



# Ledbury Park

## Childcare Program

## Parent Handbook

Ledbury Park Child Care Program  
95 Falkirk St., Toronto, ON, M5M 4K1  
Phone: 416-782-2539 Fax: 416-395-4470  
E-mail: [info@ledburychildcare.ca](mailto:info@ledburychildcare.ca)

Updated January 2026

*We offer the following Programs*

<i>Program</i>	<i>Teacher: Child Ratio</i>	<i>Licensed Room Capacity</i>
Preschool 2.5yrs-3.8yrs	1:8	24
Kindergarten Before & Afterschool (JK/SK)	1:13	52
School Age Before & Afterschool (Grade 1-6)	1:15	75

We provide a hot catered lunch and 3 snacks daily for Preschool students and 3 snacks for \*Kindergarten and School Age children attending both before and after school programs.

**Preschool Extra-Curricular- Past programs have included**

*Yoga, Monkeynastics, Martial arts, Music with Drew, language, Cooking, Science, Field Trips, Magic, Dance, Scientists in the school, Lego, Multi sports, Coding, robotics and many more!*

**\*Parents are encouraged to participate in meetings, workshops, and events which reflect their culture and interests. Parental involvement is an important element to the success of your child's experience at Ledbury Park Child Care. Participation also includes verbal or written feedback and sharing information about your child's development.**

*This Handbook is made available to any parent considering whether to register with Ledbury Park Childcare Program and to Parents of Children enrolled. The Parent Handbook will be made available for review when it is modified.*

## **EVERY CHILD BELONGS**

At Ledbury Park Child Care Program every child belongs and is welcomed. We are committed to providing full inclusive environments that support the health and well-being of every child in our care to the best of our ability.

For a child who has additional support needs, Resource Educator Consultation Services can be accessed through the Child Care Centre.

## **QUESTIONS TO ASK A CHILDCARE PROVIDER IN ONTARIO**

<https://www.ontario.ca/page/questions-ask-child-care-provider>

**LEDBURY PARK CHILDCARE PROGRAM**  
**BASE FEE SCHEDULE – effective January 1<sup>st</sup> 2026**  
**(Subject to Change)**

Program	Age	Time	Monthly	Daily
---------	-----	------	---------	-------

<b>Preschool</b>	2.5yrs until start of JK	7:30 A.M. – 6:00 P.M.	\$478.50	\$22
<b>*JK/SK Before School PA Day Winter/ March Break</b>	JK/SK AGE	7:30 A.M. – 8:40 A.M. 7:30 A.M. – 6:00 P.M.	\$176	\$8.09 \$22.00 Substitution
<b>*JK/SK After School  Winter/ March Break</b>	JK/SK AGE	3:15 P.M. – 6:00 P.M. 7:30 A.M. – 6:00 P.M.	\$261	\$12 \$22.00 Substitution
<b>*JK/SK Before &amp; After School  Winter/ March Break</b>	JK/SK AGE	7:30 A.M. – 8:40 A.M. 3:15 P.M. – 6:00 P.M. 7:30 A.M- 6:0 P.M	\$263.65	\$12.12 \$22.00 Substitution
<b>School Age Before School</b>	6- 12 yrs	7:30 A.M. – 8:40 A.M.	\$178.50	\$8.21
<b>School Age After School</b>	6 – 12 yrs	3:20 P.M. – 6:00 P.M.	\$386.58	\$17.77
<b>School Age Before &amp; After school</b>	6 – 12 yrs	7:30 A.M. – 8:40 A.M. 3:15 P.M. – 6:00 P.M	\$532.44	\$24.48
<b>School Age PA Day Winter/ March Break</b>	6-12 yrs	7:30 a.m.- 6:00 p.m.		\$36.72 Substitution [REDACTED]
<b>Non-Base Fee</b>	Late Charge	After 6:00 p.m.		\$1/ Minute after the first 5 minutes
<b>Non-Base Fee</b>	NSF Charge			\$15

**NOTES**

- A) Preschool program includes Field Trip fees and School Break periods.
- B) School Age & Kindergarten After School ONLY and Before and After school fee include all PA days
- C) Winter and March break run as a camp and have additional Substitutional fees for those periods.
- D) Part time enrollment and Kindergarten and School Age Before School ONLY programs do not include P.A. Days. Waitlist and additional substitutional fees apply.
- E) Fees paid monthly via Preauthorized debit on the 1<sup>st</sup> of each month.
- F) Ledbury Park Childcare is enrolled in the Canada Wide Early Learning and Child Care System

## PROGRAM STATEMENT

Ledbury Park Childcare Program is a community based non-profit Centre. Our aim is to fulfill the childcare needs of the community by providing the highest quality care.

Children are naturally competent, capable, curious and rich in potential. Our Educators strive to provide the best experiences and outcomes for children based on the four foundations of Belonging, Well-being, Engagement and Expression.

Our Program uses the document, *How does learning happen?*, A resource about learning through relationships for those who work with young children and their families, as a guide when developing our curriculum, Pedagogy and this program statement.

We believe that learning is an integral part of each activity a child experiences. Therefore, the partnership between Ledbury Park Elementary School and the Childcare Centre is not only practical but also logical and beneficial to both the school and the Centre. We also involve local community partners to provide extracurricular programs.

At Ledbury Park Childcare we believe in providing an inclusive enriched childcare environment, which honors and respects all children's beliefs, culture, language, and experiences acquired from their family and community.

All our staff see fostering the children's exploration, play and inquiry as a key goal in the classroom. We believe capturing and documenting our practice is a form of reinforcement of the learning process for educators, family and children. Staff will support all children's ability to self-regulate, with the goal of this support being that children feel comfortable and confident with the learning environment.

Our play-based learning philosophy, emergent curriculum and Pedagogical approach ensures that all children learn with and through material and experiences that have meaning and are important to them. Our teachers plan learning experiences based on daily observation of not only the group, but individual interest and will foster the children's health and well-being both indoors and outdoors.

We believe in staff forming trusting relationships with children and their families, providing everyone with a sense of belonging. We are committed that children learn to: care about other people; understand other's feelings; cooperate and share; to express their opinions; resolve conflicts; and develop self-competence, self-worth, and self-regulation.

## Approaches – How We Will Meet Our Goals

### **Health, Safety, Nutrition and Well-Being of the children**

As a licensed childcare operator, Ledbury Park Childcare Program meets and exceeds all health and safety requirements of the Ministry of Education and Toronto Bi-Laws. We consistently meet or exceed compliance with Toronto Public Health procedures and practices, ensuring we provide physical, instructional, and early learning and care supports for staff to meet or exceed the expectations for nutrition, diapering and toileting routines described in the Preschool and Before and After Care AQI.

#### Nutrition

Catered meals and snacks, along with access to drinking water throughout the day, are provided to all children and staff at Ledbury Park Childcare Program. Our catering company collaborates with a registered dietitian to develop a 4 week rotational menu that changes seasonally to reflect in season produce and items to comfort on cooler days and to refresh and energize on warmer ones. Menus that are both nutritious and appealing for young children that follow Canada's food guide and that are diverse. Families can view our menu on the Parent Communication Board outside of the office and on our website. We accommodate dietary or religious food requirements for children in our program.

Food allergies and preferences are carefully adhered to. Anaphylaxis policy is available in our policies posted in the front hall outside of the office and available in our Parent Handbook, which is made available to registered families and those interested in enrolling. Allergy and restriction lists, which include any medical conditions along with individual anaphylaxis plans are posted in each room and office/kitchen and reviewed by staff monthly. Staff monitor and document children's health and well-being and communicate concerns immediately with families.

We post all Ontario food recall warnings from the Canadian food inspections Agency on our social media page.

Our standards of food service and preparation include at least 2 staff trained and certified food handlers. Temperatures of hot items recorded before serving, food kept in sealed containers, refrigerator and freezer temperatures in compliance with Public Health regulations and staff handwashing monitored daily by the Supervisor.

Our staff make eating time positive learning experiences that promote social interactions and self-help skills. Staff encourage children to have a healthy respect for food and eating and use this time to engage and develop relationships with all of the children. We provide age and developmentally appropriate utensils, dishes, and furnishings to enable safe, and successful eating times.

