

Welcome to Queen Victoria/Holy Family Childcare Centre!



Parent Handbook

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Welcome to Queen Victoria/Holy Family Childcare Centre

We are pleased to welcome you and your family to Queen Victoria/Holy Family Childcare Centre.

This parent handbook has been developed to provide you with information about the care provided in this childcare Centre. It contains guidelines on the rights and responsibilities of the children and parents as members of Queen Victoria/Holy Family Childcare Centre.

If you have any questions or comments, please feel free to speak the Centre Supervisor:

Queen Victoria Childcare Centre
100 Close Avenue
Toronto, ON M6K 2V3
416 530 0683

Holy Family Childcare Centre
141 Close Avenue
Toronto, ON M6K 2V6
416 524-2052

Program:

Our program is designed to achieve individual growth, expression and challenges while developing a positive self-image. Children are encouraged, but not forced to participate in all activities. We strive to provide a stimulating program that offers services to the child, family and community, reflecting changes within the Child Care and Early Years Act, and ideologies in early childhood education.

Staff are committed to working with families to ensure that any concerns you have regarding your child's care are addressed and you have the opportunity to discuss your child's progress through on-going discussions, and parent meetings if necessary or requested.

We offer care for children aged 18 months to 12 years old.

Philosophy:

Queen Victoria/Holy Family Childcare Centre provides a positive learning environment for children that enhances their personal level of development. We believe in providing an inclusive enriched childcare environment, which honors and respects all children's culture, gender, religion, socio-economic background and physical or mental ability. We believe that every child is entitled to quality care in an inclusive, non-discriminatory, culturally sensitive environment that promotes individuality and acceptance.

Our program is consistent with the Ministry of Education policies, pedagogy and curriculum. Some of the Ministry documents that we reference in our program include the following:

- How Does Learning Happen, Ontario’s Pedagogy for the Early Years
- Ontario Early Years Framework
- Ontario Early Learning Framework
- Think Fee Act: Lessons from Research About Young Children
- Early Learning for Every Child Today

Queen Victoria/ Holy Family Childcare Centre believes that children are competent, capable, curious and rich in potential. We strive to provide a stimulating program that offers services to children, families and the community, within the framework of the *Child Care and Early Years Act* and ideologies in Ontario’s Pedagogy for the Early Years “How Does Learning Happen”. Our Emergent Curriculum is organized around the following five areas of development:

- i. Physical (gross & fine motor)
- ii. Social (awareness, respect, ability to share, co-operate & self-regulate)
- iii. Positive communication (verbal and non-verbal)
- iv. Self-esteem (self-awareness and positive self-image)
- v. Cognitive (comprehension, problem solving and skill acquisition)

Through play experiences and inquiry children are guided by skilled Registered Early Childhood Educators (RECEs) who establish a flexible program that is child-initiated, and adult supported in a warm and supportive environment that allows the children to feel safe and welcomed. Children’s ideas are the crux of Emergent Curriculum that is based on the interests and individual needs of the children. The teachers understand the importance of taking children’s stages of development into consideration as well as looking at each child’s individual level of development when programming. We understand that pedagogical documentation is a way for our program staff to learn about how children learn and think. Our staff makes daily observations of the children’s interactions and abilities throughout the day and uses these observations to guide their program planning. With the information gained through these observations, as well as the ELECT document, staff are better able to provide a program that is based on the children’s interests as well as program for individual needs. These observations also serve as a way for staff and parent to reflect on developmental growth over a period of time.

The program incorporates indoor and outdoor play, active play as well as rest and quiet time. We provide programs to support our “holistic” approach to child development, including sports, dramatic and creative arts, self-help skills, and science experiences. Children are encouraged but not forced to participate in all activities.

Our goals for children, which are consistent with the Ministry of Education Pedagogy, include the following:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world
- Every child is developing a sense of self, health and well being

- Every child is an active and engaged learner who explores the world through body, mind and senses
- Every Child is capable communicator who expresses himself or herself in many different ways

Our program fosters and encourages children's ability to communicate through positive self-expression as well as self-regulation. Children are encouraged to express their ideas, thoughts, feelings and beliefs through positive expression and self-regulation. Children are encouraged to communicate using many different forms, including verbal and non-verbal communication, art and creative expression, music and creative writing.

Queen Victoria/Holy Family Childcare Centre recognizes that the early years set the foundation for children's health and well-being. We understand that the first step in establishing the nurturing, health, safety and well-being for the children in our program is through the connections they make with the program staff, volunteers and placement students.

As a licensed child care operator Queen Victoria/Holy Family Childcare Centre works year round to ensure that we meet and exceed all health and safety requirements of the Ministry of Education, Public Health & Toronto Children Services. Some of the ways that we make sure that we are meeting the requirements include (but are not limited to) the following:

- All Anaphylaxis policies are updated, signed and reviewed by staff annually
- Allergy lists are updated regularly and posted in the food prep area's as well as in each classroom
- All updated Public Health postings are posted throughout the Centre
- All staff are trained in First Aid & CPR level C
- All meals and snacks are catered through Organic Kids Catering. Our menu follows the Canada Food Guide and are culturally sensitive as well as accommodate dietary allergies and food restrictions. Our menu is posted on our parent board and is accessible to all parents.

Our Registered Early Childhood Educators and assistants are a critical component in providing quality care to children. We believe that knowledgeable and responsive Early Childhood Educators:

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

Formal professional learning is vital; therefore it is imperative that our educators are provided with the most up to date information in child development and the procedures for best practices. We strive to ensure all our Educators and Assistants are involved in our commitment to professional learning.

Families are an integral part of our program; parents are viewed as partners in the children's learning and continued development. We believe that parents lay the foundation of their learning well before they begin at our Centre. Open communication between and among staff, children, and families is crucial to realizing a warm and safe environment in which the children at Queen Victoria/Holy Family Childcare Centre can play, learn and thrive. We encourage and welcome parent's involvement in our programs as much as possible. Staff provide parents with the opportunity to discuss their child's progress through on-going discussions, and parent meeting if necessary or requested. Observation documentation for each child are available for parents to review and discuss. If a parent has any concerns regarding their child, teachers are open to discussing these issues so that we are all working together. Parents are also encouraged to participate in the program and partake in activities that can be extended at home. Parents and or family members willing to share their expertise or assist in our programmed activities also supports the parents as partners to learning.

