

Family Handbook

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Welcome to Dearham Wood Daycare!

Dearham Wood Daycare is a licensed child care centre located inside Poplar Road Junior Public School. Our programs serve children from 2.5 to 12 years of age, Monday to Friday, with operational hours from 7:00 am to 6:00 pm. We provide a full day Preschool program as well as Before & After school programs for Kindergarten and School Age children, with full day programming available on non-instructional days.

We are a non-profit, community-based corporation. Our corporation is governed by a Board of Directors made up of volunteer Parents and community partners. Overall direction and operations are the joint responsibility of the Board and Management Team.

The Parent Handbook that follows outlines important information regarding what you need to know while your child is in our care. We look forward to getting to know you and your child(ren) and embarking on a partnership that supports you in being informed, consulted, and involved in your child's DWDC experience.

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I look forward to seeing you soon,

Jessica Finlay, Executive Director
Dearham Wood Daycare
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(416) 283-7207

Preparing For Your First Day

- ✓ Confirm your child(ren)'s first day and discuss your child's admission plan with the Director
- ✓ Download the Lillio app; log in and confirm your direct billing information
- ✓ Remit payment for your Enrollment Deposit
- ✓ Complete your child(ren)'s Registration Package
- ✓ Upload Lillio Media Consent form and your child(ren)'s current immunization record via Lillio
- ✓ Complete your contact information, emergency contacts, and your child's health information in Lillio. *Families are responsible for keeping all contact information up to date including changes to addresses, phone numbers, and emergency contacts*.
- ✓ Label your child(ren)'s items. You can support DWDC through Mabel's Labels here.

Pack your child's bag:

- ✓ Blanket or stuffy from home for sleep time
- ✓ Labelled water bottle
- ✓ Change of clothes
- ✓ Extra underwear
- ✓ Indoor shoes. The shoes must be enclosed and easy to take off and on. Avoid footwear such as backless sandals and flip-flops. Open shoes can increase the risk of injury when children are playing and running.
- ✓ Diapers/wipes, if applicable

If joining us in the Winter, we recommend that you pack:

- ✓ Clothing for winter outdoor play:
  - Coat
  - Hat
  - Mittens
  - Snow Pants
  - Neck Warmer
  - Snow Boots

If joining us in the warmer months, we recommend that you pack:

- ✓ Sunscreen
- ✓ Clothing for summer outdoor play:
  - Light rain jacket
  - Light rain pants
  - Rain Boots
  - Brimmed Hat
  - Shorts
  - Short Sleeved Shirt

DWDC Program Mission

DWDC is committed to providing high-quality Early Childhood programs that cultivate authentic, nurturing relationships and connections to foster a sense of engagement, well-being, belonging, and expression among and between children, adults, and the world around them.

- Our program will foster holistic development by engaging children in active, creative, and meaningful exploration, play, and inquiry.
- Children will be guided by skilled Registered Early Childhood Educators (RECEs) and Early Childhood Assistants (ECAs) who will plan and implement age-appropriate and developmentally appropriate experiences in an inclusive, supportive, and non-discriminatory environment.
- Ongoing partnerships between Dearham Wood Daycare, Poplar Road JPS, Toronto District School Board, the Ontario Ministry of Education, Toronto Children's Services, Toronto Public Health, and Families of DWDC will ensure best practices focusing on the interests and individual needs of the children in our care.
- DWDC is committed to providing an inclusive environment free from discrimination, harassment, and violence.

DWDC Program Philosophy

Dearham Wood Daycare (DWDC) believes that every child is unique and should be supported based on individual needs. Staff prioritize authentic relationships and understand the need to work collaboratively with families to be respectful of family structure, culture, and values. We believe that successful programs are a reflection of the team. The Management Team, staff, and Board are committed to ongoing professional development, including Early Learning and Child Development training, networking, and self-reflection.

Program Statement and Objectives

DWDC is a non-profit school-based child care centre serving the Guildwood community and surrounding areas. We recognize each child as an individual. Our goal is to work collaboratively with Parents/Guardians, and to strengthen family life through the provision of a reliable, enriching environment. Programming experiences facilitate the growth and development of every child. The focus of our child care center is to provide an enriched program that is accessible and equitable to all families and enables each child to develop in a caring atmosphere with the understanding that children are competent and curious individuals, rich in potential and capable of complex thinking. Each child will have the opportunity to grow emotionally, socially, intellectually, creatively, and physically. Learning experiences are planned based on children's interests and implemented to support development of the whole child. A play-based model ensures new skills are acquired at each child's pace.