Other ways we promote the health, safety and well-being of each child is by providing a clean and safe environment with limited transitions, eliminating any environmental issues that may cause undue stress to the child, unnecessary disruptions to play and reducing hazards that may cause injury. A visual environment created through displays that are inclusive and are changed regularly to reflect recent interests and artwork created by the children promotes their well-being. Staff familiarize themselves with all information concerning any medical conditions, exceptionalities, medical requirements, and parental preferences in respect to diet, exercise, and rest.

#### Rest Period

We ensure cot and bedding is hygienically maintained. Our staff show flexibility with regards to the routine of the room and the cues of the children. Parents are engaged for guidance in sleep routines at time of enrollment and ongoing as required. We pay attention to how we are meeting the needs of the children and what changes need to occur if we are not. We will work with families to ensure sleep routines at home are not disrupted.

## **Relationships among Children, Families, Staff and Community Patterns**

All staff will support positive and responsive interactions among the children, parents, and community partners. We understand that relationships of trust are the basis for learning and co-operation.

Staff utilize principles of family centered practice in which families are recognized as experts on their child's strengths and abilities.

The Supervisor and the Board of Directors will support this through the hiring of qualified, responsive, and well trained Registered Early Childhood Educators and Assistants who support families in their role as primary caregivers and understand the needs of each child as an individual.

We involve local community partners and allow those partners to support the children, their families and staff.

Ledbury Park Childcare is committed to working collaboratively with all our community partners, including Ledbury Park Public School and Student Activity Council (SAC), ensuring positive relationships with administration, school support staff and with teaching staff we share space with daily. Ledbury Park Childcare preschool program is included in all school assemblies, emergency drill and special events and fundraising.

We work collaboratively with Holland Bloorview, local libraries, various charities, and local businesses who provide extracurricular programming to enhance our daily curriculum.

Ledbury Park Childcare Program is committed to working with all of our community partners with the mutual goal of providing the best possible childcare service to our families.

Families are also invited to participate in our annual re-certification for First Aid and CPR.

### **Encourage the children to interact and communicate in a positive way and support their ability to self-regulate**

Staff will role-model appropriate social skills throughout the day to support learning and growth. When Educators believe that all children have the right to participate and use inclusive approaches, they are more likely to find ways to reduce barriers, understand how each child learns, and create environments and experiences that are meaningful and engaging. All staff will encourage children to interact and communicate in a positive way and support their ability to self-regulate; acknowledging that each child is competent, curious and rich in potential. Staff will support children in learning concrete strategies to deal with emotions both good and bad. Some of these teaching tools for self-regulation will include having available toys/language materials that display emotions in their environment. Games with rules and songs, weekly (seasonal) martial arts and team sports on site, encouraging children to serve themselves and clean up after themselves (care of self) at meal periods. We encourage dramatic play exercises which engage children with situational skills to problem solve (social/ emotional) and prepare a daily written and visual schedule which allows for consistency. Having children help hold ice packs on classmate's injuries or for them to celebrate in a friend's or group accomplishments to recognize empathy.

### **Foster children's exploration, play and inquiry.**

Our Programs focus on active play-based learning as the way the children naturally learn best. It is their natural response to the environment around them. When children are manipulating objects, acting out roles or experimenting with different materials they are engaged in learning through play. Play allows them to actively construct, challenge and expand their own understandings through making connections to prior experiences, thereby opening the door to new learning. Intentional play-based learning enables children to investigate, ask questions, solve problems, and engage in critical thinking. Play is responsible to each child's unique learning style and capitalizes on his or her innate curiosity and creativity.

Materials are provided that reflect sensory, science and nature encourage children to explore through cause-and-effect experimentation and observation.

We will also provide different creative mediums and materials for self-expression and to reflect individuality.

We provide music and accessories, which expose children to an assortment of cultural music and musical genres, promoting skills such as language development, rhythm awareness, self-regulation, and self-concept.

Natural opportunities for language and literacy are provided through books, show and share, role play and music.

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

### **Provide child-initiated and adult-supported experiences.**

All staff will provide child-initiated and adult supported experiences. The Teachers will observe the children and utilize that information to plan and create a positive learning environment based on interests of the child. The Teachers are responsible for introducing new ideas, expand on current interests, provide facts, concepts, build on skills and provide experiences to widen the child's knowledge of that interest.

All Early Childhood Educators need to be reflective practitioners who learn about children through listening, observation, documentation, and discussion with others including families. They will oversee and listen to educate themselves how children make meaning through experiences in the work around them and to have meaningful interactions and engagement with children on a daily basis.

### **Plan for and create positive learning environments and experiences in which each child's learning and development will be supported.**

Teachers prepare an intentional plan for learning experiences which promotes the on-going learning opportunities and developmental growth for all children enrolled in the program. As defined in Early Learning Framework, early years curriculum is the sum total of experiences, activities, and events that occur within an inclusive environment designed to foster children's well-being, learning, and development and ensure meaningful participation for every child. It begins with an informed understanding of what children are capable of learning and how they learn effectively; it sets out goals for children's learning and development, health, and well-being; and it provides direction for educators. (HDLH, p. 15) Staff are given formal planning time to prepare experiences that support individual goals which are incorporated into the plan. Children who do not nap have programming and developmentally appropriate science, sensory, nature, art, dramatic play, language/ listening, cognitive and manipulative, music and movement, construction/ block play and community and special activities are made available and/or experience planned daily and or weekly.

### **Incorporate indoor and outdoor play, active play as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving childcare.**

Staff create areas where children can be exuberant in play or quiet and reflective. Children's individual needs for rest and play are considered and are respected throughout the course of the day. Children in any of our programs will be offered a rest period or nap if they feel the need for one.

A designated cozy area where books and use of tablets (media policy in place), are available for all children to use daily.

We will promote daily active physical play learning experiences for children. "Through active play and physical exploration, children gain increasing levels of independence, learn to persevere and practice self-control, and develop a sense of physical, emotional, and intellectual mastery and competence." (HDLH, pp. 29-30). In support of this, we will deliver physical play learning experiences outdoors at least 2 hours daily in our preschool program and in our Kindergarten and School Age programs on non- instructional days (PA Days, school breaks, and summer programs). We provide 1 hour of outdoor time during our after-care programs for children in JK- Grade 6 during regular school days.

Outdoor equipment is provided to all children and Kindergarten and school age children have daily access to the school field, basketball courts and gym during extreme weather.

### **Foster the engagement of and ongoing communications with parents about the program and their children.**

Ledbury Park Childcare Program values engagement and communication with families about our program and their children's learning experience.

It is our directive to provide each family with safe, reliable, high quality licensed childcare. Each family is a part of our community, and we strive to make the childcare program an extension of each child's home. We do this by displaying family pictures around each classroom, having an open-door policy, family events and workshops. We encourage parent volunteers for trips or to show off a special skill in the classroom and most importantly, modeling respectful and caring relationships between staff, administration, and Parents.

Families in the Preschool Program can check daily meals and rest information along with checking for important updates through the *Preschool Gazette* app. Parents in all programs have daily interactions with staff and can arrange a meeting when necessary. Weekly emails are sent out to all classes that contain reminders, updates, staff vacation notices, invitations to events, camp/ PA Day information or to share links to online photo albums.

Each classroom will maintain a binder or duo tang for each child containing at least 2- 4 formal observation/interest documentations per month along with artwork and/or photographs. Portfolios are assessable to each family to look through at their leisure.

Each Program has an assessable Parent Engagement Binder that contains sections for each of the 11 strategies and how each program puts them into practice.

### **Supporting staff in continuous professional learning**

Ledbury Park Childcare is committed to hiring, training, and retaining staff of the highest quality. We hire staff that are kind, creative, positive, hardworking, and of course, wonderful with all children.

Ledbury Park Childcare supports the staff in continuous growth and professional learning.

All our Early Childhood Educators are registered with the College of Early Childhood Educators and must be in good standing. All staff attend mandatory continuing education workshops and certifications through various provides such as Humber College or the City of Toronto throughout the year.