Engaging the community partners is also an integral part of our program the involvement of community members both in and of the centre can be observed through our programmed activities and the provision of specialized resource staff from the community. An example of community support includes, school and administration personnel, special resource support, community service workers, i.e police, firefighters, and neighbourhood resources such as the library and community parks. Member of the community such as police officers and fire fighters are often invited to extend the learning of the children. Children also visit local businesses, school events, school and public libraries as well as community walks to enhance the learning experiences and gain a greater sense of belonging to their community. We strive to facilitate a strong connecting with the local community partners by connecting families and staff to resources available within the community that will support and facilitate them.

Inclusion:

Inclusivity is a concept that values the interests and experiences of individuals and enables every individual to be included in the daily activities of Queen Victoria/Holy Family Childcare Centre. Inclusivity relates to all individuals regardless of their social, cultural and linguistic background, disability, gender or socio-economic circumstances. Queen Victoria/Holy Family Childcare Centre is committed to offering a culturally diverse child care environment and helps facilitate newly arriving family's introduction to the Parkdale community. Inclusion of children means being part of and participating in their environment. Inclusion means being with, learning with, playing with, communicating and socializing with peers. Inclusion means belonging. Inclusion of all children is necessary if they are to achieve their full potential.

The following practices are not permitted at Queen Victoria/Holy Family Childcare Centre:

- i. Corporal punishment of a child
- ii. Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
- iii. Locking the exits of Queen Victoria or Holy Family Childcare Centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of Queen Victoria/ Holy Family Childcare Centre's emergency management procedures.
- iv. Using harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- v. Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding or inflicting any bodily harm on children including making children eat or drink against their will.
- vi. Inflicting any bodily harm on children including making children eat or drink against their will.

Response to COVID-19

- vii. Queen Victoria/Holy Family Childcare Centre is dedicated to protecting the health and safety of your children, our staff, partners, and the community. We are closely monitoring COVID-19 and base our response and actions on recommendations from Toronto Public Health, the Ministry of Health, Health Canada and additional relevant authorities.
- viii. While infection prevention and control (IPAC) has always been an integral part of our child care culture, we have adapted and enhanced our policies and procedures in response to COVID-19, to mitigate risk and ensure the health and safety of all.

The following practices will be in place:

- ix. Staff will complete a self-screening assessment prior to each shift.
- x. Parents will conduct a self-screening assessment of their child/ren prior to arriving at the centre.
- xi. Children will be excluded from care if they show any symptoms related to COVID-19,
- xii. Staff will monitor children to ensure infection prevention and control practices are prioritized,
- xiii. Regular communication on health and safety and infection, prevention and control practices will be shared with families for use at the childcare centre and at home; and
- xiv. Procedures will be updated and revised regularly to ensure best practices in accordance with Public Health authorities.

Hours of Operation:

Queen Victoria/Holy Family Childcare Centre operates from 7:00 am to 6:00 pm, Monday through Friday. Children will not be permitted to enter the building until 7:00 am sharp.

Late Pick-Up Charges:

Parents will be charged \$1.00 per minute after 6:00 pm. This late charge is to be paid in cash, directly to the staff members that stayed late to supervise your child. The staff are not paid over time by Queen Victoria/Holy Family Childcare Centre to stay after 6:00 pm. If lateness becomes a recurring situation, the matter will be taken to the Board of Directors for further action.

** Please note that if by 7:00 pm your child has still not been picked up and the staff have not been able to reach the parents or the emergency contact, staff must proceed as if the child were abandoned and contact Children's Aid Society to report the situation.*

Closures:

Queen Victoria/Holy Family Childcare Centre will be closed on the following days: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.

Parents will be notified in advance if the childcare needs to close for any additional days during the year.

Parent Involvement:

We encourage all parents to become involved with Queen Victoria Childcare Centre. There are several ways in which you can participate, whether as a classroom volunteer, assisting with special events or becoming a member of the Board of Directors. If you think you may be interested in serving on the Board of Directors, request a copy of the roles and responsibilities of board members from the supervisor.

Volunteering:

Parents are welcome to join their child in their program. If you would like to join your child on a field trip, please inform the staff in advance and you may be able to participate depending on the trip and if space allows. We must adhere to the provincial requirements for daycares which maintain that for the safety and security of all children, parents are not permitted to have direct access to any children other than their own. All volunteers and students do not have unsupervised access to any children in our care. All staff, volunteers and students are required to read, sign and adhere to *Queen Victoria/Holy Family Childcare Centre's Supervision of Volunteers and Placement Students Policy*.

Supervision of Volunteers and Placement Students Policy

This policy will help support the safety and well-being of children in the care of Queen Victoria Childcare Centre, while providing an opportunity for individuals to develop appropriate skills under the direct supervision of our qualified staff.

The adherence to this policy is the responsibility of the volunteer/placement student and the Supervisor or designate, in conjunction with the assigned supervising staff.

- Only employees will have direct unsupervised access to children.
- No child is supervised by a person under 18 years of age.
- Volunteers/placement students will not be counted in staffing ratios.
- The ministry criminal reference check policy does not apply to students placed in Queen Victoria Childcare Centre by an educational institution; however it is expected that the community college will require criminal reference checks prior to student placements.
- Any person under the age of 18 years requesting to volunteer will be considered and reviewed by the Supervisor. (i.e. high school 40 hour volunteer, past students, special requests)
- This policy will be reviewed and signed-off on by all employees, volunteers and placement students annually.

Policy Procedures:

Prior to volunteering, or beginning a student placement, each individual will be given an orientation (see checklist attached) by the Program Supervisor or designate and will be assigned a supervising staff.

All volunteers/placement students must read, sign and comply with the following prior to placement:

The role of the volunteer/placement student must:

- Never be left alone with children other than his/her own.
- Volunteers will not discipline or redirect children other than his/her own, and placement students begin to redirect children and/or set boundaries.
- never use any form of physical discipline or degrading behaviour
- Stay with the group at all times if on a field trip.
- Not provide outside food to the children.
- Not show favoritism.
- Show interest and involvement when working with the children.
-

The role of the Supervisor and/or Designate includes providing each volunteer/placement student with:

- An orientation prior to beginning their shift.

- Giving the volunteer/placement student a room orientation which includes the implementation of a fire drill, evacuation, lockdown and secure-in-place procedures.
- An introduction to the program staff, school office staff (if applicable) and caretakers.
- A supervising staff.
-

The role of the supervising staff includes:

- Never leaving the volunteer/placement student alone with children.
- Monitoring and supervising the placement student is covered in their review package from the college; notifying the Supervisor and/or designate of any concerns.
- Monitoring and supervising volunteers on a daily basis; notifying the Supervisor and/or designate of any concerns.
- Signing-off on the volunteer and/or placement students' daily schedule at the end of each shift.

