



CENTRAL NEIGHBOURHOOD HOUSE  
NEIGHBOURHOOD LINK  
ST. STEPHEN'S COMMUNITY HOUSE

**The Neighbourhood Group  
Harbourfront  
Child Care Manual  
for Parents**



**Toronto, ON**



**March 2025**

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\*The Neighbourhood Group (TNG)

**Please be advised that full policies have not been included in the Parent Manual due to their length. The full policies are available from the site Manager upon request.**

## **TNG CHILD CARE SITES BACKGROUND INFORMATION**

### **CENTRAL NEIGHBOURHOOD HOUSE**

In the early 1900's, a dozen students from Victoria College spent two summers investigating the conditions in "The Ward", a congested, poor downtown area just west of Young Street. Most of The Ward's 11,000 residents were immigrants. They spoke 17 different languages and dialect and the majority were tenants paying steep rents on deteriorating properties. The students recommended a Settlement House for the district and on September 18, 1911 Central Neighbourhood House opened the doors of its first location.

Programming and social reform efforts formed the foundation of CNH's work in all the neighbourhoods it has served. Over the years, by working closely with families and residents, CNH has been able to identify and address developing trends and issues affecting the evolving community. Today, CNH offers a wide spectrum of programs and services. CNH remains committed to improving the quality of life of people in the community.

### **WINCHESTER CHILD CARE**

CNH's Winchester site opened in 2006. Both the Main house location and Winchester are licensed by and meet the Provincial Standards of *The Child Care and Early Years Act*. In addition, our centres have Purchase of Service agreements with the City of Toronto for the provision of subsidized child care and meet the Operating Criteria of Toronto Children's Services.

### **ST. STEPHEN'S COMMUNITY HOUSE (SSCH)**

**SSCH** offers a variety of programs for people of all ages in a multi-cultural and multi-racial community. It is funded by the United Way, the City of Toronto, Provincial and Federal governments, Foundations and through donations from churches, individuals and other organizations /corporations. Our first Child Care centre was established in January 1974 at 91 Bellevue and currently has 8 Child Care sites.

**As of April 1, 2020**, TNG consists of three organizations who have come together to form *The Neighbourhood Group* (Neighbourhood Link Community Services, Central Neighbourhood House and St. Stephen's Community House). TNG is a non-profit organization that offers a variety of programs for people of all ages in multi-cultural and multi-racial communities across the city of Toronto. Programs / Services include employment programs, newcomer services, services for people suffering from mental health and addictions, youth programs and seniors' services. TNG is funded by United Way, all levels of government, various foundations, and donations from individuals and corporations.

As the newly merged TNG, we now have 10 Child Care sites. Licensed by the Ministry of Education Early Learning Division, we provide care for over 1000 children ranging in age from birth to 12 years. We have a Purchase of Service Agreement with Toronto Children's Services that enables us to provide subsidized Child Care for families who qualify.

## **SERVICES AND AGE CATEGORIES OFFERED**

**TNG provides Childcare at the following age groups at our different sites:**

91 Bellevue Child Care:	Toddlers - Preschoolers
King Edward Child Care:	Infants - School Age
Lord Lansdowne Child Care:	Kindergarten - School Age
Harbourfront Child Care:	Infants -Toddlers
Waterfront Child Care:	Preschoolers - School Age
Our Lady of Lourdes:	Kindergarten - School Age
Yonge and Sheppard Child Care:	Infants – Preschoolers
Canoe Landing Child Care	Infants - School Age
Ontario Street Child Care:	Infants - Preschoolers
Winchester Child Care	Preschoolers - School Age
Downsview Child Care	Kindergarten – School Age

## **TNG PROGRAM STATEMENT**

At TNG, we believe that the well-being of the children in our care is our most important responsibility. As knowledgeable professionals, we act with empathy, fairness and integrity to the families in our care, and respect their uniqueness and diversity. We view children as being competent, capable, curious and rich in potential. We promote and provide our programs with “How Does Learning Happen?” Ontario’s Pedagogy for the Early Years (2014) Framework. Following the Framework as our guideline, we build our play-based learning environment; we connect the children, educators, families and our communities at large; we create well-balanced child-led inclusive learning opportunities where children are viewed as being competent, capable, curious and rich in potential. We govern and integrate our programs with the four foundations of Belonging, Well-being, Engagement, and Expression throughout our daily practices.

### **Children & Families:**

- We have a longstanding commitment to children and families stretching back over 100 years.
- We believe that the well-being of the children in our care is our first and most important responsibility. We promote the health, safety, nutrition and well-being of the children in our care by offering nutritious snacks and lunches.
- We are committed to working in partnership with families and caregivers to offer programs that are sensitive to the needs of children and families, irrespective of culture, family circumstances or background.
- We recognize the positive impact of early learning and child care experiences during the early years and respect children as competent and active learners.
- We seek to provide children with a warm and nurturing environment, where their needs are met and they know that they are understood, protected, and knowledgeable experienced staff support their learning.

### **We strive to:**

1. Provide a safe, healthy, nutritious, positive and stimulating learning environment for children ages 0-12;
2. Promote positive self-regulation, self-control, and self-confidence through age-appropriate activities, child-initiated activities and a provide variety of opportunities to raise safety awareness among school age children and practice safety tips with younger children;
3. Support positive and responsive interactions among children, parents, educators and other service providers;
4. Support staff as co-learners in the journey of continuous professional learning;
5. Support documentation and strategies reviewing the delivery of quality programs;

### **Program Quality:**

- ✓ We believe in providing the highest standard of care at all levels of service delivery including administration and management.
- ✓ We provide a stable, consistent program that reflects current knowledge about early learning theory and developmentally appropriate practice.
- ✓ We understand that supporting a child's learning is a responsibility shared with parents and we strive to involve them in the child's learning.
- ✓ We work to ensure that the learning environment is positive, welcoming, calm, and reflects the diversity of the community that we serve.
- ✓ Our programming approach takes into account the directions in the ELECT curriculum framework as well as the pedagogical approach that is set out in the subsequent "How does Learning Happen".
- ✓ The daily programs that we plan and implement provide children with many play-based opportunities for interaction, exploration, experimentation and problem solving.
- ✓ We foster children's exploration, play and inquiry by providing them with activities based on their observations and interests. They are also able to explore and play in their classroom, the gym and the playground.
- ✓ We update families with the learning that happens in the rooms through pictures of the activities and experiences that take place, written documentation about how the infants and the toddlers days went, the activities that the children will participate in each day, and verbal communication with families.

#### **Staffing:**

- ✓ Staff members understand the developmental changes that occur in young children during the early years.
- ✓ TNG values and is committed to ensuring our staff members are informed, and take their responsibilities seriously.
- ✓ All staff are either Early Childhood Educators or Early Childhood Assistants, registered with the College of ECEs
- ✓ All staff are obligated to participate in a minimum of 4 trainings per year

#### **Communication and Community:**

- Communication and building relationships between our communities, parents/caregivers and staff are crucial to our program's success;
- Foster the engagement of communication with parents about the program, Child Care as a system and their children;

Program indicators, goals and approaches are as follows:

Indicator (O. Reg. 137/15,s46(3))	Goal	Approach
(a) Promote the health, safety, nutrition and well-being of the children	We promote an inclusive and safe environment that promotes race, ethnicity, physical, mental, and emotional well-being of the children	<ul style="list-style-type: none"> <li>• Children's diversity is respected in choices and materials used throughout the program.</li> <li>• Staff monitor the environment (inside and outside) daily for any immediate or potential hazards.</li> <li>• Children's nutrition is valued through menu choices that reflect the Canada Food Guide and is monitored by a registered dietician. Food choices are respectful of family beliefs and practices.</li> <li>• Staff adhere to all food restrictions and allergies and document the children's health. Concerns are brought forward to families immediately.</li> </ul>
(b) Support positive and responsible interactions among the children, parents, childcare providers and staff	All children, families and staff entering into the centre shall be treated equally, with respect and be given the support and opportunities needed within our environment.	<ul style="list-style-type: none"> <li>• Opportunities are given for staff and families to connect daily and for families to discuss their child's development and programs.</li> <li>• Staff facilitates a play-based curriculum that encourages children to be curious, take risks, and lead their own learning.</li> </ul>



(c) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate	Staff will support a child by providing a developmentally appropriate framework for children to communicate in a positive manner and promote self-regulation.	<ul style="list-style-type: none"> <li>• Staff model positive interactions and communication by respecting each child's individuality and the being engaged in children's play.</li> <li>• Staff model and encourage children to recognize feelings in others.</li> <li>• Staff provide opportunities and teach how to use self-soothing techniques with children to resolve issues. Specifically, planning activities that allow for turn taking, extended focus, conflict resolution, and positive interactions with peers.</li> </ul>
(d) Foster children's exploration, play and inquiry	We recognize each child's natural desire and ability to learn. Staff will foster children's natural curiosity to explore and be leaders in their learning.	<ul style="list-style-type: none"> <li>• Through observations and documentation; staff will expand children's interests and inquiries through curriculum planning.</li> <li>• Staff will provide materials and experiences (both indoor and outdoor) that encourage children to explore through open-ended activities, build-on experiences and expand learning opportunities.</li> </ul>
(e) Provide children initiated and adult-supported experiences	We recognize each child's natural desire and ability to learn. Staff will foster children's natural curiosity to explore and be leaders in their learning.	<ul style="list-style-type: none"> <li>• Staff will provide materials and experiences (both indoor and outdoor) that encourage children to explore.</li> <li>• Staff act as facilitators in the environment through observations and documentation. This allows staff to plan group and individual experiences.</li> <li>• Staff will be active listeners (observers) with children and plan according to children's interests, abilities, and experiences using documentation.</li> </ul>

<p>(f) Plan for and create positive learning environments and experience in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans;</p>	<ul style="list-style-type: none"> <li>• Staff will engage children by planning experiences that are based on their interests and developmental needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff will provide materials and experiences (both indoor and outdoor) that encourage children to explore.</li> <li>• Staff will be active listeners (observers), using observations and developmental assessments to plan according to children's interests and experiences.</li> </ul>
<p>(g) Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children</p>	<ul style="list-style-type: none"> <li>• A variety of experiences will be planned and facilitated for the child that incorporate all times of play (indoor, outdoor, active, and quiet) while ensuring the individual needs of the children are being met.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff meet the individual needs of the children by following individual plans, observations, family-instructed needs, and regulations set forward for the centre.</li> <li>• Staff plan for adaptations for experiences/activities so that all children are successful and engaged.</li> <li>• There are learning centres in the environment to foster children's varying needs. There are opportunities for children to have quiet and reflective time, and areas that allow for play that is more active (both indoor and outdoor).</li> </ul>
<p>(h) Foster the engagement of on-going communication with parents about the program and their children</p>	<ul style="list-style-type: none"> <li>• We promote a culture of family involvement by engaging families in partnerships with our teachers that support their children's development and learning.</li> </ul>	<ul style="list-style-type: none"> <li>• There are opportunities for staff and families to connect daily and for families to discuss their child's development and program.</li> <li>• We have an active Peer Parent Engagement Worker to encourage parents to join and participate in activities and events, share resources and build community.</li> <li>• Parents are encouraged to provide input into experiences that are planned for their children.</li> <li>• Parents are encouraged to participate in the program through various measures (read a book to a group, cooking activities, etc.)</li> </ul>