CPR and First Aid training is mandatory before employment and all staff are re-certified annually.

All staff individual certifications added to each program's Parent Engagement portfolio, when possible, with a photo of the staff member putting what they learned into practice in the program.

*This Program Statement is reviewed annually to ensure that it is aligned with the Minister's policy statement.*

## **MANAGEMENT OF THE CENTRE**

The program is Governed by a voluntary Board of Directors composed of parent users. The Executive Director of the program runs the day-to-day operation of the program including policy development, funding/ financial management and staff recruitment and a staff Supervisor manages and oversees the staff and children at the program level.

The Board of Directors meets 4-6 times during the school year. The Director of the Centre attends these meetings to present, discuss and review HR, financial, funding and government policy activities of the programs. Meetings provide a forum for assessing whether the program statement and goals of the program are being met and resolving any matters of concern.

In the fall, the Childcare Board will hold a General Meeting at which new members will be voted in. This is the only public meeting of the year. All Parents interested in joining the Board or just to hear the approval and review of the prior year's Audit report, are welcome to attend.

Not for profit By-laws are available at the Centre by request for review.

## **WAITLIST POLICY**

A wait list application can be found on our website [www.ledburychildcare.ca](http://www.ledburychildcare.ca)

Once submitted and received, you will be sent a confirmation that your child has been placed on the waitlist. The confirmation will include your preferred start date and program. You will receive a wait list ID number that is assigned in order of received applications.

Families may contact the Program at any time to check the status of their application.

***There is no fee to be on the wait list.***

We encourage families to arrange a tour of the Program with the Supervisor any time before submitting their application or during their time on the wait list. Tours are available by appointment only.

We strongly recommend families to contact the Program with any changes they would like to make to their application (address,

preferred start date etc.,)

Families who have filled out an application will be contacted by the email address provided when a space becomes available. A tour can be scheduled within 1 week of the space offer and a written confirmation of acceptance is required within 3 days of the tour, to complete the required registration package or be sent links to complete and review policies. Families may be asked to provide the first month fee at the time of acceptance of the space which are refundable up to one month before the agreed start date.

Our usual intake is September for Kindergarten and School Age programs and July and September for our Preschool program. Families will be contacted around February of their preferred intake year to confirm placement and to start the registration process. We try to give a month notice to families for start dates that fall during the school year.

Admission of new children into the Centre is determined by the amount of spaces available and the position families hold on the wait list. The following groups will be given priority in the order listed:

- Siblings of children already enrolled in the Program.
- Families that live in the catchment of Ledbury Park Childcare Elementary and Middle school.
- Families that live outside of the catchment of Ledbury Park Elementary and Middle school

#### **Out-of- Area Admission Policy.... Revised January 2026**

Childcare operators are encouraged by the TDSB, wherever possible, to give priority to children living in the school's designated attendance area.

Per current TDSB policy, Children enrolled in our Preschool program who live outside the catchment of Ledbury Park Elementary and Middle School may be able to enroll in the JK program at Ledbury Park Elementary and Middle school, providing the Child is enrolled in the Childcare program Preschool by December 31 of the year before they are eligible for Junior Kindergarten AND enrolled in the before and or after care program provided by the Child Care for September of the year they are eligible to attend Junior Kindergarten.

If an enrolled child with an address out of Ledbury school catchment withdraws from the BASP (before and/ or after care program) prior to the end of grade 3, they must leave Ledbury at the end of the school year and register at their designated home school. To ease transition, the child may remain at Ledbury until the end of the school year.

If an enrolled Child with an address out of the Ledbury school catchment withdraws from the BASP (before & after or aftercare program), after grade 3, they may remain at the school until the end of the grade range of the school (grade 8).

If a child is demitted from a BASP due to age, BASP policies or ineligibility for fee subsidy, they may remain at the school until the end of the grade range of the school.

#### **Busing & Community Admission (BASP)**

We cannot provide childcare to Children attending schools other than Ledbury Park Elementary and Middle school without obtaining permission from TDSB Early Years. The Childcare is required to provide proof that the admission is needed for financial viability and that the waitlist is clear of any child enrolled at Ledbury park School.

## **PROGRAM DEVELOPMENT**

The center's staff creates ongoing interaction and communication with parents and caregivers through verbal interaction, *Storypark* Parent Engagement platform (app), Child Portfolios, newsletters, special information notices, posted weekly emergent/interest-based program plans, social media pages and parent information boards. Parents are welcome to set up times to meet with staff if they have any concerns regarding their child's development.

## **STAFF**

The Ledbury Park Childcare Program is staffed with qualified teachers trained in Early Childhood Education (RECE) and are all members in good standing with the College of Early Childhood Educators. Each staff member has been trained in our curriculum method suited to the ages of the children in our program. Occasionally students' complete placements at the program and community members and parent volunteers. Volunteers and students do not have unsupervised access to children in our program and are required to obtain a vulnerable sector search (if over 18) and meet all criteria of our Volunteer and student policies before having contact with the Children.

We work closely with the staff at Ledbury Elementary School to ensure a smooth transition from Childcare to School. All staff members are certified and re-certified annually in **Standard First Aid and Child and Infant CPR level C**.

## ENROLLMENT

We are licensed to admit children 2.5 to 13 years of age. Before admission, all families must complete a registration package. No child will be accepted into the center unless all required forms have been submitted. Children with different needs will be accepted if the program has adequate resources to meet their needs. An individual support plan and/or safety plan may need to be developed in consultation with the Parent, the Child and any regulated professional or other person who works with the child in a capacity that would allow the person to help inform the plan.

## HOURS OF OPERATION

The Centre operates from 7:30 a.m. until 6:00 p.m., Monday through Friday. We are closed on the following holidays:

Labour Day	Thanksgiving Day	Christmas Day	Boxing Day	New Years Day
Family Day	Good Friday	Easter Monday	Victoria Day	

\*First week of School Christmas break (Holiday schedule sent to families each summer).

The Preschool Program runs as a **12-month program**.

The Kindergarten & School age program will run during the summer months-based results from annual needs survey.

The program will not operate if custodial staff are not on premises. You will be notified in advance should the program need to close on any additional days due to Board of Education policy/procedure, unplanned disruption of service or TDSB support staff strike action.

## GOVERNMENT SUBSIDY

Ledbury Park Childcare Program holds a purchase of service agreement with Toronto Children's Services. Families can apply for fee subsidy by contacting TCS at 416-392-5437

LPCC participates in the CWELCC agreement.

## PAYMENT OF BASE FEES

Fees are set according to the ongoing operational costs of the program. Fees are calculated by averaging costs over the year and are prorated into monthly amounts. There is no daily fee offered. All programs are 5 days a week. No refunds can be provided for days your child misses due to vacation or illness.

Refunds or credits of already debited fees requested without a month's notice will only be provided at the Director's discretion in consultation with the Board of Directors depending on circumstance. All tuition is non-refundable)

A Pre -Authorized Debit Agreement (PAD) form must be filled out and submitted to the Director before your child is admitted into the Centre. Fees are debited on the first of each month unless alternative arrangements have been made with the Director.

To keep fees low, Holiday and March Break fees are not included in our Kindergarten and School Age fees.

Full day care on these non-instructional days is optional and will be an additional charge.

## NON-BASE FEES

A charge of **\$15.00 will apply to NSF transactions or return payments**. Payments plans can be arranged for return payments and any associated charges. *\*Fee subject to change*

Late fee of **\$1.00 per minute** after the first five minutes/ per child (siblings). This fee is directly payable to the staff member on duty

Payment cannot be made by cash, transfer or credit card.

Income tax receipts are issued by the end of February of each year.

## **EXCURSIONS**

Excursions and community outings are part of our childcare program. Permission forms are emailed out to sign 1-3 weeks prior to any trip. Timely submission of these forms is required for Children to participate. Parent participation on these excursions is not permitted due to the many requirements of the Student and Volunteer policy legislated by CCEYA.

Children who choose not to participate in an excursion or arrive after their group departs for an excursion will not be able to stay at the childcare but can join the group back at the Centre upon the group's return.