DWDC's philosophy, the foundations of Ontario's Pedagogy for the Early Years "How Does Learning Happen?", and the six guiding principles of ELECT set the objectives of our program:

1. Promote the Health, Safety, Nutrition, and Well-Being of the Children.

- Daily, weekly, and/or monthly safety checklists are completed for each program room and playground. Logs are kept for tracking the appropriate cleaning of toys and materials. All disinfecting procedures are aligned with Toronto Public Health requirements.
- Staff ensure maximum supervision and set clear limits, boundaries, and expectations to ensure children are able to explore learning environments and play safely.
- Monthly fire drills are conducted to ensure children and staff follow correct procedures in case of emergency. Dearham Wood Daycare also participates in all TDSB required drills (fire and lock down).
- DWDC uses Yummy Catering to ensure that Preschool children are provided with a hot lunch, and all programs are provided with 2 snacks. Yummy Catering supports all dietary restrictions and allergies. DWDC keeps cereals, nutri-bars and extra fruits and veggies on site. Children have access to clean drinking water at all times.

2. Support Positive and Responsive Interactions with Adults and Children.

- Staff model positive interactions by being responsive to children and adults, giving attention to, modeling appropriate body language and voice tone, maintaining eye contact, and getting down to children's level.
- Staff will make time to communicate with families as needed using a variety of tools (email, in-center postings, Lillio, and website)
- Documentation of learning is updated regularly and accessible to parents in a variety of formats.

3. Encourage Children to Interact and Communicate Positively While Supporting Self-Regulation.

- Staff model and support children in labeling, identifying, and acknowledging feelings and emotions in themselves and others. Staff will ensure children have adequate space and tools needed to self-regulate within a flexible environment.

4. Foster Children's Exploration, Play and Inquiry.

- Staff foster children's growth by planning and implementing open-ended opportunities and activities for children to explore freely. A variety of materials will be incorporated into all programming experiences, including natural and realistic materials.
- Staff plan and implement learning experiences based on children's interests and emerging skills to ensure experiences are age and developmentally appropriate.
- All program areas are open during programming time to ensure that children have a variety of experiences.

5. Create Positive Learning Physical Environments

- Staff ensure physical environments include pictures of the children, their families, pedagogical documentation, and learning stories. This fosters a sense of belonging and supports their social/emotional development.
- Furniture, structures, and play materials are age and developmentally-appropriate, ensuring children can explore independently and safely.

6. Child-Initiated and Adult-Supported Play

- Staff actively co-learner with children during play. Participating in the learning experiences, following the lead of the children, and responding with open-ended questions allow children to build self-confidence and make discoveries independently.

7. Incorporate Indoor and Outdoor Play, Gross Motor Play, Rest, and Quiet Time into the Day.

- Children and staff will spend up to two hours/day outside participating in and exploring their environment.
- Opportunities for physical gross motor experiences are planned daily and implemented indoors and outdoors.
- A rest period of 2 hours is integrated into the Preschool Program routine daily. Children can nap during this time or engage in quiet activities (depending on the child's needs).
- Kindergarten and School Age children will be provided space and time to engage in quiet activities during full-day programs as needed.

8. Well-Planned Routines and Transitions

- All programs have developed individual room schedules that support their needs. Routines allow for smooth transitions. Staff make every effort to ensure daily routines and transitions are consistent with minimal interruptions.

9. Fostering Family Engagement

- Family engagement begins with ensuring Parent/Guardians are well informed about their children's development (progress and challenges), program updates, centre updates, and special events. Staff share information with families in a variety of ways, including verbal communication at pick-up and drop-off times, parent boards, daily logs, locker notices, email communication, and messages via Lillio.
- Families are encouraged to share updated information about children's health, well-being, and experiences.
- We encourage all families to join in on programming. Families are invited to come in and complete activities with the group, read a story, etc.