<p>(i) Involve local community partners and allow those partners to support the children, their families and staff</p>	<ul style="list-style-type: none"> <li>• We will engage various stakeholders in the community to support our children, families, and staff</li> </ul>	<ul style="list-style-type: none"> <li>• We support families and community members by having opportunities to participate on the board and / or its committees.</li> <li>• We involve our partners and other service providers, such as employment programs, local libraries and other outside agencies who can assist families' needing support and provide resources for families and teachers when needed.</li> <li>• We liaise with community members and facilitate programs, workshops, trainings that support our families, children, and staff.</li> </ul>
<p>(j) Support staff or others who interact with the children at a childcare centre in relation to continuous professional learning</p>	<ul style="list-style-type: none"> <li>• We will support staff to attend professional learning opportunities and encourage on-going training as related to the childcare field.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff attend workshops that are provided throughout the year through various avenues; i.e. internal training, external workshops, and performance goal development.</li> <li>• Financial support is available for staff training.</li> <li>• The centres have access to additional professional development pertaining to special needs from our clinical services division.</li> <li>• Opportunities are given for staff to attend TDSB professional development sessions for our school-based centre.</li> </ul>
<p>(k) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and families</p>	<ul style="list-style-type: none"> <li>• To ensure that the strategies set out in (a) to (j) are meeting the needs of our children and families and that opportunities are provided to make changes if needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Through documentation of feedback from families, children, and staff, we assess and explore opportunities for improvements in our approaches.</li> <li>• Families are surveyed throughout the year using an online formal survey or hard copies (depending on need).</li> <li>• Monitoring of the program through a developed checklist that reflects the strategies set out in the program statement.</li> </ul>

## HOURS OF OPERATION

The Child Care centres are open from Monday to Friday - 7:30 a.m. to 6:00 p.m. (with the exception of 91 Bellevue and Our Lady of Lourdes 7:00a.m. to 6:00p.m.), throughout the year except for the following holidays:

New Year's Day Family Day Good Friday Easter Monday Victoria Day Canada Day Civic Holiday Labour Day Thanksgiving Christmas Day Boxing Day
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Site closure times may vary for Christmas Eve. Please check with the Centre Manager to confirm.

## TNG PAYMENT OF FEES

**TNG is committed to advocate for affordable child care fees for families. As such, we are happy to announce that we will be opting in to the new child care plan.**

**The funding received will be applied to base fees only. Please see the chart below for the examples.**

**Base fees vs Non-base fees:**

Base Fee	Non-Base Fee
Play materials, equipment and furnishings: cot, crib, bedding, play materials	Late pick up fees for child care provided beyond operational hours outlined in the parent handbook.
Supervision by adult during operational hours	Non Sufficient Funds fines
Development and implementation of individualized plans (Medical, special needs, anaphylaxis)	Field Trips (optional, must provide alternative care at not additional cost)
Registration fee, deposits, administration fees – any fees that are mandatory for a parent to pay in order to receive child care	Transportation (if optional)
Food (where required by regulation for children under 44 months AND where mandatory for parents)	Diapers, sunscreen (if optional)

**Fee memos are given annually, upon registration and are posted on the information board.**

**Fees may vary from site to site.**

## **Harbourfront Child Care Fees**

**Effective January 1<sup>st</sup>, 2025 the fee rates will be:**

Infants:	\$22.00 per day
Toddlers:	\$22.00 per day

Parents are responsible for fees in order to maintain the child's space in the program. Fees are calculated for each day of the year, except Saturdays and Sundays, regardless of a child's absence from Child Care, whether due to illness, vacation, statutory holiday or any other reason. If parents require help in paying their fees, subsidies are available through the City of Toronto Children's Services (the subsidy office 416-397-5437). If a parent receives a subsidy, The City of Toronto will set the fee and the Child Care will collect the fees from the parent on a monthly basis.

Post-dated cheques are a convenient way to ensure that your fees are paid in a timely fashion. We also accept credit card payments. A credit card authorization form is available from the Manager at the site. Child Care fees are due by the 1st of each month. In the event that a refund is required, TNG will reimburse funds in the form of a cheque, e-transfer or a credit may be applied to your account. Circumstances for reimbursement may include overcharges, refunds due to early withdrawal after fees have been processed or changes to subsidized fees.

### **“NON-SUFFICIENT FUNDS” CHEQUES**

The bank charges the child care a service fee when a cheque is returned N.S.F. Families are responsible for reimbursing this service charge to your child care site.

### **UNPAID FEES**

Unpaid Child Care fees may result in the loss of your Child Care space. If no payment is received for two months, the centre manager will issue a late payment note to the family. If the fee remains unpaid fully or partially and if there has been no communication, on the 1st day of the third month, the centre manager has the right to terminate services to the family. Please arrange a meeting with the centre manager or the senior Manager regarding payment plans. Unpaid fees will be reported to The City of Toronto Children's Services (the Subsidy Office). This may result in not being able to get future child care space for your child or other children that are not yet in child care.

### **INCOME TAX RECEIPTS**

We will provide income tax receipts by the end of February. The total amount will include fees paid during the Jan. 1 to Dec. 31 period. If your fees are received after Dec. 31 even if they are fees owing for the previous year, they will be included on your income tax receipt for the year in which they were received. Income Tax Receipts will be available for pick up, please la the centre manager to make arrangements. Electronic PDF receipts will be emailed upon request.

## **TNG LATE FEES**

Late fees will be charged for pickups after 6.00 p.m. TNG child care sites charge \$1.00 for every minute a parent is late. The parent or designate and staff are required to sign the late fee form. The late fee charge applies to each individual child. Therefore, if two or more children from the same family are in different rooms, late fees are charged per child. If you are going to be late please call the centre to let us know. When a parent has not arrived or called before 7 p.m. or contact cannot be made with the emergency names, staff will call Children's Aid Society.

For the safety reasons, it is important that staff always be informed who is picking the child(ren). Your child(ren) will not be released to any person that has not been communicated to us in writing or by phone. If the staff are not familiar with the escort, photo identification will be required. The name and phone number of the person should be written on the sign-in sheet. It is the policy of TNG Child Care that any person under 12 years of age will not be permitted to escort children to and/or from the Child Care.

In case of special circumstances (extreme weather conditions, serious traffic or TTC problems), the late fee may be waived with the approval of the manager. If there is an ongoing issue regarding late pick up, a meeting with the centre's manager will be arranged.

## **EMERGENCY PROCEDURES FOR LATE PICK-UP**

If a child(ren) has not been picked up by 6:00 pm. and the parent has not contacted the centre, the staff on duty will observe the following procedure:

1. Check to see if there are any messages.
2. Attempt to reach the parent or any of the other authorized persons listed on the child's emergency card.
3. If the parent and authorized person cannot be reached by 6:15 pm. then telephone the emergency contact person(s) listed.
4. If by 6:30 pm. no one has been reached, notify the child care manager/senior manager at home.
5. If the child has not been picked up by 7:00 pm., call Children's Aid Society
6. Both staff will stay until a C.A.S. worker arrives.

**It is the parent's responsibility to call the centre regarding a delay in picking up a child.**

**Note:** the emergency contact person(s) named is the only person (other than the parent, the police and C.A.S.) to whom staff can legally release the child without explicit instructions directly from the parent.

## **TNG ADMISSIONS, TRANSITIONS & WAITING LIST AND PROCEDURE**

We maintain a waiting list for families who would like to enroll their child(ren) into one of our centres and there are no vacancies immediately available. TNG centres accept all families –

those who pay full fee and those who are in receipt of subsidy. There are 2 waitlists, one produced by Toronto Children's Services for families who have applied for subsidy and the second wait list is for families who have listed one of our centres as their choice for care. TNG **does not** charge families' a fee for waiting lists.

Please note, TNG does not provide estimated wait times nor will we guarantee a space for a family when they are added to the waitlist.

The centre's waitlist is in order of receipt of a completed application form, online, phone, or in person. Names are added to Toronto Children's Services waitlists for our centres according to the City's policies and procedures. Families are encouraged to place their names on one or both waitlists well in advance of needing care. If a family contacts the centre and is not on either waitlist, stating they have been allocated subsidy, it is our practice to have the family contact their caseworker and have them added to the City's waitlist.

When a space becomes available in our sites, the following procedure takes place:

1. We will review our current enrollment; see if there is a child that can move to the next age group. If so, the child will move into the new age group when the space is available. If there is more than one child currently in that centre eligible to move into the space, the determining factors will be as follows:

If there is a sibling also in care at the centre, the child with the sibling will receive the priority. We try to keep siblings together in care at the same centre.

If there is no other sibling in care at the centre, the child who has been enrolled in the centre longest shall receive the next priority to ensure continuity of care.

If there is no other sibling in care and there is an enrollment period difference of less than three months, the child's birthdate will be the determining factor with the space being allocated to the older child.

2. TNG Child Care will review enrollments to determine if there are siblings at more than one location who would like to be cared for at the same location provided it has the licensed capacity to do so. These children will be transferred to the centre as per the family's wishes. Where there are two or more families in the same situation, the family who has been in care the longest will receive the first priority.
3. If there are no internal candidates under the first two priorities outlined above, the space will be offered to the next family on the waiting list subject to the following conditions:

If there is a sibling of a child currently in care that is waiting for admission, the space will be offered first to this sibling.

If there is neither a sibling of a child in care, the space will then be offered to the next family on the waiting list in chronological order. If two or more families have the same waitlist date, the family who has been in contact with the centre more frequently to convey their ongoing interest will receive the first offer of the

space. If none of the families have been in contact with the centre since joining the waitlist, a random draw will determine who is offered the space.

**PLEASE NOTE:** If there is a subsidy freeze in place, TNG will only be able to offer an available space to a full-fee family regardless of whether or not the full-fee family has been on the waitlist for a shorter duration than those families waiting for a subsidy. Once the freeze is lifted we will return to following the waitlist in accordance with the policy.

