

## GAN YELADIM DAYCARE PARENT HANDBOOK



*Revised on December 18, 2024*

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***Please note: The terms “parent”, “guardian”, and “caregiver” are used at different times but denote the same meaning.***

## **WELCOME TO GAN YELADIM!**

The Board of Directors, Supervisor and Staff are pleased to welcome you to Gan Yeladim Daycare Centre.

This Parent Handbook has been developed to provide you with the information you need to know about the Centre. It contains information on the rights as well as the responsibilities of parents and children of the daycare.

Should you ever have any questions or comments, please feel free to speak to the Daycare Supervisor:

**Gan Yeladim Daycare**  
100 Elder Street  
Toronto, Ontario M3H 5G7  
Telephone: (416) 638-1796  
[administrator@ganyeladim.com](mailto:administrator@ganyeladim.com)

## **Gan Yeladim Program Statement**

Gan Yeladim Daycare Centre provides a stimulating, play based educational program in a traditional Jewish environment aligning with The Ministry of Education and Pedagogy curriculum. We use the following resources to ensure the high quality of our program: How Does Learning Happen?; Ontario Early Years Framework - Think, Feel, Act; as well as the Ontario Early Learning Framework. We believe that early learning is very important and that children are competent, capable and rich in potential. We believe that every child is unique and our teachers will foster each child's individuality. Teachers will help to interpret children's learning and exploration through weekly observation and documentation.

In meeting the pressing needs of working parents, Gan Yeladim Daycare Centre combines a complete toddler and pre-school program with a challenging Jewish curriculum emphasizing traditions, customs and mitzvot.

Licensed by the Ontario Government under the Child Care Early Years Act, the Centre offers full-day full time, full day part time, nursery program (half day) supervision of toddler and preschool children from 18 month to 4 years old as well as kindergarten before and after school care/ PA Days and school breaks for children ages 4-6 years old.

As of March 28, 2022, Ontario reached an agreement with the federal government for the Canada-Wide Early Learning and Child Care (CWELCC) System. The implementation of the CWELCC System is a five- year plan which includes improving affordability, enhancing quality, increasing child care access, supporting inclusion, and supporting data reporting. TCTF is enrolled and approved for the CWELCC System as of November 3, 2022.

We will be working with our municipal and provincial partners to determine refunds for all eligible families. An "eligible child" is a child from 0-6 years, up to the 30th day of the month in which the child turns six. This funding will flow to us through Toronto Children's Services. Refunds will be issued to TCTF's eligible families only once the Centres secure the funding from TCS, and in accordance with CWELCC guidelines.

Strictly kosher snacks and hot lunches are provided daily.

Operating Monday through Friday from 7:30 AM until 6:00 PM daily, twelve months a year, the Centre closes early on Friday for Shabbat in the winter months and is also closed during all Religious and Statutory Holidays.

### **Program Statement Principles**

- a) Gan Yeladim Daycare centre promotes the health, safety, nutrition and well-being of the children
- b) Gan Yeladim Daycare Centre Supports positive and responsive interactions among the children, parents, child care providers and staff

- c) Gan Yeladim Daycare Centre will encourage the children to interact and communicate in a positive way and support their ability to self-regulate
- d) Gan Yeladim Daycare Centre will foster the children's exploration, play and inquiry
- e) Provide child-initiated and adult supported experiences
- f) Plan for and create positive learning environments and experiences in which each child's learning and development will be supported
- g) Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care
- h) Foster the engagement of and ongoing communication with parents about the program and their children
- i) Involve local community partners and allow those partners to support the children, their families and staff
- j) Support staff, or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning
- k) Document and review the impact of the strategies set out in clauses (a) to (j)

### **Program Statement Implementation. Goals and Approaches**

- a) **Gan Yeladim Daycare centre promotes the health, safety, nutrition and well-being of the children by:**
  - Promoting children's overall health and well-being
  - Maintaining a safe, sanitary environment and ensures that the physical well being of the children are met.
  - Providing a safe, well furnished setting with a variety of age appropriate play materials.
  - providing clean and sanitary environment for all children, staff, students and volunteers, and parents/ guardians;
  - Providing nourishing snacks and a hot lunch daily, under the supervision of the Kashrut Council.
  - Offering children home-cooked meals and snacks that exceed Canada's Food Guide. Food allergies and preferences are carefully adhered to. The updated Allergy/ Food Restriction Chart is posted in every class and in the food preparation area. Provided food meets the criteria and requirements for food services, health and sanitation set in Toronto Children's Services Operating Criteria (Nutrition) City of Toronto Standards and all requirements set in the Child Care and Early Years Act (CCEYA) as in force from time to time and any successor or additional applicable legislation, whichever are more stringent, shall be followed and complied with.
  - Educators monitor and document children's health and well-being and communicate concerns immediately to the families.
  - Fire drill, Staff trained in First Aid, nutritious lunch Gan Yeladim Daycare Centre Daycare Staff is responsible to maintain a safe and sanitary environment by constantly

scanning the indoor and outdoor environment for possible hazards such as broken toys, equipment, ect; Staff will report the observations to Director, dispose of the unsafe items and the director will follow up on the replacement in a timely manner.

- Gan Yeladim Daycare Centre Staff adheres to the City of Toronto Early Learning and Care Assessment for Quality Improvement guidelines for insuring that sufficient and age appropriate play equipment and materials are present in the classroom and/ or replenished when needed.
- All Gan Yeladim Daycare Centre Staff are required to follow the sanitary requirements of Toronto Public Health in daycare centres when it comes to hand washing routine, diaper change, cleaning and sanitizing toys and equipment. The daily cleaning charts are used to track the cleaning routine on a daily basis.

**b) Gan Yeladim Daycare Centre Supports positive and responsive interactions among the children, parents, child care providers and staff by:**

- Role modelling
- Supporting the children's cooperation during the play time
- Teaching children how to take turns during the play time
- Helping children deal with emotions both good and bad
- Addressing parents' concerns and working together with families to better support children's strengths and abilities.
- Work in cooperation with other staff members on various strategies that will best support positive and responsive interactions between children
- Centre Staff is encouraged to be engaged in continues learning that will support teachers in expanding their pedagogical knowledge of positive interactions.

**c) Gan Yeladim Daycare Centre will encourage the children to interact and communicate in a positive way and support their ability to self-regulate by:**

- including children in decision- making process,
- making children feel comfortable and confident within the learning environment
- offering children time for exploratory play. These uninterrupted, hands on play experiences allow the child time to delve into projects, attend to details, and use their imagination.
- Providing tasks and responsibilities for children to complete independently such as getting ready for the outdoor play, serving meals during snacks and lunches, tidying up toys.
- Engaging children in exploratory conversations by engaging children in meaningful conversations which will allow children explore and explain thoughts and feelings.
- Supporting emotional and behavioural self control by role modelling positive behaviour management skills. Help children understand limits and gain control over their behaviour, explore emotions and provide ways to diffuse negative emotions.

**d) Gan Yeladim Daycare Centre will foster the children's exploration, play and inquiry by:**

- providing emergent, play-based curriculum where children's natural curiosity, inquiry, and sense of wonder is capitalized upon.
- Children's interests shape and form the direction of curriculum.
- All staff see fostering the children's exploration, play and inquiry as a key goal in the classroom.

**e) Provide child-initiated and adult supported experiences.**

- Curriculum planning is taking place through reflections and interpretation of observations, documentations with children and their families.
- At the time of registration, parents are asked to provide the program expectations by answering questions related to children's development and how it is expected to be supported on a daily basis. These responses are shared with educators who later plan the adult lead activities taking into consideration expectations of families, however making sure that they are age appropriate and align with the pedagogical concepts of How Does Learning Happen?

**f) Plan for and create positive learning environments and experiences in which each child's learning and development will be supported:**

- Staff will approach this goal by providing ongoing activities to challenge children at their developmental levels.
- Self- help skills are encouraged by using teaching tools that may include, but not limited to guiding children in the act of serving themselves at lunches and snacks, engaging in guided dramatic play exercises.
- Gan Yeladim will provide a program rich in Jewish heritage and customs and endeavours to instill in the children a strong feeling of Jewish identity.

**g) Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care by:**

- Ensuring that children's health and well-being is fostered both indoors and outdoors
- Providing opportunities each day to connect with the natural world in the playground and during the community nature walks
- Extending the indoor experiences to the outside and the outdoor experiences to the inside. For example collecting nature items and bringing it to the classroom and creating an art piece using these items or using paint brushes and paint and the construction paper outdoor, trying to paint the picture of the outside.
- Encouraging gross motor activities during the indoor and outdoor play. Children participate in the outdoor activities twice a day for one hour in the morning and for one hour in the afternoon weather permitted. During the inclement weather, the indoor gross motor play takes place.
- Children's individual needs for rest and play are considered and respected throughout the course of the day. Teachers make sure that the classroom environment allows children to have quiet time by designating a quiet area in the class such as a book centre for the child to be able to calm down or simply to have a quiet time.



- Making sure that children take rest during the day by providing children with individual cots for the rest/ nap time. The individual sleep arrangements are discussed with parents at the time of admission.

**h) Foster the engagement of and ongoing communication with parents about the program and their children:**

- Staff utilize principles of family centered practice in which families are recognized as experts of their child's strengths and abilities
- Staff form trusting relationships with children and their families; providing everyone with a sense of belonging
- Gan Yeladim Daycare Centre Daycare Centre Educators will ensure to include the variety of age appropriate learning experiences through planning various activities on a daily basis such as Cognitive Development( Math), Cognitive development ( Literacy/ vocabulary/ Communication, and fine Motor Development
- Gan Yeladim will encourage a positive interaction between parents and Centre Staff to assure that:
  - The needs of the children, families and Centre correspond.
  - The policies and procedures as set out in the Parent Handbook are observed.

