

**Don Valley Christian
Child Care**



Parent Information Handbook



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Welcome to Don Valley Christian Child Care - DVCCC

We offer full time quality early learning and child care services, from 7:30 – 6:00 daily, for children from birth to 4 years of age. Our child care programs are divided into age groups as set out in the Child Care & Early Years Act 2014 (CCEYA).

We serve:

- Infants (birth - 18 months),
- Toddlers (18 months - 30 months),
- Preschool (30 months - 4 years)

DVCCC works in partnership with families, communities and other service sectors to provide high quality early learning and child care programs that promote and support each child's personal wellbeing, sense of belonging, engagement, self-expression, health, safety and nutrition.

Our Philosophy

We see children as active participants in their environments, who are by nature, problem solvers. We support play based learning in which children have the opportunity to explore and interact with the indoor and outdoor environments. Programming is based on the knowledge that children's growth follows a development sequence that is universal, but that within that sequence, each child proceeds at different rates and in unique ways.

DVCCC Program Statement Overview

Our Program Statement is a guide for staff, regarding children's programming and pedagogy (how children learn). This program statement is intended to strengthen the quality of our programs to support positive outcomes in relation to children's learning, development, health and well-being on a consistent basis. This document outlines strategies, practices, beliefs and techniques that guide our interactions with children, parents and colleagues to support positive, professional and respectful interactions.

DVCCC follows a Play Based Learning Program Model that reflects the Early Learning Framework (ELF) and [How Does Learning Happen?](#) Ontario's Pedagogy for the Early Years. If you are interested in further information regarding this you can refer to the Minister of Education's Policy Statement on Programming and Pedagogy made under the [Child Care and Early Years Act, 2014](#).

Our programs support each child's personal wellbeing, health, safety and nutrition through a team approach that includes:

- Registered Early Childhood Educators (RECEs),
- Child Care Assistants,
- Supervisor and Assistant Supervisor
- Special Needs Consultants (if needed)

At DVCCC, we view children as competent, active, curious and capable learners rich in potential. We believe that children learn best when they are interested and engaged in play and experiences that encourage and support active exploration and manipulation of materials. Daily learning experiences are developed and adapted by the Registered Early Childhood Educators and assistant teachers to reflect and support children's individual stage of development and interests. These learning experiences are based on written observations of each child and on the staff's knowledge and training regarding child development and learning.

Each element of the children's day; indoor and outdoor play, active play and quiet time are considered by DVCCC to provide unique and valuable learning and development experiences, and opportunities that are supported by planned programs and child initiated learning.

Registered Early Childhood Educators and assistant teachers are responsive to children's individual needs and strive to consistently provide a high quality early learning and care program to support children to reach their optimum development.

For a full version of the DVCCC Program Statement, visit DVBC's website or request a printed copy from the Supervisor.

DVCCC Staff

The Supervisor is responsible for overseeing the daily operations of the centre and leading the child care staff. The Supervisor is a Registered Early Childhood Educator (RECE) who must be approved by the Ministry of Education.

Our full time staff are Registered Early Childhood Educators (RECEs) and assistant teachers. The staff are responsible for:

- developing, implementing and adapting the planned children's programs,
- supporting the children's learning and development through positive interactions and strategies in line with the DVCCC Program Statement, and
- ensuring the safety and well-being of the children in their care in partnership with parents.

For more information regarding the College of Early Childhood Educators and registered Early Childhood Educators you can go to college-ece.ca.

Periodically, independent, unplanned inspections of centre are conducted by Toronto Assessment for Quality Improvement (AQI), Ministry of Education for Licensing purposes and Toronto Public Health to ensure compliance.

All staff/volunteers/students have current Standard First Aid and Infant/Child CPR Certification which is conducted by an approved Workplace Safety Insurance Board organization. All DVCCC staff/volunteers/students at our centre complete Vulnerable Sector Checks prior to their work/placement and on a regular basis.

Ongoing staff training and development opportunities are provided for our staff to ensure that our programs use the most current practices and our programs support children's optimal learning and development. We strive to provide training to staff with the least disruption as possible to the children's programs by implementing training in a wide variety of formats; including, eLearning, online training, and evening and weekend sessions. At times, however, it is necessary to engage staff in learning opportunities during the week. The Supervisor will ensure that appropriate staff coverage is in place. Our Registered Early Childhood Educators are required to meet the Continuous Learning requirements of the College of ECE.