10. Incorporating Community Engagement

- The Guildwood and Scarborough communities are reflected within each program's planned and spontaneous curriculum. Family engagement within the community is encouraged. Staff plan for special guests, workshops and other opportunities that will enhance the children's experience within their community.

11. Assessing Program Goals and Objectives

- The Board of Directors, Management Team and front-line Staff actively participate in ongoing assessments of our environment, interactions, and programming. The City of Toronto continuously assesses the Director's administrative practices and the quality

of programming, inclusive of staff interactions, healthy and safety, the environment, and quality of learning experiences offered to the children. Ultimately, DWDC is accountable to the families that it serves.

DWDC Team

Board of Directors

We are a non-profit organization governed by a Board of Directors. The Board is made up of Volunteers elected from the Parent/Guardian body. Their term is a minimum of two years. They are responsible for governing the daily operation of the centre. Support members do not require nomination or election. Please feel free to express your interest directly through board@dearhamwooddaycare.com.

2025-2026 Board of Directors Contact Information:

Chair	Brittney Filek-Gibson
Vice-Chair	Nadia Naqvi
Treasurer	Katrina Daffern
Secretary	Erin Harkins
Parent Liaison	Stéphanie Stamatakis
Support Members	Various individuals

Management Team

DWDC Management team is comprised of a Director and full time Supervisor. The Director works collaboratively with the Board of Directors to ensure the smooth operation of the centre.

The Director and the Supervisor work collaboratively to ensure successful daily operations including adherence to all municipal and provincial operational directives, staffing, program implementation, and financial management.

Centre Contact Information:

Executive Director	Jessica Finlay, RECE	office@dearhamwooddaycare.com
Centre Supervisor	Keisha Smith, RECE	keisha@dearhamwooddaycare.com

Front-Line Staff

Preschool, Kindergarten and School Age programs are led by Registered Early Childhood Educators (RECEs) and supported by Early Childhood Assistants (ECAs). These teams work collaboratively to ensure programs are engaging and meet the needs of individual children. Team responsibilities

include but are not limited to:

- Developing, implementing, and adapting the planned children's programs,
- Supporting the children's learning and development through positive interactions and strategies in line with the DWDC Program Statement and Objectives,
- Ensuring the health, safety and well-being of the children in their care in partnership with families.

For more information regarding the College of Early Childhood Educators and registered Early Childhood Educators, please visit college-ece.ca.

All staff are required to complete/provide the following before beginning employment at DWDC:

- ✓ Valid Standard First Aid and Infant/Child CPR training (Level C)
- ✓ Updated Police Reference Checks with Vulnerable Sector Screening
- ✓ Up-to-date health/immunization records
- ✓ An orientation which includes a thorough review of all centre policies and procedures
- ✓ Review DWDC Program Statement and Objectives and '*How Does Learning Happen';* Ontario's Pedagogy for the Early Years
- ✓ Complete the CCEYA Self-Test

Photos of frontline staff can be found on our centre's main bulletin board in the daycare hallway.

Staff Development & Quality Assurance

We prioritize ongoing staff training and development to ensure that our programs incorporate the most current practices in order to foster optimal learning and development for children. Staff members are actively encouraged to engage in training opportunities aligned with their professional responsibilities as RECEs, and the Director monitors their Continuous Learning Portfolios (CPL) to facilitate ongoing staff development.

To uphold compliance with all policies and procedures, including the implementation of our Program Statement and Objectives, continuous monitoring of staff is conducted. Additionally, staff members are supported in setting annual professional goals with the guidance of the Director.

The Director promotes a culture of reflective practice among staff, encouraging them to reflect on their pedagogy, program planning, interactions with children, and parent communication. Monthly team discussions further support this reflective approach.

On a monthly basis, staff members conduct environmental audits and self-assessments of their programs to ensure they exceed the criteria outlined by Toronto Children's Services in the Assessment for Quality Improvement. The Director performs weekly audits of program plans and their implementation, providing feedback to the team for continuous improvement of their practices.

