



Northlea Community Child Care

PARENT HANDBOOK

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Welcome

Welcome to Northlea Community Child Care (here-after referred to as NCCC or “the childcare”). NCCC is pleased to share with you the care responsibilities for your child. We hope that your child's stay with us is an enriching and enjoyable experience for your family.

This guide is intended to be an informative resource about NCCC’s operations and policies. If you have any questions or concerns, please feel free to contact the Assistant Director or Executive Director of the NCCC

NCCC is a not-for-profit corporation dedicated to providing child care services for children 18 months to 12 years of age. It is also a registered charitable organization #1007459-20.

In December of 1993, members of the community were invited to make a decision regarding the operator of a child care space within the newly renovated Northlea Elementary and Middle School (later referred to as “Northlea School”). A parent operated child care was the favored option, as it was believed that it could best respond to the needs of children and the community in all aspects of the child care operation. NCCC was established in 1994 by a group of parents. The child care is located within Northlea School and works in partnership with the School and the community to provide quality care.

A volunteer Parent Board of Directors governs NCCC. The Executive Director of NCCC acts as an advisor to the Board.

NCCC is licensed by the Ministry of Education and has a purchase of service agreement with Toronto Children’s Services.

NCCC is barrier-free and enjoys access to the gym and library facilities within the school and the outdoor North playground of Northlea School which is CSA-approved. In addition, children have exclusive use of the fenced and gated North playground, directly outside the child care and share the Kinder playground with the School when in our care.

NCCCC Statement of Values

NCCC is committed to providing a quality, nurturing environment that enhances the growth and learning of each child in partnership with the family, the school, and the community.

Effective partnership between parents and educators is the cornerstone of the program. Our program is directed by the philosophy of learning through play. We believe that each child has a unique pattern of interests and skills. We offer a safe, secure, and stimulating environment which responds to the individual needs of each child and family.

NCCC respects and acknowledges differences in culture, colour, gender, sexual orientation, ability, race, belief, appearance, family composition and socio-economic status.

The program at NCCC is guided by the document “How Does Learning Happen? Ontario’s Pedagogy for the Early Years 2014” together with the regulations in the “Child Care and Early Years Act 2014” (here-after referred to as CCEYA).

These documents guide program development, pedagogy and practice in the child care setting.

These documents along with the ELECT – Early Learning for Every Child Today strengthens the quality of our programs and assures high quality experiences that will lead to positive outcomes in relation to children’s learning, development, health, and well-being.

The ELECT features a continuum of developmental skills and aims to set a foundation for life-long learning success; encourages staff to partner with families; uses play as a means to learning. It focuses on being responsive to children’s interests, signals, and needs, requiring ongoing observation and documentation of learning and development in children.

In the Council of Ministry of Education Statement on Play Based Learning (2012) the Council describes the benefits of play as recognized by the scientific community, early learning experts and children and families alike.

NCCC believes in providing:

- a co-operative learning environment and open communication between the child care and the school, based upon partnership among children, families, caregivers and educators and the community
- quality programs which facilitate childhood growth and development in a safe and secure environment
- highly qualified, committed staff who share in our policy statement and values
- efficient business operation of the child care in order to ensure long term viability

Overview of Programs

NCCC provides a positive learning environment for children that enhances their development and education. Through play experiences and guidance of trained Educators, the children are exposed to situations that will stimulate their:

- Communication and social skills through child-child and adult-child interactions;
- Fine motor development;
- Gross motor development;
- Emotional/social development;
- Self-esteem, decision-making and problem solving;
- Curiosity, initiative and independence.

Toddler Program

- For children aged 18–30 months who reside within the Northlea School catchment area for English.
- Includes a catered lunch and two snacks per day (see “Meals” section for additional information).

Preschool Program

- For children aged 2½ to 4 years (children must be 31 months during the first month registered) who reside within the Northlea School catchment area.
- Includes a catered lunch and two snacks per day (see “Meals” section for additional information).

Full – Day Kindergarten and School Age Programs

- Provides before and after-school care and snacks for children in kindergarten to 12 years of age.
- The Ten-month programs operate from September to June for children who reside in the catchment area for Northlea School and are enrolled at Northlea School Full Day. We do not accept children who are bused to or from the school.
- The exact start and end dates align with the Toronto District School Board calendar.
- Includes full-day care , catered or a pizza lunch on Professional Activity (PA) days that fall on a Friday.
- Includes full-day care, catered hot lunch and snacks. on non-school days during March Break and December/January holidays.

Our daily activities encourage the children to develop creativity, acquire life skills and knowledge in a variety of areas. The aim is to increase independence, problem solving, emotional regulation, empathy for others and responsibility.

Optional School Age Lunch Program

- Supervised lunchtime for children in grades one and two.
- Children bring their own lunches from Monday to Friday.

Kindergarten/School Age Summer Camp program

- Full-time camp offers week-by-week on a first come, first-serve basis in July and August.
- Operates from 7:30 a.m. to 6:00 p.m.
- For children 4 to 12 years of age.
- We do not accept children who are bused to and from the camp.
- Summer Camp begins on the second day after the end of the Toronto District School Board school year ends. (i.e., if school ends on a Monday, the following business day Tuesday NCCC would be closed ONLY for the before and after school programs for staff to appropriately prepare for summer camp. NCCC would open for summer camp on the Wednesday. Should school end on a Tuesday or Wednesday NCCC summer camp would close for one full day and start camp the following day. NCCC summer camp fees for that week only would be prorated.
- Registration typically begins by February.
- Includes workshops, field trip outings and swimming once a week.
- Includes a catered snack and lunch each day.
- Camp is not offered the entire week before September (Labor Day weekend). All NCCC programs will be closed during this week.

Programing and the Curriculum:

Our programs have a “holistic” approach to child development. The children are free to explore activities and NCCC Educators will guide them to try a variety of activities and new experiences. Our daily programs provide sports (develop gross/fine motor), dramatic (helps abstract thinking), early literacy (learn alphabet and develop love for books), numeracy, cognitive (enhance logical thinking and problem-solving skills), arts (enhance creativity) self-help skills, and science experiences.

Staff

NCCC's staff consists of an Executive Director, Assistant Director, Co-Ordinator, Floor Supervisor Registered Early Childhood Educators (RECEs) and Early Childhood Assistants (ECAs). All RECEs hold a diploma or degree in Early Childhood Education or equivalent

and are registered with the College of Early Childhood Educators. As a member of the College, they are entitled to practice the profession of Early Childhood Education in Ontario.

NCCC also supports the Early Childhood Education diploma and degree placement students, as well as volunteers. Substitute educators (“supply”) also work at NCCC to replace regular staff as required.

All employees, placement students and substitute staff must complete a Vulnerable Sector Police Reference Check prior to starting their employment. Parent volunteers are required to complete a Police Reference Check and are responsible for covering any fees associated with it.

The primary responsibility of the staff is to facilitate each child’s development, education and ensure their safety. The staff use principles, as outlined in the philosophy of NCCC and work in partnership with Northlea School’s teaching staff, Principal and Vice- Principals. All staff work in accordance with the CCEYA, Public Health standards and the guidelines set out by the City of Toronto and Ministry of Education to provide high quality care to the children of the childcare.

NCCC follows the ratios as outlined in the *CCEYA*, as follows:

Toddler:	1 employee for every 5 children
Preschool:	1 employee for every 8 children
Kindergarten:	1 employee for every 13 children
School Age:	1 employee for every 15 children

The *CCEYA* allows for some variations in ratios during beginning and end of day hours.