**i) Involve local community partners and allow those partners to support the children, their families and staff:**

- Gan Yeladim Daycare centre is working together with many local businesses in order to support the program at our centre
- During our Shabbat parties and Chanukah parties children enjoy freshly baked goods from Richmond Kosher Bakery.
- Children enjoy spending time with Rabbi Moshe Bensalmon from Badatz toronto in the classroom.

**j) Support staff, or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning.**

- Gan Yeladim Daycare centre staff are given the opportunity to participate in professional learning by attending workshops and networking meetings offered by the city of Toronto, Humber College, George Brown College.
- Teachers constantly refer to the updates posted on the Ministry of education Website related to CCEYA as well as the information on the College of Early Childhood Educator's website.

**k) Document and review the impact of the strategies set out in clauses (a) to (j):**

- Documentation serves as a form of reinforcement of the learning process, for educators, families, and children.
- It is through reflection and interpretation of observations, documentations, and conversation with children and their families that lead to curriculum planning

- Staff will represent, articulate, and embed their own wonderings and inquiring they possess about children's thinking and development within the documentation.
- Pedagogical documentation is used as a tool for authentic assessment that entices review, reflection and discussion by children, parents, and staff- a process of interpretation or meaning- making.

### **Expectations for Implementation of the Approaches**

Gan Yeladim Daycare Centre Staff, students and volunteers are expected to adhere to the Program statement principles, goals, implementations and approaches.

Staff, students and volunteers are expected to put the goals and approaches set out in the program statement into practice by being engaged in regular professional learning sessions, team meetings.

Gan Yeladim Daycare Centre Director and/ or Director's designate is responsible to provide ongoing support to staff, students and volunteers on a daily basis by making sure that all required materials to support children's well being, exploration, play, learning and development are available at the centre. It is Director's responsibility to provide staff with programming time as well as the time off work in order to attend professional training related to the early childhood education.

### **Prohibited Practices**

None of the following practices are observed in the program and are not allowed under any circumstances:

- a. corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching);
- b. physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent);
- c. locking the exits of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency;
- d. use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their 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.

### **Things to remember:**

1. Never raise your voice; be firm but calm.

2. Be patient and calm in your behaviour, actions and responses.
3. Be consistent and set limits prior to activities and transitions.  
Follow up when set limits are broken.
4. Remember each child is different, so your approach or method with dealing with a child may vary depending on that particular child's needs in that particular situation.
5. Encourage the children to verbalize their feeling, fears and anxieties, etc.
6. Call another staff member if the situation becomes too difficult to handle by yourself.  
Recognition that you need help is strength, not a weakness.
7. Be alert to the development of potentially difficult situations or disputes between children.
8. Arrange the environment so those children are guarded from dangerous situations.
9. Arrange each area of the program in a way that can help prevent disputes from arising. Have enough stimulating and interesting activities set up for the number of children in the situation.
10. In any situation, be involved with the children.

### **Measures for Dealing with Contraventions**

In the event of staff, volunteers and students not meeting the requirements of the program statement principles, goals and approaches and the commission of prohibited practices, the Director of the centre will determine the actions that can help to improve the individual's ability to meet the expectations and requirements.

The opportunity for improvement may include, but is not limited to direct review of the program statement and any other related policies and procedures, formal feedback, and training.

The licensee will review the Program Statement at least annually to ensure that it is current.

This Program Statement will be reviewed by the Staff, Students and Volunteers prior to the commencement of their work or placement and annually thereafter and at any time when a revision of the policy occurs. A record of the review will be signed by the person who has participated in the review and the person who has conducted the review.

The record of this review will be kept in the secure location for three years.

### **Getting your child ready for Gan Yeladim Day Care Centre**

Children are welcome to visit the Centre in the company of a parent prior to their official first day of attendance. Please arrange visits in advance. A parent is required to remain with a child throughout the visit.

On the child's first day of attendance, a parent must be available to remain at the Centre if necessary. During the first week of attendance, short days are recommended as your child

becomes adjusted to the Gan Yeladim setting. The teachers will discuss the recommended orientation process, according to your child's individual needs.

All registration documents, including the Medical form with immunization dates, or a photocopy of the child's immunization record, must be completed in full and returned by the child's first day of attendance. The child may not start at Gan Yeladim until all proper documentation is received by the centre.

Please provide the following items to remain with your child at the Centre:

- Bag of Diapers, Wipes, any Powder or Creams used, if required
- 2 shirts, 2 pairs each of pants, socks and underwear
- If toilet training, 4 pairs of pants, socks, underwear and extra shoes are needed daily
- Closed running shoes for playground; sandals are not permitted
- Light blanket and 2 crib sheets
- New "sippy cup" or drinking bottle in original package
- In Summer: sunscreen lotion and sunhat
- In Winter: snow pants, jacket, boots, 2 pairs mittens, hat, scarf, shoes

### **Gan Yeladim Program & Curriculum**

Gan Yeladim offers:

- Full Time, Part Time, **Morning** Half day programs for children ages 18 months old to 4 years old
- Before and After school program for KG Children during the Elementary School Year
- Full Time KG program during PA Days and School breaks

At Gan Yeladim, our academic program runs from September through June and our Summer Fun camp program takes place in July and August.

Each classroom at Gan Yeladim is licensed for a specific number of children in a specified age range. Class groups are generally set each September for the academic school year ahead. At times, children may be moved up to the next classroom during the year, if the teachers feel the program and activities there are more suited to a child's overall development.

Each class has a weekly starting theme that may be extended or varied (emergent curriculum) and age appropriate academic goals on which their program is based. Jewish Holidays and Festivals are a priority in our Theme Based programming and the children participate in many special activities to enhance their understanding and enjoyment of upcoming celebrations. Each week the teachers post a schedule of the coming week's goals and activities by the classroom door. We also distribute a monthly calendar which highlights special activities and events.

During the summer, our camp program offers the children lots of great recreational activities including water play, arts and crafts, theme days, special visitors and lots of outdoor fun. Our air conditioned classrooms are a great place for the children to relax, read, create and play indoors!

Progress evaluations will be prepared by your child's teachers annually, or more frequently if necessary. Should the Staff feel that your child could benefit from further evaluation by community agencies for a learning or behavioural concern, your written authorization for this assessment will be requested by the Centre. Your co-operation will enable the Staff to provide the programming your child needs.

### **Parent and Staff Communication**

In addition to the sharing of information daily, parent meetings and individual interviews may be conducted and parents are encouraged to attend. Parents are always welcome to participate in our program and share their special skills and talents.

While it is our pleasure to offer brief comments about your child's day at pickup time, the teachers are busy with the children still participating in our program. If you would like to discuss any matter in detail with your child's teacher, please arrange an appointment.

### **Hours of Operation**

The Centre opens promptly at 7:30am and closes promptly at 6:00pm daily. On Fridays, the Centre closes 70 minutes before Shabbat candle lighting and at 3:00pm on the eve of all Yom Tovim (Jewish Holidays). The Centre posts and distributes a schedule of all early closing times for your reference.

Once your child has begun their day at the Centre, it is disruptive to their day and to the other children to have visitors. We therefore request that unless the child is going to be taken home, friends and relatives should refrain from visiting your children while in our care.

### **Daycare Holiday Closures**

The Centre is closed on the following Jewish Holidays:

- Rosh Hashanah (two days)
- Yom Kippur
- Sukkot (the first 2 days)
- Shemini Atzeret and Simchat Torah (two days)
- Throughout Pesach (which may include the day before and after), the Board of Directors may decide to keep the daycare open during the Passover week on the days when the work is permitted. The Kosher for Passover Food is served at the centre during the Passover open days.

- Shavuot (2 days).

The Centre closes at 3:00pm on the eve of all Jewish Holidays.

The Centre is closed on all Statutory and Civic Holidays including Boxing Day and Family Day.

### **Clothing and Possessions**

Your child should be dressed in clothing that is appropriate for physical activity, the weather and the season. A complete change of clothing should always be provided for those unexpected toileting accidents, spills, or mishaps. For your child's comfort, please be sure sufficient extra clothing is available. Once again, please remember that inexpensive play clothes are the most comfortable for the wide variety of activities your child participates in at Gan Yeladim. While we do provide the children with smocks and put soap in our paints, sometimes clothing does get dirty.

Parents who provide insufficient clothing will be contacted during the day to bring a fresh change of clothes.

### **Toys from Home**

Gan Yeladim provides your child with a wide range of educational and creative play toys. Children should not bring toys from home to the Centre. However, each Friday the children participate in "Show and Share" and are welcome to bring a toy, book, CD, or DVD from home on this day only. Please note that only DVD's rated suitable for children can be shown in the class.

As a rule, Gan Yeladim does not include television shows or DVD's as part of our regular program. At times, an educational DVD relating to our curriculum may be shown. During periods of extreme inclement weather when the children cannot go outdoors to play, an age appropriate music or story DVD may be added to the day's program and the title will be posted for your information.

### **Parent Involvement**

Gan Yeladim encourages positive interaction between parents and Centre Staff to ensure that the needs of the children, families and Centre correspond and that the policies and procedures, as set out in this Parent Handbook, are observed.

### **Staff**

All employees of Gan Yeladim Day Care Centre must provide a clear Police Reference Check and certificate of good health prior to commencing employment. It is compulsory that all of our ECE teachers are registered members in good standing within the Ontario College of Early Childhood Education.