Furthermore, unplanned inspections of the daycare are conducted annually by the Quality unit of Toronto Children's Services. Our centre's quality ratings are available on the City of Toronto's website at https://www.toronto.ca/community-people/children-parenting/children-programs-activities/licensed-child-care/

General Information

Hours of Operation

The Centre will be open from 7:00 am – 6:00 pm Monday to Friday, ***excluding*** the following statutory holidays:

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

Early Closure Days: December 24th @ 3:00pm & December 31st @ 3:00pm

If a holiday falls on a weekend, it will be observed either the preceding Friday or the following Monday.

DWDC reserves the right to close on additional days during TDSB Winter Break. Official Winter Break schedules will be provided to families during the first week of November.

There is no reduction in fees for any of the above holidays, early closure days, or additional TDSB closure days.

Program Options

Preschool (2.5 – 4 years old)

This program runs full-time, 5 days a week. The operating hours for this program are 7:00 am to 6:00 pm. Our Preschool programs provide opportunities for children to explore the world around them while participating in creative experiences, science, nature, and technology. Staff provide inquiry based activities and co-learn with the children, capitalizing on their natural curiosity and determination to understand the world around them. Preschool children spend two hours each day engaged in outdoor activities, weather permitting. Our programs support school readiness and toilet training in a developmentally appropriate manner while meeting the needs of individual children.

Before & After School Programs for Kindergarten (JK, SK) and School Age (Grade 1-5)

Before and After school programs (BASPs) provide children with seamless transitions between their school day and child care. BASPs are an extension of the school day, while programming is based on the children's interests. Homework and enrichment clubs are also available to support your child and provide an engaging and enjoyable experience for them where they are encouraged to develop gross motor skills, play outdoors, socialize and learn.

Operating hours for these programs are 7:00 am to school start (8:45 am) and school end (3:15 pm) to 6 pm.

Families can register their child in the before school session, after school session or before and after school session.

Non-Instructional Days

On non-instructional days, we provide full day care (from 7:00 am to 6:00 pm) for Kindergarten and School Age children enrolled in our programs. This includes PA Days, Winter Break, March Break and Summer Break. Surveys will be sent out electronically to determine if your child will participate during these days or not. Please note that monthly fees are inclusive of non-instructional days and families are not credited for opting out.

DWDC will accept children who are not enrolled in regular programming based on space availability. Priority will be given to siblings of current members, followed by Poplar Road Junior Public School families, followed by members of the public.

Summer Program (July & August)

All programs run a Summer Camp program with the operating hours of 7:00 am – 6:00 pm. Children enrolled in DWDC programs during the preceding school year will be given priority for Summer Camp spaces.

In previous years, families were permitted to take a maximum of 4 weeks vacation (unpaid) during the Summer and hold their spot for the following School Year. DWDC has implemented a change to this policy that will be in effect in 2024. Families will be expected to notify the centre of any vacations where their children will be away, but these days will be billed regularly. This allows DWDC to retain full-time staff and compensate them fairly.

Families may choose to opt out for the entire Summer (July and August) and return to their space in our BASP.

If spaces allow, enrollment will open to outside families on a first-come-first-serve basis. Summer camp fees are subject to change.

Emergency Days

Subject to the discretion of the Director and DWDC Board of Directors, DWDC may offer full-day programming during emergency situations on days designated as instructional school days. In circumstances like snow days or educator sector strikes, DWDC may choose to provide full-day programming for children enrolled in the before and after school programs, where feasible, to assist and support families. Applicable non-instructional day fees will be charged on the subsequent month's fee invoice for families that participate. Refer to DWDC Program Fees for more information.

Waiting List – Policies and Procedures

Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

Policy

- Dearham Wood Daycare will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Procedures

Receiving a Request to Place a Child on the Waiting List

1. The supervisor/designate will receive parental requests to place children on a waiting list via intake form found at dearhamwooddaycare.com

Placing a child on the Waiting List

1. When a parent / guardian completes the intake form on dearhamwooddaycare.com, their child will automatically be added to the waiting list in chronological order, based on the date and time that the request was received.

2. Once a child has been placed on the waiting list, the supervisor will connect with the family and confirm that they have been added to the DWDC waiting list

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, applications are prioritized based on the following criteria:

    I. Date the application was received

    II. Siblings of families already enrolled

    III. In-area children

    IV. Out of area children; according to school boundaries of Poplar Road JPS

2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via phone or email that a space has become available in their requested program.