Conflict of Interest Policy

Generally, a conflict of interest occurs when an employee engages in an activity which gives rise to private interests or personal considerations that may affect an employee’s judgement or actions to the detriment of the Centre and can result in compromising the employee’s ability to effectively perform his/her job.

It should also be noted that the perception that a conflict of interest does or may exist can be considered a conflict of interest where it affects a client’s/parent’s view of the employee’s ability to do his/her job.

Employees may not engage in any outside work:

- a) that conflicts with their duties at NCCC
- b) which use their knowledge of confidential information of children, staff or parents

- c) that will, or is likely to, negatively influence or affect them in carrying out the duties of a staff member of NCCC

Please note: NCCC staff members are permitted to provide any kind of private child care services for clients whose children are enrolled in NCCC.

Licensed Capacity

Effective July, 2017 NCCC is licensed for a maximum of 263 children as follows:

- 15 Toddlers
- 24 Preschool children
- 104 Full-Day Kindergarten children
- 120 School Age children

Actual enrolment in all programs will vary depending on circumstances.

Waiting List, Registration and Priority Sequences

Waiting List and Registration- Applications for enrolment are kept on file and maintained in the order of registration priority based on the date that the fully completed application was received by NCCC.

Applications will be accepted for children who reside within the Northlea School catchment area. When a spot is offered, proof of address may be required at the time of registration. For example, two pieces of identification that show your address, such as a phone bill.

For kindergarten and school age programs, the child must also be enrolled in Northlea Public School and we do not accept children who are bused to and from the school.

Priority Sequences - When a space becomes available within the child care, it is offered to children on the waiting list (if there is one) in accordance with the priority sequences described below. When there is no waiting list, spots are offered on a first- come, first-serve basis.

Note that in rare and exceptional circumstances NCCC reserves the right to deviate from the priority sequences and offers a space to child. Such circumstances are considered on a case-by-case basis at the discretion of the Board of Directors.

Priority Sequence: Toddler Program (all children must reside within the English Northlea School catchment area)

1. Siblings of children currently enrolled in an NCCC program
2. Children on the waiting list
3. Toddlers will remain in their program until September. If a space becomes available

before September in the preschool room, the oldest child 30 months or older will be moved. This will be done at the discretion of the Director.

Priority Sequence: Preschool Program (all children must reside within the English Northlea School catchment area)

1. Children currently enrolled in the NCCC Toddler program (priority within this group is determined according to their original registration date with NCCC)
2. Siblings of children currently enrolled in a NCCC program
3. Children on the waiting list

Priority Sequence: Full-Day Kindergarten and School Age Programs - All children enrolled in JK must reside within the [English] Northlea School catchment area and are enrolled in Northlea School Full Day. We do not accept children who are bused to and from school.

1. Children currently enrolled in a NCCC program (priority within this group is determined according to their original registration date with NCCC)
2. Siblings of children currently enrolled in a NCCC child care program
3. Other children on the waiting list

Children in the Toddler, Preschool, Kindergarten and School Age programs will be sent an “Are you returning” form in the spring in an effort to help us plan for the new school year. Failure to return the form may result in losing your child’s spot. Please note, we still require 8 weeks’ notice to withdraw a child.

Days and Hours of Operation and Closures

The childcare operates from 7:30 a.m. to 6:00 p.m. Monday to Friday, with the following exceptions:

- New Year’s Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday (August)
- The week before September Labour Day (Last week of August)
- Summer Camp -starts the second day after the last day of school or the following after the July 1st long weekend
- Thanksgiving Day
- Christmas Eve (NCCC usually closes at 12 p.m., but may be closed for the full-day depending on the year and what day it falls on – advance notice is always provided to families)
- Christmas Day
- Boxing Day
- The period between Christmas Day and New Year’s Day
- Any emergency closures by Northlea School (e.g., snow or ice storms) Notice by email will be

sent to families by 6:30am should the centre be closed due to inclement weather or when Northlea Elementary and Middle School is closed

Full-day care is available for all children registered in the Toddler, Preschool, Full-Day Kindergarten and School Age programs on Professional Activity (PA) days and during March Break.

Fees

Canada Wide Early Learning and Child Care System

Northlea Community Child Care Program will be participating in the Canada Wide Early Learning and Child Care (CWELCC) System. All Ontario families with children under the age of 6 participating in licensed childcare programs will see a fee reduction of up to 25% retroactive to April 1, 2022- December 31,2022 and a further Fee reduction on January 1,2023 of 27.75% moving forward for a total of 52.75% for the year of January 1,2023- December 31,2023, (to a minimum of \$12 per day). Parents do not have to apply to receive a childcare fee reduction, it will be done by NCCC.

You may be eligible for reduced fees if: • your child is: 0-6 and under 6 years of age up to the 30th day of the month in which your child turns six (on their birthday), and is enrolled in a licensed infant, toddler, preschool, kindergarten program. • You may also be eligible for the CWELCC reduced rate if your child is currently in kindergarten and turned 6 up until till the end of the school year (June 31)

Registration/Administration Fees (Non-Base Fees)

A fifty dollar (\$50.00) NON-REFUNDABLE administration fee is required upon the offer and acceptance of a spot with NCCC. A thirty-dollar (\$30.00) administration fee is required with Summer Camp registration. • Parent late fee charges are included in non-base fee

(Base- Fees) Please see Northlea Community Childcare Centre Parent Fee schedule that reflects the centres base fees for 2024

Last Month Deposit

At the time of registration, a void cheque with a signed Personal Preauthorized Debit Agreement (PAD) for monthly fee of the program must be provided. For the first month of a child's start date with us, we will charge first month, last month and \$50 administrative fees.

The last month deposit will be held by NCCC and will be applied towards the last month fee of the child's enrolment with NCCC.

Monthly Program Fees

All fees are to be paid by pre-authorized debit (PAD). Parents are required to complete a PAD agreement form, which for new parents will be provided at the time of enrolment.



Northlea Community Child Care 2024 Fees

Location ID: 4545

01-Jan-2024

Agency ID: 4544

NCCC is participating in the Canada Wide 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 Fee	2024 CWELCC Fee
Toddler Full Time 1 Year 6 months – 2 Years 6 months	7:30 am- 6:00 pm	Mon -Fri	01 Jan – 31 Dec	N/A	Monthly \$677.57 Daily Base Fee \$31.15
Preschool Full Time 2 Year 6 months – 4 Years	7:30 am- 6:00 pm	Mon -Fri	01 Jan – 31 Dec	N/A	Monthly \$503.21 Daily Base Fee \$23.14
Kindergarten Before & After School 4 Years – 6 Years	7:30 am- 9:00 am 3:00 pm- 6:00 pm	Mon -Fri	01 Jan – 31 Dec	N/A	Monthly \$282.56 Daily Base Fee \$12.99
Kindergarten Summer Camp 4 Years – 6 Years	7:30 am- 6:00 pm	Mon -Fri	01 Jan – 25 Aug	N/A	Weekly \$141.75 Daily Base Fee \$28.35
School Age Before School, After School 6 Years – 12 Years	7:30 am- 9:00 am 3:00 pm- 6:00 pm	Mon -Fri	01 Jan – 31 Dec	Monthly \$459.00 Daily Base Fee \$21.10	N/A
School Age Before School, Lunch, After School 6 Years – 12 Years	7:30 am- 9:00 am 3:00 pm- 6:00 pm	Mon -Fri	01 Jan – 31 Dec	Additional \$71.00 Monthly \$530.00	N/A
School Age Summer Camp 6 Years – 12 Years	7:30 am- 6:00 pm	Mon -Fri	01 Jan – 25 Aug	Monthly \$350.00 Daily Base Fee \$70.00	N/A

Approved by the Board of Directors/Authorized Agent for Northlea Community Child Care

Signing Officer: _____

Signature: _____

Date: _____

NCCC reserves the right to raise program fees at the discretion of the Board of Directors. Fees are typically raised on an annual basis in September but may be adjusted in-year if required to cover unanticipated increases in operating costs. The fee schedule effective the following September is available as of September 1 every year.