Every Child Belongs

At DVCCC, every child belongs and is welcomed into our centre. We are committed to providing fully inclusive early learning & child care programs that support the health and well-being of every child in our care by focusing on the individual child and family needs.

For children who may need extra supports, DVCCC works with [Toronto Special Services](#) who provide support through service contracts to centres and to individual children. They use developmental screening tools, program and equipment adaptations, service coordination and referrals to support children and families. Resource Consultants work in conjunction with the parents, centre staff to develop and implement an individual plan to support the needs and development of the child. Our staff will work with you to determine the best way to support your child and family needs.

Prohibited Practices

All DVCCC staff/volunteers/students are to use behaviour guidance strategies that support children to develop appropriate social and emotional skills and comply with the DVCCC Program Statement. DVCCC and the Child Care and Early Years Act prohibits the following practices:

- a) corporal punishment of the child;
- b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) locking the exits of the child care centre 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;
- d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f) inflicting any bodily harm on children including making children eat or drink against their will.

If, at any time, a staff member/volunteer or were to implement any of these practices, the appropriate children's protection agency would be notified and disciplinary actions would be taken, including notification to the College of Early Childhood Educators as required. Incidents of this nature would be reported to the Ministry of Education as a Serious Occurrence.

All staff/volunteers/students are guided by the [DVCCC Program Statement](#), which they review and sign prior to interacting with the children, when there are modifications and annually thereafter.

Duty to Report

Every person in Ontario is required under the Child and Family Services Act to report his/her belief that a child may be in need of protection: "A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and information, upon which it is based, to a society."

The legislation specifically requires individuals who perform professional or official duties with respect to children such as the "operator or employee of a day nursery" to report suspicions of child abuse. If in the course of their professional duties, the supervisor and/or staff of the centre have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to a Children's Aid Society.

A professional, who works with children, can be charged and fined for failing to report. It is the responsibility of the child protection agency to investigate and follow-up on the situation, as necessary.

If a parent/guardian expresses concerns that a child is being abused or neglected while in care, the parent will be advised by the DVCCC employee to contact the local Children's Aid Society (CAS) directly. Any concern or complaint made by a parent or visitor that suggests an allegation of abuse will be reported to a local Children's Aid Society by the DVCCC employee who received the complaint.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff and students, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Fee Payment

A list of fees for DVCCC by program and age group is posted in the centre and available over the phone or by email.

Fees are charged for all service days and for statutory holidays. Fees charged for statutory holidays cover fixed costs.

Subsidized parents: Toronto Children's Services will determine the portion of weekly fee owing and inform you and our centre prior to your child's admission. Please understand that this fee may be changed periodically by Children's Services. **It is your responsibility to inform the centre of any fee change, whether it increases or decreases, as soon as you have been notified.**

Registration fee: Upon confirmation of a spot, there is a one-time registration fee of \$25.00 per child, for both full fee and subsidized parents. This fee is non-refundable and will not be applied towards any fees.

Deposit: Both full fee and subsidized parents are required to pay a deposit on the child's first day of care. This deposit is equal to one week's fee. For subsidized parents, a deposit of our lowest weekly fee, is required.

It is your responsibility to pay your weekly fees on the Friday prior to the week in question in the cheque box located in the toddler classroom or to the office. Please print your child's name on your cheque. If you are paying by cash please put the money in a small envelope with your child's name & date on it and insert it in the cheque box. The full fee is required regardless of the days missed due to: illness, absenteeism, inclement weather, statutory holidays or vacations. Fees not received by Monday mornings, are considered late. Late fees are subject to fines of \$10.00 per day. Non-payment of fees could result in withdrawal of care. There is an automatic charge of \$10.00 per cheque for items returned to us NSF. Tax Receipts will be issued annually for all child care fees paid from the previous calendar year.

Fee payments can be paid through one of the following options:

- 1) Internet Banking,
- 2) Cheque/Money Order - payable to DVCCC, and
- 3) Cash Payment - in person in the office or placed in the cheque box in the toddler room

For information about child care fee subsidy and fee calculation please visit www.toronto.ca/community-people/children-parenting/. If you have a Children's Services Caseworker, please contact your Caseworker.