All of our teachers possess valid CPR and First Aid Training Certificates and several of our Staff, including our Cook, hold valid Food Handler Certification.

Gan Yeladim Staff members are not permitted to baby-sit for our clients, drive children home in their personal vehicles or remain in the Centre for pre-arranged late pick up of any children. Our Staff are all required to sign confidentiality agreements and are not permitted to talk about our clients with other parents or individuals in or outside of the Centre.

### **Board of Directors**

Gan Yeladim is a non-profit Day Care Centre, administered by a community based, volunteer Board of Directors consisting of parents and community members. Your participation is welcome.

### **Do You Have a Concern?**

At Gan Yeladim, we aim to create an atmosphere where parents feel comfortable discussing anything related to their child. Child-related concerns should be voiced to the Staff directly. If Staff are unable to resolve the issue, the matter should then be taken to the Supervisor. Any concerns or issues regarding a Staff member should be made directly to the Supervisor. If a parent would like to discuss a situation with the Board of Directors, the Supervisor will contact the Board to consider having the issue added to the agenda for the next meeting. We take all concerns seriously and will make every effort to find a mutually satisfactory solution.

Parent Issues and Concerns Policy and Procedures are found on page 43 of this Parent Handbook.

## **ADMISSION PROCEDURES**

### **Our Inclusion Policy**

Our full-day supervised child care service is available to families that share the Centre's philosophy and are comfortable with the Judaic content in our daily programs. Gan Yeladim offers full-day child care for children between the ages of 18 months and **six** years of age. The age of a child will determine priority of entrance, dependent upon vacancy. Proof of age through a birth certificate must be shown upon request.

Gan Yeladim accepts children with Special Needs whenever possible. As Gan Yeladim is staffed with child to teacher ratios outlined in the Child Care Early Years Act for standard child care programs, enrolment is considered in relation to the specific special needs of the child combined with the current special needs of the children in the age appropriate classroom.

Gan Yeladim is committed to meeting the overall developmental needs of each child in the Centre. If a teacher identifies a developmental concern, they will discuss it with the supervisor initially and then the parents promptly and a plan of action will be developed and implemented. This plan may include requesting assessment and/or intervention support from an outside agency. Parents will be required to sign a consent form for the Special Needs Resource from Adventure Place to support the family and staff. Consent forms will be kept on file so they are accessible when needed. A copy of signed consent forms will be kept in the child's file at Gan Yeladim and distributed to the parents.

### **Waiting List Policy**

Gan Yeladim Day Care centre does not charge or collect a fee or deposit for the placement of a child on a waiting list for admission.

The childcare spots are available at Gan Yeladim on a first come first serve basis. In the situation when two or more children are scheduled to start on a same day, the priority will be given to siblings of currently enrolled children and then based on the date, when child(ren) was placed on a waiting list.

The waiting list will be made available to prospective parents in a way that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons of families.

To confirm your child's space in the Centre, a Full Fee for the first month must be paid at the time of acceptance, when a child has been offered a secure spot for the requested anticipated date. \$750.00 last month's deposit is due at child's first day of care. The deposit will be applied to the final month's tuition when a minimum of 1 month's notice of withdrawal is given in writing. Families receiving Daycare Fee Subsidy and having daily payable contribution and Part Time Students are required to pay 2 weeks last month deposit.



## **Admissions Procedures**

In accordance with the Ontario Child Care Early Years Act requirement, a signed and fully documented medical certificate and emergency consent form must be on record in the Centre. A certificate of good health from a child's physician and a complete record of immunizations must be presented to the Supervisor on, or before, the child's first day of attendance. Parents must ensure that they keep the Centre informed of any changes in address, or to the home, work or cell phone numbers of parents and emergency contacts.

If applies, Statement of Medical Exemption form for medical exemption to immunization must be completed by a doctor or nurse practitioner on a Ministry of Education approved form. Statement of Conscience of Religious Belief for religious/conscience objections must be completed by a “commissioner for taking affidavits” (i.e. must be notarized)

The centre’s registration form and the Toronto Public Health Immunization Department form must be filled out and submitted prior to the first day of care.

If any information, required by the CCEYA, is missing, the Daycare Supervisor has the right to extend the first day of care till all the documentations are provided to the centre.

\*No child may attend the centre prior to completion of all required forms.  
Spots are allocated strictly on a first come, first-served basis, subject to room availability.

## **WITHDRAWAL POLICY**

### **Suspension and/or Termination of Services**

There may be instances when Gan Yeladim cannot accommodate the ongoing or future needs of a currently enrolled or wait-list child. These situations will be brought to the attention of the Day Care Board of Directors. If a child’s placement with the Centre is determined to be inappropriate, Gan Yeladim reserves the right to require the termination of the child from the program or waitlist.

Gan Yeladim may suspend/terminate services if the Code of Conduct and the centre’s policies are not followed or if fees are not paid.

When a child presents with challenges in the centre, staff will inform the supervisor. She/he will observe the child and if deemed necessary, parents will be contacted and a meeting will take place to discuss any issues. The supervisor will recommend the services of, but not limited to, a) Child Care Support Funds, or b) the Adventure Place Special Needs Resource Consultant to open a file and support the staff and child at the centre. If parents are not in agreement with the support that is recommended and the concerns continue, the supervisor will discuss the child with the Board of Directors as to what action will be taken.

### **Suspending a Child from the Daycare**

In the event when the child's behavior possess physical threat to other children enrolled in the program, the staff, volunteers, management and the parents, the child will first be suspended from the program for up to 3 days

In order for a child to be suspended from the Centre, the following must be met:

- All relevant information must be documented
- Parents will be contacted and a meeting will take place to discuss any issues
- The Board of Directors must approve the suspension; and
- Notification of suspension is provided to the parents
- The follow up meeting with the parents will be scheduled, if required

### **Terminating a Child from the Daycare**

In order for a child to be terminated from the Centre, the following must be met:

- All relevant information must be documented
- The Board of Directors must approve the discharge; and
- Notification of withdrawal to Children's Services Consultant
- 1 month written notice could be provided, however the amount of notice for a withdrawal of a child will be at the discretion of the supervisor and Board of Directors. Where appropriate Gan Yeladim will assist parents with referral's to other relevant services. (except as outlined below)

In extreme cases (as determined by the supervisor with approval from the Board of Directors) of violent or threatening behavior by either a child, a parent or a caregiver where the safety of other children and/or staff are at risk, the notice of withdrawal is waived. The supervisor and the President of the Board (or designate) will meet with the parent immediately and the parent will be required to withdraw the child from the Centre immediately or at a date set by the Board.

Every effort will be made to give the parents reasonable notice in order to find alternate care. No fees will be refunded for the duration of the suspension. In the case of termination of services, the unused portion of fees will be refunded.

**Parental Choice for withdrawal**

If a parent chooses to withdrawal their child from the centre a written notice of a child's withdrawal from Gan Yeladim is required 1 month in advance of the withdrawal date. Once this notice is submitted, the notice is final. The admission deposit of \$750.00 paid upon registration will be applied to the last month's fees. If parents fail to give 30 day's notice the \$750.00 fee will not be applied to the child's last month at the centre and you will not be refunded.

## **PAYMENTS AND PICK-UPS**

### **Fees**

Gan Yeladim is a non-profit Day Care Centre and is sustained primarily through tuition fees, which are set in accordance with our operating costs. Fees are set at a monthly rate and are due, in advance, on the first of each month. Payment is made by monthly post-dated cheques which are due as requested in the annual fee schedule. Fee receipts for income tax purposes are issued annually, no later than February 28th. A receipt is provided for cash payments. Cash Payments are discouraged.

The centre's individual Fee record includes the name of the child, the name of the parent, the age group the child is enrolled at, the daily/ monthly/ assessed subsidised fee, the monthly amount owed, the amount paid in a month and the balance at the end of the month.

The Fee Memo is posted at the centre and the full fee rate charged is consistent with the posted Fee memo.

Parents will be notified in writing no less than 60 days in advance of an increase in fees. Full fee payment is required when your child is absent from Gan Yeladim due to illness, for vacation and for all Statutory and Jewish Holiday closings except for Pesach.

Gan Yeladim reserves the right to terminate a child's placement in the centre if fee payments are not maintained according to the fee schedule.

### **Subsidies**

The Centre is licensed under the Child Care Early Years Act by Ontario's Ministry of Community and Social Services. The Centre also maintains a "Purchase of Service Agreement" with Toronto Children's Services that enables qualifying parents to apply for a day care fee subsidy. For further information about subsidy, please visit <http://www.toronto.ca/children/subsidy.htm>.

Subsidized families are not charged any additional fees/ surcharges above the assessed fees.

### **NSF Cheques**

Gan Yeladim will levy a service charge of \$45.00 for fee payments returned by your bank. A replacement payment for your child's fees must be made by cash, certified cheque or money order within 24 hours of notification or your child cannot attend the Centre. Failure to comply within 5 days will be treated as a withdrawal of your child from Gan Yeladim.

Subsidized families are charged NSF fees.

### **Late Payment of Fees**

A late fee of \$45.00 is added to the account if fees are not received within 15 days of the first of the month, unless arrangements have been made in advance with the Director. By enrolling your child, you are committing yourself to adhere to the fee schedule.

Outstanding parent fees are reviewed and addressed monthly. Payment Plan and/ or schedules are created if required with the approval of the Board of Directors. The payment plan is then signed by the parents/ guardians and is kept on file.

### **Arrivals and Pick-Ups**

All children must be accompanied by an adult when arriving at the Centre daily. Please ensure that your child's outer clothing and footwear is removed and placed in his/her cubby and indoor shoes are on prior to your departure each morning.