Non-Sufficient Funds

Any pre-authorized debit that is returned by a financial institution for non-sufficient funds returned by a financial institution for non-sufficient funds, or any other reason, must be resubmitted in certified form along with a thirty-dollar (\$30.00) service charge.

Late Fees

Children are to be picked up by 6:00 p.m. Parents who are late picking up their children, will be charged a late fee. See “Arrival and Pick up” section.

Absences

There is no fee adjustment for a child’s absence from the childcare. Fees must continue to be paid during absence due to illness, vacation, or other reasons.

Income Tax Receipts

Income tax receipts for the previous year’s fees paid to NCCC will be issued before the end of February. All outstanding fees, service charges and/or penalties must be paid before receipts can be issued.

Admission Process

An orientation will be arranged to familiarize families and children with the surroundings, answer questions, and review the admission forms required prior to enrolment. This will be conducted in person or virtually.

The following must be completed and received by NCCC prior to the first day your child attends NCCC:

- A complete medical form that indicates the child's immunization record, as required for licensing and Toronto Public Health.
- A registration information package completed with all NCCC consent forms.
- Personal Pre-Authorized Debit Agreement form
- Signed Parent Handbook acknowledgement form.

Withdrawal

In the event of the permanent withdrawal of a child from NCCC, **a minimum of eight-(8) weeks' notice of such withdrawal must be given**, in writing, to the Director or Administrative Team. Failure to give this notice will result in forfeiture of the last month's prepaid fee, and the charge and collection of the balance.

In addition, permanent space cannot be guaranteed, and no priority placement given if you wish to temporarily withdraw your child from the program, for example, for summer months in the Preschool program. In this case, your child will be placed at the bottom of the waiting list for re-admission to the child care.

Absences, Drop-Off, Pick-Up, Attendance and Safe Arrival Policy

Children depend upon regular routines for their own sense of security. We recommend that you establish fixed hours to pick-up and drop-off your child. To ensure continuity and smooth operation of planned activities for the day, we strongly advise that NCCC staff be informed of changes in a child's/family's schedule.

Absences:

If a child is going to be absent or late for any reason, NCCC should be notified as soon as possible (ideally before 9:00 a.m.) to help staff plan for the day's activities. Parent of kindergarten and school age children must notify both NCCC and Northlea School's Safe Arrival of any absences.

It is important to inform NCCC as soon as possible about the type of illness a child has if an absence is due to illness. This will help staff to identify symptoms in other children in the child care with whom the child has come in contact. There is no fee adjustment for days on which a child is absent due to illness or vacation.

Staff members must be notified of a child's arrival in the morning. Similarly, staff members must be notified that a child is leaving. Parents or an authorized adult must sign their children in and out at drop-off and pick-up.

Drop- off:

- Toddler and preschool children should be dropped off in their respective rooms starting at 7:30 a.m.
- Children in Kindergarten can be dropped-off at the NCCC designated room prior to Kindergarten start time. The designated room for each child will be communicated via email before the beginning of the school year.
- School Age children should be dropped off at a NCCC designated room before 8:20 a.m. and in the playground at the back of the school after 8:20 a.m. (weather permitting).

Pick-up

- Toddler children get picked-up from the toddler room before 5:55 p.m.
- Preschool children get picked-up from the preschool room.
- If a child is being picked up by someone other than parents, NCCC should be notified each time through an email if this is not a regular pick up, unless it has been communicated to the centre that the person is a regular authorized pick up for the child or the individual is on the child's emergency pick up list/ registration forms. **NOTE:** Parents are obligated to update the centre if there are any changes / additions to their child's pick-up authorization. NCCC holds no responsibility if a child is released due to a parent not updating their child's authorization pick up list, parents are required to notify the centre in writing as soon as there is a change to pick up authorization
- Kindergarten and School Age children get picked up from designated rooms before 5:45 p.m. The children can be picked up from the Preschool room after 5:45 p.m.
- When picking up your child, if you have a sibling/other child(ren) with you, please ensure that both children are following NCCC policies and procedures, and that you are the one supervising the child that is not in our care.
- Any child picked up after 6:00 p.m. will be in the Preschool room.

Before the first day of school in September, NCCC will e-mail Kindergarten and School Age parents to advise them of before and after school drop-off and pick-up locations and procedures.

Attendance/Safe Arrival:

- NCCC maintains attendance records for all children.
- Parents or caregivers (an adult) **must sign their children in** with NCCC staff when they are dropped-off with the childcare and **sign them out** when they are picked up.
- Parents are also encouraged to **verbally notify staff** that a child has arrived or is being picked up. Once the school day is in progress NCCC assumes that all NCCC kindergarten and school age children are attending classes and will be coming to NCCC after school unless we are informed otherwise by the parent, guardian or Northlea School staff.
- After school, when the bell rings: Kindergarten at 2:50 and school age children at 3:00 are dismissed by their Northlea School teachers. Northlea School teachers and staff are asked to notify childcare staff if they are keeping NCCC children after dismissal (with parental approval).
- Parents of children who attend the school's Extra-Curricular activities, need to fill out an **Extra-Curricular activity form** and submit it to NCCC. We will drop off and pick up the children from the activity **ONLY** if it is suitable to do so and does not disrupt the current program and child to staff ratio in our programs. NCCC reserves the right to refuse picking up and dropping off any children to their extracurricular activities and will inform parents of this prior to children being enrolled in the extracurricular activity. Parents are required to inform the centre of any extracurricular involvement for their child and to obtain approval by the Director or Assistant Director in writing
- NCCC must be notified if a child is withdrawn from the school during the day.

The following procedures are followed when a kindergarten or school age child is

unaccounted after the dismissal bell:

- NCCC staff check with the child's Northlea Public School teacher to confirm attendance or whereabouts of the child.
- If the teacher is not available (or a supply teacher is present), NCCC staff will check the Northlea Public School attendance folders, sign out book and arrival information as necessary.
- NCCC staff will have the child paged within the school building to come to the NCCC meeting place.
- One NCCC staff will then do a physical scan of the outdoor and indoor area, including bathrooms for the child while the other NCCC staff members supervise the SA group.
- The missing child's parents are contacted to resolve any confusion regarding pick up information.
- If the child's parents confirm that the child is supposed to be with NCCC and the child has not been found, NCCC will then contact local police to report the missing child.
- NCCC will also make a call to the local police to report a missing child if, after searching the school and calling all contact numbers, NCCC staff are still not able to reach a parent or caregiver to confirm the child's whereabouts.

- NCCC is required to follow the NCCC serious occurrence policy and notify the Ministry of Education of the incident.