Releasing Children to Caregivers other than Parents/Guardians:

Upon registration, parents must complete the authority to pick up your child form, which will advise staff of all people authorized to pick up your child. Staff will not release your child to anyone not listed on this form. Staff will ask for photo identification until they become more familiar with the person.

Parental Separation or Custody Agreement:

In the event of a separation of the parents, Queen Victoria /Holy Family Childcare Centre will continue to accept either parent's authority until a direction signed by both parents or a court order is provided. If there is a custody agreement, we require a full copy and we will confirm with the custodial parent our understanding of that document. Without a custody agreement stipulating limited parental access, we cannot deny any parent access to their child. All documents provided and the information contained in them will be held in the strictest confidence.

Records:

It is the parent's responsibility to keep Queen Victoria/Holy Family Childcare Centre informed of any change of information relating to their child, particularly medical information and contact phone numbers. It is essential that staff be able to locate the child's parents or a designate should an emergency arise.

Intoxicated Parent/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, Queen Victoria /Holy Family Childcare Centre has the right to refuse to release the child to this person. The child can be released to a different person provided they are on the pick up list. If the parent refuses to authorize another designated person,

staff members have the right and will inform police of this situation in the interest or safety for the child.

Outdoor Play:

Outdoor play is an important element of an active learning environment. Ministry of Community, Family and Children's Services guidelines will be followed with regard to outdoor time. Children that are too ill to play outdoors are too ill to be in care and will be sent home.

Clothing:

Your child should be dressed in clothing that is appropriate for physical activity, the weather and messy play. A second set of clothing should be kept in your child's cubby in case of accidents. All clothing should be labeled with your child's name.

Home Toys:

We encourage you and your child to keep personal belongings and toys at home, to prevent loss or damage to them. Staff will advise parents when toys may be brought in to share with the group. Weapon and War toys are not permitted in the child care at any time. Queen Victoria/Holy Family Childcare Centre is not responsible for lost or broken toys.

Queen Victoria/ Holy Family Childcare Centre Policies

Policies Overview:

All policies of Queen Victoria/Holy Family Childcare Centre are available to parents in the child care office. Some of the policies we have on file include, but are not limited to:

- Child Care and Early Years Act- This is the provincial regulation governing all licensed child care centres in Ontario. Our license is reviewed and reissued in July during our annual inspection.
- Early Learning & Care Assessment for Quality- This is the City of Toronto's regulation governing Child Care Centre's in Toronto that have a Purchase of Service Agreement with the City. Queen Victoria /Holy Family Childcare Centre is inspected annually to ensure that we are complying with City child care regulations.
- Behaviour Management- This policy is reviewed by staff annually and outlines the procedures that staff can and cannot use when supervising children.
- Child Abuse Reporting- All child care workers are required by law to report any suspicions of child abuse to the Children's Aid Society. Staff are not to investigate any suspicions, they are to report to Children's Aid Society directly. It is the Children's Aid Society's job to investigate and follow up on all suspected incidents of abuse. Staff are too keep such matters confidential.

- Anti-Bias/Anti-Racism- Staff work hard to ensure every child feels comfortable and supported at Queen Victoria/Holy Family Childcare Centre. Incidents of bias or racism will not be tolerated in the child care centre as per Queen Victoria/Holy Family Childcare Centre's Anti-Bias policy.
- Playground Policy- To ensure safety on the playground, Staff maintain ratios, conduct daily inspections, monthly maintenance inspections and an annual inspection is conducted by a Certified Playground Safety Inspector.
- Medication Administration- Staff and families must comply with City and Provincial regulations regarding the administration of prescription medications.

Child Abuse Prevention and Reporting:

The abuse of children in any form is not tolerated at Queen Victoria/Holy Family Childcare Centre. It is the policy and legal obligation of all those working at Queen Victoria /Holy Family Childcare Centre to report to the Children's Aid Society any child who is suspected of being abused physically, emotionally, mentally or sexually. Reports will be made in accordance with the Child and Family Services Act. Staff are both committed and obligated by law to take a proactive position regarding the prevention of child abuse. As soon as a staff member suspects abuse, that staff member is required to contact the Children's Aid Society immediately. Staff are instructed not to investigate the situation or consult with other staff. Staff's only responsibility is to report any suspicion of abuse to the Children's Aid Society. Any and all investigation or follow-up then becomes the responsibility of the Children's Aid Society.

Serious Occurrence Notification Form:

It has been standard practice for licensed childcare centres to call in a report of a **Serious Occurrence** to the Ministry of Community, Children and Youth Services within 24hrs followed by a written report within 7 days. Queen Victoria/Holy Family Childcare Centre informs all persons involved as well as the Board of Directors; a copy of the report is kept on file and all reports are reviewed annually.

As a measure to increase awareness and transparency the Ministry of Children and Youth Services has now directed us to *post* all **Serious Occurrences** that involve children, staff or the Centre. This information will be shared through a standardized posting beginning **November 1, 2011**.

- The **Serious Occurrence** posting will be found outside the childcare office.
- The information shared will state the type of incident which has occurred according to standard definitions.
- There will be NO identifying information of children, program or staff.
- This posting will be made available within 24 hours of the occurrence and remain posted for 10 business days. The exception will be in the case of allegations of abuse; these will only be posted once the outcome of an investigation has been undertaken by the Children's Aid Society and/or Centre or appropriate authority.

Fees:

Canada Wide Early Learning and Childcare Program:

Queen Victoria Childcare Centre is enrolled in the Canada Wide Early Learning and Childcare Program. Public Fee's have been reduced by 25% in 2022 for families that have eligible children.

Eligible Child:

- Any child under 6 years old; and
- Up until June 30 and turns 6 years old between January 1 & June 30 and is enrolled in our toddler, preschool or kindergarten program.

Fees are due by the fifth working day of each month, with no deductions for absences or holidays. If you become negligent in paying your fees, your child will be withdrawn from Queen Victoria Holy Family Childcare Centre. If you are a subsidized parent, Toronto Children's Services will be notified, and you will be held back from receiving another subsidized space until your debt to Queen Victoria/Holy Family Childcare Centre is paid.

