

**Play and Grow Child Care Centre, 227 Drewry Avenue, Toronto,  
Ontario, M2M 1E3 416-395-5098**

# **PLAY AND GROW CHILD CARE CENTRE**

## **Parent Handbook**



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## Welcome to Play and Grow Child Care Centre

The Play and Grown Childcare Centre is pleased to welcome your family to our Child Care program. In choosing Play and Grown Child Care Centre for your child, you have chosen one of the finest and most trusted providers of high quality child care services in the North York area.

Play and Grow Child Care Centre was formed in 1994 as a non-profit community-based childcare centre. It is operated by qualified staff and administered by a volunteer Board of Directors. All staff with an Early Childhood Education Diploma are also registered with the College of Early Childhood Education (RECE's). The Day Care also works closely with R.J Lang School, the Toronto District School Board, the Ministry of Education and the City of Toronto. Play and Crow Childcare Centre is licensed by the Ontario Ministry of Education and inspected yearly by an Early Childhood Licensing Specialist. We meet and maintain provincial standards set out in the Day Nurseries Act concerning programming and operations as well as standards set by the Health and Fire Departments. Play and Grow Child Care Centre is licensed to provide care for children between the ages of 3.8 to 12 years.

The Ontario government is committed to increasing transparency and parent access to information about licensed child care programs. You can now find licensing inspection findings on the Licensed Child Care Website which is available at [www.ontario.ca/ONT/porta161/licensedchildcare](http://www.ontario.ca/ONT/porta161/licensedchildcare).

This handbook will provide you with program information and policies regarding Play and Grown Child Care Centre services. If you require further information, please feel free to contact the Centre Supervisor.

Thank you for becoming part of our Play and Grow family!

## Program Statement 2021-2022

Play and Grow Child Care Services offers a learning program that is consistent with Ministry of Education policies, pedagogy and curriculum. Some of the Ministry documents 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
- Early Learning for Every Child Today

Play and Grow Child Care Centre also uses an Emergent Curriculum approach in its Early Learning and Child Care Centre. Emergent Curriculum emphasizes active learning. Since we know that children learn best by pursuing their personal interests and goals, children make their own choices about materials and activities during program time. As they pursue their choices and plans, children explore, ask and answer questions, solve problems, and interact with peers, program staff, volunteers, students on placement and other adults.

## **Children are competent, capable, curious and rich in potential**

Believing that every child is a miracle can transform the way we design for children's care. Play and Grow recognizes each child is a unique individual who brings his or her own abilities to the program and deserves that encouragement and space to try new things, explore new ideas and develop their own creativity. Based on developmentally appropriate practice principles, we create a well-designed environment that allows children to participate in in-depth play opportunities. Play and Grow child Care Centre knows that play is the means for fostering a healthy personality, and it provides the opportunity for each child to discover themselves. Our centre is located in a diverse and multicultural community. With an equally diverse Play and Grow team, we believe that teaching diversity is an active process that focuses on the idea that all children have a right to learn and to reach their individual potential.

Based on children's needs and interests, we strive to create a great variety of learning experiences. Our centre offers daily activities for children to explore, learn, and develop. These include:

- Drama, music, dance and visual arts
- Physical education (gym/outdoor play)
- Language and numeracy
- Nature, science and technology (computers with Smart board, iPads)
- Construction and design
- Opportunities for school age children to work on their homework
- Rest time for children who require it based on their developmental needs

Our programs are designed to:


- Encourage children to interact and communicate in a positive way and support their ability to self-regulate.
- Foster children's exploration, play and inquiry.
- Provide child-initiated and adult-supported experiences.
- Offer opportunities to create authentic lasting relationships with others in the program.


### **Our Goals:**


- a) Play and Grow Child Care Centre promotes the health, safety, nutrition and well-being of the children.
- b) Play and Grow Child Care Centre supports positive and responsive interactions among the children, parents, child care providers and staff.
- c) Play and Grow Child Care staff encourage the children to interact and communicate in a positive way and support their ability to self-regulate

- d) Play and Grow Child Care Centre will plan programs that foster the children's exploration, play and inquiry
- e) Play and Grow Child Care Centre provides child-initiated and adult-supported experiences
- f) Play and Grow Child Care ECEs and ECAs plan for and create positive learning environments and experiences in which each child's learning and development will be supported
- g) ECEs and ECAs in Play and Grow 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) Play and Grow Child Care Centre fosters the engagement of and ongoing communication with parents about the program and their children
- i) Play and Grow Child Care Centre involves local community partners and allow those partners to support the children, their families and staff
- j) Play and Grow Child Care Centre supports all staff who interact with the children in relation to continuous professional learning.
- k) Play and Grow Child Care Centre staff document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.

### **How We Will Implement Our Goals**

 All staff will foster the children's exploration, play and inquiry by providing a variety of activities, and an environment rich in content, that encourages choices, and active play, supported by qualified, attentive and interactive Early Childhood Educators and Early Childhood Assistants.

 All Staff will provide child-initiated and adult supported experiences. The Early Childhood Educators will observe the children and use that information to plan and create a positive learning environment that is based on the interests of the child, and supported by all the adults in the child care environment. Educators will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.

 All Early Childhood Educators need to be reflective practitioners who learn about children through listening, observation, documentation, and discussion with others, families in particular, to understand children as unique individuals. They will observe and listen to learn how children make meaning through their experiences in the world around them, and use this to have meaningful interactions, and engage children on a daily basis.

Each child will experience indoor, and at 30 minutes of outdoor play (weather permitting) for both Before and After School programs daily, as well as a time to engage in quiet and active times, always being mindful of each child's needs and parental direction.

Regular and ongoing communication with parents is an important component of the day. Communication may be in person, by phone, email or through written and posted communication tools. Communication needs to come from all members of the organization, the Board of Directors, the Program Supervisor and all staff.

Parents will be directed to resources outside of the centre if necessary, and community partners such as early year's services, speech therapists, support services, occupational therapists, counsellors, etc., this will be an important part of the centre to support all children and their families.

Our centre is located in school, so relationships with principals, faculty and teachers are critical.

We view the community as a valuable resource and our educators plan learning opportunities to engage the community in our programs. We seek out opportunity to share our knowledge and to learn from others in the community.

The organization will provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support continuous professional learning.

All staff will build a climate of trust, honesty and respect in the workplace, working collaboratively in order to provide a safe, secure, healthy and inviting environment for all children and their families, building and maintaining healthy professional relationships that encourage growth and offering support and mentorship.

Our before and after school programs for 4-5 year old and 6-12 year old are in keeping with our vision, to provide children and families with a seamless day from child care to the school day. At this particular age, children are looking for challenges and opportunities to help plan their activities all while building self-esteem and discovering their talents through social, emotional, physical and cognitive play. Our overriding goal is to support children through this discovery and provide environments that are safe, fun, hands-on and play-based.

Conduct a comprehensive annual review of the Play and Grow Child Care Centre Program Statement including the goals and approaches. Information gathered through the various monitoring practices will be integrated. A signed record will be kept of the review.

Respond immediately to any concerns or commissions of prohibited practices observed or reported in consultation with Human Resources and appropriate authorities (as needed).

All staff, students and volunteers will read the Program Statement and sign off the Policy and Procedures Sign Off binder prior to employment or prior to interacting with children, and when the statement has been modified, and on an annual basis.

■ Program Supervisor will monitor all staff, students and volunteers for compliance with the approaches set out in the program statement and the commission of any prohibited practices through a combination of observation; reports from colleagues, parents, and community partners; and program plans and documentation.

■ Program Supervisor will immediately report any concerns or commission of any prohibited practices to the Play and Grow Child Care Centre Board of Directors. Report to stakeholders including Ministry of Education, municipal children's services, child protection agencies, and professional colleges within established guidelines.

■ The Program Supervisor will review all sign offs by staff, students and volunteers and sign the review sheet to indicate that the process has been completed. The Program Supervisor must be confident that the staff, volunteer or student is fully aware, and understands the Program statement and its implementation.

■ Engage in ongoing reflective practice and collaborative inquiry with the staff team.

■ Participate fully in all discussions of curriculum, Ministry of Education licensing, and quality assessments, and parent survey results with team and assist in developing a plan of action to be implemented and shared with Play and Grow Child Care Centre Program Supervisor.

■ Each classroom will maintain a binder containing observations, plans and documentation to support their understanding of the program statement. Copies of the documentation, relevant to their child, will be shared with all parents or guardians of the children in the program.

■ The Program Supervisor will meet on a regular basis with each team to establish a clear understanding of the program statement, to support staff in their delivery of the Program Statement and to aid the staff in self-reflection, to be recorded, and added to the binder on a regular basis. The Program Supervisor will view each staff as competent and able, and give them time to be heard and respected, and to reflect on their own performance and their contributions to the environment and the development of each child in their care. The Program Supervisor will use all observations, interactions and conversations to monitor all staff.

■ Staff will reflect on *How Does Learning Happen?*, by working through the reflection exercises in the document, by reviewing their observations and engaging children in meaningful activities, by maintaining communication with parents and building trusting relationships with the families, by working with their co-workers to create a safe and healthy environment and by taking the time to engage in self-reflection in a regular basis.