School Age Supervision

Children who are in Grade 1 and above are permitted to move in partners through Northlea Public School with the permission of the NCCC staff during childcare hours (i.e., To and from the bathrooms or outdoor playground.) Children in Grade 1 will always be partnered with a child in Grade 2 or above.

NCCC staff maintain supervision checks on the buddy system. The checks include having the children ask before leaving the group, recording partner movement, requiring the children check in upon their return and by following up on lengthy trips to the bathroom or for other purposes immediately.

Late Fee Procedures

NCCC closes at 6:00 p.m. if the child/ren's parent/guardian have not come to the room or the designated room, a late fee per child will be required by NCCC staff. The time of departure is what appears on the clock in the childcare room.

NCCC's late fee is \$1.00 per minute per child after 6:00 p.m. upon parent/guardian departure/pick-up, the parent/guardian and staff members on duty must sign a late form indicating the late departure time and the late fee that is owing.

NCCC also has a graduated late fee charge which is in place to deter habitual late parents. The purpose of this is to cease or minimize further late pick-ups. For the third late pick up in any one month, the parent/guardian will be charged a \$10.00 surcharge in addition to the fee of \$1.00 per minute per child.

It is expected that parent/guardian will call or email NCCC and inform staff of a late pick-up. The telephone call does not waive the late fees. It is highly encouraged that if a parent is unable to pick-up their child, an emergency contact designates be contacted by the parent for pick-up. Parents are expected to inform NCCC of the name of the individual who will be picking up the child/ren. Upon arrival of this individual, photo identification must be presented to the NCCC staff. If this results in a late pick-up, a fee will be enforced (as noted above)

If a child is present after 6:00 p.m. and no contact is made by the parent/guardian to NCCC by 7:00 p.m. and if NCCC staff are unable to contact the parent(s) or emergency contact individuals, the local police, and/or the Children's Aid Society will be contacted.

A late form will be completed upon late pick-up. This form outlines the child/ren's name, the date, the time the parent/guardian and child/ren are leaving the premises, the late fee charge, the parent's signature, staff member's signatures, payment amount, date received with parent/guardian and staff signatures.

Late fees are billed at the end of each month and will be withdrawn from the account authorized in pre-authorized debit account.

Personal Belongings

Clothing should be appropriate for physical activity, the weather and the season. For children in the Toddler, Preschool and Full-Day Kindergarten programs, a second set of clothing must be kept at the childcare in their bags. We strongly urge that all clothing be labelled with your child's name.

Children in toddler and preschool may bring a labelled favorite toy, blanket or other "comfort" item from home for quiet periods. During outbreaks all home items are not permitted at the centre

While staff is diligent in looking after each child's personal belongings, NCCC is not responsible for loss or damage to personal belongings brought to or left at NCCC.

Field Trips

As a part of our program, the children will occasionally (During the summer months) go on special outings to places of interest. Parents will be notified of the excursion in advance. Parents who wish for their child to participate, are required to sign a Parent Consent Form for these outings. Parents are welcome to join in but must notify the Assistant Director or Floor Supervisor in advance.

All parent volunteers must sign a copy of the volunteer guidelines, Volunteer Agreement and must have a clear Vulnerable Sector Police Reference Check within a year prior to volunteering. If parents do not want their child to participate in the planned excursions, they are required to make alternate arrangements for care. Children are expected to travel to and from the excursion on NCCC arranged transportation.

Weather Alerts and Extreme Weather Advisories

NCCC staff adapt outdoor play to accommodate the weather warnings and conditions.

Gross motor activities will be performed inside where a space is available. On days when outdoor play is not possible due to wet, unsafe or extreme weather.

Summer Weather Conditions

NCCC staff modeling appropriate attire during the summer season. Children are required to wear hats and sunscreen. All parents are asked to apply a full coat of sunscreen to their child in the morning and to sign a permission form to apply sunscreen on their child. NCCC provides extra sunscreen and staff will re-apply it throughout the day for Toddler, Preschool and Kindergarten programs. School age children will be allowed to re-apply sunscreen for themselves throughout the day and are welcomed to bring their own labelled sunscreen. However, NCCC will provide sunscreens for all children at the centre. Children are asked to bring their own hats.

Children enrolled in full-time programs go outside for two-hours every day, weather permitting. However, NCCC staff reserve the right to regulate and/or limit outdoor activity levels and playtime in the warmer months if necessary due to extreme heat, smog and UV warnings or advisories. These warnings and advisories are in place to help us maintain a safe outdoor activity time. NCCC staff remind the children to drink lots of water and make water and cups are available on the playground in the warmer months. NCCC also provides a balance of active and quiet, calm activities to accommodate for the heat. The children will remain indoors when the temperature is hotter than 30 Celsius with a combined humidex and smog warning, (temperatures are guidelines and are at the discretion of the Director).

Winter Weather Conditions

NCCC staff addresses winter weather conditions by modeling appropriate attire for the cold weather and ensuring that the children have appropriate outdoor attire on to keep warm. NCCC has a limited supply of spare winter clothing that children will be asked to wear if they need extra layers or dry clothes. NCCC staff assesses the playground surface conditions before outdoor playtimes. NCCC staff reserve the right to adjust and/or limit outdoor play times to account for icy or extremely cold conditions. All children enrolled in full-time programs go outside for two-hours every day, unless the winter conditions are deemed to be unsafe for the children by the staff of NCCC. The children will remain indoors when the temperature is colder than -15 Celsius (including wind-chill) (temperatures are guidelines and are at the discretion of the director)

Behaviour Guidance Policy

NCCC has established a Behaviour Guidance policy which staff implement in order to maintain a positive and safe environment for the children. NCCC Administrative staff will handle the behaviour of the children attending NCCC in accordance with the CCEYA and the NCCC Behaviour Guidance Policy. Recognizing the need to address situations involving inappropriate and unmanageable behaviour, NCCC is committed to actions that preserve the self-esteem of the child. For further details, please request a copy of the Behaviour Guidance Policy from the Director.

Access, Equity and Human Rights Policy

NCCC strives to provide a secure, supportive, and trusting environment in which children can develop and grow at their own pace. NCCC recognizes and respects diversity in appearance, culture, age, ability, race, ancestry, place of origin, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, same sex partner age, marital status, family status, immigration status, receipt of public assistance, political affiliation, religious affiliation, level of literacy, language and social socio-economic status, in our school and the City of Toronto.

NCCC is committed to maintaining a working, caring and learning environment that:

- fosters respect for the dignity and well-being of each person
- provides an opportunity for all individuals to develop to their full potential
- is constructive in the pursuit of excellence
- ensures equitable access and outcomes for all persons

NCCC will strive to prevent and eliminate both individual and systematic forms of racial and ethno cultural mistreatment and harassment of its children, parents, staff, volunteers, students and any other persons involved with the Centre, in accordance with the Ontario Human Rights Code and the guidelines set out in this policy.

Duty to Report Suspected Child Abuse

NCCC staff members are bound by the *Child and Family Services Act* (C.F.S.A) to report any suspected child abuse. The criteria for reporting child abuse is defined in the C.F.S.A and reiterated in the NCCC Child Abuse Policy.