## **ARRIVAL & DEPARTURE -SAFE ARRIVAL POLICY**

All Children attending the Child Care in **any program** must enter and exit through the Child Care entrance (5) and not the main school doors. No Child is permitted in any hallway before or after the bell in any other area than in the childcare. The parking lot is closed between 8:30-8:45 a.m. Please plan drop off accordingly if driving.

All children must be accompanied into the Centre. Parents are responsible for staying with their children until they are ready to come into the classroom. Our responsibility begins once the child enters our classroom, and a staff has acknowledged their arrival. All children, regardless of age, must be signed in and out by a staff member.

Exceptions can be made for older children to arrive unescorted with a parental written request and Management approval.

LPCC shall only release the child to the child's parent/guardian or another individual that the parent/guardian has provided written authorization that the child may be released to.

Where staff of LPCC do not know the individual picking up the child, the Staff must 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 provided by parent/guardian.

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

Where a child does not arrive at the childcare Centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, email or advised a staff member, the staff in the classroom must:

- inform the Director or Assistant Director and they must assist staff to commence contacting the Preschool Child's Parent/Guardian no later than **10:00a.m.** Staff shall both call and send a message through Storypark and the admin will email the parent/guardian. A staff member or Admin staff will continue to reach out through these methods and must make contact with an adult to confirm absence.
- If a staff member is unsuccessful in reaching the Child's Parent/ Guardian then listed emergency contacts will be contacted to assist.

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.

**Families may submit their intentions for drop off after 10a.m. in writing should their own schedule suit a later drop off daily.** The letter must state the latest time the child would be dropped off and understanding that a message would need to be sent via email, phone call, VM or through Storypark should the child not be expected or coming later than documented.

### **Where a child has not arrived in care as expected- KG & School Age Before & Aftercare**

Children enrolled in the before care program who do not attend will be contacted by the main school office safe arrivals system should they still not be there but the 8:45 bell time.

Parents/ Guardians must inform the childcare no later than **3 p.m.** if their Kindergarten or School age child should not be expected at childcare at the bell time.

The Childcare staff will commence our safe arrival protocol within 5 minutes of the bell should the child not arrive from their class.

1. Staff member to check messages on Childcare communication app and Storypark
2. Use PA system to contact School Admin staff to verify any absence from school that day
3. Inform Director or Assistant Director of absence. Admin staff will send email
4. Staff member to send message to parent/ guardian via Storypark and call all numbers listed on emergency form until someone is reached.

5. If Child was confirmed at school and no individual listed on child's emergency form, including those listed for authorized pick up, is reached, the Director or Assistant Director will call Toronto Police Services.

If your child attends the **Kindergarten or School Age after care program** and leaves prior to the afternoon school bell for appointments or illness, they must be signed out at the main school Office and exit through the school doors. Families **must** contact the Childcare by email, through *Storypark* or by phone to inform us that their child is not to be expected at Childcare that afternoon. **The school does not communicate this information with us.**

If Children are enrolled in afterschool activities, religious programs, or attend tutoring after the bell and plan on returning to the childcare afterwards, families must inform the childcare by email, through *Storypark* or phone. Please state the expected return time, if the child will be coming back on their own, name of program attending, room number the activity is in (if in school), and the duration of the activity if ongoing. The Childcare **can not** accompany children to and from activities due to staff: child ratios within our own program.

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

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, the staff member will reach out to the Parent/ guardian for an update by phone and *Storypark*. The Director, Assistant Director and or staff member will send an email and call and advise that the child is still in care and has not been picked up.

- Where the staff is unable to reach the parent/guardian, staff must continue to reach out and contact them and leave an email or VM. 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 the 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 6:00p.m., 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 about their estimated 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 start contacting other authorized individuals listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file to pick up (e.g., the emergency contacts) by 6:30 p.m., the staff shall proceed with contacting the local Children's Aid Society (CAS) at 416-924-4646 or Jewish family & Child Services of greater Toronto at 416-638-7800. Staff shall follow the CAS's direction with respect to the next steps.

## **LATE FEES**

Children enrolled in the full day Preschool program or in KG or SA after school care must be picked up no later than 6:00 p.m. Parents who are picking up their children later than 6:00 p.m. will be charged a late fee of **\$1.00 per minute** after the first five minutes/ per child (siblings). This fee is directly payable to the staff member on duty and a late pick-up agreement is required to be signed. Our responsibility ends once you have notified the teacher that you have arrived to pick up your child. Please exit the Centre promptly and ensure, for the child's safety, that they do not run in the halls, leave the building, or go into the parking lot unattended. If you know you will be late, please notify the center.

Parents picking up at or close to closing time must quickly exit the Centre and are not permitted to enter classrooms, bathrooms, or any hallways after 6p.m.

## **AUTHORIZED PICK UPS**

Children will not be released in taxi's, sent home alone, with a staff member, or with any unauthorized person. Only those people listed on the registration form are allowed to pick up your child. No child will be released to anyone under the age of 14. Exceptions can be made with written parental authorization and approval is at the digression of the Director. If someone other than those authorized will be picking up your children, then the parent must contact the childcare in writing, stating the person's full name and contact information. Identification is required to be shown to staff to verify information provided and at any time a staff member does not recognize an individual. Staff are to be respected when requesting identification and have the discretion not to release a child from their care if identification is not provided.

Where a parent/guardian provides written instructions for the release of their child from our care without accompanying supervision, the parent/guardian is aware that the childcare is no longer responsible for that child upon their dismissal.

Staff and Admin are to document the change in pick-up procedure in the Childcare staff communication app. The written permission from the parent is to be placed in the child's file.

## **WITHDRAWAL FROM PROGRAM**

A minimum notice of **1 month** must be given in writing to the Director before a child is withdrawn from the program.

A child may be asked to withdraw from the program if the Director, after consultation with the Board of Directors, determines that the needs of the child cannot be met by the program or if the safety of other children or staff are at risk. The following steps will be taken.

1. The Supervisor will document the support strategies that have been implemented/ exhausted to date.
2. A meeting will be held between the program and family of a child with a support/ safety plan in place to see if anything can be revised or updated or to develop one if one not already in place. The meeting may include the Director, the Supervisor, Resource Consultant and Parent. Alternate care options may be suggested that may be better suited to support the child's needs will be discussed.
3. If it is determined that the centre is unable to accommodate the child's needs, the Supervisor in conjunction with the Board of Directors will determine the communication strategy and arrange for other appropriate and available child supports. A minimum of 1 month's written notice will be provided to the Parent/Guardian.

If a parent fails to follow their responsibilities under Ledbury Park Childcare's policies and procedures, they may be asked to withdraw their child from the program. The parent failing to follow the agreed upon policies and procedures, will be spoken to and given a written notice of possible termination of care. If after thirty days a change has not taken place, or behaviour continues, the parent(s)/ Guardians will be given notice and their contract with the center will be terminated. The Program's Children's service Consultant will be notified.

Immediate termination of care will be given at the Discretion of the Director and/or Board of Directors should harassing, demeaning, racial, abusive, or threatening language directed towards staff or Administration, either written, verbal or physical. Please refer to the Parent Code of Conduct for further details.

## **FOOD AND NUTRITION**

Good nutrition is essential for healthy growth and development. The 2.5 – 3.8 year old children (Preschool) receive a hot, nutritious lunch and two- three snacks daily. School age and Kindergarten children will have morning and afternoon snack(s) provided by the Centre.

Weekly menus are posted in the Centre along with Caterer's Public Health inspection report and menu description/approval report developed by a Registered Dietitian.

All meals, snacks and beverages must meet the recommendations set out in the Health Canada documents "Eating Well with Canada's Food Guide".

Nutrition criteria scores are available on the Toronto Children's Services website.

Please inform the supervisor of any allergies, restrictions, or religious observances.

### **Outside Food**

Outdoor food and drink is prohibited other than water, to be brought into the childcare from home. Food left over from a School Age child's lunch cannot be consumed while in childcare. A catered lunch and snacks are provided for all children attending non-instructional days during the school year e.g. PD days and School breaks.

