Care ensure that foods that are entering the daycare are peanuts / nut free. Foods that contain "May Contain" nut warnings are not served. All people's supplying food to the child care will be notified of all life-threatening allergies.

Allergy List/Heath List and Health Precautions will be updated frequently and posted in each classroom, office, office parent information board and the kitchen. All children and staff will wash hands before and after handling food, crafts and using disposable gloves. HFCC will also maintain that any items or creative activities i.e.; craft, sensory and creative cooking materials that may cause an Anaphylactic shock will not be brought into centre. All surfaces will be cleaned with cleaning solution (water and bleach approved by Public Health) prior to preparing and serving of foods as well as activities prepared by the staff for all children.

A child with severe anaphylactic allergies will sit by the teacher during lunch and snack time.

On field trips anaphylactic children will be in a small group with the teacher who will be carrying the epi-pen in a fanny pack on their person. Parents will be encouraged to attend trips if possible.

The playground will be checked and monitored for insects such as; wasp, this will be included in the daily playground checklist. The Supervisor will be notified of any insects found and the playground will be closed until the insects have been dealt with.

Sharing of Information regarding children with Severe Anaphylaxis

Parents will be informed by newsletters/handouts of all allergies in the centre.

New staff/students will receive allergy list. A list of all allergies will be posted in each classroom, kitchen, and office. Parents with children with severe allergies will provide an individual *Medical Plan* for their child prior to enrolment at HFCC

Individual Plan and Emergency Procedures

Prior to enrolment the parent will meet with the Program Supervisor at Heath and Ferndale Child Care Centre, and assist with the child's individual Medical Plan and emergency actions.

- Describe the child's allergy.
- Description of signs of a reaction.
- Things the child must avoid.
- Staff responsibilities and roles
- Parent will sign consent form for administering emergency medication.
- Post Emergency Plan in the classrooms/office and kitchen.
- RECE's will carry Epi-pen on their person at all times while child is present at the centre.
- Copy of this plan will be located with children's file, posted in child's classroom as well as located with emergency file classroom backpack.

Emergency Actions

- Staff will stay with child at all times.
- Another staff calls for help and parents are notified.
- Follow Individual Plan.
- Call 911.
- Child transported to hospital with a staff member.
- Administered Epi-pen will go to the hospital with the child.
- Staff member will stay with the child until parent arrives.

Training

The parent for each child with anaphylaxis will come to a staff meeting and train staff members on the correct use of their child's Epi-pen or train one individual who will then train the rest of the team. Those staff not present will be trained as soon as they return to the centre. The Program Supervisor will give Emergency plan to new staff and students. Epi-pen use will also be part of HFCC's first aid training is done annually.

It should be noted that the HFCC Board of Directors and staff will be absolved from any legal liability related to the administration of this medication and will not be held responsible for any illness or injury to your child relating to or resulting from the administration of the medication. Given, also, the extremely serious nature of this issue, all parents and staff are required to adhere to this policy. Should any parent refuse to follow this policy, they may be asked to remove their child from the centre.

If a child does require emergency medication:

The “Medical Plan” must be fully completed by the parent/ guardian and handed into the office before the child’s start date at HFCC. The instructions from the physician must be very clearly stated and a copy of the form will be given to the appropriate teacher in the classroom along with the emergency medication while the original document will be filed in the child’s file in the office. An “Medical Plan” must also be filled out by the parent for each child as well, which includes emergency procedures to be followed if the child has an anaphylactic reaction. This form is to be reviewed with all staff, volunteers, and students before they begin provide care for the child and annually thereafter.

Any medication must be in the original prescription container, clearly labeled with the child’s name, name of the medication, dosage/ frequency, and physician’s name. The safekeeping requirements, possible side effects, the storage requirements must also be indicated. Parents must fill out and sign a medication form prior to any medication being administered.

The medication must be current and not expired. It is the responsibility of the parent/ guardian (s) to ensure that the medication is current and that all medical information about the child and where the staff at HFCC may reach the parent / guardian are up-to-date

HFCC does not have any health professionals who administer medication. The administration of the emergency medication would be done by an ECE who has their CPR certification but is not medically trained. The storage of the child’s emergency medication will always be present on the ECE in backpack along with a copy of the “Medical Plan” unless otherwise indicated as the storage requirements.

A child using self-administered emergency medication (i.e., asthma puffers) must be supervised by the ECE in the classroom when using the medication.

It should be noted that the HFCC Board of Directors and staff will be absolved from any legal liability related to the administration of this medication and will not be held responsible for any illness or injury to your child relating to or resulting from the administration of the medication. Given, also, the extremely serious nature of this issue, all parents and staff are required to adhere to this policy. Should any parent refuse to follow this policy, they may be asked to remove their child from the centre.

Emergencies

In the event of a serious injury to your child, your child will be transported with a staff member by ambulance to the nearest hospital or the Hospital for Sick Children for treatment. If it is related to an accident occurring at the childcare an official Accident Report will accompany the staff member and child to the hospital if possible. You will be contacted immediately and asked to meet us at the hospital.