The child care professional's duty to report suspected child abuse overrides the provisions of any other provincial statute, specifically those provisions that would otherwise prohibit disclosure by a professional or official. (C.F.S.A.s 72 (7), (8) (e.g. CCEYA). Child Care professionals must report the suspected abuse directly to Children's Aid Society. A child care operator/supervisor/director is not permitted to provide advice to the individual before the report is made to the appropriate Children's Aid Society (CAS) (C.F.S.A.s 72(3).

The penalty imposed for failure to report a suspicion of child abuse emphasizes that the child's safety must take precedent over all other concerns, including confidentiality of information and all other provincial statutes. Any professional who fails to report their suspicion of a child's abuse is liable, upon conviction, to a fine of up to \$1000.00 (C.F.S.A.s.72 (5)(6) (6.1) (6.2)

According to the Act all persons in making a report of suspected child abuse to CAS are protected in law against civil action unless the person is proven to have acted maliciously or without reasonable grounds for the person's suspicion C.F.S.A. s72(7).

Contact information:

Children's Aid Society of Toronto:	(416) 924-4646
Catholic Children's Aid Society:	(416)395-1500
Jewish Family and Children Services of Toronto:	(416)638-7800
Native Child and Family Services Toronto:	(416) 969-8636

Parent Conduct

NCCC strives to maintain a comfortable and positive environment for parents, children and staff. Parents are required to conduct themselves in a manner that maintains a positive atmosphere in their interaction with children, staff and other parents. It is necessary to use appropriate language and tone of voice even when addressing concerns at NCCC . The Director and the Board of Directors will address issues regarding parent conduct.

Parents should address concerns regarding individual issues, issues with other children or program, related issues with the classroom staff, and the Assistant Director/Director of NCCC. Then, they may contact a Board member to find out if their concern requires discussion or a decision at the Board level. Parents should not discipline children who are not their own and who are in the care of NCCC. Confidentiality is a priority at NCCC so the classroom staff or the Director may request a meeting away from the drop off/pick up area to ensure confidentiality is maintained. A Board member can be contacted by using the Board of Director email list see appendix A or by providing your concern in writing to the Director.

The process for addressing issues of parent conduct is as follows:

- The Director and/or a representative of the Board of Directors will speak with the parent involved and address the conduct that occurred.
- The Director and/or the Board of Directors will put in writing specific concerns regarding parent conduct.
- The Board of Directors will consider issues concerning parent conduct individually on a case by case basis. If the Board of Directors deems the conduct of a parent to be extreme or uncontrollable, the family may be asked to leave NCCC.

Acceptable Behaviour:

- Politeness and consideration for all people at all times
- Respect
- Kindness and empathy
- Solving conflicts and differences in a peaceful manner
- Positive communication and cooperation

Unacceptable Behaviour:

- Tease or bully
- Unwanted physical contact
- Use language that is hurtful, profane, or otherwise inappropriate
- Threaten to harm anyone

- Raise your voice and create an unwelcoming environment

Parent Involvement

Parents and caregivers are invited to become actively involved in NCCC. A supportive partnership between parents/caregivers and the child care will ensure the optimum quality care for each child in NCCC.

The following are ways in which parents can participate in their child's care and the ongoing operation of the corporation:

- An orientation to NCCC upon the child's enrolment
- Informal sharing of information about the child at the start or end of the day with staff
- Formal communications about the child's progress in scheduled parent-educator meetings
- Parents may arrange meetings to discuss their child by contacting the Assistant Director /Floor Supervisor or program staff
- Written communication and resources provided through news briefs emails, notes sent home, notices posted throughout NCCC, and minutes of meetings of the NCCC Board of Directors (kept in a binder and available at any time)
- Visits and participation from parents at any time throughout NCCC's hours of operation. Parents are encouraged to visit; however please check with the Floor Supervisor or Assistant Director to ensure that the visit will be at an opportune time.
- Parent/educator meetings
- Fundraising events. e.g. NCCC BBQ in May/June each year, Preschool Graduation
- Attendance at the Annual General Meeting, usually held in late November/December
- Participation on NCCC's Board of Directors. Each fall NCCC looks for volunteers to fill any upcoming vacant positions on the Board. If for some reasons a position becomes vacant during the year, a volunteer will be sought. Parents interested in serving on the Board are encouraged to contact any member of the current Board of Directors or the Director.

Illness

An ill child does not function well at school or in child care. Please prepare for emergency care when your child is ill.

In accordance with the *CCEYA*, every child will be visually checked by a staff member to ensure that he/she is free of symptoms of ill health. The daily health check is necessary to prevent the spread of communicable diseases as well as to protect the ill child.

The Assistant Director/ Director or any of the administrative team has the authority to

refuse to accept any child who, in the staff's opinion, is not fit to attend the child care that day. The parent or designated adult representative will be asked to take the child home or make other child care arrangements.

Similarly, if a child exhibits symptom of ill health during the day and the staff feel the child is unfit to participate in the program, the parent or guardian will be notified and asked to pick up him/her within a reasonable amount of time. The Assistant Director/Director or staff designate must approve any other arrangements. An ill child will be isolated from other children until the parent/guardian or designated adult representative arrives.

Except for mild colds, a child with a communicable disease will not be admitted to the child care.

Our basic guideline is that a child should not be at NCCC if he/she exhibits any of the following:

1. A temperature of 38°C (100.4°F) or higher. If a child has been away or sent home from NCCC with a fever, he/she cannot return until his/her temperature has been normal for 24 hours. If a child develops a fever while at the child care, the parents or designated adult will be asked to take him/her home. Child cannot attend the following day.
2. Diarrhea: If a child has diarrhea, the child should not be at NCCC. If the child has diarrhea, the parents or designated adult will be asked to take him/her home. See the Ill Child Policy.
3. Vomiting
4. Unexplained rashes
5. Paleness, or flushed face, or constant crying
6. Yellow discharge from the eyes, crustiness around the eyes, puffy eyes or red eyes
7. Yellow nasal mucous
8. Lethargic, emotional or distraught behaviour that prevents the child from participating in daily activities and routines (including outdoor play)

These signs and symptoms are fairly obvious and indicate the child is ill. However, there are other times when it is difficult for a parent to determine if the child should be at the child care. A slight cold or the end of an illness are two examples. In such instances, a general guideline for determining whether the child is well enough to be at NCCC is this: if the child is too ill to participate in the outdoor part of the programme, the child is too ill to be at the child care. For further guidance, please call the Assistant Director or Director.

There are other times when a child is not showing signs of a definite illness but yet is not able to handle the activity of the day. On such occasions, the Director or designate will decide whether the child should be taken home.

A doctor's note may be required for the child to be re-admitted into NCCC at the

discretion of the Director.

Communicable Diseases

If a child is suspected of having any communicable disease, alternate care arrangements must be made. If symptoms develop during the day, the parent or designated adult will be asked to take the child home immediately. The child will be accepted back into NCCC only with a note from the doctor saying that the child's condition is no longer contagious.

Immunization Records

NCCC is required to maintain records of immunization for each child. These are checked annually by a Licensing representative or local medical officer of health as to whether all required immunizations have been submitted and are up to date. Parents are therefore asked to maintain up-to-date immunization records for their children.

Medication

Parents are required to discuss with Administrative staff any requirements for medication administration at NCCC and complete/sign off on Emergency Medical Plans / Medication Authorization forms authorizing NCCC to administer such medication to their child. Any medication to be administered by staff must be prescribed by a physician. Prescriptions must be current and detailed (Please see NCCC Medication authorization form and Emergency medical forms regarding the details, required) NCCC will only administer over the counter medications with the written request by a physician, all nonprescription topical cremes (i.e. sunscreen, diaper crème, vaseline) a parent consent, signed form will be required.