Children should arrive by 9:00 am daily in order to benefit fully from our program. If you are late, please remove your child's outerwear in the hallway and enter the classroom quietly. If you arrive late, we may be unable to offer your child any missed portion of the day's activities such as a specific craft or snack. Gan Yeladim assumes no responsibility for children until they have been delivered by an adult into the classroom and greeted by the Staff member on duty.

When parents arrive to pick up their children at the end of the day the time is marked on our attendance record. In the interest and safety of your children, we ask that you dress your children immediately upon your arrival at pick up time and leave the Centre promptly once your child is dressed. Children are expected to follow classroom rules and routines at all times while in the Centre. At no time are children permitted to play in classrooms that are closed and do not have a Gan Yeladim teacher on duty.

### **Parking**

Parents must park in designated parking spaces when dropping off and picking up children for the safety of the children and other individuals entering the building. Under no circumstances should vehicles park in front of the synagogue entrance or along the emergency access route or wheelchair accessible spots. This regulation is a condition of our lease with the synagogue and its violation risks our tenancy in Beth Emeth.

For the safety of all children, please turn off your car, take your keys with you and do not leave any unattended children in the vehicle when you enter the Centre. Use only the entrance off the main parking lot facing Wilmington Avenue.

### **Security**

The entry door to Gan Yeladim is locked and entry is by key fob only. Each person who may pick up your child regularly should have a key fob in order to access the Centre. There is a deposit charge of \$20.00 per key fob. The deposit will be returned when the FOB is returned to the Centre when your child leaves Gan Yeladim.

Please do not provide access to the centre to any unauthorized persons, or those without key fobs.

### **Keeping Records Up to Date**

Parents must keep the Centre informed of any changes in their business/school, cell or home telephone numbers and addresses as well of those of any emergency contacts.

### ***Late Pick-Up Charges***

Children must be picked up promptly at closing time. A late fee of \$10.00 for the first minute you are late and \$1.00 for each additional minute will be charged for late pick-ups. Payment must be made, in cash, to the Staff on duty. The Centre sets this fee as a deterrent

because a late pick-up is an unfair and difficult experience for a child, and an inconvenience to Staff after a long day at the Centre. Subsidized families are charged the late pick-up fees.

If you are late more than twice you will receive a verbal warning. If you are late 4 times you will receive a written notice stating that if you are late again then it will be presented to the Board of Directors to determine a plan of action or immediate dismissal. If you are going to be late please make alternate plans for your child to be picked up on time.

In inclement weather, parents should allow themselves adequate travel time to reach the Centre by closing time.

### ***Releasing Children to Caregivers Other than Parents or Guardians***

#### **NO CHILD WILL BE RELEASED TO AN UNAUTHORIZED PERSON.**

In the event that the usual person is unable to pick up your child, please notify the Centre in advance by telephone of your alternate arrangements, or leave written authorization in the morning at the Centre, naming the person to whom we may release your child. Unless the Staff answering the phone recognizes the parent's voice on the phone, verbal instructions will not be accepted. Please inform the centre supervisor in writing if there is someone that is not allowed access to your child so we can take necessary precautions of preventing them access into the building.

### ***Parental Separation or Custody Agreement***

In the event of custody problems with an estranged spouse, the Centre deals only with the custodial parent. Information regarding a child will not be given to the non-custodial parent without written approval from the custodial parent.

The role of our Staff is to ensure that your child is happy and well-cared for during his/her time at the Centre. While an understanding of your child's home life is necessary, it is not the Staff's role to mediate disputes between estranged spouses or to be burdened with personal problems.

Non-custodial parents may pick up a child from the Centre when authorized by the custodial parent in writing only. If you are concerned about a possible confrontation at the Centre involving the non-custodial parent, the Centre may request that you keep your child home until the situation has been legally resolved. In the event of a dispute over legal access to a child by the non-custodial parent, the Centre must be provided with copies of any legal documents, enabling our Staff to call the police if necessary.

### ***Intoxicated Parent or Pick-Up Person***

If anyone authorized to pick up your child (including a parent) arrives intoxicated or Staff deems this person a potential risk to the child, the Daycare has the right to refuse to release the child to this person. The child can be released to a different person provided that they are on their pick-up list. If the parent refuses to authorize another designated person, Staff members have the right and will inform the police and Jewish Family and Child Services or Children's Aid of this situation in the interest of safety for the child or children.

## **DAYCARE POLICIES**

### ***Policies Overview***

All Policies of the Daycare are available to parents in the Daycare Office. This Parent Handbook outlines most of the policies that have an impact on children and families.

The Child Care Early Years Act (DNA) is the provincial regulation governing all licensed childcare centres in Ontario. Our license is reviewed and reissued during our annual inspection. The DNA serves as the basis for all of our policies and procedures such as ratios of Staff to children, hygiene and sanitation, fire drills, toys and equipment, playground safety and much, much more. □

Visit [http://www.toronto.ca/children/quality\\_description.htm](http://www.toronto.ca/children/quality_description.htm) for a complete list of applicable policies and operating criteria.

### **Accessibility Policy for the Customer Service Standard under AODA**

Gan Yeladim Day Care is committed to developing policies, practices, and procedures that provide accessible quality services to its clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

Gan Yeladim Day Care is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services.

Gan Yeladim Day Care will endeavor to ensure that the Policy and related practices and procedures are consistent with the following four core principles:

- i. Dignity** - Persons with a disability must be treated as valued clients as deserving of service as any other customer.
- ii. Equality of Opportunity**- Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- iii. Integration**- Whenever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the

person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.

- iv. **Independence-** Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

Gan Yeladim Day Care provides services to all children and their families including those with disabilities. Every effort will be made to ensure the following:

- The service will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to clients with disabilities, and other will be integrated unless an alternative measure is necessary, whether temporarily or permanently, to enable clients with a disability to participate in the services offered by Gan Yeladim Day Care.

### ***Photo Policy***

Gan Yeladim maintains a "Parents Only" photo gallery on our website at [www.ganyeladim.com](http://www.ganyeladim.com). The user name to enter the gallery and password will be provided to parents and should not be distributed. Gan Yeladim does not post pictures or video clips of the children on any public websites. To respect privacy concerns, we ask that parents refrain from posting pictures or video clips of children from the Centre unless written permission is received from the parents of each child photographed.

### ***Birthday Policy***

If you would like to celebrate your child's birthday at Gan Yeladim, you are welcome to provide a strictly kosher cake or cupcakes for the class. The Centre will distribute a note prior to your child's birthday and you may select the option for the Centre to order the birthday treat for you. If you prefer to provide your own, the snack must be sealed in the original kosher bakery box and must be nut free due to allergies.

Our teachers recognize birthdays with a small classroom celebration during afternoon snack-time. To ensure that all of the children have a similar birthday experience at Gan Yeladim, we do not permit outside entertainment during class parties. Parents are welcome to donate a book to the Centre in recognition of your child's birthday and if you are able to attend the class party, you can read the book to the class.

If you are planning a home celebration, please give the Teachers your invitation to distribute in order to avoid hurt feelings if you are unable to invite the whole class. Please remember, many of



the children in our Centre observe Kashruth and Shabbat strictly and provisions for their participation must be considered if invitations are to be distributed through the Centre. The Centre will not distribute invitations to parties taking place on Shabbat.

### ***Outdoor Time & Extreme Weather Policy***

#### **Weather Policies**

It is a requirement that all children attending Gan Yeladim Day Care Centre full time receive a minimum of two (2) hours of outdoor play each day, weather permitting.

It is a requirement that all children attending Gan Yeladim Day Care Centre Before and After school receive at least 30 minutes of outdoor play each day, weather permitting.

This applies to each season within the calendar year. Outdoor play is an important part of children's overall health and integral to our daily program.

If a child is kept indoors during outdoor play for non-weather related reasons, a written instructions from a physician or parent must be kept on file.

#### **Cold Weather**

- All children must be appropriately dressed for the weather, wearing snow pants, warm jackets, warm hats, mittens and neck warmers and boots  
\*\*The Centre will keep extra mittens and hats available for children who do not have these items\*\*\*
- Centre staff will implement programming that will keep the children moving
- Once indoors, all wet clothing will be removed and children will be dressed in warm, dry clothing

#### **Conditions for not Going Outdoors During the Winter**

- If it is -12°Celsius, actual temperature or due to wind chill
- If the wind chill reaches a level at which Environment Canada issues a warning for outdoor activity in the Toronto area.

The guideline used by Toronto Public Health when issuing a cold weather alert is when the Medical Officer of Health will issue Extreme Cold Weather Alerts when Environment Canada forecasts a temperature of -15 °C or colder or a wind chill of -20 or colder in the City of Toronto

- Extreme weather conditions such as blizzard, or ice storm

We make every effort to open the Centre promptly every day. However, in the event of a severe winter storm, it may be necessary for the Centre to remain closed if our Staff cannot travel safely. **Please call the Centre before leaving home to ensure the Centre is open.** Should a storm begin midday, parents will be notified by telephone of an early closing. Children must be picked up by the designated closing time.

#### Summer Weather

- All children must be appropriately dressed for the weather, wearing closed toe shoes, sun hat and sunscreen
- Water will be readily available for all children
- Children will be encouraged to take rest breaks and cool off in the shade

#### Conditions for not Going Outdoors During the Summer

- Temperatures **higher** than 32 degrees Celsius, actual temperature or due to wind chill
- If the wind chill reaches a level at which Environment Canada issues a warning for outdoor activity in the Toronto area.
- Heavy rain, hail, heavy winds or as indicated by posted humidex warnings, wind chill or other severe weather warnings (such as smog alert or heat alert).