Queen Victoria Childcare Centre Public Fees:

January 1-March 31,2022

Toddler	Preschool	Kindergarten	School Age
\$65.69 Per Day	\$44.88 Per Day	\$34.98 Per Day Camp Rate: \$42.66	\$30.76 Per Day Camp Rate: \$36.95

CWELCC Rates April 1-December 31, 2022

Toddler	Preschool	Kindergarten	School Age
\$49.27 Per Day	\$33.66 Per Day	\$26.23 Per Day Camp Rate: \$31.99	\$30.76 Per Day Camp Rate: \$36.95

Holy Family Childcare Public Fees:

January 1-March 31, 2022

Kindergarten	\$34.98 Per Day Camp Rate: \$42.66	Am Rate: \$18.11	PM Rate: \$23.36
School Age	\$33.71 Per Day Camp Rate: \$39.08	AM Rate: \$19.16	PM Rate: \$23.39

CWELCC Rates April 1-December 31, 2022

Kindergarten	\$26.24 Per Day Camp Rate: \$31.99	Am Rate: \$13.58	PM Rate: \$17.52
School Age	\$33.71 Per Day Camp Rate: \$39.08	AM Rate: \$19.16	PM Rate: \$23.39

Admission Policy:

Queen Victoria/ Holy Family Childcare Centre does not charge parents an admission fee or deposit. Family's that receive subsidy must have the Toronto Children Services worker contact the Centre to confirm that your subsidy has been approved and that your child is able to start care. Parents must meet with the Program Supervisor or Director prior to admission to complete the required forms, exchange information about your child and tour the Centre.

Withdrawal of your child:

Two weeks written notice is required to withdraw your child from our program. If you fail to give the appropriate notice full program fees will be charged.

Behaviour Guidance Policy:

Queen Victoria/Holy Family Childcare Centre follows strictly the Childcare Modernization Act policies and procedures with respect to behaviour management.

Discipline should be:

- Related to the nature of the behaviour
- Appropriate to the developmental level of the child.
- Used in a positive and consistent manner.
- Designed to assist the child in learning appropriate behaviour.
- Implemented as soon as possible after the inappropriate behaviour.
- Discussed with a parent/guardian if a difficult situation arises with the child.

No staff shall be permitted to:

- Use corporal punishment of physical force upon a child.
- Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
- Locking the exits of Queen Victoria or Holy Family Childcare Centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of Queen Victoria/ Holy Family Childcare Centre's emergency management procedures.

- Using harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding or inflicting any bodily harm on children including making children eat or drink against their will.
- Inflicting any bodily harm on children including making children eat or drink against their will.
-

Suspension and/or Termination of Services:

It is within the authority of Queen Victoria/Holy Family Childcare Centre to suspend or remove a child from the centre. Each family is required to sign and adhere to the “Parent and Child Code of Conduct”. Queen Victoria/Holy Family Childcare Centre reserves the right to terminate or deny services if a child or family are not abiding by the Parent and Child Code of Conduct. We will make every effort to serve all children in our program. This is accomplished by supervisor and staff observation and discussion, modification of the program where possible, and consultation with parents, teachers and other appropriate professionals.

However, there may be unusual situations in which the regular program cannot meet the needs of certain children or families. In this case the supervisor, in consultation with the President of the Board of Directors, may decide that the child may be suspended or terminated from the Centre. 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, the unused portion of fees will be refunded.

Queen Victoria/Holy Family Childcare Centre will also try to serve all of our families. It is expected that parents behave appropriately while in the presence of the other children. Should there be serious and/or continuing problems with a family that interfere with the operation of the Centre, the Board reserves the right to terminate services.

School Suspensions:

Should a child enrolled at Queen Victoria/Holy Family Childcare Centre receive a suspension from the school, the Principal will notify the Supervisor. The Principal will determine whether the suspension includes denial of access to TDSB property (including childcare).

Parent & Staff Communication:

Parents and staff will communicate in a respectful and courteous manner at all times. Communication is an essential part of meeting the needs of your child. Therefore we encourage you to take the time to speak to staff about any issues that may help us care for your child. Occasionally you may need to speak to a teacher privately, depending on staff ratios, it may not

always be possible for the staff to meet with you immediately and you may have to set up a time to meet with that staff.

Health, Hygiene & Safety

Sun Safety:

Queen Victoria/Holy Family Childcare Centre aims to reduce sun exposure by introducing and supporting appropriate strategies for sun protection. Queen Victoria/Holy Family Childcare Centre will provide your child with sunscreen with an SPF of 15 or higher that offers UVA and UVB protection. If your child is allergic to sunscreen, please provide the centre with a written note that will be kept on file. Parents are asked to provide their child with the following items to protect their child from sun exposure: a wide brimmed hat, knee length shorts or Capri's, and unbreakable sunglasses with 100% UV protection.

Fire Drills:

Queen Victoria /Holy Family Childcare Centre conducts monthly fire drills, in which children and staff practice safe evacuation procedures.

Emergency Management Policy & Procedures:

Queen Victoria/Holy Family Childcare Centre has Emergency Management Policy and Procedures, Including a Fire Safety/Evacuation procedure. In the event of an emergency situation requiring the evacuation of Queen Victoria and/or Holy Family Childcare centre or activation of our emergency management polices, parents will be notified as soon as possible by phone at the telephone numbers listed on their child's emergency cards. The emergency shelter for Queen Victoria/Holy Family is Parkdale Collegiate Institute located at 209 Jameson Ave., Toronto, Ontario. Telephone Number for Parkdale Collegiate is 416.939.8160

First Aid, CPR & Epi-Pen Training:

The teachers working with your children have been trained in First Aid, CPR and Epi-pen training. Staff members are trained to handle emergency situations.

Immunization:

Queen Victoria/ Holy Family Childcare Centre requires that all children be up to date with their immunizations prior to admission into the program.

Dealing with Illness:

If a child becomes ill during the day, and is unable to fully participate in the program, their parents will be contacted immediately to arrange to take the child home.

Parents are asked to exercise good judgment and keep children at home when ill, seeking medical attention as appropriate. Symptoms, which are signs of possible pending infection or disease and for which a child should be kept home or may be sent home, include but are not limited to:

- * Fever over 38.5C/100.4F
- * Signs of a cold: Cough sore throat. Watery eyes, green or yellow mucus, discharge from the nose or eyes
- * Headache or ear ache
- * Unusual behaviour related to a cold or fever, or fever-like symptoms such as lack of energy or appetite
- * Vomiting/diarrhea
- * Discharge and/or inflammation of the eye (conjunctivitis/pink eye)
- * Rash, unless the cause is determined to be non-contagious
- * Live head lice

Sick children must be excluded from the child care centre until they are no longer contagious, so as not to expose other children and staff. If your child has a fever of 38.5C/100.4F (auxiliary) or above, do not bring them to child care until 24 hours after the temperature becomes normal. If your child arrives at the child care centre with symptoms or possible illness or disease, you will be requested to take your child home. If a child becomes ill while in care, we will try to contact you immediately and do our best to isolate the child from the rest of the children until you arrive.