RECEs will administer medications to children. However, Assistant RECE can administer Epi pens/Puffers to all children requiring immediate medical attention in the event of an emergency. All medication must be in its original container and with your child's name on it.

Note: Children who require an Emergency Medical Plan will be required to meet in person with the Floor Supervisor to complete all forms prior to your child's start date with NCCC

Allergies

Parents are asked to inform the Coordinator/ Floor Supervisor including your child's teacher of any allergies their child may have and what types of reactions to expect prior to starting at NCCC. For children with an anaphylaxis allergy, parents are required to complete the required emergency medical forms prior to your child's start date. Although we cannot change the environment of the child care, every effort possible will be made to minimize contact with any food or substance that children are allergic too.

As exposure to nuts can produce severe allergic reaction in some children, NCCC is a designated nut-safe child care and uses no nuts or nut products in food preparation or craft activities. Therefore, parents are not allowed to bring in any food items containing nuts or traces of nuts. NCCC will provide all substitutes for your child during lunch and snack time. Should a milk substitute be specific to your child and NCCC can not obtain the item we will request that the parent provide this item and ensure it is nut free.

Special Occasions (i.e. birthdays) Parents are not permitted to bring in any cakes or sweet treat. Parents can request that NCCC order a cake from our caterers (RFRK) that is nut free. Parents will incur the cost of the cake

Head Lice

NCCC is a lice and nit free environment. NCCC will conduct routine lice checks in all programs in an effort to reduce lice from spreading. In the event lice/nits are found in a child's hair, they will be removed from the program and parents will be asked to pick up their child. Upon return to the childcare, the NCCC Administration team will do another check of the child's hair. NCCC staff can request a doctor note to ensure your child is free of head lice

Separation

At the time of registration, the parent and/or legal guardian (s) will inform NCCC of the specific custody/access arrangements, and will provide NCCC with a copy of any relevant legal documents, including the parent's agreement or court order (interim or permanent). Updated copies of the agreement must be provided to NCCC as soon as there are any variations to an agreement or court order are made. In the absence of a custody/access agreement or court order, the parent (s) and/or legal guardian (s) will provide a statement signed by both parent (s) and/or legal guardian (s) specifying the custody/access arrangements, and this statement may only be amended in writing (signed by both parents) or by court order.

Fire Drills and Emergency Procedures

Fire drills are held at once a month at NCCC. Staff and children carry out the drill by leaving the building even in the winter months. Staff are informed of procedures to follow in case of fire and instructions are posted in each room of the child care.

Should an evacuation of NCCC ever be necessary, the Director and all staff will take the children to the **Holland-Bloorview Kids Rehabilitation Centre** located at 150 Kilgour Rd. for temporary shelter. Parents will be contacted as soon as possible to inform parents of the evacuation or for parents to pick up their child at the location

Accidents and Injuries

In the case of serious accidents such as the loss of consciousness after a fall or excessive loss of blood from a cut, the staff will take the child by ambulance to the hospital designated by the ambulance. A parent or designate will be called as soon as possible.

In the case of less serious accidents, such as scrapes or bumps, the staff will give minor first aid treatment and will complete an injury report for discussion with the parents if required. A copy of the signed injury report will be given to the parent.

It is NCCC's policy to ensure all staff have valid certifications in first aid and CPR (Level C)

Parking

Parking is **NOT** available to our childcare families in the morning/afternoon for drop off or pick up, the only exception is the accessible spot if you require an accessible spot for your child. We ask for your partnership on the following:

Please walk, ride and roll to school as often as possible. We strongly encourage active transportation. For those who must drive, it is expected that all cars are parked legally and not blocking any local driveways.

Please use the map to locate legal parking options when dropping off and picking up your child/children. The front lot on Rumsey and the back lot on Sutherland are not available to Northlea School or the childcare

Parking in the NCCC roadway or in front of the gates may result in a fine or the car being towed away.

No Parking in Fire Lane and no parking in the Handicapped Spot (unless you have a handicap permit).

Meals

No nuts or nut products are served at NCCC. Any outside food brought into NCCC must be nut-free.

Toddler/Pre-school

Children are served a nutritious catered lunch, plus two (2) snacks. The menu is prepared in advance and copies are available. If your child has any food allergies or special diet requirements, please be sure to inform our staff in writing. We will gladly arrange to make the necessary substitutions with our caterers.

All meals, snacks, and beverages meet the recommendations set out by Canada's Food

Guide and the guidelines set forth by the CCEYA.

Full-Day Kindergarten and School Age:

Children will be served one snack before and after school. Parents are responsible for ensuring that their child brings a lunch and snacks during school hours.

Specialized Services:

NCCC has the ability to access specialized services and resources to assist with meeting the individual needs of a child through Toronto Children's Services and Community Living if necessary.

If a parent or guardian raises a potential need for specialized services, the following practices are followed:

- the staff and/or Assistant Director will meet with the parent(s)/guardian(s) to listen to concerns or questions and offer literature or help to develop program goals for the child.
- NCCC staff and/or Assistant Director may record observations of the child's development to follow up on the concerns and questions voiced
- program goals may be reviewed with the parent(s)/guardian(s) within a time frame designed to address the individual circumstance.

If NCCC staff are concerned that a child may not be meeting developmental milestones, the NCCC staff member will, in consultation with the Assistant Director:

- speak to the parent(s)/guardian(s) of the child regarding the observations and concerns
- design interim program goals to address the staff and/or Director concerns.
- share updates and information with the parent(s)/guardian(s) within a time frame designed to address the individual circumstances.

If after the above steps are taken, it is agreed by the parent(s)/guardian(s) and Assistant Director/Director that an external resource should be consulted, the following practices are followed:

- a consent form would be presented to the parent(s)/guardian(s) of the child to have a Toronto Children's Services and Community Living-approved resource staff become involved.
- parent(s)/guardians) provide consent (no action can be taken without consent)
- the services are typically provided to NCCC at no cost however any charges are the responsibility of the parent(s)/guardian(s).

Mission Statement

Northlea Community Child Care ("NCCC" or the "Centre") believes that children are

competent, capable, and curious and have great potential. NCCC supports positive and responsive interactions among the children, parents, and staff.

Enhanced learning experiences are an integral part of NCCC daily curriculum and cannot be accomplished without ongoing collaboration and communication between the families, and child care regarding their child's progress and their daily life at child care. We welcome ongoing discussions with parents and educators regarding their child's progress and their daily life at child care. NCCC implements the CCEYA, AQI Tool, HDLH, and ELECT Framework to create learning opportunities for the children in our care.

Scope: Front line staff, Administrative staff, parents, children, and Board of Directors

Program Statement

NCCC strives to achieve an inclusive enriched environment, which honor's and respects all children's beliefs, culture, language, and experiences acquired from their family and community. NCCC achieves inclusiveness through the implementation of a play-based curriculum in both indoor and outdoor environments. Our curriculum is designed to foster the health and well-being of the children in our care. We provide programs to support our holistic approach to child development, including sports, dramatic and creative arts, self-help skills, and science experiences. Children are encouraged, but not forced, to participate in all activities. We strive to provide a stimulating program that offers services to children, families and the community, within the framework of The City of Toronto's Assessment for Quality Improvement (AQI), the Child Care and Early Years Act (CCEYA) and ideologies in Ontario's Pedagogy for the Early Years "How Does Learning Happen?" These guide our practice.