Occasionally, under extenuating circumstances, families may be offered care at one of our centres who are not next on the waiting lists. An external organization/doctor/agency is involved with the family and has made an urgent referral to our centres, children with additional and/or unique support needs that must be met immediately. In these situations, TNG reserves the right to admit these children into care outside of the usual waitlist procedure.

Once a space has been offered, families are given **two business** days in which to respond to the offer excluding weekends, Easter Monday and Statutory holidays. If the family does not respond within the time frame, the next eligible family is contacted. This will continue until the space has been filled. Families who have not responded within the two days will be moved to the bottom of the list. If the contacted families have not responded within a month they will be removed from the waiting list. These families will need to reapply should they wish to receive care at a future date.

Families who respond will have an appointment set up for a tour of the centre and the classroom their child will be enrolled in. They will meet the Senior Teacher or their designate. This provides parents with an opportunity to speak with the teacher who will be in charge of their child's care on a daily basis. Following the tour, the family **will have two days in which to accept or decline the space.**

If you wish to know where you are on the waitlist, please contact the centre.

### **Age Group Transitions**

Enrollment in one age group does not guarantee enrollment in the next age group. While TNG does its best to ensure a seamless child care experience between the different age groups, there are rare instances where this cannot be accommodated. In these situations, we will try to provide care at one of our other sites until space becomes available at the preferred site. Where possible, children are able to remain in their room for an additional 3 months waiting for space in the next age group; where this happens families will be charged at the rate of the younger age group. If no space is available, the family may need to find another childcare centre. Managers will provide as much notice as possible to families in these cases.

### **Full Day Kindergarten and School-Age Programs**

Enrollment in TNG pre-school programs does not guarantee children a space in kindergarten



programs in schools. The Toronto District School Board (TDSB) and Toronto Catholic District School Board (TCDSB) have their own policies for accepting children who live outside the school's geographic catchment areas. TNG works collaboratively with schools in providing the school's full day kindergarten programs and our school-age programs.

Parents are responsible for contacting the school to determine their eligibility for kindergarten. Families must let the centre know that their child is enrolled and that they wish to enroll their child(ren) in TNG before- and after-school programs. TNG will confirm with the school that the child(ren) are enrolled.

For enrollment in before- and after-school programs, first priority is given to children currently enrolled in TNG child care and/or that attend the school. Families will be given a timeline to complete kindergarten registration with the school. After this date, remaining spaces will be open to the community in order of receipt. In accordance with the TDSB, school-age spaces must be first allocated to families whose child(ren) attend the school in which programs are located.

Because of limited space, the following procedures govern our allocation of school age program spaces:

- Priority is always given to children who attend the school in which the program is located. This is a mandate of the school board.
- Priority is given to the younger-age children in grades 1-3. Older children (grades 4-5) may be asked to withdraw from the centre to create space for a younger child. This action will only be considered after a consultation with the family and alternate care arrangements can be made. The child will be eligible to remain in care up to and including the Friday before the Labour Day weekend.
- During the Summer (July and August) period only, we reserve the right to enroll children from outside of the school catchment areas.
- If there is still insufficient space to meet the demand, the determination among all remaining children (those currently with school age care and those entering grade one) will be determined based on the following:
  - Whether younger siblings are enrolled in the centre
  - What hours the child is normally in care
  - How long the family has been in TNG care
  - Whether there are any special needs considerations

Decisions will be made by the centre manager or senior manager in consultation with the VP of Child Care. Once a decision has been made, families will be notified in writing as to whether there is available space for the upcoming school year. Families who have been given a notice of withdrawal may request their names be placed on a waiting list.

## **ADMISSION AND TRANSITIONS**

Full-time children will have priority over part-time children for transition into the next age group, unless a combination of part-time spaces makes up an entire full-time space. For the younger age groups, during your child's week of transition into our centre, you are encouraged to remain on-site to ensure your child's introduction is as smooth as possible. Starting with short visits helps your child become familiar with our staff, surroundings and routines. Increasing their length of

visit each day will reinforce their comfort level. This process will be applied again when your child is moving up to their next age group.

The following is a list of articles you will need:

- Change of clothing
- Appropriate outdoor clothing
- Diapers and wipes (if needed for preschool)
- Recyclable water bottle for the playground
- For the summer months, children should bring a bathing suit, towel, sun screen, sun hat and a bottle of water.

**Please label all clothing and articles clearly with child's name.**

### **CLOTHING**

Throughout the day the children go through a variety of activities and are exposed to an assortment of mediums such as paints, sand, water, and clay. They climb, slide, ride and walk. They make sand castles and mud pies. With this in mind, please send your child dressed in suitable play clothing that is easy for them to handle, is comfortable and easy to wash. All children, with the exception perhaps of school age children, should have a change of clothing at the centre.

- |                |  |
|----------------|--|
| <b>Summer:</b> | -Sun hat, bathing suit, towel, sunscreen<br>-footwear suitable for long walks, with non-slippery soles |
| <b>Winter:</b> | -Water proof, snow/rain/clothing<br>-boots and indoor shoes/slippers<br>-mittens, hats, scarves        |

### **CLOTHING SAFETY**

To prevent the risk of strangulation, please remove all strings from jacket hoods. If possible, choose jackets which have hoods that close with Velcro. When tying a scarf, tuck the ends of the scarf into the scarf itself, once it is around the child's neck, or keep the scarf on the inside of the jacket. **Please label all your children's clothing.** While all efforts will be made to locate misplaced items, we cannot be responsible for keeping track of unmarked clothing.

### **DIAPERS**

Due to the enrollment in the new child care plan, we will no longer be providing diapers and wipes as this is considered a non base fee or cost in which the plan does not cover. We ask that parents bring in diapers and wipes clearly labelled with your child's name. This will come into effect once funding is received and refunds are issued.

## IMMUNIZATION

Children who attend Child Care must have their immunization up to date except in the cases of religious, medical or philosophical reasons. Those who choose not to, must complete a sworn affidavit form. This is a City of Toronto Public Health form that is available in the office. Please be aware that in case of an outbreak the child will need to be kept out of the centre until all danger of illness has passed. Public Health recommends vaccines for Diphtheria, Tetanus, Polio, Whooping Cough (Pertussis), Haemophilus B, Measles, Mumps, Rubella, Pneumococcal, Meningococcal, Chicken pox Hepatitis B and Influenza. Please be sure to provide the Child Care Manager or Senior Manager with each update of your child's immunization.

## CHANGE OF INFORMATION

Parents are required to keep the Manager informed of any changes to your address and/or phone number at all times. This is so the Staff can reach you in the case of an emergency.

## NON-SMOKING POLICY

No person shall smoke or hold lighted tobacco in any of the TNG locations. Smoking of any substances is not permitted in or around the child care playgrounds whether children are present or not.

No Smoking signs are posted and clearly visible. Parents or visitors found not complying with the non-smoking policy will be asked to leave the property.

## PETS FROM HOME

We ask that pets are **NOT** brought to the centre when you drop off or pick up your child. Please do not tie your dog to the fence in or around the playground or the entrance.

## TOYS FROM HOME

Since the centre is equipped with toys for your child's needs, we encourage children not to bring toys to the centre. Personal toys cause disagreement among the children and often get lost or broken. We do make exceptions if the child needs a special item to have for sleep time and for Show and Tell. Show and Tell is every Friday in the Sr. Preschool room. After the children show their item and talk about it they have the choice of playing and sharing with their friends or putting it away in their cubby. **Please do not bring valuable items as we can't be responsible for lost or broken items.**

## MONEY, FOOD AND CANDIES

We ask the parents not to send money, food or candy with their children, as the centre provides

nutritious morning and afternoon snacks and a hot meal for lunch.

## **TNG MEMBERSHIP**

Parents can become members of TNG. This enables you to vote at the Annual General Meeting, elect Board members and receive regular mailings on activities of the organization. Please ask your centre's manager for a membership form.

## **TERMINATION OF SERVICES**

The Child Care centres are committed to providing a safe, caring and enriching environment for all the children. We will communicate with parents on a regular basis and to keep them informed of their child's development, including any difficulties that their child may be experiencing. TNG promotes professional development of the staff to enhance their skills in working with children who have challenging behaviours.

In situations where the child care program is having difficulty in meeting the needs of a particular child:

- Staff will log incidents.
- Staff will consult with the parents and keep them informed.
- With the parent's permission, the child will be referred to an outside agency for assessment /support/strategies.
- If the behaviour results in an accident, an incident form will be completed and a copy of the form will be attached to the notebook. Staff will verbally review the incident with the parent on the day of the occurrence. The child care manager/senior manager will also be notified.
- If three or more serious incidents reports/or documented cases of problematic behaviour occur within a two-month period, a meeting will be held and documented with the child's parents/guardians, staff and the manager/senior manager.

In the event that the centre is unable to meet the needs of the child, or parents refuse outside help, the VP of Child Care in consultation with the Manager and staff, has the right to decide whether a child will be withdrawn from the centre. A decision to withdraw the child will be made considering the best interests of the child and the safety of all children and staff.

The Child Care Manager/VP of Child Care will meet with the parent(s) to suggest alternative care. Children's Services Consultant will also be notified. A written notice of 2 weeks will be given to the parents to seek alternative care for their child.

A non-exhaustive list of problematic behaviour:

- a. Physical harm to any member of the centre
- b. Verbally abusive behaviour
- c. Damage to the centre's property
- d. Non-compliance with the rules of the centre
- e. Unwillingness of the parent to seek assistance for their child and or follow through on the recommendations

- f. Behaviour that requires staff to spend an unreasonable amount of time with the child thus taking away time and attention needed to ensure a safe program.

## WITHDRAWALS

Parents are required to provide two weeks' notice of withdrawal in writing to the centre manager. A one-month notice would be appreciated. All outstanding fees must be paid in full before your withdrawal date.

TNG reserves the right to ask parents to arrange for care somewhere else if the safety and well-being of the other children or staff is put at risk. If after every attempt has been made to accommodate your child's needs, including seeking support from external counseling, your child may be withdrawn if policies are not followed, or fees are not paid.

Should you withdraw your child for a period, you will not be guaranteed a space upon return; instead, you will be placed on the waiting list. Families cannot put children on the waitlist while still enrolled.

## PICK UP AND DROP OFF

Young children depend on regular routines for their own sense of security. We recommend that you establish fixed hours to pick up and drop off your child keeping in mind that it's a very long day for the child. **Parents are urged to have their child at the centre no later than 10:00 a.m. so that they do not miss special activities.** If the child is going to arrive at the centre after 10:00 a.m. parents need to inform the centre. If the parent arrives with the child after 10:00 a.m. and the group is away on a walk, trip to the library etc. the parent has the responsibility to remain with the child. As a rule, the child will not be placed in another group as it often upsets the child, disrupts the program and affects staff/child ratios.