Communicable Diseases:

If your child contracts a communicable disease, (i.e. chicken pox, mumps, measles, etc.) please notify us so that we can notify the other families and public health. A doctor's note may be required for the child to be re-admitted to the Centre.

Administering Medication:

Queen Victoria/Holy Family Childcare Centre will administer only PRESCRIPTION DRUGS to the children in accordance with the provincial legislation. This requires the following:

- i. Parents must fill out the Medication Authorization Form for each medication. This provides written authorization, including the dosage and times any drug is to be given.
- ii. Parents must supply Queen Victoria/Holy Family Childcare Centre with medication in the original container, clearly labeled with the child's name, name of the drug, the dosage, the date of purchase and instructions for storage and administering the drug.

- iii. Parents must hand medication to a staff member to ensure safe storage. Unless specified by a doctor, medication is not allowed to be left in your child's cubby or bag.
- iv. Anaphylactic medications (Epi-pen) will be kept within reach of staff, NOT LOCKED AWAY, but not easily accessible to other children, so they are readily available in the event of an emergency.

One permanent staff member will be responsible for the administration of any and all medications in their program room. If that staff member is absent, another permanent staff will be responsible during their absence.

Hygiene:

Good hygiene in any situation is important, extremely so in a child care setting.

Therefore we adhere to the following:

- Shoes are to be worn at all times, unless, engaged in play on carpeted areas.
- Socks are almost always worn.
- Carpets are vacuumed and floors are mopped every evening
- Hands are washed before preparing or consuming any food products and following toileting.
- A dishwasher is available to disinfect and clean all dishes as well as toys and equipment.
- Tables are cleaned with a disinfectant before and after use for meals and snacks.

Pediculosis (Head Lice):

Head lice are a nuisance that can happen to anyone. Although head lice is not major health risk and does not cause any illness, it is in the best interest of all concerned that we 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 the child care Centre of any occurrences, to prevent further spreading of head lice.

If live lice are found on your child, we will call you and you will be expected to pick up your child immediately. Until you arrive, your child will be kept away from other children to prevent possibly spreading lice to other children. You must keep your child at home until the lice and nits have been eliminated. Children will not be allowed back at the Centre until no live lice are present and the number of nits is reduced to less than five. It is advisable to remove all nits. You must make arrangements for the child care staff to check your child's hair before dropping your child off.

Nutrition:

Queen Victoria/Holy Family Childcare Centre's lunches and snacks are catered by Boaden Catering. Boaden's menus are reviewed with a registered dietitian. Boaden works to ensure that the children they serve have nourishing and well balanced meals. Boaden reviews their menus to

ensure that no product will include hydrogenated fats (Trans fats). Boaden prepares all soups and casseroles on premise, meats are cooked in-house, pasta and bread are always whole wheat, pastries are freshly baked and fruits and vegetables are served daily.

Smoke-Free Environment Policy:

Queen Victoria/Holy Family Childcare Centre is a smoke-free and tobacco-free environment. Smoking is not permitted in any enclosed area utilized by Queen Victoria/Holy Family Childcare Centre. Smoking is prohibited in any open spaces 10 meters from the child care Centre's outdoor area or fence line. Staff are not permitted to smoke in front of children in our care. Parents, family members or relatives of children enrolled at Queen Victoria/Holy Family Childcare Centre will not be permitted to smoke on the premises and will adhere to the Smoke Free Environment Policy.

School-Trips:

If your child has a school field trip and requires a lunch, we can have Boaden send a packed lunch for your child. However, it is the parent's responsibility to notify the staff at least three days prior to the field trip. If parents fail to give the appropriate notice, they will then need to provide their child with a packed lunch. Boaden Catering is not able to provide packed lunches on a Monday, in order to provide your child with a packed lunch for Monday the caterer would need to send that lunch to the Centre on Friday. If your child's field trip is on a Monday then you are responsible for providing your child with a packed lunch.

No Nuts or Nut Products:

Queen Victoria/Holy Family Childcare Centre is committed to providing, as far as practicable, a safe and healthy environment, in which children at risk to nut allergies (life-threatening) can participate equally in all aspects of our program and experiences. Therefore Queen Victoria/Holy Family Childcare Centre prohibits nuts or nut products in our Centre. Queen Victoria/Holy Family Childcare Centre provides your child with adequate food throughout the day. Our food is prepared without nuts or nut products. Please do not send your child to the Centre with food from home. Parents can request a copy of our Anaphylaxis Policy & Procedures from the child care office. Even though we restrict peanuts & nut products, it is crucial that you notify the Centre of any food allergy your child has, or develops.

Anaphylactic Allergies:

Queen Victoria/Holy Family Childcare Centre recognizes the potentially serious consequences of children with allergies. These allergies may include a condition known as anaphylaxis. When exposed to an allergen to which they have a sensitivity, these children will have a severe and potentially life threatening allergic reaction. It is the policy of Queen Victoria/Holy Family

Childcare Centre to create an allergen-aware environment in our Centre in order to protect the health and safety of our children and staff.

Queen Victoria Childcare Centre does not purport to be, nor can it be deemed to be free of food items and non-food items that may lead to a severe allergic or anaphylactic reaction. Queen Victoria/Holy Family Childcare Centre will make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis in accordance with this policy.

Creating an environment that reduces the risk to severely allergic or anaphylactic children requires the co-operation and understanding of all members of Queen Victoria/Holy Family Childcare Centre, including staff, children and parents.

Parents of Children with Anaphylactic Allergies are expected to:

- Exchange information with the Program Supervisor about the child's medical condition including all medical forms. This will enable the supervisor to communicate and plan effectively with the staff in providing for the safety and welfare of the child.
- Provide proprietary medication as prescribed by a physician. This means that the medication can only be used for the child named in the prescription. Failure to provide this medication can result in the removal of the child from the daycare until the medication is available at the daycare according to this procedure.
- Supply the daycare with 2 current pictures of your child.
- Provide a minimum of one (1) Epi-Pen; if possible, provide two (2) Epi-Pens as recommended by Anaphylaxis Canada.
- Epi-Pens have a shelf life of 12 to 18 months and must be replaced when stale-dated.
- Parents/Guardians are encouraged to provide their child with a Medic-Alert bracelet.
- All forms and medications must be reviewed and updated annually.
- Parents are encouraged to notify us immediately if your child develops an allergy and requires medication.
- Advise us if there are any changes to your child's individual plan (e.g., new symptoms of a reaction).
- If child is no longer anaphylactic, a letter from the physician must be provided and kept on file.