## **Program Philosophy**

We believe that a child learns through play. The aim of our program is to provide an



environment where every child, regardless of abilities, may have the opportunity to experience social, emotional, physical and intellectual growth. When children with special needs come into our program, we will work with parents to try and provide as many opportunities for social interactions and development of skills as possible. The staff will participate in training and work with agencies and/or individual support staff as well as Special Needs Resource staff. Our first priority, for the children in our care, is to ensure that they feel that they are part of an atmosphere that is loving, stable and safe. When a child feels secure, his/her energies can be focused towards a positive learning experience. This creates a happy and healthy child which enables them to retain newly developed and learned skills/concepts. Each child is encouraged to participate in a wide range of activities whether it is in a small group, large group or as an individual. We provide a stimulating, well-balanced program that gives children many opportunities to experience learning. This is accomplished through a combination of group discussions, stories, songs, games, videos, educational materials, various teaching aids and special resource teachers. Our program plans focus on themes or learning units and incorporate some of the Early Learning for Every Child Today framework. The activities for the week reflect that theme / learning unit activities are set up in the classroom and children learn by doing. Program plans for the week, as well as the following week, are posted outside the classroom for parents. A monthly newsletter is distributed at the beginning of each month.

POLICIES AND PROCEDURES ARE AS FOLLOWS. IT IS IMPORTANT THAT YOU THOROUGHLY UNDERSTAND THE CONDITIONS OF ADMITTANCE AND ATTENDANCE.

### **Days and hours of operations:**

Monday to Friday, the Before School Program is from 7: 00 a.m. to 8:15 a.m. and from 2:45 p.m. to 6:00 p.m. is the After-School Program.

**PLEASE NOTE:** Morning Snack for the Morning Program is served at 7:30 a.m. Parents, please make every effort to have your child at daycare by this time. If, on any given day, this is impossible, please call and let the staff know.

The Day Care opens at 7:00 a.m. for the Before-School program. The children are released into the school-yard at 8:00 a.m. At that time, there should be a school teacher supervising the yard. School ends at 2:45 p.m. and the After-School children come down to the Centre at that time. Parents have until 6:00 p.m. to pick up their children or late pick up fees will apply (\$1.00/minute late).

If a child is not picked up by 6:00 p.m. and contact is not established by 6:45 p.m., the Children's Aid Society and Police will be notified.

When you bring your child to the Play and Grow Centre, we require that you accompany

him/her into the day care to his/her room. Please make sure that the staff is aware that your child is present.

We also ask that all children be escorted into and out of the daycare by someone 18 years of age or older.

## **Fees**

As a non-profit organization, we depend on your prompt payment of fees.

**P.A. DAYS:** Children who are enrolled in our Before and After School and After School Programs are permitted to attend the daycare on R.J. Lang scheduled P.A. Day. Children enrolled in the Before School program must pay the additional daily fee to attend P.A. days. March and Winter Break (additional fee).

## Statutory Holidays

Play and Grow Childcare Centre observes the following holidays:

New Year's Day	Family Day	Good Friday	Easter Monday
Victoria Day	Canada Day	Civic Holiday	Labour Day
Thanksgiving Day	Christmas Day	Boxing Day	

**PLEASE NOTE:** Full fees are payable on these days. You cannot switch days to avoid or make up for these days.

**Terms of Payment:** Post dated cheques dated for the first of each month for the duration of the enrollment period must be provided prior to the start of care.

**Partially Subsidized Families:** Partially subsidized families will receive their invoices prior to the beginning of each month. Payments are to be made via a cheque at the beginning of each month.

**Covid Related Absences:** Fees are not refundable if child is absent due to Covid related reasons such self-isolation.

**IMPORTANT:** Should Play and Grow Child Care Centre be forced to close for a day or be required to close due to any natural disaster or emergency (flood, gas leak, fire, power failure, water shortage, etc.) fees are still payable. In case of a lengthy closure, the Day Care will relocate.

## **Admission**

Once a spot becomes available for your child, an appointment will be arranged prior to

enrollment to familiarize you and your child with the Day Care and staff. At this time, we will answer any questions and provide you with a Registration Package (Policies and Procedures and the Registration Forms). The registration forms, including the medical, must be completely filled out prior to your child beginning day care.

The following forms must be completed and returned before your child is admitted into the program - they can also be found on our website.

Use this checklist to ensure you have all forms filled out ***prior to*** your appointment with the Program Supervisor/Staff:

- Parent and Family Background Information Form
- Background Information Form
- Emergency Contact Information Form
- Medical and Health Care Information Form
- Parent Consent for Medical Treatment Form
- Consent for Informal & Ongoing Sharing of Information
- Authorization for Youth Escort Form (if applicable)
- Smoke-Free Policy and Procedures Form
- Parent Agreement to Fee Payment Form
- Agreement Between Harmony Community School Centre and Parents Form
- Immunization Information Form & provide copy of Yellow Immunization Card from Doctor*
- Child's Emergency Information Sheet (not attached to Registration Forms)
- Half-Day Rules and Regulations Form (if your child is in this program - JK/SK only)
- Request for Immunization Information (City of Toronto, Public Health Form)
- Parent Agreement (last page of this booklet - to be signed and returned)
- Fee Payment Policy for all Programs
- Non-Prescription Medication Form (when applicable)

Please inform us immediately of any medical conditions your child may have: asthma, an anaphylactic or any other type of allergy, food sensitivity, on medication, special needs, etc.

## **Waiting List**

### **Policy:**

Play and Grow Child Care Centre aims to facilitate families' access to its programs. This policy is intended to ensure that Play and Grow has a clear registration and waitlist process for its programs, and that its process is in accordance with Play and Grow obligations under the Child Care and Early Years Act, 2014 and its regulations, and Play and Grow Privacy

Policy.

**Procedures:**

Parents who wish to enroll their child in a Play and Grow program must register their child by completing a registration form and submitting a deposit. If there is availability in the program that the parent is requesting, confirmation will take place for school age and full day kindergarten.

If there is no space available in the program that the parent is requesting, the child is automatically placed on the waitlist for that program.

Play and Grow does not charge any fees or request any deposits for registration on a waitlist or removal from a waitlist.

Space in a Play and Grow program is offered to waitlisted parents in accordance with priority. Children are placed numerically on the waitlist based on the date and time that the registration is received by Play and Grow. Children currently enrolled in a Play and Grow program will have priority, and move to the top of the waitlist, over a child who is not currently registered in a Play and Grow program, if they wish to add another program, transfer to another school location, or add a sibling, at a later date. When a space in a program becomes available, parents will be notified via phone call. The above-noted priority system is subject only to Play and Grow's policy to give higher priority to children in extenuating circumstances who require urgent care, such as children who are in care of a children's Aid Society.

Parents may inquire with respect to their waitlist status at any time by contacting the Play and Grow Child Care Centre. Play and Grow will disclose the child's position on the waitlist to parents who have requested information about their status.

**Removal from a waitlist**

Every three months from the date of registration, parents on the waiting list will receive a phone call asking them whether they would like to remain or be removed from the waiting list.

If, after having been removed from a Play and Grow waitlist, parents' circumstances change, and they wish to return to a Play and Grow program, the parents must contact the centre and re-register for the programs they require.

**Cancelling a Waitlist Registration**

Families who wish to cancel their registration on a waitlist must submit a request through a phone call to the centre.

**Privacy:**

Play and Grow waitlisted registrations are secured in the Play and Grow office and are covered under the Play and Grow privacy policy.

**Availability of Waitlist Policy:**

This policy forms a part of the Play and Grow Child Care Centre Parent Handbook, which is available to parents.

This policy forms a part of the Play and Grow Parent Handbook, which is available to parents and caregivers upon request at no cost.

**Review:**

**Play and Grow will review the contents of this policy with:**

- a) All employees, before they begin their employment;
- b) Volunteers or students who will be interacting with children at the Child Care Centre, before they begin to volunteer or before they begin their educational placement;
- c) With employees, volunteers and students at least annually after the first review and at any other time when changes are made to the policy.

The contents of this policy and related procedure will be reviewed at least annually and at any time that changes are required by law. A record will be kept showing the date of each review conducted, and each record will be signed by each person who conducted or participated in the review.

Approved by Board of Directors

**IMPORTANT:** Fees are subjected to change.

**Withdrawals/Dismissals**

If you wish to withdraw your child from the Daycare, 2 calendar months advance notice must be given to the Program Supervisor. If notice is not received, full fees will be charged for one-month period. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child to hold your child's spot.

**Dismissals/Termination of Services**

Play and Grow Childcare Centre reserves the right to terminate services if policies are not followed, fees are not paid or if the program is unsuitable for the child - in such instances that a child's behaviour is repeatedly disruptive to the program or threatens the safety of other children and staff (in reference to our Behaviour Management Policy). Every effort will be made to amend unacceptable behaviour prior to dismissing the child from the program.

**Prohibited Practices**

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach intended to manage unwanted behavior. Research from diverse fields of study shows that children who attend programs where they experience warm, supportive relationships are happier, less anxious and more motivated to learn than those who do not. Experiencing positive relationships in early childhood also has significant long-term impact on physical and mental health, and success in school and beyond.