2. Parents will be provided a timeframe of 24 hours in which a response is required before the next child on the waiting list will be offered the space. The Director has the discretion to allow more time for decision making, should operation of the centre allow for such flexibility.

3. Where a parent has not responded within the given timeframe, the Director, Supervisor or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. The supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.

2. The supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.

2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Centre Tours

All families are encouraged to participate in a centre tour before their child enrolls in any of DWDC's program options. Tours allow you an opportunity to observe the physical environment, meet staff and learn about the centre and its programs. Tours are completed by appointment only and facilitated by a member of the team. Tours will include:

- ✓ Orientation of the DWDC entrance and buzzer system (accessible through the east parking lot at Poplar Road JPS)
- ✓ Review of the DWDC Parent Handbook and ways to access
- ✓ A tour of applicable program spaces, including our outdoor playgrounds
- ✓ An introduction to our parent information boards
- ✓ A review of children's personal lockers
- ✓ A brief introduction to program staff (*if available*)
- ✓ Our shared bathroom set-up for Preschool children
- ✓ Review of our current menu
- ✓ Review of DWDC Anaphylaxis Policy and current allergens observed among members
- ✓ Confirmation of program fees and DWDC's enrollment in CWELCC
- ✓ Review DWDC Enrollment Deposit

This is also an opportunity for you to share information about your child and family, and to ask any questions you may have. We encourage you to share as much information as you are comfortable with to help us provide the best care and services for your child. We will also discuss:

- ✓ An admission plan for your child
- ✓ Discuss any allergies or food restrictions, as well as any health, behavioural or developmental concerns

Admission to DWDC

Acceptance into our program is confirmed via email. The email will include instructions to access the DWDC Registration Package. The centre will give families a maximum of 4 days to respond and confirm acceptance into the program.

If a response is not received, or if a parent declines an offered space, the child will be removed from the waiting list. Should the family wish to be considered for future enrolment, a new intake form must be submitted and the child will be added to the waiting list based on the new date and time the request is received.

Enrollment is confirmed when the daycare receives a completed Registration Package and Enrollment Deposit.

If it is possible for your family, we recommend that your child become acquainted with our child care setting gradually to support a smooth and positive transition for your child. Over the course of your child's first week at the centre, we encourage you to start with a short visit and lengthen it each day. The gradual transition helps to make your child's adjustment to their new centre a more positive and successful experience.

Parents and staff will work collaboratively to develop a transition plan that supports your child during this time. If gradual admission is not possible for your family, please speak directly to the Director who will work with you to support your child in their admission to the centre.

Clothing

Children will only be accepted into the program when they are dressed and ready to participate. This means that if your child is joining an indoor program, their outdoor clothing should be put in their lockers, and the child should be wearing their indoor shoes. If your child is joining an outdoor program, they must be dressed in their weather appropriate outdoor clothing (coats, snow pants, boots, etc.).

Food

We have partnered with Yummy Catering to provide wholesome and nutritious snacks and hot lunches for Preschool children. Kindergarten and School Age children are required to bring their own lunches on non-instructional days (i.e. PA days). Please observe the current 'DWDC Allergy List' and ensure that **all food** is allergen free. **DWDC is a nut-free centre.**

Every Child Belongs

At DWDC we work with Toronto Children's Services to promote positive and healthy environments that include all children. Children's Services offers services for children who need extra support to participate in our child care program through the Every Child Belongs service model.

Every licensed child care program in the City of Toronto has access to a Resource Consultation (RC) staff person. In our program, Robin Lister from BGC East Scarborough is DWDC's assigned RC.

You can find more information about the supports that are offered through Every Child Belongs on the City of Toronto website. Speak to your RECE or myself if you would like to find out more about the service or would like to be introduced to the Resource Consultation staff.

Enrollment Deposit

DWDC requires an enrollment deposit per child. Your enrollment deposit will be eligible for re-imbursement from final month's fees, providing 30 days written notice of withdrawal. If the family has been offered a space within the program, the package and deposit are expected within 4 days. If an enrollment deposit within 4 days of notice is not possible, the family needs to coordinate with the Director.

As the DWDC enrollment deposit is a base fee, it has been reduced by 52.75% for children eligible for Canada Wide Early Learning and Child Care (CWELCC) Funding.