Waitlist/Registration Policy

Before you register, we encourage you to:

- Review the information concerning DVCCC to decide which program(s) best meets your family's needs.
- Review our current fees
- For families, who need help with the cost of child care, use the child care fee subsidy calculator at www.toronto.ca/community-people/children-parenting/ to find out if your family might be eligible and to estimate how much you will have to pay.

Purpose

DVCCC is aware of the shortage of child care spaces in the community it serves and of the frequent wait periods to gain access to service. DVCCC aims to develop a waitlist policy and procedures that are transparent, fair and consistent.

Policy

DVCCC develops and maintains 3 waitlists, one for Infants, one for Toddlers and one for Preschool. To gain access to the waitlist, families must complete a form on the DVBC website at www.dvbc.com or call the child care at 416 491-6485 to provide required information. There is no cost to the families to have their name added to the waitlist.

Waitlist Priorities

Siblings of current children will be given priority if possible, to allow families one drop off. Staff's children so that staff can return to work after a maternity leave. Children with challenging circumstances ie. Special needs, family situations, may also be given priority and is determined on an individual basis. Returning families, depending on their reasons for leaving. In all circumstances, the families must provide the required information and be listed on the waitlist, to be considered

Waitlist Management

To ensure that families gain access to DVCCC's program in the shortest time possible, the following practices are put in place: The date of registration on the waitlist will reflect the date the registration form was received by the Supervisor/Assistant Supervisor. When a space becomes available, the family at the top of the waitlist will be contacted first and the person contacting them will inform them that we are working through the waitlist in date order, and that the family who contacts us first, will be given the spot.

Waitlist Procedures

Parents are able to phone in and ask if there are spots available and whether their child's name is on the waitlist. The Supervisor/Assistant Supervisor will inform them if there is a spot presently open or if they will have to wait. We are unable to say that their child is a certain number on the list as the children listed ahead of them, may have already found a spot at another centre and haven't informed us that they no longer require a spot, or a child may be on the list ahead of them, but may need a spot farther in the future. If parents want to see their child's name is on the waitlist, the Supervisor/Assistant Supervisor is able to show the parents where their child's name is in relation to other children on the waitlist, by showing only first names of children. In all circumstances, the families must provide the required information and be listed on the waitlist, to be considered. When a space becomes available in a centre, the space is offered based on the earliest date of registration on the waitlist. Families requiring a fee subsidy must be approved for placement by Children's Services' District Operations.

Admission Procedures

Once your child's admission and start date have been confirmed, the Centre Supervisor will schedule a meeting with the parent(s)/guardian prior to admission to the centre.

During this meeting, the Centre Supervisor will review the Child Admission Package and gather information, such as, parent contact information, your child's doctor's contact information, health related information, etc. The Centre Supervisor will provide an overview of the early learning & child care program, and the centre's policies and procedures.

This meeting is also an opportunity for you to share information about your child and family, and to ask questions. We encourage you to share as much information about your child and family with us as you feel comfortable to help us provide the best care and services for you and your child.

The following information must be provided at the time of admission and should be updated as changes occur:

Emergency Contacts

At admission, staff will request information regarding emergency contacts.

We are required by the Ministry of Education to ensure that each child has the information of at least one emergency contact person in the event that the parent/guardian is unavailable or cannot be reached. Parents must provide the centre with the name and contact information of at least one person.

Pick Up Instructions

At the time of admission, please share any specific restrictions, instructions or custody arrangements with the centre supervisor concerning release or access to your child. Please be prepared to provide legal documentation concerning custody arrangements. We also request that you provide the Supervisor with information on any changes that may come up.

Children's Immunization

Licensed child care centres are required to collect and retain up-to-date immunization for all children not attending school. Please ensure that you provide current and up-to-date immunization information to the centre.

If your child has not been immunized, the parent must provide one of the following:

- Written medical exemption by a qualified medical practitioner, which clearly states the medical reasons why a child cannot be immunized.

or

- Complete the Immunization Exemption Form identifying that you have chosen not to immunize your child on the grounds that the immunization conflicts with your conscience or religious beliefs.

Please note that if an outbreak of a communicable disease occurs, any child who is not adequately immunized will not be able to attend care unless the child receives the required vaccine or until the outbreak is over.