Parent and Child Code of Conduct

As part of your contract with Queen Victoria/Holy Family Childcare Centre, we reserve the right to withdraw or deny services if it is believed that the particular needs of your child or family cannot be appropriately met.

The decision for suspension and or withdrawal will be based on, but not limited to, the following types of incidents:

- i. Repeated physical acts against other children and/or staff (hitting, biting, or any other form of physical threat or assault).

- ii. Verbal attacks on other children and/or staff, which include the use of threats, name-calling, as well as profane or degrading language.
- iii. Racial or other discriminatory incidents.
- iv. A child who leaves the Centre without permission and or leaves the care of Centre staff on or offsite.
- v. Any verbal or physical abuse by a child or child's family member.

We realize that occurrences and disputes will occur among children and it is not our intent to exclude children over normal developmental incidents that assist them in acquiring problem-solving skills. However, as individual needs vary in terms of environment and program, some children may not benefit from the program offered at this Centre. We will make every effort to meet the needs of your child, which may require the assistance of an outside agency. If the behaviours still occur and it is deemed that we are unable to meet the needs of you or your child, then services will be withdrawn, with approval from the Board of Directors.

Waitlist Policy

Queen Victoria/ Holy Family Childcare Centre has over 200 licensed childcare spaces for children 18 months-12 years of age at two locations. The Board of Directors has approved a Wait list policy and practices that are transparent, fair and consistent that includes priorities for enrollment that include currently enrolled children, siblings and residents of the Parkdale Community.

Queen Victoria/ Holy Family Childcare Centre develops and maintains a centralized waitlist for its two sites. To gain access to the waitlist, families must complete a waitlist form either by coming into the Centre, calling the Centre at 416.530.0683 or via email at queenvictoriacc@bellnet.ca.

Here is how the waitlist works:

- i. There are no fees charged to be placed on the waiting list.
- ii. Each age group at each Centre has its own individual waiting list.
- iii. The day you complete the waitlist form or call or email will be your seniority date on the waiting list.
- iv. If there are any changes to your contact information please contact the Centre to update your file.
- v. There is no specified length of time that you need to be on the list to be offered a space.
- vi. Spaces are created when a family of child leaves the Centre.
- vii. When a space becomes available, the Director will offer the family of the child whose name is at the top of the waitlist a space in the childcare program (subject to the priority rules set out below) by telephone at the number provided on the registration form.
- viii. Once a family is called from the waiting list they are given 48 hours to return the call and express continued interest in the space available. If we do not hear

from you within 48 hours, we will move to the next child on the waiting list. Therefore it is important for you to inform us of any changes in your contact information.

- ix. If you are called for a space and do not wish to take it at the time, but still wish to remain on the waiting list, your place/seniority on the waiting list remains the same.
- x. A child's space on the waitlist is not transferable to another family.
- xi. You will remain on the waiting list until you have requested to be removed.

WAITLIST PRIORITY

When a space becomes available, families will be offered a space at Queen Victoria Childcare Centre's programs on the basis of the applicable waitlist, subject to the following priorities:

- i. Children that are currently enrolled and flipping to an older age group
- ii. Siblings of children already attending Queen Victoria or Holy Family Childcare Centre will be offered a place in priority to all other children on the waitlist
- iii. Children residing within catchment area of Queen Victoria Public School or Holy Family Catholic School.
- iv. Special Consideration may be given to families on the waitlist who risk losing their newly granted subsidy if they do not secure a child care space within a specific time frame.

As a result of these priorities, a child's place on the waitlist is subject to change without notice. For this reason, it is not always possible to accurately predict a child's likelihood of being offered a space in the childcare program at a date in the future.

Waitlist Privacy & Confidentiality

Queen Victoria/Holy Family Childcare Centre must maintain the Privacy and Confidentiality of all families on our wait lists. If you wish to confirm your status on the waitlist, you must contact the Executive Director/Program Supervisor by telephone. Information regarding other waiting list applicants will not be available to other families, to ensure confidentiality.

Field Trip Policy

Trips are part of Queen Victoria/Holy Family Childcare Centre's programming, especially during the summer months. Our Primary concern is the safety and well-being of all our children during excursions.

Safety precautions:

- Children will be supervised at all times; no child will be left unattended.
- Children will be supervised by staff members; children will not be left with volunteers.
- Emergency information is available for all children, staff and volunteers.
- Areas such as playgrounds or open fields will be monitored for hazards.
- Master list of children who will be participating.
- Foods for the trips are prepared safely and avoid high risk foods.
- First aid kit is fully stocked and available.
- Children are provided with T-shirts or I.D badges.
- Safety procedures are reviewed with children on a regular basis.

The enrolment package contains a blanket permission form for community walks/trips. Separate permission forms are required to be signed by parents for trips during the summer months, P.A. days, during the winter holidays and March break.

Children must arrive at the Centre at the time specified, if you arrive late your child will not be permitted to attend the field trip and no alternate care will be available for them at the Child Care Centre.

Parents who do not wish their child to participate on a trip will be required to arrange alternate care for their child.

Complaint Resolution Policy & Procedure

Purpose:

Queen Victoria/Holy Family Childcare Centre strives to build and maintain a harmonious relationship with the children and families of Queen Victoria/Holy Family Childcare Centre. When a family or parent has a concern about our service, we view these complaints as serious. We make every effort to come to a resolution with the parties involved. In order to ensure that these complaints and concerns are handled in a timely and appropriate manner, Queen Victoria/Holy Family Childcare Centre will adhere to the Complaint Resolution Procedure as it outlined below.

Procedure:

1. Reporting a Concern about a Staff member

- If any complaint arises the complainant is encouraged to discuss the issue with staff prior to bringing the issue to the Program Supervisor. Staff who are directly involved with the program and are often best able to provide explanations and resolutions.
- If the complainant still feels that the issue is unresolved after speaking to the staff member, the complaint can be brought to the Program Supervisor's attention in person, via email, by phone or voice messaging system, or by leaving a written note on the Program Supervisor's desk in a sealed envelope.
- Any concern or complaint submitted to the Program Supervisor will be acknowledge immediately or within 5 business days dependent on the severity of the complaint. The indicated response time is to assure the complainant the concern is being addressed.
- The Program Supervisor will address the concern, by discussing the concern with the complainant, and the staff to get a better understanding of the issue. The Program Supervisor will work with the parent and staff member to develop a resolution to the concern. This resolution will be communicated to the complainant and the staff member in writing.