#### Sunscreen

- During the summer months parents must supply sunscreen for their child/ren
- Parents are responsible for applying sunscreen in the morning prior to their arrival
- Centre staff will re-apply sunscreen 20-30 minutes prior to afternoon outdoor play

The following conditions apply when using sunscreen:

- Sunscreen must be SPF15 or higher (higher SPF level is recommended)
- Staff will check the expiry date on bottle before accepting it from parents
- Staff will check ingredients on every bottle carefully before accepting it from parents. Sunscreen containing **ARACHIS OIL** or other peanut/tree nut bi-products will not be accepted
- Sunscreen will be applied 20-30 minutes before outdoor play
- Sunscreen will be reapplied every 3 hours when children are outdoors on a trip or in water
- Sunscreen will be applied on foggy/cloudy days
- Children will be encouraged to play in the shade as much as possible
- Instead of each child having their own individual bottle of sunscreen, Gan Yeladim offers you the option of using the Sunscreen from our daycare supplier.
- The centre collects the nominal fee child towards the purchase of sunscreen for the duration of the spring and summer season, a separate memo is sent to the parents in April-May of each year.

- It is suggested to apply sunscreen at home in the morning for your child's maximum protection.
- We also ask to please provide a sunhat daily and proper foot wear for your child, sandals and crocs are great for inside and the water park, but can be dangerous for the playground.

### Rain

- If it is light rain, staff may take the children outdoors for a brief time so they may have fresh air.
- During heavy rainfalls or storms, outdoor play will be cancelled.
- If rain begins while the children are already outdoors, the children will return indoors if the rainfall is heavy and/or at the first sign of thunder and lightning

### Heat/Smog

- The Centre will check with Environment Canada daily to determine air quality before going outside
- If a Heat Alert has been issued for the Toronto area, the children will remain indoors
- If a Smog Alert has been issued for the Toronto area, the children will go outdoors for a brief period of time.
  - In this instance, the children will be closely monitored
  - Water will be readily available to the children

### Walks

- Walks must be planned and recorded on the outdoor program plan
- If weather conditions are not optimal for walking (i.e. slippery sidewalks, icy, very windy) the children will remain in playground areas

### ***Rest Time***

It is a requirement that each child in attendance rest daily for a minimum of one hour and not exceeding 2 hours. The Centre cannot honour requests by parents to excuse their child from the daily rest period, unless a child's physician recommends otherwise in writing.

The Centre provides each child with a nap cot and we ask that you provide 2 crib sized sheets and a light blanket daily, which must be taken home for washing weekly (or as required).

Please, inform the centre in advance if your child requires special sleeping arrangements.

Teachers, who are physically present in the class during the sleep time, will perform direct visual checks of sleeping children every 10 minutes and check for indicators of distress or unusual behaviours and the results of the direct casual check s will be recorded on the "Nap Time Daily

Direct Visual Checklist” . If any significant changes in the child’s sleeping patterns or behaviours are observed, it will be communicated to parents.

There is always sufficient lighting in the sleep room to conduct the direct visual checks.

Children with bottles may have their bottle before the nap time; however they may not take their bottle to their cot for sleep time.

### ***Application of Sunscreen, Bug Spray & Hand Sanitizer***

Any time skin is exposed to the sun, especially during the summer and when the weather is warm, children must come to the daycare with sunscreen already applied on all exposed skin. An additional bottle of sunscreen (labelled with the child’s name) must be left in child’s cubby for re-application later in the day, unless already supplied by the Centre through pre-payment.

Parents who wish to send a bottle of Insect Repellent for their child may do so, however we are unable to administer any bug repellent without signed consent from parents.  
Please use hand sanitizers provided when entering your child’s classroom.

## **Supervision Policy for Volunteers, Participating Parents, and Placement Students**

### **Purpose /Standard**

All day nursery and private-home day care agency operators are required to develop and implement a policy for the supervision of volunteer and placement students in child care programs.

Reg 262 under the Child Care Early Years Act provides that every owner/operator shall ensure every child who is in attendance in a day nursery or in a private-home day care location is supervised by an adult at all times.

### **Child care supervision policy for volunteers and students**

Effective September 6, 2011 a new policy has been developed and implemented to provide guidelines in the supervision of placement students and volunteers within Gan Yeladim Daycare Centre.

The following policy applies to volunteers and students while providing services on the premises of Gan Yeladim Daycare Centre.

The following policies and procedures must be followed in order to promote the safety and well being of the children at Gan Yeladim Daycare Centre:

- No child is to be supervised by a person under 18 years of age;

- Only employees will have direct unsupervised access to the children;
- Volunteers and students may not be counted in the staffing ratios and are supervised by an employee at all times.
- Volunteers and students are not permitted to be left alone with any child
- It is the responsibility of Supervising staff to ensure that medications; are provided to the children. Volunteers and students are not allowed to give out medications;
- The individual plan for a child with anaphylaxis and the emergency procedures are reviewed by volunteers and students before they start volunteering/ and on a field placement or guidance at Gan Yeladim Daycare Center and annually afterwards;
- Students and volunteers may not be left alone with a child in the washroom;
- Volunteers and students may not take a child off the premises of Gan Yeladim Daycare Centre without the supervision of a Supervising staff member;
- All staff, volunteers, students and providers must sign and date the policy;
- Gan Yeladim Board Members will review the policy annually
- Gan Yeladim Board Members will ensure that the policy is reviewed with the employees before they begin their employment and annually afterwards and with volunteers or students who will be providing care or guidance and at least annually afterwards;

#### **Supervision and expectations of Volunteer and Placement Students:**

- Within the classroom and during outdoor activities with the children a Registered Early Childhood educator will supervise and mentor volunteers and students;
- All volunteers must obtain a criminal reference check and need to sign all behaviour management policies and others that are pertinent to their position in the center;
- Ministry criminal reference check policy does not apply to students placed in the child care program by an educational institution; however criminal reference checks are routinely required by community colleges and universities prior to students beginning a placement in child care;
- All students need to sign all behaviour management policies and others that are pertinent to their position in the center;
- While on the premises of Gan Yeladim Daycare Center there will always be a Registered Early Childhood Educator to supervise and guide volunteers and students;
- Volunteers and Students are covered under Gan Yeladim Daycare's insurance policies
- Orientation sessions will be provided for staff, volunteers and students to ensure that they are aware of who is responsible for implementation of policy and supervision of volunteers and/or students;

- Gan Yeladim Daycare Center supervision policy aligns with the College of Early Childhood Educators Code of Ethics and Standards of Practice and O. Reg. 223/08 under the Early Childhood Educators Act, 2007, Professional Misconduct;

### ***Behaviour Management Policy***

It is our goal to nurture a positive sense of self-esteem and confidence in your child. When the need arises, children are disciplined on a level that is appropriate to their age level and their actions in order to promote self-discipline, ensure health and safety, respect the rights of others and maintain equipment. Spanking and other forms of corporal punishment are never permitted.

Our Staff discuss discipline methods frequently and consistent disciplinary measures are agreed upon throughout the Centre. We encourage you to discuss any behavioural concerns with our Staff. Gan Yeladim also consults with outside Child Care Support Agencies on behavioural management issues and will refer children and/or parents for consultation on an individual basis should the need arise.

Children should be encouraged to verbalize their aggression rather than resort to physical action. However, if the children do resort to physical aggression or violence, the situation should be discussed and gentleness demonstrated, so they may gain an understanding of the problem. If two children are involved, both should be taken aside and the situation discussed with them. If a disruption or dispute has reached a point where disciplinary action has to be taken, the child should be removed from the situation until he has calmed down and then discussion can take place. When working with very young children it is important to demonstrate appropriate behaviour as well as discuss it.

### **BEHAVIOURAL PROBLEMS**

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

- A child who loses self-control needs staff help. In fact, his/her action may be the only way he/she knows how to reach you.
- When a child displays unacceptable behaviour, it is usually because he/she wants something. It may be a toy, a turn or a touch. He/she hopes that his/her actions will help him/her get what he/she wants. You can help him/her learn how to ask for things she wants in more acceptable ways.
- Remember at all times that a child is vulnerable. Another child, the adults in his/her life, or the school as a whole may all or separately is just too overwhelming. The child needs staff's love, patience and understanding.

## **SETTING THE STAGE**

1. Place the playroom materials where they are inviting for creative expression and co-operative play.
2. Be ready to take the child's cue for new play, games or activities. Arrange the playroom activities neatly to encourage responsibility.
3. Vary the arrangements from time to time.

## **CREATING A FAVOURABLE CLIMATE**

1. Tense children cannot participate freely. Let them relax by being interested in them.
2. Speak slowly, simply, quietly. Smile freely.
3. Do not feel you have to be busy all the time, but you must be constantly aware of what all the children are doing -- and be ready to step in when needed.
4. Relax and enjoy yourself.

## **SETTING LIMITS: WHY AND HOW?**

1. Setting limits gives the children the security of knowing that their strong emotions will not lead them to do things that they will later regret. They know an adult will take the responsibility of stopping unacceptable behaviour until they are able to do so themselves.
2. Teach the children about safety, care of property, good health habits and consideration for others.
3. Allow the children to make as many decisions as possible within the necessary limits.
4. Explain the rules in a cheerful, sympathetic manner to make them understandable and acceptable to the children. Avoid repetition. Say what you have to say once, after first being sure that they children are paying attention. Be consistent, fair and firm.
5. Enforce the rules in a positive, impersonal way.
6. Understand the reasons for the children's behaving in a disruptive manner such as hitting, kicking, biting, throwing things, defying, or running away. Their behaviour may be caused by any of the following:

|            |                    |                  |
|------------|--------------------|------------------|
| fear       | jealousy           | loneliness       |
| fatigue    | confusion          | hyperactivity    |
| anger      | need for toileting | over-stimulation |
| curiosity  | boredom            | sleepiness       |
| insecurity | shyness            | embarrassment    |
| hunger     | illness            | others...        |

They may also be trying out negative behaviour because the need to fight controls is normal at certain stages of development.