**Upon arrival – inform staff, ensure your child(ren) washes their hands.**  
**Staff will sign the children in AND out.**

- Children (including school age) must be escorted to their room. *We cannot be responsible for children who are dropped off elsewhere in the building.*
- If a child is to be picked up by a person other than those authorized to do so, please notify the centre in advance by writing a note in the message book or phone call.
- If a person new to the centre is picking up the child, this person may be asked to provide identification.
- A responsible individual must pick up children, at least 12 years of age.
- Once you have arrived at the end of the day and your child has seen you then, you must assume responsibility for your child. Be sure to check cubbies for any art work or dirty clothes and check mail pockets for any notes. Please have the children out of the building by 6:00 so that staff can lock up.

<b>It is important that parents inform the staff if your child is absent from school, picked up early, staying at school for lunch, for sports or for any other reason.</b>
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In order for staff to receive messages before the lunch pick up (where lunch is provided by the child care depending on location), we must receive the call before 11:30 am or before 3:30 for after school pick up. Staff check the voice mail messages just before they leave to pick up the children. For School age you may also call the school age cell phone. Another option is to send a written note with your child that your child then gives to the child care staff and it should state that your child has permission to stay at school.

In the case of children who are in school age program **it is very difficult and time consuming** for staff to have to search the school office and various school classrooms or make arrangements to call parents to verify that children are to stay at school for lunch or sports. We also ask that you inform the staff if your child is going to be away on a class trip. Occasionally not all children attend a particular field trip and we want to be sure that your child is not left behind at school.

Please be advised that if we do not have either a timely phone message or a written note we will require that your child return to the Child Care program with the staff.

## **CUSTODY**

If there is a custody agreement between parents, copies of the court documents are required for your child(ren)'s file. This puts the centre in a legal obligation to enforce and comply with the agreement. Please keep the Manager advised in writing of any changes to your custody arrangements.

## **UNAUTHORIZED DEPARTURE**

The child care staff will follow this procedure if any unauthorized person arrives to pick up a child. The staff will:

- check the pre-authorization list,
- if unlisted, contact custodial parent(s),
- contact the Manager,
- if a court order or custodial parent restricts access of the unauthorized person, remove the child to a secure environment
- If the unauthorized person does not leave the premises, the police will be called.

Please note that if the staff feel the safety of the child is at risk, then the child will not be released in their care.

NOTE: The Emergency Contact Person(s) named is the only person authorized other than the custodial parent/guardian, C.A.S., or police, to who staff can legally release the child without explicit instructions directly from the custodial parent/guardian.

**CATEGORY:** Child Care Program Policies  
**Policy:** Safe Arrival and Dismissal Policy  
**Revision Date:** December 2023 **Approved By:** Eva Lacson (VP)

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Name of Child Care Centre: The Neighbourhood Group  
Date Policy and Procedures Established: November 20, 2023  
Date Policy and Procedures Updated: November 20, 2023

**Purpose**

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

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

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

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

## **Policy**

### **General**

- The Neighbourhood Group will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- The Neighbourhood Group will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- A parent/guardian may request that a child who is 12 years old or older be released from child care without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the child care is no longer responsible for that child upon their dismissal.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

### **Additional Policy Statements**

Where a parent/guardian provides written instructions for the release of their child from care without supervision, the document will be kept in the child's file and a copy will be provided to the educators. The parent/guardian will establish a clear timeline where this note may expire.

## **Procedures**

### **Accepting a child into care**

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

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

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:



- inform the site manager or person in charge and staff must commence contacting the child's parent/guardian no later than 11:00 a.m. Staff shall contact the parent by calling or sending a text message, if no response is received by noon the site manager will be notified and will continue to place a second call followed by an email.

#### **For Before and After school programs:**

**Before school program** - if the child does not arrive in the first hour of the before program, staff shall contact the parent by calling or sending a text message, if no response is received by the end of morning program, staff may contact the school to check if the child has safely arrived. If the child is absent from school, the site manager will be notified and will continue to place a second call followed by an email.

**After school program**- If the child does not arrive within the first 15 minutes of the after school program, program staff shall contact the parent by calling or sending a text message, if no response is received within 30 minutes of the initial phone call or text message the site manager will be notified and will continue to place a second call followed by an email.

- if there is still no response, the manager will reach out to the emergency contacts with the anticipation that they will be able to assist with more information related to the child's absence.
  - If there is a concern about a child's whereabouts or if harm is suspected, attempts should be made to reach all listed contacts and emergency contacts. If unsuccessful, the case will be escalated to the VP of child care if a child's whereabouts are unknown.
  - The VP may take further action, including calling the police
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

#### **Releasing a child from care**

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

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up after 30 minutes of the communicated time, the program staff shall contact the parent/guardian via phone call or text message and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed

with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the emergency person listed on the emergency card.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 7:00 p.m., the staff shall proceed with contacting the local Children's Aid Society (CAS) at 416-924-4646 or 1-866-527-0833. Staff shall follow the CAS's direction with respect to next steps.

### **Dismissing a child from care without supervision procedures**

Staff will only release children from care to the parent/guardian or other authorized person.

Where a parent/guardian has provided written authorization for their child to be released from care without supervision, one staff in the program must be responsible for dismissing the child from care. Prior to dismissing the child from care, the staff shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The staff shall document the time of departure from care and as well as their initials on the attendance record.

### **Glossary**

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

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

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

## **Regulatory Requirements: Ontario Regulation 137/15**

### **Safe arrival and dismissal policy**

**50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,**

- (a) provides that a child may only be released from the child care centre or home child care premises,**

- (i) to individuals indicated by a child's parent, or
  - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
- (b) sets out the steps that must be taken if,
- (i) a child does not arrive as expected at the centre or home child care premises, or
  - (ii) a child is not picked up as expected from the centre or home child care premises.

## HEALTH POLICY

In the best interest of your child and the other children and staff at the centre we ask that any child with the following symptoms not come to child care.

1. A temperature of 38°C (100°F) or higher (Child should be 24 hr fever free before returning without medication)
2. Indication of infections children's illness e.g. Chickenpox.
3. Vomiting and/or diarrhoea (Child should be 48 hr symptom free)
4. Extreme cold - excessive yellow/green discharge from nose, continuous heavy coughing.
5. Unexplained rash.
6. Pink-eye
7. Head-lice

If your child develops any of these symptoms while at Child Care, and we feel that staff and children are at risk, in order to mitigate the spread, we will call the parent or the emergency contact person to pick up the child. We ask you to be as prompt as possible in picking up your child. We will do our best to help your child feel comfortable until your arrival. We will ask that you keep your child at home until the contagious period is over. **A doctor's note may be required upon return, please confirm with the site Manager.** In situations of a communicable outbreak, Public Health overrides doctor's notes.

As we are currently in a Global Pandemic, the screening guidelines will take precedence until stated otherwise.

## PROCEDURE FOR ADDRESSING HEAD LICE

- 1) Parents of children identified with head lice will be asked to pick up their child from child care immediately
- 2) The parent is asked to keep the child at home until the problem is cleared in order to mitigate the spread in the child care.
- 3) Parent will be provided with the Treatment Instruction Sheet (see appendix III) which contains information about remedy options and instructions for treating lice.
- 4) Returning to the child care will be allowed as lice is no longer an exclusion under the Toronto Public Health guidelines however we strongly recommend that children be treated or free of nits or lice upon returning
- 5) A sign will be posted informing parents of any cases of lice in the room

## ADMINISTRATION OF MEDICATION

We are permitted to administer only prescription medication or over the counter drugs with a doctor's note stating the name of the medication and the dosage and time it is to be given.

### Parents are required to:

1. Complete a medication form available at the centre, outlining storage, dosages and times medication is to be given. Medicine must be given to a staff person who will lock it up as per the Child Care & Early Year's Act.
2. Medication must be in the original container, clearly labelled with the child's name, name of drug, date of the purchase, instruction for storage and administration. A measuring spoon/cup suitable for dispensing medication labelled with the child's name should also be provided.

Whenever possible we encourage parents to give any medication to their child at home if this can be done without affecting the treatment schedule. If your child requires medicine on a regular basis for a chronic health problem, please ensure that a doctor's letter outlining this requirement is provided. Unused medication left in the medicine box will be discarded after 3 weeks.

## ALLERGIES/ANAPHYLAXIS

This policy was put in place to maintain a safe environment for the children, parents and/or staff who struggle with this life-threatening allergy.

Some children in the Child Care program have anaphylaxis, a serious allergic reaction that can be life-threatening. Children with severe allergies can go into anaphylactic shock when exposed to certain allergens. It could begin with itching, swelling, shortness of breath and then proceed to difficulty of breathing. If the reaction has not stopped at this point, the symptoms become more severe leading to a drop in blood pressure, loss of consciousness, and even death. Food is the most common cause of anaphylaxis and often includes eggs, peanuts, tree nuts and cow's milk. Other causes that can lead to a reaction include insect stings, medicine, latex, or exercise.

- A reaction can develop within minutes of exposure to the allergen
- Young children may not be able to express the symptoms of anaphylaxis.
- It is not possible to achieve a completely allergen-free environment so we should not have a false sense of security. We strive to minimize the risk.

**Children with Anaphylaxis**  
**Parents must complete the Individual Anaphylaxis**  
**Emergency Plan.**

## INDIVIDUAL ANAPHYLAXIS EMERGENCY PLAN

Each child with an **anaphylactic allergy** needs to have an individual plan including the emergency procedures to be followed in the event the child has an anaphylactic reaction. These individual plans will be posted in all areas where children eat. The parent/guardian and doctor of an enrolled child with an anaphylactic allergy will be required to complete the child's individual plan, including the emergency procedure that includes:

- a photo of the child
- a description of the child's allergy
- monitoring and avoidance strategies signs
- symptoms of an anaphylactic allergy
- action to be taken by the staff in case of an anaphylactic reaction
- Parent/guardian consent that allows the staff to administer the allergy medication in the event of an anaphylactic reaction.

### **Strategies to Reduce the Risk of Exposure to Anaphylactic Causative Agents**

- **Food, candy and drinks are not permitted in the playrooms.** Only clear water bottles are permitted. If the child is still eating something when he comes to the Child Care centre (i.e. in the morning), the parent will be asked to stay with the child, outside of the room, until the food is finished.
- **Allergy Alert will be posted on the entry doors to the child care to serve as a reminder to parents**
- Parents are required to advise the centre if their child develops an allergy and requires medication, or of any change to the child's individual plan or treatment or if their child has outgrown an allergy and no longer requires medication.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, parents can supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Parents are asked to label food brought to the child care centre with the child's full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.
- Parents who serve foods containing allergens at home are asked to ensure their child has been rid of allergens prior to attending the child care centres (e.g. by thoroughly washing hands, brushing teeth, etc.)