For the current recommended immunization schedule, visit toronto.ca/immunization

Gradual Admission

If it is possible for your family, we recommend that your child become acquainted with the centre setting gradually to support a smooth and positive transition for your child. Over the course of your child's first week at the centre, we encourage you to start with a short visit, lengthening it each day. This gradual transition helps to make your child's adjustment to their new centre a more positive and successful experience.

Parents and staff are encouraged to work together to develop a transition plan that supports your child during this time. If this is not possible for your family, please speak directly to the Supervisor who will work with you to support your child in their admission to the centre.

Operating Hours

DVCCC operates between 7:30 a.m. and 6:00 p.m., Monday to Friday; excluding statutory holidays.

We are closed on the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Simcoe Day
- Labour Day
- Thanksgiving
- Christmas Day
- Boxing Day

Fee payment is required for all statutory holidays.

Drop Off Procedure

Parents must drop their child off directly to the room in which they are enrolled. For the safety of your child, it is important that parents confirm that a staff member is in the room and knows that your child has arrived. Staff will document the arrival of your child when they enter the room. If there are any issues of which staff should be aware regarding your child's health, it should be shared with the teacher at the time of drop off.

Pick Up Procedure

Children can be picked up at any time before 6:00 p.m., by a parent, guardian or a person who has received authorization from the child's parent to pick-up. It is important that you make sure that the staff is aware that your child is leaving the program for the day. The staff will document the departure of your child each day.

Many families have a support system of people who will also pick up their child at the end of the day. Please ensure that the staff are aware when alternate arrangements for pick-up have been made by providing us with the person's name and contact information. Children will not be released to any person without authorization or confirmation from the parent. The person will be required to provide identification. If staff are not aware of alternate arrangements, staff are required to confirm with the parents by phone and verify identification before releasing the child. We encourage you to provide contact information in advance for anyone who the child may be released to other than yourself.

Late Pick Up of Your Child

DVCCC operate from 7:30 a.m. - 6:00 p.m., Monday to Friday. Parents should plan to leave enough time to pick up their child, communicate with the staff about their child's day and gather all belongings prior to the centre's closing time.

Parents arriving after the 6:00 p.m. closing time, are considered **LATE**. Each time a parent is late; they will be asked to sign the **Late Fine Notice** sheet. The charge to late parents is **\$1.00 per child for each minute**. This late charge must be paid to the staff member in attendance at the time of pickup or the next day.

If a situation arises where you will be arriving late to pick up your child, please notify the centre as soon as possible. In these circumstances, we encourage you to have alternative pick-up arrangements in place so your child is picked up as soon as possible.

If the centre has not been contacted by the parent(s) to notify staff that they will be late to pick up their child, staff will attempt to reach one of the child's emergency contacts that you provided. If the parents and emergency contacts cannot be reached by 6:30 p.m., as a last resort, staff will contact the appropriate Child Protection Agency.

If repetitive late pick-ups occur, the Centre Supervisor will meet with the parent to discuss and determine whether the centre hours meet the family's needs. If continued lateness is expected or continues, the Centre Supervisor will support the family to explore alternate child care arrangements that are more suitable to the family's needs. A notice of withdraw from care may be issued for unresolved patterns of lateness.

When Your Child is Sick

Each day when your child is dropped off at the centre staff are required to do a basic health check to ensure your child is able to participate in the program that day. If your child is not well, we encourage you to keep them at home or visit a medical practitioner if necessary.

If your child is showing ill symptoms at home (e.g. unexplained rash, vomiting, diarrhea), your child must not attend care and remain home, 24 hours symptom free, without medicine and well enough to return and participate in the program.

Should your child become sick at the centre, the staff will monitor the child and inform you. Depending on the type of illness, the staff or Centre Supervisor may contact you to arrange for the child to be picked up for their own well-being. When your child is returning to care after having a serious illness or communicable disease, we will require a note from your medical practitioner to confirm that the child is free from infection. These practices support a health and safe environment for children, parents, staff and visitors to the centre.