***Exceptions are made for Children with documented medical or cognitive conditions that require accommodation or if the program/caterer is unable to accommodate certain allergies or religious restrictions. Arrangements can be made at the time of registration.***

To support families further, if a registered kindergarten or School Age child forgets their lunch, they're welcome to come to the Childcare for a meal.

## **SPECIAL CELEBRATIONS**

We love to celebrate the children's birthdays with them! For our Preschool Program we order cupcakes from our caterer and choose one day each month to celebrate all of the children with birthday during that month. Birthday celebration date is listed on the monthly Preschool Calendar distributed each month. We do not permit entertainers, decorations from home, treats from home or loot bags in effort to make sure each child's celebration is equitable.

## **Rest Period**

The Childcare will provide a rest/quiet time following lunch for Preschool age children that does not exceed more than 2 hours of length. It is during this period that the children can regain their energy after a busy morning.

Children in our Preschool program are permitted to sleep, rest or engage in quiet activities based on the child's needs.

Some children who are tired may take a relatively long time to relax and sleep, while others only require a short rest period. Children's needs may also change from day to day or week to week.

The need for rest and sleep varies greatly at different ages, and even among children of the same age; however, rest is an important part of the day for all children. This provision allows for a period during which quiet activities are encouraged and children can nap if required.

Rest time at the childcare center should be of such duration that normal sleep patterns at home are not disrupted and we're happy to work with each family to find a balance that meets the Child's needs.

## **OUTDOOR PLAY**

Preschool children spend at least 2 hours outside each day weather permitting. Kindergarten and School Age children who attend on non-instructional days will spend time outdoors for at least 1 hour, weather permitting, unless a physician or parent of the child advises otherwise in writing.

On regular instructional days, Kindergarten and School Age children will spend time outdoors for at least 30 minutes weather permitting, unless a physician or parent of child advises otherwise in writing.

There are **no Provincial legislated or municipal policies** to adhere by regarding temperatures when children can/cannot participate in outdoor activities while in childcare.

*The Canadian Pediatric Society recommends keeping children indoors at -27 windchill or colder and reducing the amount of time outdoors at -15C or colder.*

It is the policy of LPCC for staff to use their discretion, TPH advice and health knowledge of each child in their care, to make the decision to go outdoors or duration of time spent outdoors during certain conditions.

\*Please refer to our weather-related policies posted in the Childcare hallway or request a copy of the policy for review. Full policy in this handbook on pg. 22.

## **CLOTHING**

A full change of clothing should be on hand in case of any unforeseen emergencies. Please mark all belongings with your child's full name. Indoor shoes must be always worn. The center is not responsible for lost clothing, personal items and lost or broken toys.

According to Ministry regulations, all children must spend a portion of their day outside. Please ensure that your child has the proper clothing, boots, hats, mittens, warm coat, and snow pants.

Sunhat and sunscreen are necessary once the weather becomes warm.

## **Activities off Premise**

On occasion the center staff and children may participate in neighborhood excursions such as a walk to the library or neighborhood park as part of our program.

A consent form signed at Registration gives us permission to allow your child to participate in these activities.

Any activity requiring transportation such as a School Bus out of the neighborhood will require a separate permission form and advance notice. Ordinary walks in the immediate neighborhood will not require a separate permission form or advance notice. It is recommended that your child arrives by 9:30 a.m. so they do not miss leaving for any walks. You will be asked to take your child to find their group if they arrival after their departure after 9:30 a.m. as we will not have any available staff on site.

Off premise activity/Field trip permission forms will include trip information such as activity, address, departure time, return time, mode of transportation, emergency numbers, lunch information if applicable.

A full description of what each child is wearing, their height as well as eye and hair colour will be recorded along with any distinguishing features and taken by staff on the trip. Emergency contact information, individual allergy plans and medication are also taken on the trip.

## **TOYS FROM HOME**

Please keep all toys other than those used during nap time at home to avoid loss or damage. Toys arriving from home will be placed in your child's cubby until the end of the day. Exceptions can be arranged on a case-by-case basis. If a comfort toy is permitted for rest period, then it will be required to stay onsite for the week and taken home for laundering on Friday. The staff are often unable to retrieve items from stacked cots at the end of each day if outdoors or busy with pick up and this also reduces the chance of misplacement / being forgotten from coming back and forth from home.

Strollers, wagons, bikes etc. cannot be stored at the childcare due to space limitations and can not block emergency exits. Strollers can be stored outside of the childcare entrance, under the office window. Childcare is not responsible for lost or damaged stroller/ wagons/ bikes etc.

## **TELEVISION WATCHING AND TABLET USE**

The use of TV in the classroom will be kept to a minimum. Videos may be used to extend the interest observed by the children. Videos may also be used in exceptional cases where the programmed activities may not be able to be carried out due to circumstances beyond the teacher's control, such as prolonged periods of inclement weather. When video watching is used under the above instances, it will not exceed 1 hour a week and will be documented on the program plan with the name and length of video. Videos may also be used during special holiday times like Winter Break, March Break and PA Days. Notice will be sent home during those times.

There are tablets for children to use in each program. Our Tablet use policy includes a 15 minute maximum usage time, assessable turn taking chart, no crowding or group play, all games rated appropriately for those in program and periodic screen checks. Children are not permitted to bring in their own devices on non-designated days.

## **PARKING**

Families of the childcare can use the school's Parking lot located off St.Germain Ave.

There is designated drop off and pick up zones around the west and south perimeter of the lot. Children must be accompanied to their classroom.

All day parking is not permitted in the lot; the parking spots are for Ledbury Park E & MS staff and support staff only. The parking lot gate is locked daily at 8:30 and re-opened at 9a.m.

## **SPACE LIMITATIONS**

Ledbury Park Child Care Program has the right to manage enrollment which may result in the rare situation that LPCC is not able to accommodate your child care needs for the next school year. Priority will be given to younger children and children who attend Ledbury Park School. In situations where capacity is limited and expansion is unavailable or not viable, LPCC will provide you with written notice.

In the circumstance that the Program is understaffed due to staff illness/ unexpected emergency leave, and we cannot meet anticipated staff: child ratios, we will close down the senior most program for the day or until staffing can be arranged for safe coverage. Parents of the effected program(s) will be contacted by both emails, Storypark notification and phone/ VM.

In most circumstances classrooms can be closed and children moved into other programs. An announcement is sent out to families by email and/or Storypark if we will be unexpectedly understaffed and if children will be moved around.

# **SERIOUS OCCURRENCE REPORTING**

Ledbury Park Child Care Program has the responsibility to report serious occurrence incidents to the Ministry of Education Child Care Quality Assurance and Licensing within 24 hours and post information regarding the incident within the child care on a Serious Occurrence notification form for 10 days.

A Serious Occurrence is reported for any disruption of service, death, allegation of abuse/ neglect, missing/ unsupervised children or life-threatening incident. Please refer to our serious occurrence policy listed in our full policies posted in the main childcare hallway.

## **MINOR ACCIDENTS REPORTING**

Minor accidents and illnesses are common occurrences with children. LPCC staff have been trained in standard first aid and infant and child CPR to enable them to handle minor and more serious injuries that may occur. LPCC staff have the responsibility to report minor accidents and have a parent/ guardian sign the LPCC Accident Report at the end of the day the occurrence happens. In some circumstances a report can be made and signed in the morning, but a parent must be verbally or notified by email with the details the day of the incident. A signed copy must be given to the Parent.

Parents will be contacted by phone or email for any incident involving the face or head, no matter how minor.

## **BEHAVIOR MANAGEMENT – PREFERRED PRACTICES**

In the Childcare setting there are acceptable and unacceptable behaviours. We need to ensure the children are protected, safe and healthy, and to ensure that the rights of others and the Centre are protected.

Children receive consequence in a positive manner at a level that is appropriate to their actions and their age. Staff will discuss and explain the consequences given/ actions taken to the child. The staff will provide a kind and understanding atmosphere that involves helping children to develop self-regulation and self direction skills. A balance of listening, empathy to both parties, redirection, flexibility, change of voice tone (not level) and consistency/ follow through are necessary in achieving positive behaviour management.