**NO OUTSIDE FOOD or TREATS** are permitted in the Child Care centre except for the following.

- Children with food restrictions and severe food allergies may bring their own food and parents **must complete an Alternative Dietary requirement form.**
- Store bought baked goods or Birthday cakes will be permitted only if it comes with an ingredient list and has a **nut free** label

### **Materials/foods Used for craft and sensory programming**

- Foods or products that children are allergic to may not be used for craft and sensory play. This includes the food and food containers, boxes and packaging in crafts, cooking and science experiments.
- Latex balloons, egg cartons and milk cartons may produce allergic reactions and are **NOT** to be used for craft or sensory programming along with any other food on the allergy list.

## PROMOTING GOOD EATING HABITS

The centres provide children with a mealtime that is enjoyable and promotes good eating habits. All snacks and meals conform to Canada's Food Guide and servings will be in accordance with this guide as may be amended from time to time. All of our meals and snacks are either freshly prepared on-site or catered through agencies that promote the same eating habits that we encourage.

Snacks and meals will incorporate the following:

1. Meals, snacks and beverages will meet the requirements of Canada's Food Guide, the Child Care and Early Years Act and Toronto Public Health
2. Morning and mid-afternoon snacks will reflect two different food groups. A late afternoon snack will be provided for children who are picked up after 5:30 pm.
3. Food and beverage choices will represent family preferences and reflect a variety of different cultures.
4. Children's food allergies and food restrictions will be posted prominently in the kitchen and all classrooms where food may be served. Children with anaphylactic allergies will have their individual emergency plans prominently displayed.
5. Children with anaphylactic allergies will sit with a staff to ensure safe food practices for that child.
6. Casual staff must be made aware of all children with anaphylactic allergies and food restrictions.
7. Where alternate foods are required to accommodate food restrictions or allergies, the kitchen staff will do their best to provide a substitution that is similar to what the other children are eating.
8. Children are required to sit at the table while eating and drinking snacks and meals.
9. Tables will be washed and disinfected immediately prior to use and again afterwards.
10. All children and staff will wash/disinfect hands before sitting at the table to eat.
11. Staff are to sit at the table with the children and facilitate the meal service.
12. Children are to serve themselves as much as possible. Hot soups and stews will be served to the children by the staff. When necessary staff will assist the children in determining a suitable portion size to ensure all children are able to receive their fair share of the different foods.
13. Staff will encourage the children to try all of the foods served. However, children are never to be forced to eat unless there is a specific doctor's note on file indicating this is necessary for health reasons (e.g. Failure to thrive infant)
14. All children will be encouraged to practice self-care skills according to their developmental level. These may include self-serving, making food choices, arranging food on their plates, filling their cups, scraping their plates, cleaning up spills, etc.
15. Staff demonstrate positive attitudes towards new foods and encourage children to try the new foods. Role modelling is the best incentive for children to try new things.
16. Hot drinks are never permitted in the classrooms.

## **BIRTHDAYS AND SPECIAL OCCASIONS**

Every child's birthday is acknowledged as a special day. Birthdays will be celebrated on the day of or as close to the day as possible.

## **SLEEP SUPERVISION POLICY AND PROCEDURE**

In order to develop and grow, young children require periods of sleep during the day. It is imperative that the children are able to sleep safely and soundly while in our care. Each infant shall have their own crib with their name and description of sleep routine on it. Older infants, with the written permission of the parent may also be placed to sleep on a cot. This is usually done in conjunction with an upcoming move to the toddler program.

Parents will be consulted regarding the sleeping arrangements for their child, especially when the child moves from a crib to a cot or transitions from one room to another. A parent may request a discussion concerning a child's sleep arrangements any time he/she feels a revised, amended or new sleep arrangement is necessary. For children under one year of age, the child must be placed in their cribs for sleep in a manner that is consistent with the recommendations set out in the current Joint Statement of Safe Sleep. If a child's physician or pediatrician recommends otherwise, a dated, signed and written letter from the doctor or medical practitioner will be kept in the child's file and a copy must be kept in the child's classroom.

Staff are required to physically monitor the sleeping children by performing direct visual checks of the children while they sleep in the Infant and Toddler age groups. For toddlers, the staff supervise the sleeping children and will document every 30 minutes. Indicators of distress or unusual behaviours are to be noted and communicated to the parent in a timely manner. Any adjustments to the child's sleeping arrangements will be discussed with the parent. A note shall be made in the classroom logbook outlining the discussion with the parent.

The sleep room must have sufficient lighting to ensure the direct visual checks can be completed easily and accurately. For infant children, direct visual checks of the children, including body temperature checks shall be conducted every 30 minutes on the children. These checks will be done in the least disruptive manner possible so as not to disturb the sleeping child. Following each check, the staff must complete the requisite individual sleeping chart for each child noting breathing regularity and body temperature.

## **VACATION/ABSENTEEISM**

Please provide the manager with dates of planned vacation or if your child(ren) will be absent from care for any reason. Parents are required to pay the daily fee for all absent days which include all vacation time, sick and any other reasons your child(ren) may be away from care.

Child care fees will be charged for all stat holidays. Easter Monday is not included

The City of Toronto, Children Services Division has the following absenteeism policy for families who receive subsidy.

- Each child with a fee subsidy is allowed up to 35 absent days per calendar year (Jan – Dec). Only 20 days may be taken consecutively.
- If a child is absent for more than 35 days, the parent/ guardian is responsible for paying the full cost of care. (Statutory holidays and days that a program does not offer service will be excluded.
- Requests for additional days of absence, beyond the 35 allowable days may be approved through an appeal process to the City of Toronto, Children Services Division. Appeals will be considered for exceptional cases only, such as when a child has a documented special needs or a serious illness
- Special circumstances will be considered such as frequent or severe illness, documented medical needs or other special needs will be taken into account.
- Parents must contact their subsidy caseworker and they will assist the parent with the special circumstances request process.

### **EMERGENCY MANAGEMENT**

**TNG staff will follow the emergency response procedures outlined in our Emergency Management Procedures.**

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency. Parents will be notified by phone, email or text message to inform them of the situation.

**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate.**

For any emergencies involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed. If any emergencies result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergencies will be documented in detail by TNG senior staff in the daily written record.

- 1) Where emergency services personnel are not already aware of the situation, TNG child care Managers or Designates must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency and the status, once it is possible and safe to do so.
- 4) Where any staff, students and/or volunteers are not on site, the Manager or Designate must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) The TNG Child Care Manager or Designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.



- 6) Throughout the emergency, staff will:
  - help keep children calm;
  - take attendance to ensure that all children are accounted for;
  - conduct ongoing visual checks and head counts of children;
  - maintain constant supervision of the children; and
  - engage children in activities, where possible.
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

<b>Procedures to Follow When “All-Clear” Notification is Given</b>	
<b>Procedures</b>	<ol style="list-style-type: none"> <li>1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre.</li> <li>2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.</li> <li>3) must:               <ul style="list-style-type: none"> <li>• take attendance to ensure all children are accounted for;</li> <li>• escort children back to their program room(s), where applicable;</li> <li>• take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and</li> <li>• re-open closed/sealed blinds, windows and doors.</li> </ul> </li> <li>4) The Child Care Manager or Designate will determine if operations will resume and communicate this decision to staff.</li> </ol>
<b>Communication with parents/ guardians</b>	<ol style="list-style-type: none"> <li>1) As soon as possible, the TNG Child Care Manager or Designate must notify parents/guardians of the emergency and that the all clear has been given.</li> <li>2) Where disasters have occurred that did not require evacuation of the child care centre, Child Care Manager or Designate must provide a notice of the incident to parents/guardians by phone call and email within 24 hours.</li> <li>3) If normal operations do not resume the same day that an emergency has taken place, TNG Child Care Managers must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.</li> </ol>

## **FIRE DRILL AND EMERGENCY EVACUATION POLICY**

Unannounced Fire Drills are performed monthly. This helps to prepare your child in advance in the case of a real emergency. The Fire and Emergency procedures are posted in each of the rooms. Child Care centres have designated emergency evacuation sites.

## **PROHIBITED PRACTICES**

The Regulations of the Child Care and Early Years Act prescribe standards of behaviour and guidance, which must be followed by all staff, students and volunteers employed in a licensed childcare centre. TNG Child Care centres and the CCEYA prohibit the following practices under Ontario **Regulation 137/15:**

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

Please note: Under our *Lockdown Procedure*, children could be contained to a room temporarily until the emergency is resolved.

## **PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES**

### **Purpose**

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

### **Definitions**

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation

and management of each child care centre it operates (i.e. the operator).

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

## **Policy**

### **General**

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within three (3) business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### **Confidentiality**

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

### **Conduct**

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will not be tolerated from any party (See our Anti-Oppression Policy).

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

### **Concerns about the Suspected Abuse or Neglect of a child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

## COMPLAINT PROCEDURES

1. Nature of Issue or Concern	2. Steps for Parent and/or Guardian to Report Issue/Concern:	3. Steps for Staff and/or Licensee in responding to issue/concern:
<b>Program Room-Related</b> E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the Manager or licensee.	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised or</li> <li>- arrange for a meeting with the parent/guardian within three (3) business days.</li> </ul> Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<b>General, Centre- or Operations-Related</b> E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the Manager or licensee.	Provide contact information for the appropriate person if the person being notified is unable to address the matter.
<b>Staff-, Duty parent-, Manager-, and/or Licensee-Related</b>	Raise the issue or concern to - the individual directly or - the Manager or licensee.  All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the Manager as soon as parents/guardians become aware of the situation.	Ensure the investigation of the issue/concern is initiated by the appropriate party within three (3) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.  Provide a resolution or outcome to the parent(s)/guardian(s) who raised the

1. Nature of Issue or Concern	2. Steps for Parent and/or Guardian to Report Issue/Concern:	3. Steps for Staff and/or Licensee in responding to issue/concern:
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> or <ul style="list-style-type: none"> <li>- the Manager and/or licensee.</li> </ul> All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Manager as soon as parents/guardians become aware of the situation.	issue/concern.