DVCCC will exclude a child from care for the following reasons and length of time:

- Fever of 100.1F or 38 C or higher – child may return after 24 hours fever-free without medication
- Vomiting- no longer vomiting and has retained a meal
- Diarrhea – free from diarrhea for 24 hours and has had a normal bowel movement

- Discharge from eyes, ears or nose – has a doctor’s note identifying reason for discharge and indicating it is not communicable to others

If a doctor prescribes an antibiotic for a child, at least 3 doses must be taken (or 24 hours) for any type of strep or bacterial infection before returning to day care.

Doctor’s notes are required for readmission after a child has been absent due to:

- 2 weeks of illness (10 week days)
- A contagious illness
- Diarrhea lasting in excess of 3 days
- Hospitalization

It is common for some children to be more susceptible to illness in the first few months of attendance. We recognize that this can be concerning and stressful for parents; therefore, we encourage you to ensure that you have plans in place in the event that your child may not be able to attend care. With time, most children develop immunity and adjust to being in a group environment.

For more information regarding common communicable disease and exclusion times, please visit the [Toronto Public Health](#) website or speak to the Centre Supervisor. If Toronto Public Health declares the centre to be in outbreak, the sick child will not be able to attend care for 48 hours of being symptom free.

Medication

If your child requires medication, the centre staff will administer prescription medication only. Prescription medication must be provided in the original bottle/packaging, clearly labeled with your child’s name and instructions for administering. Parents must complete and sign the appropriate medication administration form before the medication can be administered by our staff.

Non-prescription or over the counter medication must be accompanied by a written prescription by a medical practitioner.

A new medication administration form will need to be completed and signed for any changes in medication or medication instructions.

For the safety of the children, we ask that parents hand any medication directly to the staff so that it can be securely stored away from the children's reach in a locked container.

Parents are required to take home any expired or medication that is no longer to be administered to the child at the centre or for disposal at a pharmacy and sign off that it has been returned.

Individual Medical Plan

An Individual Medical Plan will be developed and put in place for any child requiring medication for a chronic or acute condition or diagnosis or who requires medication on an emergency basis. All individual medical plans will be developed in partnership with the child's parent/guardian. Plans will be reviewed and signed off annually by all employees and students.

Allergies and Anaphylactic Allergies

If your child has an allergy that requires the administration of an auto-injector, please notify the Supervisor immediately to ensure that the necessary documentation and actions are taken to ensure your child's health and safety. You will be required to provide written and specific details of your child's allergy and symptoms of an allergy reaction from a medical practitioner including a prescribed auto-injector. All allergies will be listed in each of the programs to ensure all employees are aware and can respond appropriately to any potential reactions. A copy of the DVCCC Anaphylaxis Policy and Procedure and all required documents will be provided to you.

To ensure the well-being of children who have anaphylactic allergies, it is imperative that an auto-injector is available at the centre at all times. A child, who requires an auto-injector due to a severe allergy, will not be accepted into care without their prescribed and current auto-injector. If a child no longer requires an auto-injector, a note from a medical practitioner confirming this information will be required. These practices are in place for the health and safety of your child.

When Your Child is Absent

Parents must notify the centre when their child will be absent. Absent days include days when your child is sick, on vacation or absent for any other reason.

As per the Children's Services' Attendance Policy, a child receiving fee subsidy has an allotment of up to 35 absent days per calendar year (January - December). Children who are enrolled in a centre between July and December (1/2 year) may only be absent up to 18 days for the remainder of the year. Children may not be absent for 20 or more consecutive days without advance payment.

If a child exceeds the number of allowable absence days in a calendar year, the parent is responsible for paying the full fee for any days exceeding the limit. In special circumstances, parents can submit an appeal to Children's Services for additional days.

Parents paying full fee rates are not required to limit their number of absent days; however, the daily fee applies.

Children's Accidents and Injury While in Care

While at the centre, the children are supervised at all times. Despite close supervision, some accidents may occur as your child explores and develops new skills and abilities. If your child is injured at the centre, the staff will provide immediate first aid, as needed. If the situation requires attention beyond basic first aid, we will contact you or the emergency contact person(s) on file. If required, we will call 911 or transport your child to the nearest hospital or medical facility by taxi.

The staff will provide an accident report documenting the accident or injury. A parent or guardian's copy of the signed report will be provided to you.

If your child has an accident or injury at home, please inform the staff when you drop off your child the following day, so we are aware of the incident.