Reporting a Concern about a Supervisor

- If a complaint is made against the Program Supervisor we encourage the complainant to discuss their concerns directly with the Program Supervisor. As the Supervisor has a direct involvement with the programs, they are often in a better position to provide clarification and explanation regarding the Childcare's policies and procedures. They are also equipped to assist in the resolution of a concern.
- If the complainant still feels that the issue is unresolved after speaking to the Program Supervisor, or the issue is of greater severity the complaint can be brought directly to the attention of the Executive Director
- Any concern or complaint submitted to the Executive Director will be acknowledge immediately or within 5 business days depending on the severity of the issue. The time lines are set out to assure the complainant the concern is being addressed.
- The Executive Director will address the concern, by discussing the concern with the complainant, and the Supervisor to get a better understanding of the issue. The Executive Director will work with the Supervisor and complainant to develop a resolution to the concern. This resolution will be communicated to the complainant and the Supervisor through written documentation.

Reporting a Concern about the Executive Director

- If a complaint is made against the Executive Director we encourage the complainant to discuss their concerns directly with Executive Director. As the Executive Director has the ability to balance the needs of the complainant and the Centre's directive, they are often in a better position to provide clarification and

explanation regarding the daycare's policies and procedures. They are also equipped to assist in the resolution of a concern.

- If the complainant still feels that the issue is unresolved after speaking to the Executive Director, the complaint can be brought to the attention of the Board of Directors by leaving a written note in a sealed envelope addressed to the Board of directors.
- Any concern or complaint submitted to the Board of Directors will be acknowledged within 5 business days to assure the complainant the concern is being addressed.
- The Board, or a representative of the Board of Directors will address the concern, by discussing the concern with the complainant, and the Executive Director to get a better understanding of the issue. The Board of Directors or representative will work with the Executive Director and complainant to develop a resolution to the concern. This resolution will be communicated to the complainant and the Executive Director in writing.

If a complaint or allegation is deemed serious at the discretion of the Program Supervisor the following steps will be taken:

- The Supervisor will immediately direct the complainant or concern to the Executive Director
- This would include observations of staff exhibiting practices that are prohibited by Queen Victoria/Holy Family Childcare Centre.

2. Investigation and Review

- The Executive Director will review the details surrounding the complaint from all parties involved, including the proposed resolutions. If the Executive Director sees fit, an investigation may be conducted to add clarity to the case or determine additional details, unless otherwise directed by outside parties, ie Children's Aid
- The Executive Director will consider the course of action or decision, made by the staff member and Program Supervisor relative to the complaint
- The Executive Director will determine resolutions, including steps for prevention where necessary.
- The Executive Director's review and resolution will be documented, and the findings will be communicated to both staff and the complainant
- If the Executive Director cannot reach a conclusion which satisfies the needs of both parties or if the complaint is of a serious nature and it has the potential for greater scope, it will be brought to the attention of the Board of Directors.
- The Executive Director will file a Serious Occurrence report within 24 hours of becoming aware of the complaint with Toronto Children Services and the Ministry of Education Child Care Licensing System for any complaints which proposes abuse, neglect or an allegation of abuse by a staff member.

- If the Executive Director cannot reach a conclusion which satisfies the needs of both parties or if the complaint is of a serious nature and has the potential for greater scope it will be brought to the attention of the Board of Directors. The Board of Directors will review the case including details initially provided by the staff, supervisor and the complainant, their proposed resolutions, prior incidents of a similar nature and the Executive Directors conclusions,
- Specific options will be determined by the Board, documented and implemented.

3. Resolution

- When a resolution has been determined both parties will be notified. Potential resolutions may include:
 - Altering a policy or procedure
 - Putting into place prevention strategies
 - Providing an explanation to the complainant, to an effected group, or to all members of the Centre community
 - Maintaining a decision made by the staff
 - Retraining a staff member or if deemed necessary all Centre staff
 - Determining that the Centre can no longer meet the needs of the family. In this case the Centre will assist the family in finding alternative care.

Sleep Supervision Policy

Queen Victoria Childcare Centre will adhere to the new requirements set out by the Ministry of Education (2016) regarding sleep supervision. In order to comply with the regulations, set out in the directive, parents and staff will be oriented to the policy initially, when substantive revisions are made and annually thereafter. Program staff in the toddler and preschool room will ensure this procedure is available in the sleep room area. A copy of this policy and procedure will also be provided to the toddler and preschool room parents as part of their enrollment package.

Sleep Preferences, Required Accommodations & Precautions:

Parents are encouraged to provide input regarding their child's sleeping arrangements and preferences at the time the child begins care, transitioning from the toddler room to preschool room any other time upon their request. A Sleep Preferences, Accommodations & Precautions form is included in the enrollment package for parents to complete before their child begins care. These forms will be removed from the package and kept in the sleep room's binders in the toddler and preschool rooms for staff, volunteers and students to review each child's individual sleep preference, accommodations and precautions. These forms will be reviewed and updated with parents every three months or whenever a parent reports any changes. Staff will be aware and implement sleep preferences based on different values, parenting beliefs, cultural or otherwise that are associated with rest. If a family's beliefs and practices conflict with Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada, then the Centre will not endorse an alternative practice, unless the Centre is provided with written advice from a medical practitioner.

The Ministry of Education requires that Queen Victoria Childcare Centre adhere to the following:

- i. All children will be assigned their own labelled cot.
- ii. Parents will be consulted respecting a child's sleeping arrangements/requirements at the time of enrollment and upon transition into a new program.
- iii. Adjustments to the manner a child is supervised when sleeping will occur if there is a significant change in the child's sleep pattern or behavior and will be communicated to the parents upon child pickup or drop off.
- iv. Parents of children enrolled in the preschool or toddler program, that regularly sleep will be advised of Queen Victoria/Holy Family Childcare Centre's Sleep policies and procedures prior to beginning care and when transitioning from the toddler room to the preschool room. The Sleep Supervision Policy will be included in the enrolment package.