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to – the VP of Vibrant Communities

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

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

**Contacts:**

TNG VP of Child Care: Eva Lacson 647-850-7886, [Eva.Lacson@tngcs.org](mailto:Eva.Lacson@tngcs.org)

College of Early Childhood Education: Telephone: 416 961-8558, [info@college-ece.ca](mailto:info@college-ece.ca)

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

Toronto Children's Services: [Sandy.CoutoGreen@toronto.ca](mailto:Sandy.CoutoGreen@toronto.ca)

**DUTY TO REPORT**

Every person in Ontario is required under the Child and Family Services Act to report his/her belief that a child may be in need of protection.

“72.(2) A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and the information, upon which it is based, to a society.”

The legislation places additional responsibility on individuals who perform professional or official duties with respect to children, to report suspicions of child abuse. Included and defined specifically are the “operator or employee of a day nursery” (C.F.S.A. 72.(4)(b)). This definition includes all child care Staff.

If in the course of their professional duties, the Manager and/or Staff of the child care have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to a Children’s Aid Society.

## **CHILD CARE CENTRE OUTINGS & OUTDOOR PLAY**

The Child Care & Early Year’s Act (CCEYA) states that children must be outdoors a minimum of two (2) hours each day, weather permitting. Kindergarten and School Age will access outdoors for shorter periods of time during the elementary school year. However, during elementary school breaks/holidays, the same regulation applies. Kindergarten and School Age children also attend field trips occasionally on non-instructional days. You will be notified by the program in advance of such trips and trip forms will be sent home to be signed.

TNG staff and children go outside every day, except in cases of severe weather. Families are requested to make sure appropriate outdoor clothing is available to their child. Staff work to ensure that they are modeling healthy behaviors for the children. Teachers will provide activities outdoors as an extension of the indoor program for example, painting, gluing, water or other sensory play, drama activities, etc.

TNG staff and children may go for neighborhood walks on a regular basis. Walks in the neighborhood allow the children to become familiar with their community, people and places. Parks, fields, swamps, puddles, playgrounds, fire halls, hospitals, stores, and banks are just a few of the highlights on walks.

### **Gardens and the Outdoor Environment**

TNG has become committed to providing the children in our care with the opportunity of interacting with the natural environment. Most of our centres have a nature garden and the emphasis is on introducing children to the importance of green spaces. Working in a garden, a child can experience the satisfaction that comes from caring for something over time and observe the cycle of life firsthand.

Gardening is also a great way to teach environmental awareness by exploring the workings of nature. It allows a real contact with the biological and social environment in a number of different ways.

### **Celebrations**

TNG centres promote an inclusive and equitable program. This includes celebrations from different cultures. Families can provide a great source of information for many important celebrations. We value and encourage you to share your family's cultural experiences and traditions.

### **FIELD TRIP SAFETY PROCEDURES**

The Staff must bring a Field Trip Knapsack equipped with Emergency Contact Numbers, First Aid Kits, money and cellular phone on all Field Trips. The centre keeps the names of all children, staff and volunteers that are participating in the outing. The time of departure and the time of return, method of transportation and the route to be taken are also kept on-site.

All children must leave from the centre with the staff and group. This helps to ensure accuracy for safety and that proper numbers have been documented. Staff will review the safety routines with children prior to leaving the centre. Lower child/adult ratios are implemented whenever possible. Head counts are repeated by all staff throughout the Field Trip to ensure the safety of all children.

### **STUDENTS/VOLUNTEERS**

Our centres involve students. Most of the students are from a community college completing their ECE placement at the Centre. Volunteers tend to be people who wish to gain experience working with children.

- Students and volunteers 18 years or older are required to undergo a police check.
- Only employees of the child care have unsupervised access to children.
- Students or volunteers do not count in the ratios, are supervised by an employee at all times and are never to be left alone with the children.
- Students or volunteers must wear a nametag identifying themselves as a volunteer or student.

**Be sure that you leave your child with a staff and not a student or volunteer since they are not authorized to be responsible for your child.**

**CATEGORY:** Child Care Program Policies

**Policy:** Student & Volunteer Supervision Policy **Number: 9-17**

## **Purpose**

The Neighbourhood Group welcomes both placement students and volunteers into our child care centres. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs.

This policy will provide supervising staff, students and volunteers with a clear understanding of their roles and responsibilities.

This policy is intended to fulfill the obligations set out under the Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for child care centres.

## **Policy**

All students and volunteers, will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care. Students and volunteers will not be counted in staff to child ratios. Students and volunteers must wear a nametag identifying themselves as a volunteer or student.

Teachers in programs will act as supervisors of students and/or volunteers. The Senior Teacher will complete a Self-Regulation Monitoring Form four weeks after the student/volunteer begins placement, and then annually thereafter.

## **Roles and Responsibilities**

The licensee/designate must:

- Ensure that all applicable policies, procedures and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter, and when changes occur to the policies, procedures and individualized plans to support appropriate implementation.
- Ensure that all students and/or volunteers have been trained on each child's individualized plan.
- Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the child care centre's criminal reference check policy and procedures, and Ontario Regulation 137/15.
- Ensure that organizational and program expectations are reviewed with students and/or volunteers.
- Inform students and/or volunteers that they will not be included in staff to child ratios or left alone with children.
- Appoint supervising staff to the students and/or volunteers, and inform them of their supervisory responsibilities.
- Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child and Family Services Act.



The supervising staff must:

- Ensure that students/volunteers are never included in staff to child ratios.
- Ensure that students/volunteers are supervised at all times and never left alone with children.
- Introduce students and/or volunteers to parents/guardians.
- Provide an environment that facilitates and supports students' and/or volunteers' learning and professional development.
- Provide students and/or volunteers with clear expectations of the program in accordance with the established program statement and program statement implementation policy.
- Provide students and/or volunteers with feedback on their performance.
- Work collaboratively with the student's practicum supervising teacher.
- Monitor and notify the centre manager/senior manager of any student and/or volunteer misconduct or contraventions with the centre's policies, procedures, prohibited practices or individual plans (where applicable) in accordance with the child care centre's written process for monitoring compliance and contraventions.

Students and/or volunteers must:

- Maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan.
- Notify the supervisor or designate if they have been left alone with children or have any other concerns about the child care program (e.g. regarding staff conduct, program statement implementation, the safety and well-being of children, etc.).
- Submit all required information to the licensee, supervisor or designate prior to commencing placement or volunteering, such as a valid VSC.
- Review and implement all required policies, procedures and individualized plans, and sign and date a record of review, where required.
- Review allergy lists and dietary restrictions and ensure they are implemented.
- Respond and act on the feedback and recommendations of supervising staff, as appropriate.
- Report any allegations/concerns as per the "Duty to Report" under the *Child and Family Services Act*.
- Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the child care centre's criminal reference check policy.
- Provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code of Canada offence.

## Glossary

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

*Staff (Employee)*: An individual employed by the licensee (e.g. program staff).

*Student*: Individual who is enrolled in an education program/school and is completing a placement, and is not being paid by the organization.

*Volunteer:* Individual who participates in the child care program and interacts with children in care but is not paid by the licensee (i.e. parents assisting on an occasional or recurring basis).

## **PARENT PARTICIPATION AND POLICE CHECKS**

The child care program wishes to be welcoming to parents while complying with policies and therefore we have developed the following guidelines which **MUST** be adhered to:

Police Reference checks, TNG requires that all volunteers undergo a Police Reference check. TNG will pay for this cost, but will request that parents commit to a minimum of 3 volunteer days throughout the year. Please take note that it takes four to six weeks for the police check to be processed.

- Parents will attend an orientation session with the or Manager to discuss expectations and guidelines while volunteering.
- Parents will be required to read the child care policies before volunteering.
- Parents accompanying their child on a child care trip are responsible for their own child only. They may interact with the other children but it must be in a group setting.
- If volunteering on a trip, parents will be given specific duties and children to oversee
- Parents volunteering will not be permitted to be alone with any of the children other than their own. They are considered visitors and are to be supervised by the child care staff at all times.

## **PARENT INVOLVEMENT ON FIELD TRIPS**

### Guidelines:

Parents are responsible for their own child only. They may interact with the other children but it must be in a group setting. Parents will not be permitted to take a child other than their own to the bathroom. At times, when parents accompany their child on a field trip, other children feel that they do not need to listen to the staff. For that reason, we ask parents:

- In cases where we find that behaviour is significantly affected we may ask parents not to accompany their child on future trips;
- TNG will cover the cost for transportation and admission;
- Space on the bus is limited and we may not be able to accommodate your request to accompany your child;
- Due to insurance, we are unable to take siblings who are not registered in the child care program;
- If you plan to leave early or not return to the child care centre after the trip please let the staff know ahead of time.

## **SUMMER SUN SAFETY DURING OUTDOOR PLAY**

To ensure the safety and comfort of the children and to maximize the benefits and enjoyment of outdoor play we ask that you dress your children in comfortable, loose fitting, light coloured (if possible) clothing. Please provide sunscreen lotion with an **SPF of at least 15, labelled with the child's name**, to be kept at the centre. Staff will try to apply the sunscreen on the children at least 15 minutes before going outdoors. School-age children may apply the sunscreen lotion themselves with the supervision of

staff.

Please provide your child(ren) with a sun hat, labelled with the child's name. **For hygienic reasons, the childcare centre will not provide a sun hat.** Staff will monitor the children's level of comfort regularly especially if any of the children suffer from asthma. They will watch out for signs such as coughing, wheezing, chest tightness or difficulty in breathing.

Staff will adjust/modify their outdoor program plan to ensure that the children can enjoy cooling activities such as water play; water games sprinkler etc. and make use of the shaded areas as much as possible. Children feeling/looking unwell will be brought indoors immediately and the child care manager informed.

### PLAYING OUTDOORS DURING SMOG AND HEAT ALERTS

The benefits of physical activity include promoting healthy weight and overall mental and physical well-being. However, being outdoors during a Smog and/ or Heat Alert is a concern for everyone since children tend to breathe through their mouths, breathe in more air and breathe faster than adults allowing larger amounts of polluted air into their lungs. **Toronto Public Health recommends that during a Smog and/ or Heat Alert precautions be taken to protect children from exposure to air pollutants and extreme heat.** To ensure the safety, well-being during a Smog and/or Heat Alert, the following procedure will take place:

- The Child Care manager/senior manager will inform the staff of the advisory/alert
- The children's outdoor activity level will be reduced. The staff will provide a variety of quieter activities in shaded areas as well as cooling activities such as water play, water games, sprinkler etc.
- Outdoor play between 11:00 A.M. and 4:00 P.M. will be discouraged.
- The changes in the outdoor activities will be posted in the weekly program-planning sheet along with the alternate activities provided for the children.
- If an outing/trip has been planned, all efforts will be made to have it re-scheduled. If possible, parents will be informed of the change in advance.
- If the Smog Alert is combined with extreme heat, the Child Care manager/senior manager may decide that it is unsafe for the children to play outdoors and that they will remain indoors.