Withdrawing Your Child from Care

We require three weeks written notice if you plan to withdraw your child from the centre for any reason. If you are currently receiving fee subsidy and are transferring your child to another centre, approval must be received from Children's Services prior to the transfer taking place.

If the required notice is not received, your child will be withheld and any other outstanding fees must be made prior to your child's re-entry into the child care system. A transfer to another child care program may not be processed until outstanding fees have been paid. All debts are pursued by the City of Toronto.

Demission of Your Child

On occasion, a DVCCC Centre may find that they are unable to continue to provide care for your child. This takes place when a space is not available in the next age group when your child is of age to move to the next age group.

The Supervisor will review the demission information with you at the time of admission. A form will be provided for your signature to confirm that you have received and understand this information.

DVCCC works to provide as much notice to parents as possible, when demission may happen. In these circumstances, the centre will work in partnership with the family and the subsidy worker to find alternate child care arrangements.

Your Child's Nutrition at the Centre

Our programs offer a variety of catered nutritious foods for lunch and morning and afternoon snacks. Foods selected, promote good health and give each child the opportunity to enjoy new foods as good eating habits are established. Menus incorporate the healthy eating guidelines of [Canada's Food Guide](#) and meet the CCEYA regulations. Weekly menus are posted in advance for your information. All of the menus are reviewed annually by a registered dietician.

Meal times for all children are viewed as an opportunity for positive and social interaction. Meal times also provide learning experiences and support the development of self-help skills; such as, serving their own lunches, feeding their self, etc.

Infants are fed according to their individual needs. Infants over 12 months of age receive catered food and milk provided by the centre. All food, snacks and bottles must be provided by the parents for Infants under 12 months of age. If your infant is on expressed breast milk or formula, you will need to provide a prepared bottle for each feeding at the centre.

If your child has a health related, special diet or any food related allergies, please let the centre know immediately so that arrangements can be made to provide an alternate food item or menu.

Parents who choose to provide food for their child must ensure that all centre food restrictions are met and that the food is clearly labeled with the child's name. The centre will ensure the food is stored safely and served to your child at the appropriate meal time. Parents may only provide food for their own children.

Outdoor Play

The Child Care and Early Years Act requires that children attending care in a licensed centre must participate in at least two hours of outdoor play daily, weather permitting.

DVCCC recognizes the value the learning experiences, developmental opportunities and health benefits that participating in outdoor play year round provides. Outdoor play time is used as an opportunity to expand on children's learning and encourage physical activity to support optimal success in the future. Both spontaneous and planned learning experiences are implemented during this time.

It is important that children be dressed for the various types of weather to ensure they can actively participate in the outdoor program. Please ensure that adequate and suitable clothing and footwear is provided year round for your child.

At times, due to the weather, children's outdoor time may be extended or shortened to ensure that children are active, engaged and comfortable. Staff monitor the children's comfort and activity level in the varying weather conditions to determine the length of time children will remain outside. We strive to provide outdoor environments that provide children with various levels of activity to suit the time of year and weather. Extra drinking water, water activities and additional quiet experiences in the shade are implemented during the summer and more physically active, high energy experiences are implemented during the colder winter months. Sunscreen is strongly encouraged for all children. During the summer, parents are asked to supply their own sunscreen and apply it before arriving to the child care. The staff will reapply in the afternoon. If there is inclement weather, DVCCC has two gross motor rooms, a classroom for the infants and a large gymnasium for the toddlers and preschoolers. The staff will rotate the age groups when using the gymnasium to ensure all children have the opportunity for gross motor play.

Community Walks & Off-Site Excursions

Our centre is an integral part of the local community and strive to implement a variety of learning experiences for children to explore and participate in their community through walks to local sites. Parents will be notified of planned local walks through Parent Post, paper invitations and on the individual room Program Plans.

We encourage parents to share suggestions and resources within the community that the children may enjoy exploring.

Occasionally, older children may participate in planned off-site excursions by school bus or TTC. Parents will be consulted and notified in advance of all off-site excursions during the planning phase and will be provided with a consent form to complete prior to their child's participation.

Clothing and Personal Belongings

Each child has a cubbie, a personal space to store their outdoor clothing, shoes and extra clothes. Please ensure that your child has a complete change of clothing in their cubbie in case of washroom or wet spill accidents.