The first process in our behaviour management strategy is understanding child development. This enables us to know the level of understanding that the child has and helps us to determine the strategies to use. Staff, students and volunteers are expected to use the following behaviour management practices when necessary. Staff are required to review this procedure on an annual basis and a behaviour management review is completed annually by the program Supervisor.

1. The teachers set clear limits for the children. The limits are consistent, relevant to the developmental stage of the child, and fair. Once stated, they must be followed through.
2. Expectations for a child are clearly and positively stated. It is our belief that having these clear expectations ensures that children feel secure in their environment.
3. A child should be offered choices, when he/she need to make a decision.
4. All staff will use the same method using a team approach. The child's needs are discussed, and a procedure(s) put into place.
5. Different approaches will depend on different situations and different children, for example:
  - **In the Preschool Program**, the focus is on allowing the children to problem-solve for themselves and using lots of verbalization: redirection, time to calm down if required, act as a mediator to help children express their problems, explain why behaviour is inappropriate, make a choice for the child and/or offer other choice alternatives, ignore inappropriate behaviour (when possible), remove the child from the situation until he/she can interact appropriately, follow through with consequences and a follow up with child to discuss other ways the child could have handled the situation should it arise again before he/she returns to the activity.
  - **In the Kindergarten and School-Ager Programs**, the focus is on self-control and self-direction: use positive verbal and non-verbal reminders in regards to inappropriate behaviour, redirection, act as a mediator to help children solve their problems, verbal problem-solving, peer-mediation, offer other choice alternatives, etc..
  - They Classroom environment should be set up in a way to offer a variety of choices and spaces that offer opportunity for different types of play and quiet spaces for relaxation and conversation. The room should be uncluttered and not over stimulating.

### **Discipline Steps:**

1. The Educator will explain why the behaviour is inappropriate. Offer time to calm if necessary, ask child other ways the situation could have been better handled.
2. The Educator will re-direct the child to a different activity within the room.
3. If aggressive or inappropriate behaviour continues, the child will sit away from the group to calm down. After a short period of time, the teacher will have a discussion with the child with respect to his/her actions and appropriate consequences. A verbal and or written report will be given to the Parent at pick up.

## **Prohibited Practices:**

1. Corporal Punishment of a Child
2. Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
3. Locking the exits of the child care centre premise 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 Child care's emergency management policies and procedures.
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of the child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
6. Inflicting any bodily harm on children including making children eat or drink against their will.

## **DUTY TO REPORT**

Ledbury Park Child Care Program has a legal obligation to report any suspicions of child abuse to the Children's Aid Society.

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

Name of Child Care Centre: Ledbury Park Childcare Program

Date Policy and Procedures Updated: March 5, 2020

### **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). Board of Directors or Executive Director.

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

### **Policy**

#### **General**

Ledbury Park Child Care Program values engagement and communication with families about our program and their children's learning experience.

It is our directive to provide each family with safe, reliable, high quality licensed childcare. Each family is a part of our community and we strive to make the childcare an extension of each child's home.

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

children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Ledbury Park Childcare 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 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process. The concern and any follow up or resolution will be documented on the Supervisor's report and presented to the Board of Directors at the next meeting of the Board.

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

## **Procedures**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
<b>Program Room-Related</b>  E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the classroom staff directly</li> <li>or</li> <li>- the Director or supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> <li>or</li> <li>- arrange for a meeting with the parent/guardian within 2 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<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 <ul style="list-style-type: none"> <li>- the Director or Supervisor.</li> </ul>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<b>Staff, Supervisor-, and/or Director, Licensee-Related</b>	<p>Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly</li> <li>or</li> <li>- the supervisor or Director.</li> </ul> </p> <p>All issues or concerns about the conduct of staff, Supervisor etc. that puts a child's health, safety and well-being at risk should be reported to the Director as soon as parents/guardians become aware of the situation.</p> <p>Issues with Director should be brought to the Board of Directors attention. Contact information is listed on board outside of childcare office.</p>	

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

**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 [board@ledburychildcare.ca](mailto:board@ledburychildcare.ca).

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:**

**Executive Director:** Christine File 416-782-2539 [info@ledburychildcare.ca](mailto:info@ledburychildcare.ca)

**Assistant Supervisor:** Cheryl Ludgate 416-782-2539 [info@ledburychildcare.ca](mailto:info@ledburychildcare.ca) or [cheryl@ledburychildcare.ca](mailto:cheryl@ledburychildcare.ca)

**Board of Directors:** [Board@ledburychildcare.ca](mailto:Board@ledburychildcare.ca)

**Ministry of Education Consultant:** Lindsie Draffin

**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 Consultant:** Nathalie Gruzalc

**College of Early Childhood Educators:** 416 961-8558 or [info@college-ece.ca](mailto:info@college-ece.ca)

## **Confidentiality**

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

## **Conduct**

Our centre maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor 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/childrensaid/reportingabuse/index.aspx>

## **Health Policy**

Ledbury Park Childcare's Health Policy follows the provincial Child Care and Early Years Act Regulation and Toronto Public Health guidelines for Day Nurseries. The Policy also contains guidelines that ensure the smooth operation of the Centre and the well-being of the children and staff. The main objective of the Policy is to minimize the spread of illness. It is not the responsibility of the Centre to care for sick children. Parents are expected to co-operate in full with this policy for the protection of their own child, the health of all the other children at the Centre and the Centre's Staff.

## **Prior to your Child's Admittance to the Centre**

### **1. Parents' Responsibilities:**

- Before your child starts at the Centre you will be required to have a medical history and immunization record which includes annual Influenza vaccine (deemed appropriate by Toronto Public Health), for your child completed. Any child that does not have the above in their file before starting child care will not be accepted until we have said forms in the child's file. *An objection in writing is accepted if a child is not immunized for reasons of religion, conscience or health exemption. In the case of a medical exception, a legally qualified health practitioner such as a doctor must provide the licensee with written documentation. A Ministry-issued form must be completed for both medical and religious/conscience exemptions for immunization. An objection based on religious/conscience grounds would need to be sworn or affirmed before a commissioner for taking affidavits (e.g. licensed paralegals, justice of the peace, etc.). Both the parent of a child or adult seeking an exemption and the commissioner would be required to sign the ministry-issued form.*
- Exempt students will not be suspended from school, but will be excluded if there is an outbreak or case of a vaccine preventable disease (e.g., measles). Children and staff who are not up to date with their immunizations will be excluded from the childcare to minimize the risk of spreading the disease.
- Inform the Supervisor about any known allergies (food, medicine, or animals)
- Adhere to the childcare and Public Health guidelines for Exclusion times from childcare.
- Pick up the child immediately when contacted by Childcare. Children will be isolated with a staff member in the childcare office until pick up.

# LEDBURY PARK CHILDCARE PARENT HANDBOOK & POLICIES

## Non Reportable Communicable Disease – Exclusion from Child Care requirements

Fever $\geq$ 38	24 hours after break in fever
Nausea/vomiting/ diarrhea	48 hours after symptom improvement
Cough	24 hours until symptom improvement
Trouble breathing	24 hours until symptom improvement
Decreased lost of taste or smell	24 hours until symptom improvement
Bacterial Pink Eye	24 hours after treatment started
Impetigo	24 hours after treatment started
Ringworm	24 hours after treatment started
Scabies	24 hours after treatment started
Strep Throat	24 hours after treatment started
All Communicable Disease *refer to..	<a href="https://www.toronto.ca/wp-content/uploads/2023/02/95ea-Communicable-Disease-Information-for-Schools-Child-Care-Centres-Feb-8-2022AODA.pdf">https://www.toronto.ca/wp-content/uploads/2023/02/95ea-Communicable-Disease-Information-for-Schools-Child-Care-Centres-Feb-8-2022AODA.pdf</a>

- When your Child is returning to care after having a confirmed communicable disease, we may require a Physician's note to confirm that your child is free from infection and is no longer contagious. This will be at the discretion of the Supervisor.
- In untreated cases of both reportable and non-reportable diseases, for reason due to religious, conscious/personal beliefs, Professional recommendation or medical reasons, a Physician's note will be required either stating that the child is not contagious or the date which the child will no longer be contagious and can return to care. In the case of Strep Throat or Scarlet fever, infectious period can range between 10-21 days in untreated cases.
- A Physician's note will be required to confirm your child is free of infection and is no longer contagious for ALL reportable diseases which include measles, Mumps, Pertussis, Norwalk, Chickenpox and Rubella.
- Should a Parent opt out of treatment for a confirmed reportable or non-reportable disease, Child to remain excluded from Childcare until no longer infectious as determined by a Public Health Nurse or Doctor.