### GUIDELINES FOR PLAYING OUTDOORS IN COLD WEATHER

During the winter months the Infant, Toddler and Preschool groups will not go outside if the temperature falls **below -10 degrees Celsius** with the wind-chill factor. The Kindergarten and School Age groups will not go outside if the temperature falls **below -20 degrees Celsius** with the wind-chill factor. The staff will use their discretion and they will take into consideration whether there is wind or if the sun is shining.

Staff will watch carefully for the following symptoms when children are playing outside:

- Shivering
- Discoloration of skin
- Complaining of pain, numbness, burning, or fatigue, confusion, slurring of speech

- Stiffness

Staff will:

- Ensure children are dressed warmly, covering exposed skin: insulated boots, winter coats, snow pants, mittens, hats, and neck warmers.
- Change wet clothing and footwear immediately (wet clothing chills the body rapidly).

## **PLAYGROUND SAFETY POLICY**

Outdoor play is an integral part of the daily schedule and plays an important role in the development of children's overall well-being. The *How Does Learning Happen? Ontario's Pedagogy for the Early Years* document describes how children thrive in programs where they can engage in vigorous physical play in natural outdoor spaces and playgrounds that present manageable levels of challenge. In addition to providing physical benefits, active play outdoors strengthens functioning in cognitive areas such as perception, attention, creative problem solving, and complex thinking.

While these environments need to be safe, it is also important to provide children with interesting opportunities for a reasonable degree of risk-taking. The purpose of this policy is to set out the responsibilities of the licensee, staff, students and volunteers in ensuring that the outdoor and playground spaces provide a safe and well-supervised environment for children's play and meet Canadian Standards Association's (CSA's) standards and Ontario Regulation 137/15 for a playground safety policy for child care centres.

### General

All staff will work together to ensure a safe outdoor play environment that promotes creative and constructive play for children meeting their developmental needs. Playground time will be primarily a self-directed, unstructured time where the children will be encouraged to actively participate in gross motor activities. The child care centre will ensure that there are enough play materials available that are appropriate for the children's age and learning and developmental needs during outdoor play.

The maximum capacity of the playground will not be exceeded at any time.

### Playground Inspections/Checks

Outdoor play space, fixed play structures and surfacing checks will be conducted on a daily, monthly and annual basis. All TNG's Before and After school programs will be required to do daily playground inspections only. All playground inspections will be documented. All documentation and reports will be filed by the child care centre manager in the manager's office.

### Supervision

Children will be supervised at all times during outdoor play. Staff to child ratios will be maintained on the playground at all times. Infant and toddler children will be separated from other children during outdoor activities. Staff will ensure that all gates are securely closed at all times.

Children will be encouraged to use equipment appropriately in a way that will ensure their safety, the safety of others around them, and respect for the property. Children may not climb on fences, sheds, on top of climbing structures, etc.

Additionally:

- Water play will always be supervised and limited by a staff member; at our sites that have permanent faucets in the playground area, staff will ensure that pooling will not occur and play surfaces will be monitored to ensure slipping hazards;
- Staff will closely monitor children in snow;
- Children needing to use the washroom, they must be accompanied;
- Ball playing should be done away from buildings to prevent broken windows;
- Before leaving the playground, children must help staff tidy up toys and equipment.
- Children playing with skipping ropes (**only used by children over 4 yrs.**) will be supervised and never left unattended. Ropes can not be used on any play structure
- No personal cell phones are to be used during supervision of children unless for emergencies.

## ACCIDENT PROCEDURES

While the staff take every precaution to ensure the safety of your child, accidents do occasionally happen; in the case of an injury, staff will follow the following procedures:

### Minor Accidents

(Example: scrapes, bumps, bruises, etc.)

1. Assess the situation and apply first aid as is necessary.
2. Comfort and reassure the child.
3. Complete Accident Report Form and submit to Manager for signature.
4. Advise parent(s) of accident and ask the parent to sign the form.
5. Completed form will be kept in the accident file.

### Serious Accidents

1. Assess the situation and apply first aid as necessary.
2. Arrange further medical care e.g. call an ambulance to take child to hospital, etc.
3. Call the parent(s) to notify them of accident/emergency medical situation, request they pick up their child and take for medical treatment.
4. If urgent situations the staff will accompany the child in the ambulance. The emergency medical consent form and any health records showing allergies and immunization will be taken.
5. For non-life-threatening situations, a taxi will be used.
6. If there is any doubt regarding the need for medical attention, we will have the child examined by a doctor.
7. **Head injuries** will have prompt medical attention - if a) the child appears dazed or unconscious, b) the child has scalp laceration or, c) the child is bleeding from the nose, mouth or ears.
8. An accident report form will be completed. The parents notified immediately of the injury and action taken.

## POSTING OF SERIOUS OCCURRENCES

The *Child Care and Early Years Act, 2014* (CCEYA) and its regulations include provisions to ensure that there is a plan to deal with any serious incidents that may affect the health, safety and well-being of children and that these serious incidents are reported to the Ministry of Education, tracked and followed up on. The goal of serious occurrence notifications is to help support the safety and well-being of children in licensed centres and provide greater clearness for parents about serious occurrences that occur in the centre. Serious Occurrences will be posted for parents for 10 days of the initial occurrence or 10 days after any updates to the occurrence.

**A serious occurrence is defined under the CCEYA as:**

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

### **Complaints and conflict resolution:**

The Centres are responsible for managing complaints they receive. If a centre receives a complaint about an incident that relates to a defined serious occurrence category, the incident should be reported to the Ministry of Education under the appropriate category. The complaint itself does not need to be reported to the Ministry.

The Ministry of Education follows up on all complaints received from the public and other regulatory authorities about licensed child care programs. These complaints are tracked separately in the Child Care Licensing System (CCLS; this is the system used by the Ministry of Education to automate child care licensing in Ontario).

As of September 1, 2017, Ontario Regulation 137/15 **under the CCEYA** requires Child Care centres to have a conflict resolution policy in place to support open discussions between licensed child care providers and parents through a fair and transparent process. This new requirement is intended to set out clear and consistent standards for licensed child care providers to ensure issues and concerns are addressed in a timely and transparent manner. This is not intended to replace requirements or ministry processes related to reporting serious occurrences, but rather support communication and positive relationships between licensees and parents.

Child Care centres are required to report any serious occurrence to the Ministry of Education within 24 hours of becoming aware of the incident. It is important to note that the 24-hour window to report a serious occurrence begins as soon as the licensee, designate, or Manager becomes aware of the incident.

## CODE OF CONDUCT

TNG clients, volunteers and staff are a very diverse group. We all have different ethnic and cultural backgrounds and values. Everyone has the right to be treated with respect and dignity.

Any behavior considered inappropriate and/or racist, discriminatory or harassing is not allowed. If you feel someone is behaving this way with you or you witness the above happening with someone else, please report it to a TNG staff person. The complaint will be followed up with immediately.

A Child Care centre is a place that promotes an environment that is safe, nurturing, positive and respectful for all children, parents and staff. Parents are required to:

- Be courteous in speech and actions
- Meet with child care staff when requested, to discuss the development or behavior of their child(ren)
- Be supportive of the efforts of the child care centre to care for their child(ren)
- Never demonstrate threatening or abusive behavior or use foul language

All children, parents, and staff will be:

- Treated with respect regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, ability, language and accent.
- Respectful of people and their differences, ideas and opinions
- Treated with dignity and respect at all times and especially when there is disagreement. This includes language, attitude, behavior, and mannerisms.

**Parental behaviour which undermines positive relations with staff and in contravention of our Code of Conduct, will necessitate the withdrawal of their child(ren) from our care.**

## NON-DISCRIMINATION POLICY

It is the policy of TNG to recognize the dignity and worth of every person and to ensure equal rights for all without discrimination on the basis of:

- Race/ethnicity
- Physical differences
- Culture
- Age
- Gender
- Sexual preference
- Socio-economic status or income

## ANTI-OPPRESSION POLICY

TNG believes in:

- equal participation of all members of the community in the economic and social life of the community;
- empowerment of the community through full participation in society;
- client participation in making decisions about services they receive;
- advocacy on behalf of the community for social and economic justice.

We affirm the rights and dignity of each person.

- We strive to create a queer and trans-positive environment.
- We strive to be transparent, proactive, and authentic and open to new learning.
- We are committed to an organization reflective of the communities of Toronto.

So that TNG can create an environment which upholds these values, this Anti-Oppression Policy articulates the concepts and ways in which we will provide service and do our work.

TNG affirms its commitment to providing accessible, culturally appropriate programs and services. By identifying and eliminating attitudinal, organizational and systemic barriers to access, we believe that our agency will become a more viable and vital part of the community we are mandated to serve. TNG is dedicated to fair and accessible services for our community. We aim to provide programs and services that are responsive and inclusive to the needs of our diverse community, including those with disabilities and historically marginalized.

TNG aims to provide programs and services that are sensitive to the needs of ethnic cultural and racial groups in the community. TNG believes that every employee, volunteer and user of the service has the right to work in and enjoy an environment that is free from harassment and discrimination. TNG does not allow discrimination based on the following: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, and record of offences, marital status, family status, disability, language and accent.

Harassment is behaviour, which humiliates insults, excludes or degrades another person based on any or all the above-mentioned grounds. It is also any physical, verbal or non-verbal abuse of an employee, co-worker, manager, Board Member, volunteer, or user of a service. TNG is committed to zero tolerance of violence or any form of physical or verbal abuse.

This may include behaviour such as;

- Name calling, discourteous, treatment, jokes, slurs, insults, threats, intimidation.
- Refusing to converse with or to accept as a participant anyone in any program.
- Unwanted physical contact, physical violence
- Unwanted attention of a sexually oriented nature or sexually oriented remarks or behaviour that may reasonably be perceived to create a negative or poisonous environment for staff, volunteers or users of the programs, services or premises.

None of the above behaviours is acceptable and will not be tolerated within its programs or within the buildings or grounds of TNG where the business and programs of TNG are conducted. Parents with



children in the Child Care Programs who do not abide by the Anti- Oppression policies may be asked to withdraw their children from the program.