21) Child Abuse Policy

Heath and Ferndale Child Care are committed to taking a pro-active position regarding the prevention of child abuse through:

1. Ongoing observation of the children in our care,
2. Professional education with respect to early identification, effective response and adherence to legal obligations, including reporting,
3. Keeping abreast of developments in legislation and relevant issues,
4. Communication and support of the child and family,
5. Working with other community service providers.

Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the Children's Aid Society (CAS) directly at 416-926-4640.

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

Procedures

At HFCC we welcome any feedback at any time with regards to your child's care and work towards resolving any concerns as soon as possible. If you feel at any time your concerns have not been heard or acted upon, please feel free to contact the Executive Administrator and/or the Board of Directors in the Daycare Office, at 416-961-9678 or bod@heathandferndale.com

22) Serious Occurrence Policy

Serious occurrence reporting is one of the many tools that provide licensed child care programs with an effective means of monitoring the appropriateness and quality of service delivery. HFCC is required to post any serious occurrence information to help support the safety and well-being of children at the centre and provide greater transparency for parents about serious occurrences that occur in the child care program.

A Serious Occurrence Notification Form will be posted in a conspicuous place in the centre near the child care license and licensing summary chart located on the bulletin board in Room 102. The notification form will be posted for a minimum of 10 days with the exception of cases of alleged abuse or unverified complaints wherein the notification Report will be posted at the completion and/ or investigation is complete. All serious Occurrences are retained for at least 2 years. The purpose of the Serious Occurrence Form is to provide a brief overview of a serious occurrence for parents.

Any allegations or/ and complaints that is being investigated by any child welfare agencies, Ministry or Operator, there will be no notification posted until the investigation has been completed.

There is an official policy for staff to follow concerning the Serious Occurrence Policy and it is located in the Staff Policies and Procedures Manual. It is available in the office for your reference.

23) Smoke Free Policy

Heath and Ferndale Child Care Centre is a smoke-free environment, which follows the legislation of the Smoke Free Ontario Act. No person is permitted to smoke tobacco or hold a lighted tobacco within nine feet of HFCC property, including the playground. There are “no smoking” signs posted in all classrooms and rooms to ensure this policy is followed. It is also unacceptable for any staff, volunteers, students and visitors to smoke in the presence of the children on offsite excursions such as on field trips or neighbourhood walks.

24) Parent Issues and Concerns Policy

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to Issues/Concerns:
As a parent you are concerned with your child’s care that day, (for example their inability to sleep during nap time).	Discuss the situation with the care giver and receive any clarification on the matter at hand. If the parent feels the matter was not resolved then they should address the issue with the Program Supervisor directly.	Staff will try and address the concern with the parent and then inform the Program Supervisor of the nature of the parents issues as soon as possible.
As a parent you are concerned with a response you received from the Program Supervisor or didn’t receive a response at all with regards to your concern.	Discuss the situation with the Executive Administrator, who will attend to the situation by involving the Program Supervisor in the concern.	The Executive Administrator will discuss the situation with the Program Supervisor and respond appropriately on his/her behalf, addressing your concerns.
As a parent you are concerned with the overall operations of the Child Care Program.	Discuss the situation with the Executive Administrator and receive any clarification on the matter at hand.	The Executive Administrator will address your concerns and rectify the situation if possible. Issues needing the approval of the Board of Directors will be forwarded to the next meeting and raised as such.

At Heath and Ferndale Child Care Program it is imperative that parents feel they can express any concern at any time with regards to the care of their child or other children in the program. Parent issues and concerns

with regards to all operations or situations involving Heath and Ferndale daycare will be responded to within 24 hours, if the parent feels the issue was left unresolved with the employee who received the initial concern. Issues involving day to day operations can either be addressed directly to the employee or raised to the Program Supervisors attention. If the issue at hand has not been addressed then parents/guardians should then raise the issue to the Executive Administrator. At any time, parents are also welcome to contact the Board of Directors via email at bod@heathandferndale.com, where the Board can address the concerns with the staff involved as well.