Please clearly label all of your children's clothing and belongings to minimize mix-ups and lost items. Please refrain from leaving any valuables in your child's cubbie. DVCCC is not responsible for lost or missing clothing or personal items.

Parents are required to provide diapers and cream, if needed. Please ensure your child has sufficient supplies each day. Staff will strive to notify parents when supplies are becoming low but we encourage you to monitor this as well.

Rest Time

Rest is an important part of the day for all children, but the need for rest and sleep varies greatly at different ages and within the same age. While not all children need a mid-day nap, young children benefit from periods of quiet relaxation to balance their active play.

Infants

Infants are each provided with their own crib (older infants may use a cot to support the transition to the Toddler room with parent consent). Infant sleep needs vary by individual child. The staff will work with the parent to determine a flexible schedule for the child that responds to their personal needs each day. Infants are closely monitored while sleeping and are checked on every 15 minutes.

Toddlers and Preschoolers

As per the Child Care and Early Years Act, a rest or nap period of no more than two hours is scheduled during the day. The child's age and individual needs are considered when implementing a rest routine.

The centre will provide each child with their own individual cot; labelled with their name. All beddings are changed and laundered weekly, at a minimum. Children are welcome to bring a personal soft toy or blanket from home to use at rest time. Children's sleep/rest time is monitored by staff ensuring that a regular visual check is completed on each child and documented to help ensure their health and safety. After one hour of resting, children who are not asleep are provided with quiet learning experiences, as identified on the program plan while their peers may still be sleeping.

Student & Volunteer Policy

DVCCC supports field placement to students enrolled in Early Childhood Education programs from institutions with an agreement in place with the City of Toronto. The student placements offer opportunities for students to observe, learn and practice skills working with children. The participation of students in placement at our centres provide the children with new learning experiences and additional positive adult interactions throughout their day. We are pleased to enable our staff to share their knowledge and experience by mentoring future Early Childhood Educators.

Students completing a field placement at a DVCCC centre are not included in the legislated staff to child ratios. Students are not permitted to have direct unsupervised access to children and are never left alone with the children. They are supported by a member of staff at all times.

All students/volunteers are required to provide confirmation of a clear Police Vulnerable Sector Check and medical assessment prior to commencing placement at the centre, and review and sign the DVCCC Annual Policy & Procedure package prior to the start of their placement. Students/volunteers must also have completed Standard First Aid and infant CPR.

Role and Responsibilities for Supervising Employee

The Supervisor of the centre will monitor the volunteers through verbal communication with the teachers directly involved with the volunteer. If at any time there is questionable conduct or behaviour, the Supervisor will address the issue with the volunteer and depending on the situation, will allow the volunteer to remain or will ask them to leave.

The supervising RECE teacher of the student will complete a child care evaluation in addition to the student's evaluation from their school.

The supervising RECE will ensure that the student is never left alone with the children and is not counted in the ratio.

The supervising RECE will address any behaviour that is not appropriate or professional with the student and will seek assistance from the Supervisor if necessary.

The supervising RECE will engage in discussions with the student's teacher when they visit the child care and will discuss any concerns with them.

A Respectful Environment

We believe that all children and adults have the right to feel safe and to be treated with dignity and respect. Harassment and discrimination will therefore not be tolerated from any party. DVCCC expects that all employees, parents and persons who are doing business with the centre conduct themselves in a respectful manner. This is an expectation of all persons entering into the centre.

If at any point a parent/guardian or employee feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor/Assistant Supervisor.

Failure to adhere to this expectation may result in denied access to the centre.

Access and Equity

DVCCC provides children and families with equitable access to racially sensitive and culturally appropriate services.

We believe that ethno-racial and linguistic diversity enriches and strengthens our community socially, culturally and economically and that racism creates barriers for children, families and communities. DVCCC is committed to developing child care environments and programs that promote and respect the beliefs, values and practices of all families in our city.

Parking

DVCCC has a designated drop off and pick up area for parents to park their car for a short period of time. If you expect to spend more time in the centre, please park in a designated parking area. Please refrain from blocking other cars.

DVCCC is not responsible for any parking costs, parking infraction costs or damage done to your car while on centre property.

Smoke Free

The Smoke Free Ontario Act prohibits persons from smoking in enclosed and public places, to protect workers and the public from the hazards of second hand smoke.