Play and Grow Program Statement sets out approaches that support positive interactions between children, families, staff and the community.

The following prohibited practices are not permitted:

- Corporal punishment of the child;

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

### ***Measures Used to Deal with Contravention of Policies and Practices***

Any reports involving breach of the above prohibited practices are taken seriously and will be dealt with by the Program Supervisor or Board of Directors. Individuals who violate the prohibited practices and this procedure are subject to disciplinary or corrective action up to and including termination of employment, volunteer or student assignment.

Play and Grow Child Care Centre understands and complies with all established guidelines for reporting to the Ministry of Education, municipal children's services, child protection agencies, and professional colleagues.

Play and Grow Child Care Centre wants to ensure that your children have a safe and positive experience that promotes their growth as a learner. To this end, the Program Supervisor or designate will observe staff interactions with children ensuring that they align with our program statement and beliefs in adult-child interactions.

### **Disruptive Behaviour Policy**

Play and Grow Childcare Center's mandate is to provide a safe and respectful environment for all of the children in our care. When children break the rules, it makes it difficult to fulfill this. Therefore, we must ensure that when this occurs the situation is dealt with appropriately. Disruptive behaviours include visible and/or verbal disrespect given to teachers and other children, refusal to participate in the program, name-calling, disregard for classroom rules, harmful behaviours (towards themselves, others or property) and bullying.

The Play and Grow Child Care Centre reserves the right to withdraw child care services/membership for cause in any of the following situations:

## **Child's Behaviour**

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### **1. Non-Violent Disruptive Behaviour**

Any of the following behaviours by the child attending Play and Grow Child Care:

- a) Persistent opposition to authority
- b) Willful destruction of school/centre property
- c) Use of profane or improper language
- d) Conduct that impairs the operation of the centre or the physical or mental well-being of others in the centre
- e) Racial or other discriminatory incidents
- f) Conduct that creates Health & Safety Concerns by staff and/or parents

#### **First Communication – Verbal identification of behaviour(s)**

- Staff will speak to the child and the parent(s) or guardian will be informed of the issue verbally.
- Staff will keep written documentation and records to indicate when the child and parent(s) or guardian were spoken to.

#### **Second Communication – Meeting and Plan of action**

- Meeting with the parents, Program Supervisor and at least one Staff Member in order to verbally outline all incidents and concerns.
- Parents and staff will work together to create a mutually agreeable Plan of Action including possible assessments and support services.
- Document and submit to the Parent(s) a written follow up of the meeting, including an outline of agreed upon strategies.
- Staff will continue to document all incidents.

#### **Third Communication – Written warning**

- Should the agreed upon strategies fail to correct the disruptive behavior, a written warning completed by the Board of Directors will be hand delivered to the parent(s) or guardian and sent via Email.
- Parents may request another meeting to revisit the Plan of Action.
- All written documentation will be kept on file.
- Staff will continue to document the child's progress and the procedures that have been put in place. This information will be shared with the Parents on request.

#### **Fourth Communication – Withdrawal from program**

- Should the behavior continue, the Board of Directors will notify the parent(s) or guardian in writing of withdrawal of child care services/membership.
- Parents will be given 10 working days' notice of withdrawal and given referrals to other services.
- If the family receives a subsidy, the Program Supervisor will notify Toronto Children's Services of the withdrawal from the program.

## 2. Violent or Aggressive Behaviour

A child's behavior is dangerous or hazardous to the Health and/or Well-Being of the other children and staff and/or is deemed a "Serious Incident". Some examples include: Hitting, biting, spitting, scratching, hair pulling, pushing, pinching, throwing objects, running away and not following rules and instructions.

### **First Communication – Meeting and Plan of Action**

- Meeting with the parents, Program supervisor and at least one Staff Member in order to verbally outline all incidents and concerns.
- Parents and staff will work together to create a mutually agreeable Plan of Action including possible assessments and support services.
- Document and submit to the Parent(s) a written follow up of the meeting, including an outline of agreed upon strategies.
- Staff will continue to document all incidents.

### **Second Communication – Withdrawal from Program**

- Should the behavior continue after two (2) weeks, the Board of Directors will notify the parent(s) or guardian in writing of withdrawal of child care services/membership.
- Parents will be given 10 working days' notice of withdrawal and given referrals to other services.
- If the family receives a subsidy, the Program supervisor will notify Toronto Children's Services of the withdrawal from the program.

## **Parent/Guardian Behaviour**

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### **1. Parent/Guardian Physical Abuse of Staff**

A parent(s) or guardian becomes verbally or physically abusive to administration, staff, board members, students or volunteers of the centre.

### **Physical Abuse – Immediate Withdrawal from Program**

- The parent(s) or guardian will be notified in writing of immediate withdraw of child care services/membership.
- The incident will be documented, and the Board of Directors will be informed immediately.
- The Program Supervisor will follow the Serious Occurrence Procedure and notify all required parties including Toronto Children's Services, the Ministry of Education and possibly Toronto Police Services.

### **2. Parent/Guardian Verbal Abuse of Staff**

A parent(s) or guardian makes any racial or other discriminatory comments to a staff member, parent and/or child.



### **First Communication – Written Warning**

- The incident will be documented by staff and reported to the Board of Directors.
- The parent(s) or guardian will be provided by the Board of Directors with a written warning specifying that a second occurrence will result in withdraw of child care services/membership.
- Staff will continue to document all incidents.

### **Second Communication – Immediate Withdrawal from Program**

- The Board of Directors will notify the parent(s) or guardian in writing of immediate withdrawal of child care services/membership.
- The Program Supervisor will notify Toronto Children's Services if the family is subsidized.

## **3. Parent/Guardian Disruptive Behaviour**

**A parent(s) or guardian makes unrealistic demands and/or threats on the program and/or staff. Staff feel that they are being harassed and/or bullied by a parent(s) or guardian and/or staff feel that the parents or guardians conduct are a Health & Safety concern. The Board of Directors reserves the right to withdraw the enrollment of any child if in the opinion of the Board of Directors continued enrollment, in light of the parents demands and/or threats, interferes with the smooth and safe operation of the centre.**

### **First Communication – Meeting and Plan of Action**

- Meeting with the Parents, Program Supervisor and at least one Staff Member in order to verbally outline all incidents and concerns.
- Document and submit to the parent a written follow up of the meeting, including an outline of agreed upon strategies.
- The parent(s) or guardian will be provided with a written warning specifying that a second occurrence will result in withdrawal of child care services/membership.
- The incident will be documented by staff and reported to the Board of Directors.
- Staff will continue to document all incidents.

### **Second Communication – Withdrawal from Program**

- The parent(s) or guardian will be notified in writing of withdrawal of child care services/membership.
- Parents will be given 10 working days' notice of withdrawal unless their behaviour is deemed by the Board of Directors to be a Health & Safety concern.
- The Program Supervisor will follow-up with Toronto Children's Services if the family is subsidized.

## **4. Parent/Guardian Failure to Comply**

A parent(s) or guardian fails to comply with policies set out in the Parent Handbook and/or Policies and Procedure Manual of the centre and/or a parent fails to comply with program regulations and limits.

### **First Communication – Meeting and Plan of Action**

- The Board of Directors and Executive Director will meet with the parent(s) or guardian in order to put together a mutually agreeable plan of action and time frame to resolve the areas of concern.
- Document and submit to the parent a written follow up of the meeting, including an outline of agreed upon strategies.
- Staff will continue to document all incidents.

### **Second Communication – Written Warning**

- Written warning by the Board of Directors to be hand delivered and emailed to the parent(s) or guardian specifying that the next occurrence will result in withdraw of child care services/membership.

### **Third Communication – Withdrawal from Program**

- The parent(s) or guardian will be notified in writing and by email of termination of child care services/membership.
- Parents will be given 10 working days' notice.
- The Executive Director will notify Toronto Children's Services if the family is subsidized.

## **5. Non-Payment**

A parent(s) or guardian becomes more than thirty days in arrears in their fees and has been notified of such arrears in writing. (The Board of Directors has the discretion to consider extenuating circumstances upon written application by the parent(s) or guardian.)

### **First Communication – Meeting and Plan of Action**

- Meeting with the Parents, Executive Director and Treasurer and/or President of the Board of Directors in order to review the outstanding fees and put together a mutually agreed upon payment schedule.

### **Second Communication – Immediate Withdrawal from Program**

- If the agreed upon payment plan is not followed, the parent(s) or guardian will be notified in writing of withdrawal of child care services/membership immediately. The Executive Director will notify Toronto Children's Services if the family is subsidized.

***In any of these situations the Board of Directors may seek legal advice, may contact Toronto Police Service, Toronto Children's Services, the Ministry of Education and R J Lang EM School Principal.***

**Note:** There will be no refund of fees upon termination of child care services/membership for any of the above circumstances.

**Notwithstanding the items listed above, the Board of Directors reserves the right to review and modify any disciplinary action if, in its opinion it is in the**

## best interest of the centre.

### Arrival to the Daycare

Regular routines establish a child's sense of security. It is therefore recommended that you try and maintain fixed hours to drop-off and pick-up your child.