25) Safe Arrival and Dismissal Policy

- Heath and Ferndale Child Care Program (HFCC) will ensure that any child receiving child care at the child care centre or the Before and After Care Program, is only released to the child's guardian or an individual that the guardian has provided written authorization for, and that the child care centre may release the child to.
- Heath and Ferndale Child Care Program will only dismiss children into the care of their parent/guardian or another authorized individual on the approved **Authorized Pick Up** form. Parents wishing to update the *Authorized Pick Up* form must email the office at office@heathandferndale.com. Newly authorized individuals will need to bring photo identification with them, for the room teachers to confirm their identity on the first pick up or until the teachers become familiar with the new authorized person.
- Internal transitions while in the School Age Program (Grades 1-6): When a child is in the School Age Program (grades 1-6), the daytime classroom teacher is responsible for releasing the children into the After-School Program. School Age children are in programs according to age and class/grade, and travel within the school to their designated after-school rooms or areas *within* the school. Parents must indicate to the classroom teacher if they wish their child to be personally escorted to their after-school program room, or they will be released as a group to travel within the school, similar to their independence during the school day between 9 am-3:30pm. Children in the Before School Program will be released to the school prior to classes starting at the designated meeting spot where their teachers are supervising. The Before and After School teacher will wait outside with the children until they transfer supervision to the supervising Deer Park school teacher.
- If a child is registered in the Before and After School Program and is not attending after school but has been in school during the day, the parent/guardian must contact the office via email at office@heathandferndale.com to let the teacher know they will not be attending the After School Program. This includes but is not limited to sickness, appointments, vacations and other After-School programs.
- If a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been (performing their daily health check) and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the Authorized Pick Up form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email to the office). The teachers will document the change in pick-up procedure in the daily written record and sign the child in on the classroom attendance record or via the Lillio (Hi Mama) database.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the **Child Care program** and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - Inform the Program Supervisor or office Administrative Assistant
 - The Program Supervisor or office Administrator will contact the parent/guardian to inquire about the children's absence by 11:00am.
 - Once the child's absence has been confirmed, the Program Supervisor, office Administrator or program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.
2. When a child has not arrived in the **After School Program** and classmates have confirmed they attended school that day, the staff in the classroom must:
 - Inform the Program Supervisor or office Administrative Assistant
 - The Program Supervisor or office Administrative Assistant will contact the school office or check to see whether the child has been signed out by the parent earlier in the school day.
 - If the child has not been signed out of the school, the Program Supervisor or Office Administrator will contact the parent/guardian to inquire about the children's absence by 3:45 pm.
 - Once the child's absence has been confirmed, the Program Supervisor, office Administrator or program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record (i.e., child absent every Tuesday after school for Karate lessons)

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual on the *Authorized Pick Up* form. Under no circumstances will children be allowed to walk home on their own. When the staff does not yet know the individual picking up the child (i.e., parent/guardian or authorized individual), they will:

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on *Authorized Pick Up* form.

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:15 pm, staff shall ensure that the child is given an activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the Program Supervisor or designate and continue to attempt to contact the parent/guardian and all persons on the *Authorized Pick Up* form.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30 pm the staff shall proceed with contacting the local Children's Aid Society (CAS) at 416-924-4646. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

CONTACT INFORMATION

For any additional information or further inquiries, please feel free to contact the **Heath and Ferndale Child Care Program** office at **416-961-9678** or email inquiries to office@heathandferndale.com .

Appendix A

2024 Fee Memo

This child care program is participating in the Canada Wide Early Learning & Child Care (CWELCC) System. The 2024 CWELCC Fee for eligible children is a 52.75% reduction of the 2022 fee (to a minimum of \$12 per day).

Program & Age	Hours of Operation	Days of the week	Fee Term	2024 BASE Fee	2024 CWELCC reduced BASE FEE Monthly
TODDLER FULL TIME 1 year 6 months - 2 years 6 months	7:30am - 6:00pm	Mon - Fri	01 Jan - 31 Dec	\$1470	\$694.58
PRESCHOOL FULL TIME 2 years 5 months - 5 years	7:30am - 6:00pm	Mon - Fri	01 Jan - 31 Dec	\$1100	\$519.75
KINDERGARTEN BEFORE SCHOOL, AFTER SCHOOL 4 years - 6 years	7:30am - 6:00pm	Mon - Fri	01 Jan - 31 Dec	\$695	\$328.39
KINDERGARTEN BEFORE SCHOOL 4 years - 6 years	7:30am - 6:00pm	Mon - Fri	01 Jan - 31 Dec	\$415	\$261.00 (Daily \$12.00)
KINDERGARTEN AFTER SCHOOL 4 years - 6 years	7:30am - 6:00pm	Mon - Fri	01 Jan - 31 Dec	\$545	\$261.00 (Daily \$12.00)
KINDERGARTEN SUMMER CAMP 4 years - 6 years	8:00am - 6:00pm	Mon - Fri	01 Jul - 31 Aug	\$250 Weekly	\$118.12 Weekly
SCHOOL AGE BEFORE SCHOOL, AFTER SCHOOL 6 years - 12 years	7:30am - 6:00pm	Mon - Fri	01 Jan - 31 Dec	\$540.00	N/A
SCHOOL AGE AFTER SCHOOL 6 years - 12 years	7:30am - 6:00pm	Mon - Fri	01 Jan - 31 Dec	\$375.00	N/A
SCHOOL AGE BEFORE SCHOOL 6 years - 12 years	7:30am - 6:00pm	Mon - Fri	01 Jan - 31 Dec	\$320.00	N/A
SCHOOL AGE SUMMER CAMP 6 years - 12 years	8:00am - 6:00pm	Mon - Fri	01 Jul - 31 Aug	\$245.00 Weekly	N/A