### **HANDLING DIFFICULT SITUATIONS:**

In spite of the limits that you set, difficult situations will arise.

1. Remain alert to the total situation. Attempt to foresee and forestall trouble. Redirect uncooperative child to another activity. Redirect the entire activity into a more wholesome direction.
2. Allow children of comparable ages and ability to work out their own solutions. Encourage the shy child to stand up for himself. Encourage the aggressive child to verbalize.
3. Help the children to understand one another's actions.
4. Treat toilet accidents casually.
5. Try to ignore improper language. Say, "We talk nicely here".
6. Invite participation -- never force it.
7. Direct the child to a new activity when the present activity is completed.
8. Use a quiet voice as much as possible. Get down to the child's level when talking with him.

### **PROFESSIONAL ATTITUDES**

1. Never discuss a child when another child is present.
2. Never discuss a child within his hearing.
3. Do not discuss one parent's handling of a situation with the parent of another child.
4. Please do not talk among yourselves in the playrooms or playground.
5. Do not at any time leave children unattended, either indoors or out.

### **CONTRAVENTION OF BEHAVIOUR MANAGEMENT PRACTICES**

Staff is expected to comply with the stated policies and procedures and the requirement of the Child Care Early Years Act with respect to behaviour management. Failure to comply could result in a verbal warning initially, followed by a written warning and finally dismissal. Serious contravention can be the sole basis for dismissal, such dismissal shall be at the Board of Directors' discretion. Any contravention should be reported to the Supervisor and in the case of the Supervisor to the Board of Directors. Students and other adults taking part in the programs of the Centre are considered staff and must abide by the same policies and procedures.

#### **Criteria to be considered when determining which disciplinary measure to take:**

- seriousness of the offence
- actual or potential risk, or harm to the child
- past performance of the employee in general
- frequency of occurrence
- previous disciplinary action taken



The Behaviour Management Policy will be monitored closely by the Supervisor to ensure that all staff members are following the Policy.

### **Child Abuse Prevention and Reporting Policy**

Ontario's child welfare law requires that professionals working with children report any suspected or known case of physical/sexual or emotional child abuse to the proper authorities. Our Staff is required by law to abide by this legislation.

Staff are legally obligated to report to the Jewish Family and Child Services or Children's Aid Society any suspected abuse.

### **Parent and Child Code of Conduct**

Gan Yeladim Day Care Centre has zero tolerance for:

- Threats, perceived threats, acts of violence, bullying or intimidation
- Verbal abuse, swearing, name calling or degrading responses or behaviour
- Any form of discrimination or harassment from any person in association with Gan Yeladim
- Any behaviour that impacts or affects the Staff's ability to do their job
- Families taking discipline of other children, Staff or parents/caregivers into their own hands.

The Board of Directors and Supervisor of Gan Yeladim reserve the right to enforce immediate disciplinary measures as the situation may warrant. This may include:

- Person may be directed to leave Centre property/premises immediately and may be barred from coming onto or in the Gan Yeladim property/premises
- The police may be called for direction/assistance
- Jewish Family and Child Services / Children's Aid may be called for intervention

The Supervisor/Staff in Charge will document and report the incident immediately to the President of the Board, Ministry Licensing Specialist, City of Toronto Serious Occurrence line, police or child protection agency as necessary.

The Board of Directors (or designate) Supervisor and Centre Staff will meet as quickly as possible to review the incident and assess the situation as follows:

- Impact of incident on Staff/children
- Seriousness of the offence
- Actual or potential risk/harm to children/adults
- Past documentation of previous problems with family involved
- Previous disciplinary action taken

The Board of Directors (or designate) will decide on the plan of action required:

- Further investigation by Board
- Verbal warning
- Written warning
- Discharge of family from Centre

Once communicated, the person(s) involved in the incident will be given 5 days to discuss/appeal the decision of the Board. Upon review by the Board, a decision will be made regarding the incident and be deemed final. All written reports will remain on file and any person who has been found in contravention of this policy will be subject to immediate discharge in the event of further difficulties. No family with a history of contravening the Code of Conduct is eligible to serve on the Board of Directors of Gan Yeladim Day Care Centre.

## **GAN YELADIM DAY CARE CENTRE**

### **SERIOUS OCCURRENCE POLICY & PROCEDURES**

#### **PURPOSE OF POLICY**

To ensure all staff is aware of and adhere to the reporting requirements established by the Ministry of Education (MEDU), through the Child Care Early Years Act.

To ensure that the environment of Gan Yeladim Day Care Centre is as safe as possible for the children, staff and other persons using it, that in the event of a “Serious Occurrence” or ill health, appropriate reporting procedures are followed and the appropriate support services contacted in accordance with the legislation and the local Medical Officer of Health.

A serious occurrence is defined under the CCEYA as:

- a. the **death of a child** who receives child care at a licensed home premises or child care centre;
- b. **abuse, neglect or an allegation of abuse or neglect** of a child while receiving child care at a home premises or child care centre;
- c. a **life-threatening injury to or a life-threatening illness** of a child who receives child care at a home premises or child care centre;
- d. an incident where a child who is receiving child care at a home premise or child care centre goes **missing or is temporarily unsupervised**, or
- e. an **unplanned disruption of the normal operations** of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving care at a home child care premises or child care centre.

#### **ABUSE INCLUDES:**

- a) suffering physical harm
- b) being sexually molested or sexually exploited

c) requiring but not being provided with medical treatment.

A serious occurrence injury is defined as an injury when a child is seen by medical experts.

### **REPORTING SERIOUS OCCURENCES**

Serious occurrences will be reported by Director/ Board of Directors of Gan Yeladim Daycare centre to the Ministry Program Advisor (PA) through the CCLS by Director/Board of Directors of Gan Yeladim Daycare Centre. In the event that there is no access to the CCLS, Serious Occurrences will be reported to PA via telephone or email within 24 hours of the incident and, as soon as the system becomes available, Serious Occurrence will be reported on CCLS.

If it will be suspected by any staff member of Gan Yeladim Daycare centre that a child is, or may be, in need of protection they must report this to the local children's aid society in accordance with section 72 of the Child and Family Service Act.

The person who has the reasonable grounds to suspect that a child is, or may be , in need of protection must made the report directly to a children's aid society and must not rely on anyone else to report on his or her behalf.

All RECE staff, students have the Duty to Report.

#### ***Duty to Report***

*Some serious occurrences, most notably an allegation of abuse or neglect, will give rise to a duty of report that a child may be in need of protection. If a licensee or staff member suspects that a child is, or may be, in need of protection, they must report this to the local children's aid society in accordance with section 72 of the Child and Family Services Act.*

*The person who has the reasonable grounds to suspect that a child is, or may be, in need of protection **must make the report directly to a children's aid society**. The person must not rely on anyone else to report on his or her behalf.*

*A report to a children's aid society must be made for all situations where a child is, or may be, in need of protection, no matter where the alleged abuse or neglect took place.*

*However, licensees are only required to notify the program advisor of a serious occurrence if the alleged abuse or neglect occurred while the child was receiving care at the child care centre.*

*It is also important to note that registered early childhood educators (RECEs) are expected to be accountable for their actions as early childhood educators and to abide by the College of Early Childhood Educators' Code of Ethics and Standards of Practice as well as all applicable legislation, regulations, by-laws and policies that are relevant to their professional practice.*

*The Early Childhood Educators Act, 2007 and the Professional Misconduct Regulation state that it is an act of professional misconduct to “[contravene] a law, if the contravention has caused or may cause a child who is under the member’s professional supervision to be put at or remain at risk.”*

*RECEs should familiarize themselves with reporting requirements under the Child and Family Services Act, and abide by them as the failure to do so is contrary to the law and may constitute professional misconduct.*

*For more information on the Child and Family Services Act and the duty to report, see Reporting Child Abuse and Neglect: It’s Your Duty.*

*For more information about the responsibilities of an RECE, please visit the College of Early Childhood Educators website.*

### ***Employer’s Mandatory Reporting Obligations***

*In 2015 changes to the Early Childhood Educators Act, 2007 (ECEA) came into effect. Included in these changes are new requirements for **employers** to submit mandatory reports to the College of Early Childhood Educators. In addition, the legislative changes specify required time lines for reporting and set out information the College must provide to employers in response to any reports that are received. For more information, please visit the Ontario e-laws website to view the ECEA and visit the College of Early Childhood Educators website.( **CCEYA Subsection 4.9– Serious Occurrences**)*

In the event of serious occurrence being observed and brought to the Director’s attention by staff and/or parent the witness’s statement will be taken and kept on file for Ministry Program Advisor to review.

Director of Gan Yeladim Daycare centre will also report a serious occurrence if the allegation of abuse or neglect has been made against an employee of the child care centre.

Effective October 1, licensed child care operators will no longer be required to report serious occurrences to the City of Toronto's Serious Occurrence line. This streamlined reporting process aligns with the Child Care Early Years Act (CCEYA).

All Serious Occurrence reports will automatically be forwarded to Children's Services staff when entered into the Child Care Licensing System. District Consultants will follow up with operators as necessary.