We are committed to the belief that children learn to care about other people, understand others' feelings, cooperate and share, to express their opinions, resolve conflicts, develop self-confidence, self-worth, and self-regulation through the provision of enhanced play-based learning opportunities based upon observed needs and interests of the children.

Our teachers provide learning opportunities which use the child's needs and interests to provide skill development and further the child's interest/knowledge based on the activity/area of interest. Learning opportunities occur through the use observations and higher conversations with the children in our care. We provide parents with the opportunity to discuss their child's progress through on-going discussions, yearly child development checklist and parent meetings if necessary or requested. If there are any challenges or concerns regarding any child, your child's teachers will discuss it with parents so that we are all working together.

With the support of the parents and administrative staff, our frontline staff strive to provide a positive nurturing environment in which children's play is fostered through exploration and inquiry. Children learn about themselves, their peers and the world in which they live through investigation and exploration, art, drama, music, and social interactions. It is the teacher's role to facilitate the children's learning experiences based

upon their needs and interests while providing opportunity for each child to advance their knowledge and broaden their interest of the topic/or address an identified need.

At Northlea Community Childcare, our goal is to help foster anti-racist views and avoid gender biased values, attitudes and practices. Our programs and activities reflect the ethno-cultural diversity of Toronto and promote respect and appreciation of differences. We believe capturing and documenting our practice is a form of reinforcement of the learning process for educators, family and children.

Our Strategies:

Our strategies to achieve our program statement are guided by the work done on Ontario's Pedagogy for the Early Years ("How Does Learning Happen"). We understand that learning and development happen within the context of relationships among children, families, educators, and their environments.

We understand that for children to grow and flourish, the four following foundational conditions need to exist:

- A sense of Belonging,
- A sense of Well-Being,
- Opportunities and support for Engagement, and
- Opportunities and support for Expression

NCCC Plan of action for our programs:

NCCC's action plan is designed to support the Centre's mission statement and program statement . The action plan is based on the City of Toronto's quality assessment document AQI that all centers are required to adhere to. The strategies and plans of Action listed below are a means to execute the 11 key strategies required to support the Program Statement requirement from Section 46.3 in the Child Care and Early Years Licensing manual from the Ministry of Education.

We will adopt the following 11 strategies to create these conditions:

1. To promote the health, safety and well-being of young children, families and educators

- Educators will sign children in/out on our attendance along with ongoing verifications throughout the day
- Educators will engage in open communication with parents regarding the well-being of their children
- When children return to daycare from being off sick educators will use a quick health check to make sure they are well enough to return to daycare

- During an outbreak we will close sensory activities and strive to keep parents informed and updated about the outbreak
- Educators will position themselves to make sure they are able to observe the children properly
- One of the goals of our program is to promote healthy eating. We provide catered snacks to all of our programs and a lunch to, including a late 5pm snack for the Toddler and Preschool children only
 - * School age children on PA Days and school holidays are provided a catered snack /lunch and sometimes ordered pizza on PA days
 - * Children in grades 1-6 in rooms 113,114,117,224,221 are provides a catered healthy snack from RFRK daily for the morning and afternoon snack periods
- Parents are responsible for making us aware of any health concerns and allergies at the time of registration and updating the forms as needed. For anaphylaxis allergies, parents must also supply an up-to-date Epi-Pen to be kept in the childcare center. Allergy/Restriction lists are posted in each room and all educators are informed of restrictions/ allergies before they begin their first day of work. Educators sign off on a yearly basis or when needed indicating they are aware of any allergies or restrictions of children
- Educators disinfect according to program guidelines. Tables are disinfected daily and/or after each use
- Public Health posters regarding hand washing, diapering and toileting are posted in or near each washroom and/or room sink. Educators encourage children to wash hands regularly and according to Public Health recommendations
 - Educators engage in age appropriate discussions regarding health (consent, respect, proper language of body parts, etc.)

2. To support positive and responsive interactions between educators, children and families

- Educators attend monthly team meetings during the school year to share ideas, concerns, strategies, etc.
- Educators are monitored on their use of behaviour guidance techniques (The program statement monitoring is used to monitor staff including the Monitoring and Compliance checklist)
- Educators see themselves as part of the learning environment:
 - * Educators ask open ended questions
 - * Educators say “let’s discover this together”
 - *Educators share a sense of joy in learning and when engaging with children
 - *Educators offer the children opportunities to engage in small group activities
- Educators provide ample learning materials to avoid conflicts and provide many different learning experiences
- Educators will greet children, parents and other educator upon arrivals and departures

- When concerns arise educators will respond in a timely manner and be available and approachable for parents
- Educators strive to respond to each individual child's needs
- Educators focus on helping the child understand their feelings and emotions and provide support to help children regulate their behaviour. Children benefit socially, emotionally and physically from our positive approach.

NCCC Prohibited Practices The following are unacceptable behaviour guidance strategies and are not permitted at any time under any circumstances:

- 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. **** Violations of these or other prohibited practices will be immediately addressed by administrative team. Discipline may include verbal or writing warnings, suspension, dismissal and/or reporting the incident to CAS and the College of ECEs.***

3. To encourage children to interact and communicate in a positive way and support their ability to self-regulate

- Educators will role model positive communication between-educator/educator, educator/child, educator/parent and educator/school personnel.
- Children will be encouraged to make choices and problem-solve
- Educators will respect children's ideas, opinions and feelings and encourage children to express themselves in a nonjudgmental environment
- Educators will provide opportunities for self-regulation by providing a quiet space when possible
- Educators will arrange the classroom so it is inviting and allows for positive social interactions

4. To foster exploration and inquiry that is play-based. Evidence from diverse fields of study tells us that when children are playing, they are learning.

- Educators will plan their curriculum based on the children's interests
 - Meaningful hands-on experiences are provided for the children recognizing the children's individual levels of development
 - Materials are accessible and/or available to children and educators provide experiences that promote development in all domains
 - Children are encouraged to move materials throughout all interest areas to support their natural curiosity
 - Educators will encourage children to take reasonable risks in play so they learn to trust themselves.
- 5. To provide child-initiated and adult-supported experiences that foster development.**
- Through regular observations, educators will document children's interests. These observations will feed into the weekly curriculum
 - Educators provide an opportunity to have the children's input in the program planning process
 - Educators will research exciting, challenging and stimulating ideas to enhance the program
 - Educators will provide ample materials to support individual learning and choice
 - Educators will provide hands on experiences based on the children's interests
- 6. To plan for and create positive learning environments and experiences in which each child's learning and development will be supported**
- Educators will set up all areas of development in ways that invite and encourage play and engagement
 - Educators will provide a variety of materials to represent the different abilities and interests of the children
 - Educators will refer to the "How Does Learning Happen?" document and City or Toronto AQI Tool when designing the program
 - Educators will offer flexible programming
 - Educators will include family traditions and special celebrations in their program
 - Educators will provide learning opportunities that support inquiry
 - Educators will use photo documentation as a means to capture learning
- 7. To incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day, and consider the unique needs of the children receiving child care.**
- Educators will provide plenty of both planned and spontaneous indoor and outdoor play experiences
 - Educators will support individual choices when playing indoor and outdoor
 - Educators will provide a quiet time for children to rest their bodies, as needed
 - Educators will provide a variety of equipment and activities (organized & free-play) to support gross motor play