**PLEASE NOTE:** Morning Snack is provided for all age groups. Regardless, all children should be eating a healthy breakfast at home before coming to daycare.

JK/SK children will be escorted to and from their kindergarten classroom by the daycare or school teacher. School-age children will be released from the morning program at 8:20 a.m. and are responsible for walking to their designated school-yard.

**P.A. Days:** The drop off time for the daycare for P. A. Days is between 7:00 to 9:30am for staffing reasons and possible excursions and neighbourhood walks. Any late arrival will NOT be admitted for the day. Please notify the daycare beforehand if there will be any appointments that will cause late arrival at the centre so we can make alternate arrangements for the drop-off.

### Daily Routine

Establishing a routine and providing children with a sense of knowing what is going to happen each day allows them to feel more secure and also helps them adapt to various daily experiences and challenges.

Our daily schedule is as follows. It may change slightly on occasion, due to special circumstances. We will post any changes on our program plan.

PROGRAM TIMES	ACTIVITIES
7:00 am to 7:40 am	Morning snack, Play Time, indoor Play Time /planned activities
7:40 am to 8:00 am	play time
8:00 am to 8:10 am	Tidy up and getting ready to go to their classroom
2:45 pm to 3:00 pm	Afternoon Snack
3:00 pm to 4:00 pm	Afternoon Programmed Activities
4:00 pm to 4:30:pm	Outdoor Play
4:30 pm to 5:45 pm	cont. Afternoon Program and Free Play
5:45 pm to 6:00 pm	Quiet Activities / Pick-Up

(Outdoor Play may be lengthened, shortened or cancelled depending on the weather.)

### **Departure from the Daycare**

Unless the Day Care is previously notified, only a parent or person specified on the admission forms may pick up a child. If someone other than the parent is picking up a child, they should be introduced to the staff (if at all possible) or provide identification upon arrival. We ask that staff is made aware each time any change is made to *regular* pick-up arrangements - even though the person who is picking up your child is specified in the registration package.

Also, if any staff member has reason to believe that the designated adult picking the child up from the day care is under the influence of alcohol or drugs, the child will not be released into their care. If the adult under the influence insists on taking the child off the day care premises, the staff is required to telephone a child protection agency and the police.

We also ask and recommend that all children be picked up by someone 18 years of age or older.

Let us please work together to guarantee the safety and well-being of every child.

**When picking up your child, please get him/her ready quickly and quietly so as not to interrupt programming that is still ongoing.**

**PLEASE NOTE:** Our Centre does not have the authority to deny a primary caregiver access to his or her child(ren) without a court order. In order to deny access, the Centre must have a current copy of the court order on file.

### **Late fee policy**

The Daycare closes promptly at 6:00 p.m. There is a late fee policy of \$1.00 (one dollar) per minute if children are picked up after 6:00 p.m. A late fee slip will be filled out by the staff person on duty and signed by the parent or the person who picks up the child. If you have delegated the picking up of your child to someone else, the parent/guardian is still responsible for any late fees owing. Also, please respect our staff's personal lives and arrive on time.

If a parent is consistently late, late for more than 5 times, child(ren) may be withdrawn from the program. This policy enforces Ministry guidelines that children are not in Day Care for longer than 9 hours and that children are not being neglected and are spending enough time with his/her family.

**PLEASE NOTE:** It is important that parents and staff communicate in order to find an alternate solution if lateness becomes an issue.

## Health Policy

The following factors have been considered in developing our Centre's Health Policy.

- The inability of a child who is ill or not feeling well to cope with the day's program
- The need to protect children from contagious disease
- The need for a guideline to assist parents in deciding whether to bring in a child who is "not quite well" to day care
- The responsibility and commitment of parents who work full-time

### Policy regarding sick children

In the best interest of all children attending Play and Grow Child Care Centre, a child should be kept at home when he/she has any of the following symptoms:

- a cold that hinders day to day functioning (phlegm/congestion, yellowish/green discharge from nose)
- a sore throat, persistent coughing
- an earache
- discharge from the eyes or ears
- swollen neck glands
- fever
- digestive upset - vomiting or diarrhea
- unexplained rash or skin eruption

These signs and symptoms are fairly obvious and indicate that the child is unwell. The child should be kept away from the centre until the child is symptom-free for at least a 24-hour period; temperature has been normal for at least a 24-hour period and/or the child has been on prescribed medication for a 24-hour cycle. This means that if a parent is picking up their child from daycare with any of the above symptoms said, the child may not return to daycare the following day. Play and Grow 24-hour policy must be adhered to and cannot be overruled by a doctor's note.

When a child is ill and cannot attend Day Care, the Centre should be notified by telephone. It is also suggested that parents prepare and arrange for emergency backup child care in anticipation of these situations.

If a child appears unwell, staff has the right to refuse admittance. Depending on the situation, we will request a medical note and/or request immediate pick-up of a child who is ill or not capable of full participation in the program for any other reason. If a child becomes ill while in attendance, the child will be isolated from the other children until the parent arrives. This is for your own child's wellbeing as well as others in the day care. If a parent is not available, the emergency number and contact person will be called.

## **Contagious Disease**

If a child is suspected of having any contagious / communicable disease, the child must not be in the Centre. If symptoms develop during the day, the parents will be notified and asked to take the child home immediately. The child will not be accepted back into the Centre until there is a note from the doctor stating that the child's condition is no longer contagious.

Should a child require medication when he/she returns to the daycare, parents need to fill in and sign a medication authorization form. All medication must be prescribed by a doctor and needs to be in its original container. Please see, Health and the Administration of Drugs.

Immunization Records - must be on record, current and kept up to date for your child to attend day care.

## **COVID-19 Guidelines**

Play and Grow is following an updated public health approach for child care settings for our response to ever evolving COVID-19 pandemic. The Ministry of Health is providing interim public health guidance on case, contact, and outbreak management for child care settings, including updated guidance for enhanced screening using polymerase chain reaction (PCR) and rapid antigen testing (RAT) (contingent on provincial supply). The updated guidance from Public Health is outlined below based on the epidemiology of Omicron.

Daily screening will continue for staff, children and visitors in regards to COVID-19 symptoms. The Ministry of Education is requiring children to provide confirmation of COVID-19 screening. Similar to the start of the year, children and families will be required to complete the confirmation of screening before coming to daycare each day.

All children in Kindergarten and School Age will be required to wear masks. The Public Health Agency of Canada recommends three-layer cloth masks to prevent the spread.

Symptom-based PCR and RAT Testing PCR tests or RATs (contingent on provincial testing supply), may be used when a child or staff member is exhibiting the following symptoms:

- Fever and/or chills; OR
- Cough; OR
- Shortness of breath; OR
- Decrease or loss of taste or smell; OR

- Two or more of:
  - o Runny nose/nasal congestion
  - o Headache
  - o Extreme fatigue
  - o Sore throat
  - o Muscle aches/joint pain
  - o Gastrointestinal symptoms (i.e. vomiting or diarrhea)

Individuals experiencing single symptoms that only require isolation until the symptom is improving for 24-48 hours (e.g., runny nose), or to entire cohorts/daycare populations. While awaiting the results of a COVID-19 test, or if testing is not available, the individual and their household members, regardless of vaccination status, must remain at home and isolate as per the instructions below:

Where an individual is experiencing symptom(s) listed above and does not have access to a PCR test or RAT:

- The individual is presumed to have COVID-19 based on their symptoms and should be isolated as per the below criteria for those who test positive on a RAT or PCR test. The number of Omicron cases is rising rapidly in Ontario such that individuals with symptoms indicative of COVID-19 can be presumed to be infected with COVID-19. **All household members of the symptomatic individual, regardless of vaccination status, should isolate while the symptomatic individual is isolating due to the high rate of transmission that may occur within households. If they develop symptoms, they should follow isolation directions for symptomatic individuals and seek testing if eligible for testing.**
- Where an individual has only one of the following symptoms, or a different symptom (e.g., pink eye), the individual should isolate until symptoms are improving for at least 24 hours (or 48 hours if gastrointestinal symptoms are present), and household members are not required to isolate:
  - Runny nose/nasal congestion
  - Headache
  - Extreme fatigue
  - Sore throat
  - Muscle aches/joint pain
  - Gastrointestinal symptoms (i.e. vomiting or diarrhea)

## **Test Results Positive COVID-19 Test (PCR, rapid molecular, or rapid antigen)**

Individuals who test positive on a COVID-19 test (PCR, rapid molecular, or rapid antigen) should isolate immediately.

- If the individual is 12 years of age or older AND either partially vaccinated, or unvaccinated, they must be isolated for 10 days from the onset of symptoms, or from the date of their test (whichever came sooner).
- If the individual is immune compromised (regardless of age and vaccination status) they must be isolated for 10 days from the onset of symptoms, or from the date of their test (whichever came sooner).
- If the individual is 12 years of age or older AND fully vaccinated they must isolate for at least 5 days from symptom onset AND until their symptoms have been improving for 24 hours (or 48 hours if gastrointestinal symptoms are present), whichever is longer in duration.
- If the individual is 11 years of age or younger (regardless of their vaccination status), they must isolate for at least 5 days from symptom onset AND until their symptoms have been improving for 24 hours (or 48 hours if gastrointestinal symptoms are present), whichever is longer in duration. All household members of an individual who tests positive, regardless of vaccination status, should isolate while the symptomatic individual is isolating. If they develop symptoms, they should follow isolation directions for symptomatic individuals, and seek testing if eligible/available.