In order to ensure an environment conducive to rest the following procedure will be followed:

- i. Parents will be requested to provide a labelled blanket for their child.
- ii. Each child will be assigned a cot with their name labeled on it on the first day they begin at the Centre.
- iii. Cot assignment will be communicated to parents and any changes to this assignment will be shared verbally to them.
- iv. Staff, students, volunteers and parents should refer to the sleep chart posted in sleep room in the event there is a change in cot assignment due to new children being enrolled or withdrawn.
- v. Staff, students and volunteers are required to document any significant change in a child's sleep pattern or behavior on the direct visual check form. The information documented must be communicated to the child's parents at pick up time. In the event that a parent does not pick up, staff will then send a note home or call the parent to inform them.
- vi. All children will rest with their face uncovered.
- vii. A soft toy from home can be brought to the Centre, but will be returned to the parent when it requires washing.
- viii. Low lighting and soft music will be made available during the sleep room routine.
- ix. Children's outdoor shoes will be removed during sleep room routine and placed in a designated shoes bin. (In case of evacuation). Children with indoor shoes may leave their shoes on during the sleep room routine.
- x. Depending on a child's need or request, a staff will assist children to sleep by rubbing their backs or being physically available.
- xi. Each toddler and preschool child is permitted to sleep, rest or engage in quiet activities based on their individual need during rest period.
- xii. Activities available for children during the rest period is documented on the program plan.
- xiii. Staff will ensure all children are placed head to foot on the cot to promote physical space between children.

- xiv. Sheets are laundered weekly, or sooner if they become soiled.
- xv. Cots are disinfected on a weekly basis or sooner if they become soiled.
- xvi. Soiled blankets will be placed in the child's cubby for parents to take home to be laundered.
- xvii. Classroom lights will be turned on at 2:00 p.m. in the toddler sleep room and 3p.m in the preschool.

Practices that would undermine a child's well-being will not be used at any time. These include:

- Not providing a cot or bedding for sleeping or resting
- Taking a child's soother, blanket, sleep toy away
- Sending children to 'bed' as a form of punishment
- Withholding any aspect of the program as a form of punishment for not sleeping

Sleep Supervision and Position Procedures for Toddlers & Preschoolers:

- i. Each child will have a sleep preference, accommodation & precaution form available in the sleep room binder so that all staff are aware of each child's preferences.
- ii. There is a travel attendance board which identifies where individual children are.
- iii. Staff are to remain in the toddler and preschool rooms during sleep time.
- iv. The ratio of adults to toddlers is 1:5 with a maximum group size of 15. During naptime the toddler ratio can be reduced to 1:8.
- v. The ratio of adults to preschool children is 1:8 with a maximum group size of 24. During nap time the preschool ratio can be reduced to 1:12.
- vi. Toddlers and preschoolers have a regular nap time after lunch that does not exceed two hours; however, children will be accommodated if they fall asleep outside of the regular nap time.
- vii. Staff, students & volunteers review each child's sleep preference, accommodation & precaution form before working in sleep room and when parents make any changes to the form.
- viii. Staff working with toddlers and preschoolers are aware of each child's sleep habits and preferences and remain aware of all the children resting or sleeping in the sleep room, performing direct visual checks every 30 minutes and responding to distress.
- ix. Staff will communicate to a child's parents any significant change in their child's sleeping pattern or behaviours during sleep, resulting in adjustments to the manner in which their child is supervised during sleep, and include details regarding the performance of direct visual checks such as how frequently direct visual checks are performed and how direct visual checks will be documented.

Implementing sleep practices:

- Staff will refer to each child's individual sleep preferences, accommodations and precautions form prior to sleep time.
- Recognize the importance of consistency of practices between home and care.
- Staff will respect parenting beliefs and values of families and Cultural and religious practices.
- Staff will meet the individual needs of each child by providing children with any recommended sleep aids (soothers, stuffed toy, special blanket etc.), minimize any stress or discomfort and acknowledge children's emotion, feelings and fears.

Direct Visual Checks:

Sleep room staff will conduct direct visual checks on sleeping children every half an hour. These visual checks will be documented on a direct visual check form. During these visual checks staff will be looking for breathing rate, sweating, colour change, wheezing and nose flaring. If the child is showing any signs of distress the staff member will act accordingly. Children who are unwell will be given the highest supervision priority and monitored constantly especially if the child has a high temperature, vomited or received minor trauma to their head

Changes in Sleeping Patterns:

Staff are required to communicate any significant changes to your child's sleep pattern or sleep behaviour such as night terrors or a substantial amount of sleep. This communication allows us to ensure that parents are always aware of changes that are occurring with their child. Staff will document any observed changes in your child's sleep pattern/behaviour on the direct visual check which will be communicated to you upon pick up or drop off. Staff will make any necessary adjustments based on recommendations from the parents and will result in adjustments to the manner in which the child is supervised during sleep.

Safe Sleep:

Children age 0-12 months of age are placed for sleep in a manner consistent with recommendations set out in the most current version of the Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada, a document endorsed by Health Canada. The joint statement on safe sleep can be found here: http://www.phac-aspc.gc.ca/hp-ps/dca-dea/stages-etapes/childhood-enfance_0-2/sids/jsss-ecss-eng.php.

Policy Review:

Queen Victoria/Holy Family Childcare Centre Sleep Supervision Practices Policy and Procedures must be reviewed by all employees, volunteers and students before they begin working with the children, whenever revisions are made and annually. Training and support will be provided to all new employees, volunteers and students. Employees, volunteers and students will be required to sign stating that they have read, understood and agree to comply with this policy. A written record of each policy review will be maintained on file for at least three years.

Compliance, Monitoring & Contraventions:

- i. The Program Supervisor is responsible for monitoring compliance to all Queen Victoria/Holy Family Childcare Centre policies, procedures and Individualized Plans. However, if an RECE, ECAs, Casual Staff, Volunteers and Placement Students witness an act of non-compliance, they are responsible for reporting the incident to the Program Supervisor.
- ii. The Program Supervisor will use the Policies Compliance and Contraventions Monitoring form to record ongoing policy, procedure and individualized plans compliance observations throughout the year. The Program Supervisor will review these observations with employees, students and program staff annually.
- i. In the event of non-compliance with any Queen Victoria/Holy Family Childcare Centre Policy, Procedure and Individualized Plan the Program Supervisor will immediately speak privately to the staff member involved in order to assess the seriousness of the contravention. If Necessary, appropriate action will be taken which may include disciplinary action depending on the nature of the contravention. A corrective plan will be agreed upon that includes a specific time period to achieve the goals set out in the plan.
- ii. Performance during this time period will be observed by the Program Supervisor to ensure compliance and if the individual fails to comply, further disciplinary action will occur, up to and including dismissal.
- iii. For Serious allegations, the individual may be asked to leave the premises immediately.
- iv. The Director will deal with any policy, procedure or individualized plan contraventions in relation to the Program Supervisor. The Board Chair will deal with any policy, procedure or individualized plan contraventions in relation to the Director.