## 2. Centre's Responsibilities:

- Maintain accurate immunization and allergy records for each child (based on parents' submissions)
- Inform all Parents about all known allergies in Centre
- Post all known allergies and Individual emergency plans in the Centre (kitchen and classrooms)
- Contact Toronto Public Health to report any suspected or confirmed Reportable Communicable Diseases and outbreaks.
- Provide fact sheets to families of any communicable diseases occurring in the childcare
- To isolate sick children with staff member out of classroom until Parent/ Guardian arrives
- Disinfect toys in Preschool and Kindergarten, School Age programs weekly.
- Professional clean carpets/rugs twice per year where laid
- In the case of biting incidents, Guidelines set by Toronto Public Health will be followed. The wound will be cleaned, and a cold compress will be applied. It is the Centre's policy to provide an accident report to the Parent of the child bit and an Incident to the Parent of the Child who bit. If the skin was broken, and if any blood, the wound will be allowed to bleed, will be cleaned carefully with soap and water. Both families involved will be contacted within 2 hours and will be advised to contact their health care provider regarding post- exposure immunization and advice. The Centre will provide a fact sheet to both families involved about "biting Incidents". If either child has hepatitis B, C or HIV, the Centre will report the incident to Toronto Public Health as soon as possible and ensure confidentiality of the children and parents is respected.

# **LEDBURY PARK CHILDCARE PARENT HANDBOOK & POLICIES**

- Fevers will be confirmed by an administrative staff member before contacting parent and is not to be disputed. A child may be sent home with no fever, low-grade fever or other symptoms if child is lethargic and not able to participate in the program.

## **ANAPHYLAXIS**

Parents of children that have been diagnosed with an anaphylactic allergy have the responsibility to provide a detailed individual emergency plan done in consultation with a Physician. The Parent is to train the Program Supervisor on their child's emergency plan prior to the first day of care who will then train all staff, volunteer and student. It is the Parent's/Guardians responsibility to inform the Program Supervisor of a child's allergy at the time of registration and provide an annual update of any allergy changes.

## **DRUG ADMINISTRATION**

In accordance with The Childcare and Early Years act, all medication must be placed in a lockable container. We ask that you give medication required to be refrigerated to a staff member to be placed in the locked medicine box in the refrigerator. Should the medication be required in the evening, it is the parent's responsibility to take it home at the end of the day. Any medication that is not to be refrigerated will be placed in the medication lock box in the Office

- The Centre will administer medication when it is required during program hours.
- A physician must prescribe all prescription medication.
- All products containing Drug Identification Numbers (DIN) require a schedule of administration and applicable record keeping. Requirements apply to medicated ointments, vitamins and over the counter medication. Due to their frequent use, Sunscreens, lip balms and hand sanitizers can have a blanket authorization from a parent on the enrollment form and can be administered without a medication form as long as they are non – prescription and / or they are not for acute (symptomatic) treatment, whether they have a drug administration number or not. A form detailing the name of the non-medicated products being applied, the amount and when to apply them must be filled out.
- Medication will be administered to a child only from the original container. The container must be clearly labeled with the child's name, name of medication, the dosage, the date of purchase, and instructions for storage and administration. Documentation is required from a physician for medications that are non-prescription.
- Parents must complete a signed 'Medication Authorization Form' indicating the times the medication is to be given, as well as the dosage.

**\*\* For use of Epi-pens and Anaphylactic Shock – A separate Policy with regards to this will follow. Please speak to the Supervisor if your child suffers from Anaphylactic Shock and uses an Epi-pen\*\***

## **SMOKE & VAPE FREE**

In accordance with the Smock- Free Ontario Act, no person shall smoke tobacco or hold lighted tobacco or vape in or around the child care center whether or not the children are present. This includes playground, school property and surrounding areas.

# LEDBURY PARK CHILDCARE PARENT HANDBOOK & POLICIES

## VOLUNTEER AND STUDENT SUPERVISION

All volunteers and Students are supervised by an Employee at all times and are not permitted to be alone with any child who receives child care at Ledbury Park Child Care Program.

LPCC is required to have written policy and procedure regarding volunteers and students that set out the roles and responsibilities of the Child Care and Supervising employees; and the roles and responsibilities of Volunteers and Students.

Please speak to the Supervisor if you would like a copy of these policies and procedures.

## PLAY IN STANDING AND RECREATIONAL BODIES OF WATER

### **Play in standing and recreational bodies of water in a licensed childcare setting (Best Practice)**

The Ministry of Education and Ledbury Park Childcare support play-based learning and sensory explorations and encourages the use of on – premise splash pads, sprinklers, hoses, or water tables.

\*Children will be under close supervision of adults at ALL times

### **MINISTRY REQUIREMENT- Effective June 1, 2013**

\***Prohibited** access to and use of standing and recreational bodies of water (e.g., ponds) and recreational in-ground / above-ground swimming, portable / “kiddie” / inflatable wading-type pools

Policy Review:

Policy shall be reviewed by all staff, Volunteers and students before starting at Ledbury Park Childcare and annually thereafter.

**Ledbury Park Childcare may have children attend and use public splash pads.**

\*Use of regulated public facilities only

\*There is to be a qualified life- guard(s) on duty at all times in accordance with Reg 565 (Public Pools)

\*The rules splash pads are followed

\*The children are accompanied and directly supervised by adults at all times (person who is 18 years or older)

\*CCEYA child /teacher ratios are met or exceeded

\*Parents/ Guardians are advised of the field trip and have signed a consent form

## EXTREME WEATHER

Ledbury Park Childcare will follow the direction of the Toronto District School Board (TDSB) regarding weather to close the center before the end of a regular operating day. If the TDSB and/or the principal of Ledbury Park Elementary and Middle School determine that the school will be closing, the Supervisor or Designate of Ledbury Park Childcare will inform parents by telephone and email that they must come immediately to pick up their children.

Please refer to local news or social media for direction from the TDSB. Ledbury Park Childcare **will NOT** open for any program should the TDSB close schools due to severe weather.

TDSB announce closures by 6:00a.m.

*\*\*In 2021-2022 school year, Licensed childcare programs located in TDSB schools were permitted to operate programs for children under 4 years of age when schools are closed. It is the position of LPCC that if conditions are deemed unsafe for Staff and students of the school they would also be unsafe for childcare staff and students.*

*LPCC will use desecration to open the Preschool program and will review this policy on a case-by-case basis.*

When severe weather warnings are issued, the staff of Ledbury Park Childcare may request that if possible, parents pick up their children as early as possible in order to enable the staff to leave for home earlier than usual. We ask that parents of children attending Ledbury Park Childcare be sensitive to the needs of the childcare staff that must commute home during deteriorating conditions. Also, should staff be delayed arriving, parents may be required to stay with their children after drop off first thing in the morning

# LEDBURY PARK CHILDCARE PARENT HANDBOOK & POLICIES

until enough staff arrive to meet required ratios.

## **Conditions For Not Going Outdoors In Winter:**

There are **no Provincial legislated or municipal policies** to adhere by regarding temperatures when children can/cannot participate in outdoor activities while in childcare.

***The Canadian Pediatric Society recommends keeping children indoors at -27 windchill or colder and reducing the amount of time outdoors at -15C or colder.***

It is the policy of LPCC for staff to use their discretion, TPH advice and health knowledge of each child in their care, to make the decision to go outdoors or duration of time spent outdoors during certain conditions.