### **PCR Test**

- Public health units can send all child care related COVID-19 cases confirmed with a lab-based PCR test to the Provincial Workforce (PWF) for initial contact and management per the Management Interim Guidance: Omicron Surge. COVID-19 Case, Contact and Outbreak 5
- The PWF will provide cases with isolation instructions as well as testing and isolation information to be passed onto their household members and other high-risk contacts (a virtual handout will be provided).



## **Rapid Antigen Test**

- A positive RAT is highly indicative that the individual has COVID-19. A positive RAT does NOT need to be confirmed with a PCR test.
- Positive RATs do NOT need to be reported to the public health unit, school or child care. Note: There is no requirement for parent(s)/guardian(s) to report their child's PCR/RAT results to the school or child care as part of absence reporting.
- Negative COVID-19 Test PCR Individuals who test negative on a PCR test must stay home until their symptom(s) have been improving for 24 hours (48 hours if gastrointestinal symptoms are present).
- If two consecutive RATs, separated by 24-48 hours, are both negative, the symptomatic individual is less likely to have COVID-19 infection, and the individual should isolate until symptoms are improving for at least 24 hours (or 48 hours if gastrointestinal symptoms are present). The household members of the symptomatic individual with two negative tests may also discontinue isolation if there are two consecutive negative RAT results, separated by 24-48 hours.

Play and Grow will follow closely and make necessary changes in accordance with Ministry of Health's guidance on COVID-19 response.

## **Exposure to a Positive or Presumed COVID-19 Case**

All cases (i.e. people who test positive on PCR, rapid molecular, or rapid antigen test OR who are presumed positive) should notify high-risk contacts of their exposure. Individuals only exposed at daycare with all public health measures in place are not generally considered high-risk contacts. However, depending on the nature and frequency of the interactions, specific individuals could be considered a high-risk contact (e.g., breakroom close unprotected contact). More information regarding who is considered a high-risk contact is outlined in the COVID-19 Integrated Testing & Case, Contact and Outbreak Management Interim Guidance: Omicron Surge. Staff and children may be advised to self-isolate as a close contact based on their exposure to a case/symptomatic individual in the community. Where a child or staff member has been advised from a case that they may have been exposed to a positive case of COVID-19 at school, they should monitor for symptoms and seek testing if eligible/available, in alignment with COVID-19 Integrated

Testing & Case, Contact and Outbreak Management Interim Guidance: Omicron Surge.

If the contact does not have symptoms, has not been advised to isolate due to an exposure to a case/symptomatic individual in the community, and continues to pass the COVID-19 School and Child Care Screening, they may continue to attend child care.

### **Cohort Based Dismissals**

Public health units will no longer be dismissing cohorts. Any dismissals or closures of a child care will be contingent on operational requirements determined by the child care operator. Given the widespread transmission and inability to test all symptomatic individuals, daycare will not be routinely notifying children in the programs with a positive case, or if a child or staff is absent due to symptoms associated with COVID-19.

### **Health and the administration of drugs**

The Day Nurseries Act requires children to spend a minimum of two hours each day in outdoor activities (P.A. Day, March Break and Winter Break). If your child is not well enough to go outside, then he/she is not well enough to attend Day Care.

Any child who has been absent from the Day Care due to a communicable disease will not be re-admitted until a doctor's note is provided. A child who shows signs of fever, diarrhea or vomiting will not be admitted. A "Resource Manual on Communicable Diseases" is available for parents. Where a doctor prescribes medications, the child may not attend Play and Crow for at least a 24-hour period - please follow our "Policy Regarding Sick Children" guidelines. The policy is to ensure prevention of infecting other children and/or staff in the centre.

If your child is going to be absent due to illness or for any other reason, please contact the Day Care at 416-395-5098.

### **Giving a child medication**

A parent must fill out and sign a Medication Authorization Form in order for a staff member to administer medication prescribed by a doctor. Included on the form is authorization and information regarding the dosage and time the medication is to be administered by staff.

**Parents who bring in prescribed medication must make sure it comes in its original container and that it is labeled with the child's name, time of administration, dosage and date. We will not administer "over the counter" medicine unless it is**

**accompanied by a doctor's note with specific and clear instructions on dosage and time of administration. A "Non-Prescription Medication" form is available for your doctor to fill out. For a copy of this form, please ask the staff.**

**PLEASE NOTE:** Play and Grow Childcare Centre is not responsible for any allergic reactions your child may have to medication.

We will not administer medication that:

- is not prescribed by a doctor
- has not been authorized by a parent
- is not in its original container
- is prescribed to another child (brother or sister)
- has not been labeled with proper information (non-prescription)
- is expired

Please make sure medication is not left in your child's knapsack/school bag/cubby. This is not only potentially dangerous to your own child, but also for other children in the Day Care and/or school.

All medicine is stored in the office/kitchen area. There is a locked storage box in the refrigerator and another non-refrigerated locked storage box in the office. The keys to these boxes are available to the teachers only and are not accessible to the children.

Medications for ongoing medical conditions (i.e. asthma) do not need to be newly prescribed but we must have a form completed by the doctor that provides instruction for administering the medication to your child. This form needs to be updated yearly, or as necessary.

### **Anaphylactic allergies policy**

Anaphylaxis is a serious allergic reaction and can be life-threatening. The allergy may be related to food, insect stings, medicine, latex, exercise, etc. The Anaphylaxis Policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and awareness to parents, staff, students and visitors to the daycare.

Our Centre's Anaphylaxis Plan is designed to:

- Ensure that children at risk are identified
- Ensure strategies are in place to minimize the potential for accidental exposure
- Ensure staff, students and volunteers are trained to respond in an emergency situation

It is the responsibility of the parent/guardian to:

- Inform the day care of their child's allergy (anaphylactic, asthma)
- Complete medical forms and meet with the Director and teachers to complete the Anaphylaxis

Emergency Plan in a timely manner

- Advise the day care if their child has outgrown an allergy or no longer needs an EpiPen
- Have the child wear a medical identification bracelet

Parents are asked to consult with teachers before sending food / snacks to the daycare. Home baked goods may not be brought into the childcare Centre at any time. Any store-bought food brought into the Centre must be sealed and labeled “peanut/nut free” and include a label with all the ingredients. For a list of “Safe Foods” please ask the supervisor. Parents will also be notified by newsletter of potentially life-threatening allergies, foods or agents that should not be brought into the Centre.

During the registration process, the Director or Supervisor will interview parent/guardian and enquire on whether their child has an anaphylactic or life-threatening allergy. At this time we will also make note of any other existing allergies and whether or not the child also suffers from asthma - which makes an anaphylactic reaction more severe.

If the child beginning day care does have an anaphylactic or life-threatening allergy, the Director will review the Centre’s Anaphylactic Policy with the parent and/or guardian and set up a meeting with parents, Director and staff to develop an individual plan with emergency procedures prior to the child beginning the program. An EpiPen must be kept at the daycare at all times and will be transported with the child on excursions. The Day Care will require the parent/guardian’s consent that allows the day care staff to administer the allergy medication in the event their child has an anaphylactic reaction.

**Allergies** - It is important that parents inform staff and Supervisors of any allergies that their child may have and what reactions to expect. Food allergies and/or sensitivities need to be specifically detailed for snack and lunch purposes. If your child has food allergies, a form from your child’s doctor must be completed before admission and updated annually or as necessary. Any medication recommended by a doctor (i.e. EpiPen, Benadryl) must be on the Centre’s premises at all times (cannot be taken home and returned each day) or child cannot and will not be admitted. A Non-Prescription Medication Form must be completed and signed by the child’s doctor and kept on file for any seasonal / yearly allergy control products.

**Attempt to Meet a Peanut Free Environment** - Play and Grow will endeavor to avoid peanut/nut products on the menu. If you have any concerns regarding your child’s allergies and/or diet, please contact the Director. The Centre wants to ensure that all children are protected against food allergies. Please do not bring snacks to the Centre or allow your child to finish their breakfast at the Centre unless approved by the supervisor.

**Birthday / Event Celebrations** - Children’s birthdays will be celebrated in a simple yet joyful manner. Parents may provide a cake (not homemade) or snack for this occasion.

Food items brought into the day care must be "peanut/nut free" and in their original container with a full list of ingredients on the label. A small celebration will be held at snack time on the day of or close to the birthday. It is mandatory that parents follow policies regarding food allergies. A list of peanut free snacks/foods is available at the daycare - if you would like a copy, please ask one of the teachers.

### **Smoke-free policy**

Smoking is prohibited within all areas of Play and Grow Childcare Centre. The Centre prohibits all staff, students, volunteers and/or parents and relatives/friends of the children enrolled at the daycare to enter the premises and/or remain on premises with a lit or unlit cigarette or holding a pack of cigarettes (where they are visible to the children in our care). This will also be enforced in and around all areas where children play - i.e. playground. This policy has been legislated by law - Smoke Free Ontario Act.