### ***Exceptions***

City-funded Family Support programs, Summer Day Programs and After School Recreation and Care Programs (ARC) will continue to report Serious Incidents directly to Children's Services Incident line at 416-397-7359.

Licensees, designates or supervisors are required to promptly notify their program advisor through CCLS. If licensees, designates or supervisors cannot access CCLS, they must still notify their program advisor via telephone or email within 24 hours of becoming aware of the occurrence and complete a serious occurrence report in CCLS as soon as the system becomes available.

### **SERIOUS OCCURRENCE PROCEDURE:**

1. Administer First Aid . If injury is serious or questionable in any way, use the following procedure:
2. Call 911 then call parents/guardians to notify them to meet staff at the hospital. Do not transport the child in a private car. When an ambulance is not needed, use a taxi.
3. Notify Security that 911 has been called and request assistance.
4. Never leave the victim unattended.
5. If not on the premises, notify the Supervisor of the incident.
6. Teacher(s) to fill out an accident report and have signed by parent, Supervisor or Assistant Supervisor and herself/himself. Report goes into child's file. Notation is to be made in the Centre's Daily Log book.
7. Within 24 hours of becoming aware of a serious occurrence, or when the Supervisor/Assistant Supervisor deems the occurrence to be serious, the operator or designate submits the serious occurrence report online, using CCLS .
8. Enhanced Serious Occurrence reporting procedure is discontinued. Operators will now report all serious occurrences using the same reporting system. In situations where the operator/designate indicates on the online serious occurrence report that the serious occurrence is the death of a child or a missing child with whereabouts unknown, or that police are conducting an investigation or the event has received media attention, CCLS users from the City of Toronto will receive an email notification of the serious occurrence.
9. Where applicable, the Coroner, Police and/or JF & CS are notified.

### **Follow up procedure:**

It is a mandatory requirement under the CCEYA ACT that an Annual summary and Analysis report of all serious occurrences that occurred in the previous year at Gan Yeladim Daycare Centre is completed and maintained on file.

Director of Gan Yeladim Daycare centre will complete the annual summary report as a method of identifying issues, trends and actions taken, and will retain the report on file at Gan Yeladim Daycare Centre.

### **NOTIFICATION FORMS**

1. Information about the Serious Occurrence Report is to be communicated to the parents about the Serious Occurrence that have occurred at Gan Yeladim Day Care Centre.
2. The Serious Occurrence Notification Form is posted in “Important Notices” display by the front parent menu board.
3. The Serious Occurrence Notification Form is generated by the CCLS system.
4. The Serious Occurrence Notification Form is posted for a minimum of 10 business days. If the form is updated with additional information (additional actions taken) the form remains posted for 10 days from the date of the update.
5. The Serious Occurrence Notification Form is to be kept for a minimum of three years from the date of the occurrence and are available to current and prospective parents, licensing and municipal children services staff upon request (consistent with current requirements for the availability of licensing documentation).

The licensee will review this policy at least annually to ensure that it is current.

This policy will be reviewed by the Staff, Students and Volunteers prior to the commencement of their work or placement and annually thereafter and at any time when a revision of the policy occurs. A record of the review will be signed by the person who has participated in the review and the person who has conducted the review.

The record of this review will be kept in the secure location for three years.

### **HEALTH, HYGIENE, AND SAFETY**

#### **HEALTH AND SAFETY IN COMMON AREAS**

Gan Yeladim Daycare Centre provides healthy and safe environment for all children, staff, students and volunteers by ensuring that all common areas inside and outside are free from hazards, kept in good and safe condition, repaired in a timely manner and maintained in a hygienic, orderly condition.

On call maintenance staff deals with physical plant issues within 48 hours.

#### **Standard First Aid and CPR C Policy**

In Order to protect the health and safety of children enrolled at Gan Yeladim daycare centre, all employees of Gan Yeladim daycare centre must possess valid certification in Standard First Aid,

including infant and child CPR, issued by a training agency recognized by the Workplace Safety and Insurance Board.

First Aid Kit with Sufficient supplies and manual is accessible to Staff.

All prospective employees require having a valid First Aid/CPR C certification prior commencing the employment:

1. Every Supervisor of Gan Yeladim Day Care centre
2. Every employee of a child care centre who may be counted for the purpose of meeting the ratios required under the section 8 of Child Care early Years Act.

The Photocopy of the First Aid/CPR C card is kept in staff's file.

No current employee will be allowed to supervise children if they do not provide Director/ Board of Directors with the renewed First Aid/ CPR C certification. Therefore, Director/ Board of Directors have the right to refuse an employee the right to report to work if the employee fails to update the First Aid/ CPR C in a timely manner.

Where a person is not able to obtain the Standard First Aid Certification with infant and child CPR due to a disability, the Director/Board of Directors will request an exemption letter from the Ministry director and retain the letter on file for review.

### ***No Nuts or Nut Products Allowed – Our Anaphylaxis Policy***

Gan Yeladim implements a program that expressly prohibits peanuts and all nut types. This practice has been implemented to address the needs of the children who attend the daycare who have a life-threatening allergy (anaphylaxis) to peanuts or nut products. Simple contact with peanuts or their oils could be potentially fatal to these children.

For every child with life threatening allergies, we will develop an individual plan and emergency procedure with input from the child's family and physician. This plan will include a description of the child's allergy, monitoring and avoidance strategies, signs and symptoms and any action that needs to be taken in the event the child has an anaphylactic reaction. This plan will be shared with Staff working directly with the child. Each Staff will be trained on the procedures to be followed in the event of a child having an anaphylactic reaction, how to recognize the signs and symptoms and how to administer medication.

For a child with an Anaphylactic Allergy, the Centre requires 2 Epipens and a container of Benadryl/Antihistamine (unless stated otherwise including written verification by the parent), to be left at the Centre, with detailed instructions signed by the child's physician and parent. Parents will be required to provide written consent to administer medication.

### ***Meals, Snacks and our Nutrition Policy***

All food is prepared on the premises and is strictly kosher. Absolutely no food, drink or bottles may be brought into the centre under any circumstance.

Gan Yeladim provides two nutritious snacks and a hot, well balanced meal at lunch time daily which has been approved by a dietician. Gan Yeladim has developed a full and nutritious food policy and plan, which is posted in the daycare centre. Weekly menus are also posted at the Centre. We serve Dairy/Pareve food only, as we have use of the dairy kitchen only in the synagogue.

Please be certain to notify the Supervisor of ALL of your child's food or beverage allergies.

### ***Medical Certificates***

Gan Yeladim requires that all children be up to date with their immunizations prior to admission into the program. ( please refer to the Admission Procedures)

### ***Dealing with Illness***

Only healthy children will be admitted into the Centre each day. Should a child arrive at the Centre appearing unwell, the Staff will ask that the child be taken home. Children who have had a fever, diarrhea or an uncomfortable night must be kept home the following day. Should a child become ill at the Centre, Staff will notify a parent or emergency contact person and the child must be picked up at the Centre within one hour. We ask that parents or guardians keep children with flu symptoms, fever, productive runny nose, or diarrhea at home until symptom free for 24 hours.

Parents are asked to exercise good judgment and keep children at home while ill, seeking medical attention as appropriate.

### ***Communicable Diseases***

All diagnosed communicable diseases must be reported to the Centre at their onset. For example, German Measles (Rubella) is especially dangerous to pregnant women and to prevent their possible exposure, an immediate notice must be posted in the Centre. Following an illness of more than two weeks, the Centre requires a physician's letter certifying that your child is in good health and can resume participation in the full program.

Gan Yeladim does not offer refunds for absence due to illness. However, if a child has a prolonged illness requiring hospitalization, a family may request a fee adjustment in writing to the Board of Directors. This request will only be considered if accompanied by a physician's letter outlining the reasons for extended absence from the Centre.



As a means of infection control at Gan Yeladim, we practice diligent hand washing amongst the Staff and children. We ask that parents use the hand sanitizers provided around the Centre before they enter the classroom and reinforce the practice of proper hand washing with their children at home after change of diaper, blowing nose or using the washroom as well as before eating meals or snacks.

In the event of an illness outbreak, the cleaning and disinfecting of all washrooms and toys will be done more frequently throughout the day until the illness has subsided. A sign with the symptoms of the illness will be posted in the Centre and all children or Staff with symptoms will be excluded. There will be no activities, such as water play or play dough for the duration of the outbreak.

As per Toronto Public Health requirements, the outbreak will be reported with a record of the names, symptoms and time that people became ill.

### ***Medication Administration Policy***

Only prescription medications accompanied by a Medication Authorization Form signed by a parent or Guardian will be administered to children. For a child with ongoing medication need (e.g., asthma puffers), a letter from the child's physician stating name of medication and/ or an individual medication plan signed by the physician and parent must be provided in order for Gan Yeladim to administer this medication.

All medications must come in original, pharmacy dispensed, containers labeled with the child's name, name of medication, date and dosage. Medication will only be administered if the Medication Administration Form is filled out and signed by a parent or guardian of the child.

Medication will be kept in a locked container, inaccessible to children, either in the fridge or cupboard. Absences and date of completion of medication must be noted on the Medication Administration Form. Any unused medication will be returned to parents.

Emergency medication such as EpiPen and puffers may be accessible to children who are age appropriate for self- medicating under Staff supervision. Children may carry their own EpiPen or inhaler on them in a fanny pack and/ or EpiPen holder if given written permission by parent and doctor.