## **PROTOCOL FOR DEALING WITH RACISM INVOLVING CHILDREN IN THE CHILD CARE CENTRE**

### **The Target**

1. The person who has been the target of racial aggression must be provided with comfort and emotional support immediately or as soon as possible. This may be done by hugging / holding, standing next to the child.
2. Ask for and listen to the child's side of the story.
3. Explain that the aggressive behaviour is
  - a) Not his/her fault
  - b) Unfair, mean
  - c) Not allowed
  - d) The aggressor will be dealt with
4. Assure the child that you will do your best to ensure that it doesn't happen again.
5. Explain that the offensive comment, joke, graffiti is not true about the child or his/her community.
6. Tell the child that they don't deserve to be treated like that
7. Inform the parents of the incident and how it was handled.

### **The Aggressor**

1. If possible, remove child from the group or take child aside and listen to his/her side of the story.
2. Explain why that behaviour is unacceptable i.e. it hurts someone, it is not permitted in the centre, there are better ways to express anger or frustration.
3. Provide the child with ways of handling their own anger i.e. walk away, talk to the teacher
4. Require that they apologize for the behaviour and promise not to do it again.
5. Inform the parent of the incident and how it was handled. Let them know that it will be recorded and reported to Toronto Children's Services as a Serious Occurrence.

### **The Other Children Who Witness the Incident**

1. Have a talk with the group and allow them to say what they saw or heard and express their feelings and opinions.
2. Explain why it is not allowed and try to get their agreement on the importance of values such as including everyone, treating each other with respect etc.
3. Encourage empathy for the target person.
4. Talk about alternate ways in how the aggressor could have dealt with their anger and frustration.
5. Use the situation as a learning opportunity. Address the issue in programming. Model positive interactions.

## **PROCEDURE FOR DEALING WITH ALLEGATIONS OF CHILD ABUSE AGAINST STAFF**

As with any suspicion of child abuse, an allegation of abuse against staff must be responded to immediately. It is crucial that we protect the safety and well-being of the children in care and do whatever possible to ensure a fair and due process for the staff involved.

1. If a staff/student/volunteer/parent suspects a staff in the centre of abusing a child, then he/she should discuss these concerns with the Child Care Manager. If the accused staff person is the Child Care Manager, then the concerns should be directed to the Senior Manager, if the accused staff person is the Senior Manager then the concerns should be directed to the VP of Child Care.
2. The Child Care Manager will not inform the suspected person of the accusation until a CAS worker has been consulted.
3. The accuser should document all the relevant information using the following list as a guideline.

### **Information about the Child**

- a) Identifying information (i.e. name, address, parent's names, telephone numbers)
- b) Current whereabouts of the child and family
- c) Present physical and/or emotional condition of child
- d) Any special vulnerabilities, medical conditions and/or communications issues
- e) Any cultural considerations
- f) Name of the child's physician

### **Circumstances Which Prompted the Report**

- a) What was it that led to the report being made today
- b) Details of your concerns
- c) Any other relevant incidents or information
- d) What actions if any have you taken prior to calling CAS

### **Information about the Alleged Offender**

- a) Name
- b) Current whereabouts of the alleged offender

### **Other Information**

- a) Who else has direct knowledge of the incident being reported?
- b) Any witnesses?
- c) Who else knows this family well?
- d) Any agencies or professionals involved with the child or family.

4. If there are any issues or doubts regarding the situation, the Child Care manager/senior manager and/or accuser may contact a worker at CAS to discuss the matter further.

**It is the responsibility of the person who suspects child abuse to follow through on the report to CAS with the support of the Manager/Senior Manager.**

If the Manager/Senior Manager/VP do not support the reporting of suspicion of child abuse against a staff, then the reasons for this decision should be conveyed in writing to the accuser. **The accuser is obligated to report to CAS even if this is contrary to the wishes of others. There will be no sanctions or reprimands for such actions.**

**It is the responsibility of the person who suspects child abuse to follow through on the report to CAS with the support of the Manager/Senior Manager.**

If the Manager/Senior Manager/VP do not support the reporting of suspicion of child abuse against a staff, then the reasons for this decision should be conveyed in writing to the accuser. **The accuser is obligated to report to CAS even if this is contrary to the wishes of others. There will be no sanctions or reprimands for such actions.**

5. Before informing anyone else of the suspicion, clarify with the CAS worker, who will advise the following individuals regarding the case:
  - a) The staff person accused of abusing the child
  - b) Other staff in the centre
  - c) The parents of the child directly involved in the incident
6. The Senior Manager will immediately notify the VP of Child Care who in consultation with the Children's Aid Society and legal counsel will determine what action, if any will be taken with respect to the suspected person's job responsibilities.
7. Allegations of child abuse against staff is considered a serious occurrence under the Child Care & Early Year's Act. Serious Occurrences need to be reported within 24 hours by the Child Care Manager/Senior Manager to the City of Toronto Program Advisor. A Preliminary Inquiry Report is to be submitted within 5 working days.
8. The Child Care Senior Manager will ensure that HR has been notified so that the agency's insurance company can be notified by the appropriate staff.
9. Once the staff person being investigated has been made aware that a report has been made to CAS, and legal advice has been obtained then the Child Care Manager /Senior Manager will meet with the suspected person to discuss any procedures for a change in duties, responsibilities, suspension, etc. The Child Care Manager/Senior Manager will follow-up with a written confirmation of any decisions and the reasons for such, a copy of which is to be given to the suspected person and a copy on file. The staff person should also be advised to obtain legal counsel (different than the one for the centre).

## **CONFIDENTIALITY AND DISCLOSURE OF INFORMATION TO OTHERS**

Any information related to a suspicion or report of child abuse is confidential between the person directly involved, the person making the report and the Children's Aid Society. Prior to advising others of the process and/or outcome of the child abuse investigation, the Child Care Manager/Senior Manager will consult with CAS and the VP of Child Care as to who should and how to discuss the matter with the children, parents of the alleged victim other parents and the other staff. Discussing any information with others related to a situation of suspected child abuse outside of the designated individuals is a breach of confidentiality.

## ANTI-VIOLENCE

**The Child Care Centres are committed to a violence free environment.** In order to accomplish this, the following steps will be taken:

- A. Children are not permitted to bring or make weapons or weapon-like toys to the child care centre.
- B. Children and staff are permitted to show videos that are rated “G” which means “suitable for all”. Videos with ratings of “PG”, “14A”, “18A” or “R” shall not be shown in the child care centre. In circumstances where a rating is not visible on its case, the video shall not be shown unless a “G” rating for the video is confirmed by the Ontario Film Review Board at: <http://www.ofrb.gov.on.ca>
- C. Children and staff are not permitted to play music which is anti-social with violence encouraging lyrics.
- D. Books, pictures, any visual materials, video games, computer programs or access to internet programs, which are violent in nature, are not permitted in the Child Care Centres.
- E. Children with behavioural problems will be referred to the appropriate agency.
- F. Parents and guardians will be provided with a copy of the Anti-violence policy.
- G. Children will be encouraged to problem solve by communicating with each other in a positive manner.
- H. Staff are to document any situations that are on-going in the class log book.

### Anti-violence Procedure for Child Care

(In case of potentially violent situations)

The following steps should be taken in the event that a staff person experiences or witnesses violence or the threat of violence against an employee, program or volunteer while in the workplace.

If a staff feels that their life or the life of another staff, child, parent or volunteer is in danger call 911 immediately or request assistance to call 911. An example of this is a person with a weapon or an object that can be used as a weapon.

In the case of a person who is physically or verbally threatening for example a person who is aggressively yelling, calling names, poking the person with their finger, call for a Manager immediately if she or he is unavailable ask a co-worker to be present.

Tell the person to stop, their behaviour is inappropriate and that he/she is violating TNG’s anti-violence policy. If they continue, inform them that you can discuss this with them at another time and that you are asking them to leave. If they refuse to leave and they are still threatening, tell them that TNG anti-violence policy requires that the police be called. Call 911.

If a person is being verbally abusive i.e. Calling names, yelling.

Inform them that you are unable to continue the conversation until they calm down. If they are unable to calm down tell them that you are unable to continue the conversation and that it is best that they speak to your Manager.

**Safety of the children is of the utmost importance. Staff needs to be prepared to move the children in the event that an aggressor cannot be calmed quickly or convinced to move.**

Incidents of violence between child care children will be dealt with as per the Child Care Behaviour Management policy. Incidents of violence against a child care staff or volunteer by a child while attending the child care program requires a more flexible response since the seriousness of these incidents can vary tremendously depending on the child's age and physical strength. Therefore, if staff feel that the child's behaviour is beyond the average scope then they should consult with the program manager in order to determine an appropriate plan of action.

## **REPORTING RACIAL INCIDENTS**

While racial incidents are not part of the list of Serious Occurrences as defined by the Ministry of Education Early Years Division such incidents must also be reported to the Toronto Children's Services Department following the reporting procedures for serious Occurrences.

Check list For Dealing with Racial Incidents Form

In order to effectively deal with a racial incident all of the following items must be completed.

1. Was the incident reported to the Centre Manager? Yes ☐  
No ☐  
If yes, Date and Time \_\_\_\_\_.
2. Was a Racial Incident Intake Form completed? Yes ☐  
No ☐
3. Was it reported as a serious occurrence to Toronto Children's Services?  
Yes ☐ If yes, Date and Time \_\_\_\_\_.  
Who took report? \_\_\_\_\_.  
No ☐ If no, why not? \_\_\_\_\_.
4. Were parents of both children informed of the issue and how it was dealt with?  
Yes ☐  
No ☐ If no, why not? \_\_\_\_\_  
\_\_\_\_\_

5. Did you apologize to the parents of the target child on behalf of the Centre?

Yes ☐

No ☐, If no, why not? \_\_\_\_\_

\_\_\_\_\_

1. Other children who were present at the time of the incident must receive an explanation as to why the behaviour was inappropriate. It is important that they see that a person in authority will stand up against racism. How did you do this?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Staff signature: \_\_\_\_\_

### **RACIAL INCIDENT INTAKE FORM**

Date of Incident: \_\_\_\_\_ Time: \_\_\_\_\_

Location of incident: (i.e. gym, hallway, playroom, streetcar etc.)

\_\_\_\_\_

Names of children involved (first name only): \_\_\_\_\_

\_\_\_\_\_

Ages of children involved: \_\_\_\_\_

What happened? Describe in as much detail as possible. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Who witnessed the incident? If no witnesses, how did you find out about it? Please describe, if necessary.

\_\_\_\_\_

\_\_\_\_\_

To your knowledge, has the child who received the mistreatment been subjected to similar mistreatment before? By the same child/ren?

\_\_\_\_\_

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How was the incident dealt with? Who dealt with it? Please describe.

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Preliminary report completed by \_\_\_\_\_

Staff's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Report received by Child Care Manager/Senior Manager on: \_\_\_\_\_

(Date and time)

Manager's signature: \_\_\_\_\_

Remember to complete checklist for Dealing with Racial Incidents