Should this occur, said person will be asked to leave the premises.

### **Extended illness/sick leave**

Full fees are due when your child is home due to illness. Should your child(ren) be ill for an extended amount of time, you may decide to pay a non-refundable monthly retaining fee.

If your child is absent for less than the four weeks the Retaining Fee is effective, full-fees apply upon return to the Day Care regardless of the portion used of the retaining fee. You do not receive any money back from the "unused" portion of the retaining fee, nor can you apply it to fees owing.

If your child has been absent due to a communicable disease, a doctor's note confirming wellness must accompany his/her return to DayCare.

### **Pediculosis (lice) policy**

Play and Grow Childcare Centre will arrange for a Public Health Nurse to visit the DayCare to check for head lice when needed. Should you be informed that your child(ren) has pediculosis it will be your responsibility to treat it that same day. (These are trained nurses so the likelihood of error is very low). If you begin treatment (shampoo) immediately and remove all nits (comb through hair and pick out eggs) that same night, your child(ren) may return to Day Care the following day - but treatment should be continued. In seven days, you will be required to re-apply the treatment. Once the Public Health Nurse revisits the day care, if your child is found with pediculosis a second time, you must provide a note from a nurse stating that all lice/nits have been successfully removed and he/she is able to return to daycare. The note must be handed in to a Day Care staff person.

### **Accidents or illness**

If your child becomes ill or has an accident at the centre, the supervisor or centre staff will provide immediate care and/or first aid. We would then contact you. If you cannot be

reached, we will call the emergency contact person on file. In the event that your child is injured while in care at the centre, the staff will prepare an accident form for your signature. If your child has an accident or injury at home, we would appreciate being informed when the child comes into our care the following day.

**PLEASE NOTE:** All staff are qualified in C.P.R. and First Aid.

### **Emergencies at the beginning of the day**

If a staff member arrives at the Centre and finds that there has been damage, a break-in or some breakdown in systems they will decide on the best and safest arrangements possible for the children coming into the daycare. The Supervisor or senior qualified teacher shall assume responsibility and will contact the police or qualified trades people as determined by the type of emergency. Depending on the seriousness of the emergency, the Supervisor or teacher may decide to ask parents not to leave their children at the DayCare for that day. Fees are still payable.

### **Emergencies at the end of the day**

If a child is ill or has been injured at the end of the day when the parent is in transit and therefore cannot be reached, and if the teacher feels that the child should be taken to the hospital, the teacher will ensure that a staff member remains behind to inform the parent of the circumstances and the location of the child. Otherwise a detailed note, outlining the circumstances and the location of the child, will be left on the door where the parent can see it. If at all possible, the Day Care staff will try and reach the person at the emergency number to inform them of the situation.

### **Posting of serious occurrences**

The safety and well-being of children is our first priority. The Staff at Play and Grow do their utmost to provide a safe and nurturing environment for every child. In spite of this, serious occurrences / incidents can sometimes take place.

The Ontario government has introduced a new policy (November 01, 2011) that requires licensed child care centres to post information about serious occurrences that happen at the Centre. This form, outlining information on the serious occurrence, will be posted on Play and Grow Parent Board for 10 days from the initial occurrence or from the most recent update. Please respect that for confidentiality reasons, there will be no "identifiers" on the posting...i.e. names of children or teachers, age group, room, etc. This posting will only give parents information about the incident and outline follow-up actions and outcomes.

Should you require more information on this policy, or on what constitutes a Serious Occurrence please speak with the Program Supervisor.

## Emergency Policy and Procedures

The Day Care practices Fire Drill Procedures with the children monthly. We also participate in R.J. Lang scheduled fire drills as well as their Lockdown drills. In case of a real fire situation, our emergency shelter is Drewry Secondary School. Should that location also be in jeopardy, we will walk to Mrs. M Peitos' home (800 metres). The Supervisor will always have the emergency binder with each child's emergency information on hand and will contact every parent regarding the emergency. It is therefore very important to notify us with any changes to the "emergency information sheet" that we have on file for your child.

## Clothing and possessions

Children should come to the Centre in their "work" clothes so that they may concentrate on their projects/activities and not on trying to stay clean. Your child should be dressed in clothing that is appropriate for physical activity, the weather and season. We suggest that children wear clothing that is comfortable and easily handled by little fingers. This is important so that we can encourage their self-help skills and help them develop a sense of independence. Also, we ask that shoes have rubber soles and are properly fitted which allows them freedom and safety of movement for full participation in all activities. Children with shoes that do not meet these criteria may be excluded from participating in activities due to safety concerns.

The following is a list of articles a parent needs to bring to the DayCare. Please make sure that all items are labeled and replaced when necessary:

- changes of clothing, season appropriate
- a blanket and cuddly toy (for children who have a sleep time on PA DAYS)
- appropriate outdoor clothing

Children (regardless of age, even school-agers have accidents) should have a second full set of season appropriate clothing at the DayCare in case of accidents (getting soiled with food, paint or wetting themselves). Staff will place soiled clothing in a plastic bag in the child's cubby. Please check their cubbies daily and replace anything that is brought home. Should your child not have a full change of clothing in their box, you will be notified and required to come in with one or your child will have to stay in their wet and/or soiled clothing. We will not borrow clothing from other children.

Please label all clothing and other articles clearly with your child's name. Do not send your child to the Daycare with any money, food or toys unless otherwise specified by the Day Care staff. We are not responsible for any lost items.

**THE EXTRAS:** Scarves, hats, mittens (no strings please) - These are items that almost always get misplaced. The reason is that they don't have a place. One way to keep things

together is to teach children to place the items in their coat sleeves. This is good for two reasons. One, the child cannot get his/her coat on without being confronted with the items that need to be worn outside; second, in most cases the items won't fall out of the coat.

### **Sleep time or rest period**

Parents of children in the JK/SK program may opt out of "sleep time". If at any time, parents feel that their child needs to sleep/rest (due to a late night, not feeling 100%, busy schedule), this request will be accommodated.

If necessary, you may provide your child with a cot-size blanket, small pillow.

### **Outdoor play - weather advisories Smog/heat or cold/wind-chill alerts**

Children should be exposed to fresh air and sunlight. Aside from the natural benefits this provides, it is also an opportunity to experience the outdoor environment and learn about it. It is also a requirement under the CCEA that children participate in outdoor play for one hour in the morning and one hour in the afternoon. For both Before and After School Programs, children will spend a minimum of 30 minutes outdoors. All children attending the programs will be expected to go outside. A doctor's note must be provided if the child(ren) is not well enough to go outside for activities.

During very hot or cold months, the Play and Grow policy on outdoor time is as follows. The Supervisor informs the day care staff of any broadcasted advisories. If there is an extreme weather alert, the children's outdoor time is shortened or cancelled. During the summer months, parents are responsible for applying sunscreen in the morning prior to dropping off their children at daycare. The staff will re-apply as needed throughout the day. We will do our best to limit outdoor time during hot weather to before and after 3:00 p.m. - when the sun is less intense.

Clothing in the summer should include - sun hat/cap, bathing suit, sunscreen, towel, comfortable walking shoes, running shoes (children are not to wear sandals on walks, in the playground or in the gym).

Clothing in the winter should include - mittens or properly fitting gloves (no strings), scarf / neck warmer, snow pants, hat (no strings), boots, coat (no strings), extra socks, extra pants and a pair of indoor shoes - boots are not permitted indoors. If the weather reaches below -15°C with windshield, outdoor time is cancelled.

### **Nutrition and meals**

The Day Care serves nutritious morning and afternoon snacks. These include servings from all the Food Groups represented in Canada's Food Guide. Children's special dietary needs and allergies are posted in the classrooms. If your child(ren) has food restrictions due to allergies, medical conditions, sensitivities or personal observances, please inform the supervisor during the registration process or as soon as an allergy becomes known so that



accommodations can be made. Snack menus are posted in the entrance area of the day care.

#### Nutritional Guidelines Regarding Bagged Lunches:

1. The contents of bagged lunches must meet the Canada's Food Guide requirements.
2. Lists of food allergies are distributed to all parents and posted in classrooms. Parents must be aware of the allergies present in the day care and not include any of these foods in the lunch.
3. The daycare will provide milk, juice or water at the child's request.
4. If a child forgets his/her bagged lunch, the daycare will offer the catered lunch option.

#### Ways to ensure Your Child Makes Good Choices and Eats Well:

1. Eat more vegetables, fruit, *whole grain* products, lower-fat milk products, fish, lean meat and alternatives such as beans, lentils and tofu.
2. Eat fewer processed and packaged foods and limit fast foods and fried foods.
3. Read and understand nutrition labels.
4. Cook, bake and prepare foods with healthier types of fat.
5. For more information and to help you make the best choices for your family, visit [www.healthcanada.gc.ca/foodguide](http://www.healthcanada.gc.ca/foodguide)

All bagged lunches will be labeled and refrigerated upon entering the day care. Only foods of high nutritional value should be included in your child's lunch. The staff will be vigilant in monitoring the contents of bagged lunches and take appropriate action when concerns regarding the nutritional value of a food/snack is in question - i.e. that food/snack item will be removed from the child's lunch (to be brought back home) and a nutritional alternative will be offered.