- Educators will encourage children to engage in reasonable risk when playing indoors and outdoors (building tall block structures, etc.)
- Educators will encourage the children to challenge their abilities and think for themselves
- Educators will encourage children to choose activities that interest them and try new things

8. To foster the engagement of and communications with parents about the program and their children.

- All families are welcome and part of our community. We continually strive to establish and maintain a sense of belonging for all children, families and staff.
- NCCC will host orientation sessions with new parents virtually or in person
- NCCC will provide satisfaction surveys when needed to improve our programs
- Educators in the Toddler and Preschool rooms will share yearly developmental checklists with parents and follow up if there are any development concerns
- Educators will share photos, observations and pedagogical documentation with parents.
- Educators will greet parents and children at drop off and pick up times
- NCCC will engage families by hosting family activities and events and by regularly inviting parents to stay a while at drop off and pick up times
- Educators will invite parents to share their family traditions, dishes, language and celebrations
- Educators will provide families with quarterly newsletters and calendars over the Summer months
- NCCC will offer resources and workshops for families based on family needs and interests when available
- NCCC invites parents to attend the Childcare's Annual General Meeting in December

9. To actively engage with community partners and provide opportunities for the children and families to develop close connections with a range of community supports.

- Northlea Community Daycare is an integral part of the community. We will continue to work closely with the TDSB staff and community through ongoing communication and sharing of resources
- Educators will inform parents about access to a Resource Consultant or other supports as needed
- Educators will provide workshops for families hosted by outside agencies as needed and when available
- NCCC will provide children with Enrichment /Special Programming activities (sports, chess, yoga, dance, science, art, music, James Funny Hat, Mad Science etc.)
- Educators will invite families to share their talents/careers with our programs (guitar, cooking, police officer, etc.)

- 10. To strengthen the capacity of educators to collaborate effectively with children, families and their colleagues through the provision of ongoing opportunities for continuous professional learning.**
- The Centre supports RECEs by paying their annual dues at the College of ECEs
 - Educators are provided the opportunity to attend Continuous Professional Learning (CPL) workshops. Staff are financially supported to pursue CPL opportunities through the centres Professional development Policy
 - Educators are encouraged to share professional learning materials with their peers at staff meetings
 - Administrator will meet with staff annually to review and reflect on staff performance and set goals for the next period
 - Educators are provided with a positive and professional work environment
 - Educators are given the time and space to meet weekly with their room partner/program team to allow for collaboration of program ideas
 - Educators are given annual reviews to celebrate their successes
 - Educators are committed to ongoing professional development and to be reflective practitioners
- 11. To document and review the impact of the strategies set up above on the children and families**
- Educators will display photo documentation throughout the program
 - Educators will share their observations and documentations with parents
 - Educators will discuss developmental checklist with parents and provide support for the children where indicated need exists
 - A standing agenda item on Room Updates will be included on staff meeting agendas to provide an opportunity for on-going reflection and sharing with the team about their accomplishments with the children, any concerns etc.
 - NCCC is committed to ongoing reflection and improvement. We will monitor the effectiveness on an annual basis. This may include surveying parents and/or staff to assess performance against the 11 goals

Terminology/Definitions:

Play based learning: Children learn best through exploration and hands on experiences.

Learning experiences: Observed and documented interests of children that provide direction for program curriculum.

Enhanced Learning experiences: Providing materials and resources that further the interests of children (e.g. Books, craft materials, etc.)

Interactive Supervision: Participating within an activity area to meet the needs of the children within the play area and provide the needed support and guidance within the moment.

Collaboration: The act of involving parents, children, room partners, outside resources to provide learning experiences within a program.

Observations: Making use of observed actions or interests to provide direction to curriculum provided to children.

Documentation: Recording areas of interest and conversations had with children to identify children's interests, and provide future direction within the program.

ELECT Framework: Early Learning for Every Child Today. Evidence based outline designed to support the ability of front line teachers to demonstrate positive learning outcomes within their curriculum and provide future direction for learning within the program.

AQI: Assessment for Quality Improvement City of Toronto

How Does Learning Happen (HDLH)

CCEYA: Formerly known as the Day Nurseries Act, the Childcare Early Years Act provides child cares with expectations/guidelines (e.g. Staff student ratios, inclusive practices, etc.)

Embedded learning opportunities: The act of incorporating skill development into the learning environment (e.g. Speech/language development in dramatic play area).

Our Practice

The following practices implement, monitor, and evaluate action plans and continually improve our performance.

As educators who deliver high-quality early years programs, we know that we are never

done. Our commitment to continuous improvement will be achieved by policies and practices that embrace the program statement.

1. All new staff on hiring, and all existing staff (annually) will acknowledge and review:
 - a. This program statement document
 - b. All relevant and attached guidelines.
2. Internal Rating (AQI) for each Plan of Action will be conducted annually for each program.
3. During monthly staff meeting, we always include agenda items to discuss plan/s to improve of our programs.
4. Undertake yearly management/board meetings will include agenda item to discuss performance against the program statement and plan for improvement for next period.
5. Gather together with staff annually to review and reflect on our performance and capture outcomes and set goals for the next period. (September)
6. Share performance outcomes and goals review with Management and document and incorporate their feedback.
7. Centre will include in their yearly Budget professional development funds for staff that will align with the program statement needs.
8. The annual employee performance review will include a self-assessment of the program statement and key strategies to create the conditions promoted by the HDLH document. Staff will complete the yearly reviews and provide examples of and identify goals for improvement for the next year.

**NORTHLEA COMMUNITY CHILD CARE APPENDIX A- NCCC BOARD OF
DIRECTORS 2022-2023**

Daniel Chaplin	President
Jeff Walker	Vice President
Orin Baranosky	Treasurer
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Laura Shier	Member at Large
Cheryl Li	Member at Large

NORTHLEA COMMUNITY CHILD CARE PARENTS ISSUES AND CONCERNS POLICY

POLICY INFORMATION

Development Date	January 2018
Revision Date	July 2022
Approval Date	August 2022
Next Review	July 2025
President, Board of Directors	Daniel Chaplin
NCCC Director	Leslie Schober

NCCC STATEMENT OF PHILOSOPHY

Northlea Community Child Care (NCCC) is committed to providing a well-rounded program that extends beyond the classroom and out into the community.

POLICY STATEMENT

The purpose of this policy is to provide a transparent process for parents/guardians, and staff to use when parents/guardians bring forward issues/concerns.

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. We support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by NCCC and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 5 business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, 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).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

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

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 [local Children's Aid Society](#) (CAS) directly.

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

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff in responding to issue/concern:
Program Room- Related E.g.: schedule, sleep arrangements , toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the Director.	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or <ul style="list-style-type: none"> - Within 30 days Arrange for a meeting with the parent/guardian Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
General, Centre- or Operations- Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the Director.	Provide contact information for the appropriate person if the person being notified is unable to address the matter.
Staff-, Duty parent-, Supervisor-, and/or Licensee- Related	Raise the issue or concern to - the individual directly or - the Director. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as	Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.

	<p>soon as parents/guardians become aware</p> <p>of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
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Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff in responding to issue/concern:
Student- / Volunteer- Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the Director. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to NCCC Board of Directors.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Regulatory Requirements: Ontario Regulation 137/15**Parent issues and concerns**

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.