## **Guidelines and considerations...**

Temperature exceeds **-10 degrees Celsius including the wind chill (all programs)**

- When Environment & Climate Change Canada issues a winter weather event
- Toronto Public Health will issue Public Health advise for the general Public that will be used to help guide our decision to limit outdoor play or to stay indoors.
- Extreme weather conditions such as a blizzard or ice storm or rainstorms.
- Special and individual considerations for children with disclosed and documented respiratory/ skin or circulation conditions.
- How many days children have been kept indoors prior (need for fresh, circulated air)
- Amount of children in possession of weather condition appropriate outdoor clothing

## **Heat/Smog/ Air Quality**

If Environment Canada issues a Heat Alert advisory the children will remain indoors during the hottest periods of the day. Staff will try to take the children out in the early morning before it gets too hot unless the day has started already hot. If Environment Canada issues a Smog Alert, the children will go outdoors for a shorter period of time in the early morning or late afternoon to avoid the worst of the smog or stay indoors. Staff will keep an eye on the breathing of the children. If a child's breathing becomes laboured at anytime then staff will take the children inside. Walks and park activities will be cancelled on these days. The Staff will make sure there is shade in the playground area and will carry out water play activities to help keep children cool. During a heat alert or smog alert the Staff will shorten the time spent outdoors and monitor the children's health both outside and inside. Staff will encourage the children to play quieter games and activities. Staff will encourage the children to drink lots of water during a heat alert. If staff do go outside with the children, water in a pitcher and cups will be brought out or the kids will take their water bottles and the children encouraged to drink as much as they can.

## **Air Quality Heath Index**

During Spring and Summer months the Supervisor or Designate will check the environment Canada website prior to the first outdoor play period and post the and follow the direction indicated for the rating.

# **EMERGENCY MANAGEMENT**

Families may be required to stay with their children first thing in the morning until enough staff arrive to meet required ratios.

Ledbury Park Childcare Program has emergency management policies and procedures.

Please see our Fire Procedure located in the front entry posted by the office and Ledbury Park E&MS Emergency Procedures located in the Childcare Office posted on the Health and Safety Board.

Individual Medical and Anaphylaxis Emergency plans are located in each classroom and in the Childcare office.

In the event of an emergency evacuation, families will be notified by staff to their child's location by phone when settled at the designated emergency shelter.

In the event of an emergency where evacuation is not prohibited, families will be notified by phone or email when all clear is declared.

# LEDBURY PARK CHILDCARE PARENT HANDBOOK & POLICIES

## PRIVACY OF INFORMATION

All staff and volunteers understand that they will have access to confidential information about children and families. They agree to keep this information in strictest of confidence. Before sharing information about the children with outside agencies or the school, staff will obtain parental consent. All documentation of consent to share information will be kept on site in the child's file (if applicable)

## Sleep Policies and Supervision

Subsection 6.7 - Program Requirements re: Rest (Schedule 1) Ontario Regulation 137/15 47(2)

Every licensee shall ensure that the program in each Schedule 1 child care centre it operates is arranged so that, (a) each child in a licensed toddler or preschool group who receives child care for six hours or more in a day **has a rest period each day not exceeding two hours in length**; and (b) a child in a licensed toddler, preschool or kindergarten group is **permitted to sleep, rest or engage in quiet activities based on the child's needs**. Intent While not all children need a mid-day nap, young children benefit from periods of quiet relaxation to balance their active play. Some children who are tired may take a relatively long time to relax and sleep, while others only require a short rest period. Children's needs may also change from day to day or week to week. Younger children will likely have irregular sleep schedules. Licensees should recognize this and allow for this age group to rest as needed. The licensee should follow the individual schedule of each child in the room and not implement a standardized sleep schedule for all the children in this age group. The need for rest and sleep varies greatly at different ages, and even among children of the same age; however, rest is an important part of the day for all children. This provision allows for a period during which quiet activities are encouraged and children can nap if required.

**Recommendations** As discussed in HDLH, children's well-being is supported when adults respect and find ways to support each child's varied physiological and biological rhythms and needs for active play, rest and quiet time. Finding ways to reduce stress through providing space and time for rest and quiet play based on individual differences helps children become increasingly aware of their own basic needs and supports their developing self-regulation skills. Programs are encouraged to reflect on how the organization of time, space and materials supports children's varied needs for sleep, rest and quiet time.

Rest time at the childcare centre should be of such duration that normal sleep patterns at home are not disrupted.

**Programs should take into consideration instructions given by parents regarding their children's sleep and rest period.** These instructions should be followed as closely as possible, but the licensee **also needs to take into consideration the needs of the individual child**. For example, if a parent has provided instructions for the child to not sleep during the day but the child is falling asleep during the day or showing signs of irritability, the licensee should provide a rest period for this child. The licensee can explain to the parents' that the child required a nap, even shortened, that day because the child was unable to stay awake or would not be able to participate happily in the remainder of the day. Staff will work with families and may suggest that naps can be shortened gradually day after day or week after week should Staff members feel the child would still benefit from a nap. Staff **WILL NOT** keep a child up who is falling asleep or request sleep in respect to their own well-being and expression of self-regulation.

- Children's cots are placed in the Preschool room staff ratios always followed and Student and Volunteers are never left unattended in the sleep room
- Children are to fall asleep naturally and permitted to get up to enjoy prepared quiet activities after 30-40 minutes should they choose or can continue to rest on their cot with a book or comfort item.
- There is sufficient light in the sleeping area or room to conduct direct visual checks
- Children will be assigned to individual cots which are labeled with the child's name in accordance with Ontario regulation 137/15 33.1

## LEDBURY PARK CHILDCARE PARENT HANDBOOK & POLICIES

- A labeled bed plan is displayed on the classroom wall and assessable to all staff, parents, and other individuals.
- Parents will be consulted respecting a child's sleeping arrangements and preferences at the time the child is enrolled and asked to fill out information regarding rest on the registration form. Parents to be consulted at any other appropriate time or upon a parent's request.
- Registration form which includes information regarding rest and sleep preferences, reviewed and kept with the staff in the classroom binder for each child.
- Parents of children who regularly sleep at the childcare centre will be advised of the centre's policies and procedures regarding children's sleep, the policy is included in the Parent Handbook
- Observations of any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to Parents either verbally or on an online report and logged on a classroom chart and will result in adjustments to the way the child is supervised during sleep time.
- Blankets, bedding, pillowcases, and comfort toys sent home each Friday or more often if needed for washing.
- Sleep times are recorded in each child's daily online report upon Parent request or for up to 2 weeks when a new child starts at the program.

# LEDBURY PARK CHILDCARE PARENT HANDBOOK & POLICIES

## FULL LIST OF POLICIES AND PROCEDURES

Please speak directly to the Supervisor should you wish to see the centre's Policies and Procedures which are located in the front hall.

1. Sanitary Policy
2. Serious Occurrence Policy
3. Medication Policy
4. Behaviour Management Policy
5. Police Reference Check Policy
6. Playground safety policy
7. Ill child Policy
8. No Smoking Policy
9. Flushing for Lead (safe drinking Policy)
10. Anaphylaxis Policy
11. Seat Belt, car seat policy
12. Media Use
13. Volunteer and Student Supervisor
14. Staff Training and Development
15. Emergency Preparedness
16. Financial Policies
17. Occupational Heath & Safety Policy & AODA customer service policy

\*Ledbury Park Childcare is in compliance with AODA, please speak to us about any accommodation you may need for you or your child.

AODA Feedback forms are located by the main entrance of the childcare.

## DOCUMENTS REFERENCED AND LEGISLATION

Some of the Ministry documents we reference in our program include the following:

**How does learning happens? Ontario's Pedagogy for the Early Years**

<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

**Early Learning for Every Child Today (ELECT)- Ontario's framework for early childhood settings.** <http://www.cfcollaborative.ca/wp-content/uploads/2010/10/ELECT.pdf>

**Toronto Children's Service AQI assessment criteria that we're evaluated annually against.**

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=c9a0391869c63410VgnVCM10000071d60f89RCRD&vgnextchannel=922e8ed34ce9e310VgnVCM10000071d60f89RCRD>

**The Early Years and Child Care Act 2014- Ontario's Child Care legislation**

<https://www.ontario.ca/laws/reg1>