#### **Behaviour Management Guidelines**

Children have the right to quality care that is safe, healthy and provides learning opportunities to promote their growth and development. Our discipline strategies are based on a child's age and level of development. Our goal is to help the children in our care achieve a sense of self-discipline and inner control by talking about inappropriate behavior and understanding the consequences of their actions. The role of the teacher is to support a child's sense of self-worth while providing opportunities for the child to learn appropriate ways to interact with others. We're hoping that the children in our care will grow to have a greater understanding of concepts such as health, safety, and respect for others and property.

When situations arise, we encourage children to verbalize their feelings and to listen to the other views involved. The teacher then helps the child(ren) find a solution to his/her problem through sharing, taking turns, redirection or alternatives to the undesired

behaviour. In ongoing situations, removal from play/activity (maximum 5 minutes) may be used to allow the child to think about his/her actions. We hope to teach children positive ways of solving problems and the ability to understand logical consequences to their behaviour.

All children are disciplined in a positive way and at an age appropriate level. We try to prevent and/or anticipate problems, conflicts and accidents and work together to create a happy and safe environment. Please realize though that accidents and injuries sometimes do occur since children will be children and not all situations are avoidable.

### **Principles of creative discipline**

A teacher's job is not to control the child, but to teach the child creative ways of controlling him or herself.

- A child misbehaves when he/she doesn't feel good about him/herself. We try to identify the cause of the child's unhappiness and help him/her feel more positive.
- Proper planning can circumvent discipline problems. We set up or plan interesting child-oriented areas in the Centre. Children are given choices of activities previously planned by the teachers.
- If we (teacher and/or parents) change our actions or reactions, the child may change his/hers.
- Loving children is not enough. We need to provide opportunities for them to feel worthwhile and useful.
- We must be kind but firm. The children count on us to maintain order, but it needs to be a reasonable kind of order. They need to be given responsibility in order to become responsible - i.e. tidying up, teacher's helper...
- Timing is important in helping children learn. Discussing behaviour when we (children or ourselves) are upset is usually not productive.

When using Creative Discipline, teachers point out the inappropriate action rather than making the child feel that he/she has been "bad." e.g. "Jill, I do not like the way you are playing with Jack. It is not nice to grab toys from our friends. Can you tell/show me a better way to play?"

(Creative Discipline: Ideas taken from Umbrella's "Daily Operations Manual".)

The Centre does not permit any corporal punishment, harsh or humiliating treatment, deprivation of food and/or isolating a child by him/herself in a room.

The Centre staff is guided by Behaviour Management Guidelines. Each staff member is required to review and sign it each year. A Behaviour Management Evaluation is completed on each staff three times a year. A complete copy of the guidelines is available, upon request, from the Director.

## Guidelines for de-escalating volatile situations

Play and Grow Behaviour Management Guidelines for staff include strategies in dealing with difficult situations and/or challenging behaviours in children. These guidelines are reviewed annually with staff and behaviour management monitoring is completed three times a year.

Play and Grow provides care to all children and children come to our centre with varying needs, characters and personalities. As a result, incidences of inappropriate behaviour may occur at the daycare. It should be recognized that in extreme situations (wherein a child is endangering his/herself or others) staff might find themselves having to respond to a crisis situation using physical guidance as a method to defuse and/or de-escalate a volatile situation. Guidance (moving the child to a safer, quieter environment; moving other children into another area away from danger; giving the child space and time needed to calm down) will only be used to guarantee the safety of all involved and, in a manner, not intended to harm the child in question.

As of May 2004, staff has been instructed on “Guidelines for De-Escalating Volatile Situations in a Child Care Setting”. These guidelines will become part of our current Behaviour Management Guidelines, which are reviewed annually by all staff.

### Examples of Dangerous Behaviours and/or Situations

- Punching, kicking, biting, hitting, throwing toys, etc.

#### Types of Physical Guidance in Situations of Imminent Danger

- physically guiding them away, picking a child (Pre-S) up to remove them from the classroom.

#### Procedures for Dealing with these Types of Behaviours.

- removing the child from the room, having two teachers present, etc.

### Children who have Witnessed Disruptive Situations - how to support them?

- explain in a positive and supportive manner during circle/group time the feelings involved and positive/appropriate ways to express them

**Documenting the Incident** - an incident report will be filled out by the staff who physically guided the child away from the volatile situation (if it is considered a Serious Occurrence, the Director or senior staff on duty will then contact the Children’s Services Serious Occurrence line at 416-397-7359 to report)

### The Child’s Parent(s)

- a meeting with parents will be set up where we determine strategies, support needs

A complete copy of the guidelines is available, upon request, from the Centre supervisor.

### **Duty to report - Responsibility to report a child in need of protection: CFSA s.72(I)**

If a person has reasonable grounds to suspect that a child is or may be in need of protection, the person must promptly report the suspicion and the information upon which it is based to a children's aid society and/or a family and children's services organization.

*Ontario's Child and Family Services Act (CFSA)* defines the term "child in need of protection" and sets out what must be reported to a children's aid society. This definition (CFSA s.72 (1)) is set out in detail in the Day Nurseries Act 2.3.8-9. It includes physical, sexual and emotional abuse and neglect.

*For more information*, refer to the Day Nurseries Act or ask the Program supervisor.

The CFSA recognizes that persons working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions, and so makes it an offence to fail to report. Any professional or official who fails to report a suspicion obtained in the course of his or her duties is liable to a fine of up to \$5,000.

**PLEASE NOTE:** This Act requires any person with a suspicion of child abuse to immediately report it to the Children's Aid Society and then to the Centre's City of Toronto Childcare Representative. Although recommended, the staff does not need to discuss the suspicion with the Director prior to reporting.

### **Policy for the supervision of the volunteers and placement students**

Play and Grow Childcare Centre will ensure that no child will be supervised by a person under the age of 18. Also, *all* volunteers and/or placement students under and/or above this age will not have direct unsupervised access to children. Also, volunteers and students are not employees of the childcare Centre and therefore not counted in the staffing ratios.

Only employees, who have met all employment requirements, will have direct unsupervised access to children.

### **Field Trip Policy**

Field trips provide a welcome change of environment for the children and adults. They allow the children to enjoy new experiences that could not otherwise be provided in a child care setting.

For the parent volunteers, they provide the opportunity to spend time with their child and the staff in an enjoyable setting. They allow the parents to become better acquainted with their child's peers and, indeed, their world.

Field trips allow the children to explore the community around them to have fun, which is always welcome.

Play and Grow Child Care Centre will only participate in water trips that have life guards on duty.

*No play structures will be used when on field trips, including but not limited to walks to Hendon Park.*

There will be 3 trips in the 2018 to 2019 year.

## REQUIRED RATIOS

**(Please note that if we don't have enough volunteers to meet trip ratios, the trip will be cancelled).**

Minimum ratios are specified for two categories of trips:

### a) Day Trip

#### Kindergarten

One to 10 for full day trips and trips within walking distance.

#### School age

One to 13 for full day trips and trips within walking distance.

Minimum of 2 adults with 13 or more children

### b) Trips with Water

#### Kindergarten

"Clear Water" locations (e.g., Pools) one to 4 ratios only.

"Shallow Water" locations (e.g., Wading Pools).

One to 8 are minimum ratios.

#### School age

"Clear Water" locations (e.g., Pools) one to 6 ratios only.

"Shallow Water" locations (e.g., Wading Pools).

One to 10 are minimum ratios.

## EQUIPMENT

### **General Trips**

Emergency cards for children/staff

First Aid kit (band-aids, gauze, scissors, tweezers, swabs) we will have access in most settings to first aid centres.

Epi-pens/Inhalers

Emergency money

T-Shirts

Bundle buggies or backpacks

Sunscreen

Extra Hats

Sanitizer

Bags

Coolers (where applicable)

Telephone/Walkie-Talkies

### **For Children**

#### **b) Setting Without Water**

Light, weather appropriate clothing

Suitable footgear, no flip-flops! Sandals are not appropriate for playground climbers

Hats

Sun block

#### **c) Setting With Water**

Bathing suit

Towel

Knapsack

## TRANSPORTATION

### **c) Acceptable Modes**

TTC – with required minimum ratios for school age only

Ferry boats – with required minimum ratios

School bus

The staff will announce the arranged meeting place and time

## FOOD

The staff will notify the parents prior to the field trip if they are to supply lunches for their child. If no notice about food is provided then the centre will offer the catered lunch. Recommendations are made to parents to use an insulated cooler bag with an ice pack.