Supervisor of Gan Yeladim Daycare Centre is a designated person in charge of all drugs and medications on premises. All new medication brought to the centre must be reported to the Supervisor by Staff who accepted the medication from the Parent/ Guardian. Supervisor will review the information written on the pharmacy label of the medication and on the medication administration form. Supervisor will monitor the medication administration process on a daily

basis by reviewing the daily records of medication administration on the medication administration form signed by parents and teachers.

Gan Yeladim Daycare Centre ensures the keeping of records with respect to the administration of drugs and medications, including those records required under the Controlled Drugs and Substances Act (Canada)

Emergency medication such as EpiPen and puffers may be accessible to designated children and staff who are age appropriate for self- medicating. This must be supported by documentation signed by the parent and doctor.

### ***Pediculosis (Head Lice)***

Lice are a problem that the Centre is concerned about. Although head lice is not a major health risk and does not cause any illness, it is in the best interest of all concerned that we have a policy, not only to encourage parents to check their child's hair, but also to prevent the spread of head lice if a case is found in the Centre. Head lice checks will take place as needed.

Parents are expected to inform Gan Yeladim of any occurrences, to prevent the further spread of this nuisance. Your child must be free from all infestation for a minimum of 24 hours before returning to the centre.

### ***Toileting and Washroom Visits***

At Gan Yeladim, we have supported many children through the toilet training process. While every child's toilet training experience is unique, the end result is always the same.

At Gan Yeladim, we have found that when children consistently have dry diapers at changing times they are often ready to begin trying the toilet. They are invited to try the toilet at changing times in a very casual manner. If a child is resistant, the issue is never forced, but we keep on suggesting they try. Even if 'nothing happens' when they try the toilet, children often enjoy placing paper into the toilet and flushing. We believe this is a positive activity as it encourages the child's comfort with the toilet.

All children are unique in their reaction to new situations. If you begin toilet training when your child understands what is expected and is ready to participate in the process, training can take as little as a week. With consistency, most children train within 6 weeks, although bowel training may take somewhat longer. If a child has numerous accidents and few successes when toilet training, we believe it is best to take a break and try again after a month or so. Toilet training should be a positive experience that enhances a child's self esteem and stress should be avoided.

At Gan Yeladim, children who are toilet training are required to wear underpants and not Pull ups.

### **Accident reporting and Daily written record ( former “Injuries and Incidents”)**

Injuries and accidents are documented and communicated to parents verbally and through an *Accident Report Form* at pick up time. **An accident report is made describing the circumstances of the injury and any first aid administered. A copy of the report is provided to a parent of the child. CCEYA requires child care centres to maintain a daily written record that includes a summary of any incident affecting the health, safety or well-being of a child enrolled in the program.**

**Gan Yeladim Daycare Centre requires under CCEYA to keep record of all accidents and injuries and notify parents when their child receives an injury.**

**Any time an accident report is completed, it must be noted in the daily written record or on an accident log.**

Parents are notified of serious injuries immediately.

Should a child require emergency medical care, parents will be contacted immediately and whenever possible will be asked to accompany their child from the Centre for treatment (i.e. stitches or x-rays). However, if the Staff feels that the need for medical attention is immediate, the child will be taken by ambulance or taxi to hospital in the company of a Staff member. Parents will be immediately notified to meet the child at the hospital.

If a serious injury occurs, the Witness Report(s) may be required to be filled out by any associated party if applicable.

Director of Gan Yeladim Daycare centre will discuss with Staff how can each accident be prevented in the future in order to determine the t prevention measures.

## **Parent Issues and Concerns Policy and Procedures**

### ***Purpose***

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

### ***Definitions***

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Staff:* Individual employed by the licensee (e.g. program room staff).

**Concern** A Daycare-related problem or issue affecting the child/children, families or the community, which is perceived to require the attention of the daycare centre or the BOD.

**Parent** : includes guardian or any caregiver with recognized responsibility for the care of the student; in this document the word parents includes families, and parent groups.

**Supervisor** is the person responsible for the management and oversight of Gan Yeladim Day Care Centre

**Board of Directors** includes all acting members of the BOD

## ***Policy***

### **General**

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. As supported by our program statement, 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 the BOD of Gan Yeladim 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 three(3) business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

## ***Procedures***

| <b>Nature of Issue or Concern</b>  | <b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>                                       | <b>Steps for Staff and/or Licensee in responding to issue/concern:</b>   |
|--|--|--|
| <b>Program Room-Related</b><br>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc. | Raise the issue or concern to<br>- the classroom staff directly<br>or<br>- the supervisor or licensee. | - Address the issue/concern at the time it is raised<br>or<br>- arrange for a meeting with the parent/guardian within three(3) business days.<br>Document the issues/concerns in detail. |

| Nature of Issue or Concern   | Steps for Parent and/or Guardian to Report Issue/Concern:  | Steps for Staff and/or Licensee in responding to issue/concern:  |
|--|--|--|
|  |  | <p>Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> |
| <p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>   | <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>  |
| <p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>   | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly or</li> <li>- the supervisor or licensee.</li> </ul> <p>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 soon as parents/guardians become aware of the situation.</p>   | <ul style="list-style-type: none"> <li>- Ensure the investigation of the issue/concern is initiated by the appropriate within three(3) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</li> </ul> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>  |
| <p><b>Student- / Volunteer-Related</b></p>   | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> <p>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</p> |  |

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Staff and/or Licensee in responding to issue/concern: |
|----------------------------|---|---|
|                            | 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 the City of Toronto Representative, District Consultant from Children's Services , Susan Gifford , who can be reached at 416-392-5676.

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.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

**Contacts:**

Gan Yeladim Board of Directors: [board@ganyeladim.com](mailto:board@ganyeladim.com)

Centre's Supervisor: 416-638-1796

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

The licensee will review this policy at least annually to ensure that it is current.

This policy will be reviewed by the Staff, Students and Volunteers prior to the commencement of their work or placement and annually thereafter and at any time when a revision of the policy occurs. A

record of the review will be signed by the person who has participated in the review and the person who has conducted the review.

The record of this review will be kept in the secure location for three years.

### **Emergency Management**

**Gan Yeladim Day Care Centre** has the Emergency Policies and Procedures in place.

If we will have to evacuate, teachers will inform the parents/ guardian and/ or emergency contacts by phone. The centre's emergency shelter is

**Tanenbaum CHAT**  
**200 Wilmington Ave**  
**M3H 5J8**  
**416.636.5984**

## Gan Yeladim Day Care Centre Child Care Centre

### Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: Gan Yeladim Day Care Centre

Date Policy and Procedures Established: December 14, 2023

Date Policy and Procedures Updated: December 14, 2023

Date Policy and Procedures Approved by the Board of Director: December 29, 2023

#### Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

#### Policy

##### General

- Gan Yeladim Day Care Centre will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Gan Yeladim Day Care Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

#### Additional Policy Statements

Children may only be released to an adult 18 years of age or older



## Procedures

### Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - greet the parent/guardian and child.
  - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up), record the anticipated pick up time. Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on Authority and Release Form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
  - document the change in pick-up procedure in the classroom attendance record under anticipated drop off/ pick up section and record this information in a classroom's Log Book.
  - sign the child in on the classroom attendance record.

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

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up a day prior), the staff in the classroom must:
  - inform the Centre's Director and/ or Director's Designate that the child is not present and they must commence contacting the child's parent/guardian from 9:00 AM to 11:30 AM. Staff shall call parent/ guardian at their residence and/ or personal cellular phone number on file. If no answer, staff will leave a voicemail asking a parent to update the centre on the child's absence. Staffs will then call parent/ guardian work and/ or school phone number on file. If no answer, staff will email parent/ guardian via communication app. A child's absence can only be confirmed with an adult, child's parent/ guardian or the emergency contact listed on the form.
  - If parent/ guardian do not return either the phone call and/ or communication app message by noon, staff will inform Centre's Supervisor or Supervisor's designate about this situation. Staff then will call an emergency contact on child's file to verify the reason for the child's absence. If the child's absence was not confirmed and/ or verified, the centre's Supervisor or Supervisor's designate will report child's absence to CAS (Children's Aid Services), Toronto Police Department and the centre's Program Advisor from the Ministry of Education.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.
  - Please note that Ontario OHIP card will not be accepted as a photo ID

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by the time previously communicated, staff will contact a parent/ guardian by phone to confirm the updated pick up time within 15 minutes from initially communicated pick up time. The closing shift staff shall contact the parent/guardian by phone call and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must call the emergency contact and/ or authorised pick up contact listed on child's file. Staff must call the parent again and leave a voicemail asking a parent to update the centre on the child's updated pick up time. Staffs will then call parent/ guardian work and/ or school phone number on file. If no answer, staff will email parent/ guardian via communication app. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00PM, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the child's parent/ guardian indicated at drop off time that the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact all authorized individuals listed on the child's file, etc.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30PM, staff will inform the centre's Supervisor or the Supervisor's designate. Then staff shall proceed with contacting the local Children's Aid Society (CAS) by calling [\(416\) 924-4646](tel:4169244646) As well as Jewish Family and Child Service located at 4600 Bathurst St, North York, ON M2R 3V3 by calling [\(416\) 638-7800](tel:4166387800). Staff shall follow the CAS's direction with respect to next steps.

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

#### Glossary

*Individual authorized to pick-up/authorized individual:* a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

*Licensee:* The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

*Parent/guardian:* A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

The licensee will review this policy at least annually to ensure that it is current.

This policy will be reviewed by the Staff, Students and Volunteers prior to the commencement of their work or placement and annually thereafter and at any time when a revision of the policy occurs. A record of the review will be signed by the person who has participated in the review and the person who has conducted the review.

The record of this review will be kept in the secure location for three years.