Smoking, handling of a cigarette or use of an e-cigarette is prohibited in the centre and playground, near entrances and playground areas whether children are present or not.

Emergency Management

In the event of an emergency that may affect services:

DVCCC has policies and procedures in place that are reviewed regularly with all employees to help ensure the safety of all children, parents, employees and visitors to the centre.

In the event of an individual centre emergency: (i.e. evacuation)

Information will be shared with parents via:

- Parent Post
- Email
- Postings on the doors of the centre, and
- Parents/Guardians or child emergency contact will be notified of the emergency via telephone numbers provided.

In the event of a city or area wide emergency effecting the centre: (i.e. snow storm, evacuation, power outage)

Information will be shared with parents via:

- Parent Post
- Email
- Media: TV & Radio,
- When possible, the identified child emergency contact will be notified of the emergency via telephone numbers provided.

Any child requiring additional support or aid during an emergency will receive this by the child's teachers or Supervisor. Follow up with the children, parents and staff will vary depending on the circumstances involved in the emergency.

Tell Us How We Are Doing

DVCCC is committed to ensuring that all customer service contacts are responded to in a courteous, fair and timely manner and will take appropriate action as required. We adhere to the following principles when dealing with a customer service contact.

- Everyone has the right to request service or complain about public services.
- All customers need to know that their requests are heard, understood and respected.
- We support participation for persons with Special needs, considering their needs and expectation of equity, dignity, integration and independence.
- Customers are expected to provide their requests and complaints in a respectful manner. Verbal abuse, verbal threats, racist statements, etc. will not be tolerated.

Our Commitment

DVCCC is committed to serving the residents of the City of Toronto with professionalism and integrity. Feedback is an important step in our endeavor to continually improve our service delivery to you.

What is a Complaint?

A complaint is an expression of dissatisfaction related to the DVCCC program, service or staff member where you believe that the program or its staff has not provided a service experience to your satisfaction at the point of service delivery.

What is a Compliment?

A compliment is an expression of approval or appreciation for a service, staff member, program or process from you.

How can I make a compliment or complaint?

If you have a concern or complaint concerning your child's care, we encourage you to speak to the teacher of your child's program directly. If still unsatisfied, you may voice your concerns with the Supervisor/Assistant Supervisor.

If you feel your concern or complaint has not been addressed or resolved to your satisfaction or you prefer to speak to someone else, you may contact the Administrator whose name and contact information is posted on the parent bulletin board in your centre.

What can you expect when you make a complaint?

Complaints are reviewed promptly and every effort is made to resolve them as quickly as possible. We monitor complaints and use them to assess and improve the quality of service we are able to provide to you.

- Each complaint is considered on its own merit.
- Complaints will be treated confidentially and steps will be taken to help protect a complainant's privacy.
- Complaint investigations are fair, impartial and respectful to parties involved.
- You will be kept informed about what is happening and why it is happening.
- You will be contacted when your complaint is escalated.
- You will be advised of your option to escalate your complaint if you are dissatisfied with treatment or outcome.
- You will be informed when a decision is made and provided with an explanation for the decision.
- We will respond to your initial complaint within 24 - 48 hours.
- Complaints involving staff conduct will be investigated and you will be informed when it is resolved; however, no disciplinary information can be shared.
- All written complaints will be responded to in writing.

- While there are certain steps that need to be taken to ensure fairness for all concerned, there can be unavoidable delays; however, we will treat each case in a prompt and thorough manner.
- If you are making a verbal complaint, you may be asked to put your complaint in writing, especially if it involves a serious or complex matter.

Parent Handbook Updates & Revisions

All updates and revisions of this Parent Handbook will be reflected on the DVBC [website](#). Parents will be notified of any major updates or revisions to the Parent Handbook through Parent Post and will be directed to the DVBC website.

Municipal Freedom of Information & Protection of Privacy Act

The personal information requested in connection with the admission of your child, as well as his/her child care records established with the child care centre, are collected under the legal authority of the City of Toronto Act, S.O. 2006, Chapter 11. Schedule A, s. 136(c) and the Child Care and Early Years Act, S.O. 2014, Chapter 11. The information will be used for the purpose of ensuring the delivery of high quality early learning and child care services under the Acts and Toronto Quality Assessment for Improvement.