## HAND SANITIZATION

When off-site, children will be escorted to the washroom to wash their hands prior to eating. If the facility is not appropriate for proper hand washing (ie.no soap) hand sanitizer will be used. (parents permission need it)

## PREPARATION FOR TRIP

Follow the Play and Grow Child Care Centre trip check lists located in the trip handbook (see attached)

## ILL CHILDREN

Should a child become ill before we leave Play and Grow child Care Centre, the child will remain with the Program Supervisor, or designate, and the child's parent will be contacted. Should the child become ill during the trip, this may cause an early return for the centre. If the trip is within taxi distance, one staff member will return with the ill child and the parents will be contacted. If a child is injured, emergency procedures will be followed. (See attached)

\*Due to staffing restrictions, alternate care will not be provided except in extreme cases (e.g., severe allergies). **Parents who do not wish their children to go on field trips are expected to provide alternate care.**

## OFF-SITE MEDICATION STORAGE

If a child is well enough to participate on the trip but requires medication while on the trip, the child will be grouped with their primary teacher. Medication will be stored in the emergency bag, which is always with a teacher. Small cooler bag with ice packs will be used for storage.

## EMERGENCY PROCEDURE

- 1) Assess the injury
  - a) First aid needed?
  - b) Hospital intervention?

- 2) Act on Assessment
  - a) Give basic first aid
  - b) Start procedure to leave for hospital
- 3) Designate a person to:  
Call centre and relay the following:
  - a) Nature of injury
  - b) If someone is needed at trip site
  - c) If someone is needed at hospital
  - d) If parents need to be called
- 4) Take a taxi, call police or ambulance
- 5) Remain until parents have arrived
- 6) Return to the child care
- 7) Fill out serious occurrence form

### **Parent communication and involvement**

The essence of a good relationship between a family and the Day Care is ongoing communication. It is only by working together that we can provide the best possible care and environment for your child(ren).

Upon registration, parents provide the Centre with information that allows the staff to get to know the child - background, personality, habits, interests, likes and dislikes and health conditions. Although a child may feel a little anxious when he/she first joins the Centre, the staff and parents will work together to help the child make a successful transition.

The staff is available for discussion about your child. More formal interviews can be set up upon request. Parents are encouraged to participate in the program and are invited to join some of the many trips. Our Centre appreciates any contribution to program ideas and materials or parent participation in special program events.

A newsletter and / or calendar is prepared once a month that contains information about children's activities, notice of upcoming events in the childcare Centre, the community and other information related to child development.

It is essential that staff be able to locate parents should an emergency or illness arise during the day. An alternate telephone number should be recorded in case parents are not available at their usual number.

**PLEASE NOTE:** Immediately informs the Day Care of any changes to your address, home or  
Work number or other emergency information.

Parents should discuss with us any events that occur in the home that may affect the child



at DayCare - a death in the family, the impending birth of a child, an extremely frightening experience, a remarkable achievement, etc.

At no time in a child's life is a close relationship between home and childcare / school more important than during these early years. We hope that our Centre will become an integral part of each child's extended family.

### **Board of Directors (Parent Advisory Committee)**

Play and Grow has a voluntary Board of Directors who support the Director and Staff in the operation of the childcare Centre. They also ensure the proper delivery of services and information to parents and community members regarding issues of general interest. The Board helps establish policies and procedures and works along with the Director in managing and maintaining quality service.

Throughout the year, several board meetings are held to discuss areas of importance and significance. Discussions include financial management of the childcare Centre, program-planning/ideas, program improvements, staffing, professional development, topics for guest speakers/workshops, issues that are identified by parents, social events for children and parents, sharing family customs, and planning for fundraising events.

You are invited to become a member of this group that meets throughout the year. This is a great way to meet other parents and staff who are involved at the Centre. Please feel free to ask the supervisor for more information and for the dates and times of upcoming meetings.

### **Canada-Wide Early Years and Childcare System**

In March, Ontario signed a historic deal with the federal government that will lower licensed child care fees to an average of \$10 a day by September 2025. As a first step, families will see an average 25% reduction in their fees retroactive to April 1, 2022 which will be further reduced to 50% by the end December 2022.

Enrolment into the Canada-Wide Early Learning and Child Care System (CWELCC) is now underway across the province and rebates have started to flow to parents in parts of Ontario. Play and Grow Child Care Centre has made the decision to enroll in the program in an effort to reduce the fee for families.

**Play and Grow Child Care Centre operating days in the upcoming 2025 the number is 211 days it include PD Days and Stationary Holidays.**

**Play and Grow Child Care Centre** ensure that there are no more than 20 days of closure where families are charged a fee, inclusive of statutory holidays.

### **Eligibility:**

The definition of “eligible child” has been updated to clarify that children are eligible for the entire month of their birthday (e.g., if a child turns 6 on September 15<sup>th</sup>, 2022, they are considered eligible until the end of September).

### **Rebates to Families**

- Centre is required to provide rebates to families within 20 calendar days of receiving funding from the government.
- Centre is permitted to provide rebates in the form of a credit towards future childcare where the child continues to receive care from the provider.

### **Regulatory Amendments**

O. Reg. 137/15 has also been amended to align with these updates. Specifically:

- September 1, 2022 deadline to notify parents and staff about a licensee’s intent to enroll in CWELCC has been updated to November 1, 2022.
- Once enrolled, childcares have 20 calendar days to reduce their fees by 25% (instead of 31 days).
- Licensees must issue rebates to parents within 20 calendar days of receiving CWELCC funds from the service system manager (instead of 60 days).
- Rebates can be provided in the form of credits for future child care provided the child continues to receive child care and can make use of a credit. If a child withdraws and has not used their entire credit, the licensee will have 20 calendar days to issue a refund of the remaining balance.

### **Key Notes:**

- Confirming that licensees applying to the CWELCC System may withdraw their application at any time, or terminate their participation in the System, subject to the terms of their CWELCC System service agreement. CMSMs/DSSABs may not impose any penalties related to a licensee's termination.

### **Special Events**

Throughout the year, trips are organized and children visit various places of interest. A

notice will be posted informing parents of the destination, time, date and cost (if any) of the excursion. Permission forms that require signed permission for your child to attend trips/excursions will be required - verbal permission will not be accepted. On excursions where parents are accompanying the daycare, they are required to pay for their own transportation and any ticket/entrance fee costs. Also, a "Volunteer Policy for Trips and Outings" must be reviewed and signed by all parents/guardians attending day care outings.

Should you have any questions or concerns regarding the above Policies and Procedures please discuss them with the Program Supervisor.

### **The Importance of Play**

The curriculum in many Centres is characterized by emphasis on individual and small group learning experiences utilizing the child's natural means of learning through play. Many are committed to a play-based program because "Play is not the mere passing of time, play is life... it combines action and thought, it gives satisfaction and a feeling of achievement. Play touches all aspects of life..."

- Play is a vehicle for learning.
- Play provides an imaginary world a child can master.
- Play provides a base for language development.
- Play offers opportunities for mastery of the physical self.
- Play is a voluntary activity that offers freedom of action.
- Play has the power to build interpersonal relations.
- Play allows for decisions and choices and refines a child's judgment.
- Play has an element of adventure and furthers interest and concentration.
- Play allows for investigation of the material world.
- Play is a way of learning adult roles.
- Play is vitalizing and a dynamic way of learning.

The process of learning should be fun for it is the greatest game in life

## **Safe Arrival Policy**

### **Purpose**

This policy aims to outline the safe arrival and departure of children in and out of the centre. It also includes the procedure to follow when a visitor attends the setting. Play and Grow Child Care Centre have implemented this safe arrival and departure policy to maintain the highest standards of care and safety for the children, their families, and the staff.

### **Procedures**

- A daily checklist completed by the supervisor or one of the designated staff ensures all exterior doors to the property are checked and supervised before any children can be on site.
- Staff arrange themselves or designate one assistant so all open doors during arrivals and departures are covered by a staff member and are then closed immediately.
- These doors are not left unmanned whilst parents are still in the building.
- No visitors are allowed to the centre premises without an appointment except the Ministry or City of Toronto members with their identification

### **Parents:**

- The Play and Grow Child Care Centre doors open at 7:00 am. Please use door 2A for rooms 101 and 102 for entry.
- Room 106 please use Door 5
- Please use the buzzer and staff will open the door for you, take your child(ren) inside, and sign them in.

### **Play and Grow Child Care Centre:**

- Each child is to be signed in by the adult or older sibling accompanying the child.

### **Absences**

The Safe Arrivals program at Play and Grow Child Care Centre depends on daily

communication with parents about absences. Please telephone the Play and Grow Child Care Centre at 416-395-5098 or email [info@playandgrowcentre@gmail.com](mailto:info@playandgrowcentre@gmail.com) to report the reason for your child's absence. If at the end of the school before Play and Grow will start, you decide to pick up your child, please let your room teacher right away.

If your child comes to Play and Grow on the school bus and he will be absent from the Play and Grow Child Care Centre, please telephone as soon as possible and let the staff know. Play and Grow Child Care Centre will pick the child

### **End of School Day**

When the children are dismissed from school, they are going to be picked up by staff from the Play and Grow Child Care Centre.

The only children supervised in the playground after school hours are the children who are registered and enrolled in this program.

### **Dismissal time**

Only parents/guardians, older siblings (16 years old and older), and people on the list to pick are allowed to pick up children from the Play and Grow Child Care Centre. If the person is not on the list to pick up the child, parents must call the centre with all information and at the time when that person will arrive, he or she **MUST show the staff picture identification**. When the children are dismissed, they are expected to be picked up or leave the premises promptly.