	Frozen Enrollment Deposit *(Applicable to children over 6)*	**Reduced Enrollment Deposit** *for children eligible for CWELCC Funding (under 6 years old)*
Enrollment Deposit	**$400.00**	**$189.00**

Please note: Accepted families with an approved Toronto Children's Services Subsidy agreement are not required to provide an enrollment deposit.

Withdrawal/Breaks in Service

DWDC requires 30 days written notice of withdrawal for families to be eligible for re-imbursement of their enrollment deposit. Families attending DWDC with an approved Toronto Children's Services (TCS) Subsidy agreement must provide 2 weeks written notice of withdrawal. Break in Service is defined as temporary withdrawal of services for 1-2 months maximum. Breaks in services will be assessed on a case-by-case basis.

Safe Arrival & Departure

DWDC is dedicated to ensuring the safe arrival and departure of children in our care.

Families are invited to use school parking spaces, or temporarily park on the side of Dearham Wood for convenient drop off and pick up.

Under no circumstances are families eligible to use parking spaces reserved for the Poplar Road JPS Principal, Secretary, Caretaking staff or accessible parking spots. These spaces are all clearly identified.

The entrance to our centre is located through the east parking lot (Entrance 5). Please use the grey buzzer outside to gain entry to the school.

At pick up time, children must be picked up directly from the program. At both of these times, parents are required to acknowledge the staff on duty so that they can sign your child in or out accordingly.

The Dearham Wood Daycare Safe Arrival and Dismissal Policy, outlined below, provides staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including the steps to be taken when a child does not arrive at the child care centre as expected and steps to follow to ensure the safe dismissal of children.

- Children will not be accepted into care before 7:00 am, and must be brought directly into the program room where their presence is made known to the staff on duty.
- Dearham Wood Daycare staff will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual to whom the parent/guardian has provided written authorization for the child care centre to release the child.

- Dearham Wood Daycare staff will only dismiss children into the care of their parent/guardian or another authorized individual who is 16 years of age or older. The centre will not release any children from care without supervision.

- Parents/guardians are required to:
    1. Drop off their child(ren) directly to program staff and ensure they are signed in
    2. Inform DWDC staff about their child's absence from the program and reason.
    3. Inform DWDC staff about any changes to any pick-up procedure (i.e., someone other than parent/guardian is picking up).

4. Inform DWDC staff about an expected late pick-up.

- Any staff member that receives information about a child's absence, change to a pick up procedure, or an expected late pick up will document accordingly in the appropriate DWDC Log Book

- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Safe Arrival & Departure Procedures

Accepting a Child into Care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
    - Greet the parent/guardian and child.
    - Ask the parent/guardian how the child's evening/morning has been when appropriate to do so.
    - Where the parent/guardian indicated that someone other than the child's parent/guardian will be picking up, the staff must confirm that the person is listed in the child's enrollment package or, if not listed, ask the parent/guardian to provide written authorization for pick-up on Lillio or via email to the Director.
    - Document the change in pick-up procedure in the DWDC Log Book (if applicable).
    - Do a wellness check to ensure that the child is not exhibiting any symptoms if ill health.
    - Sign the child in on the classroom attendance record.

Where a Preschool Child Has Not Arrived in Care as Expected

Where a Preschool child has not arrived at the child care centre and the parent/guardian has not communicated the absence via Lillio, the Staff, or Director have the discretion to follow up with the family if the absence could impact the centre (e.g., illness potentially leading to an outbreak) or if there are concerns about the safety or well-being of the child or their family members.

If a child's absence has been confirmed, program Staff will:

- Record the child's absence on the main attendance record; and
- Document any relevant details regarding the absence in the Preschool Communication Book.

Where a Kindergarten or School Age Child Has Not Arrived in Care as Expected

1. Upon transition from school to the after-school program, staff will verify with TDSB personnel whether any children registered in the DWDC program were absent from school that day.
2. Staff will identify and document any known absences from the after-school program on the main attendance record.
3. If a child was present at school but does not transition into the daycare program as expected, staff must follow up with school personnel to determine the child's dismissal status.
4. If there is no reasonable explanation (e.g., the child was not dismissed directly from school to a parent/guardian), staff must inform the Director immediately.

5. The staff or the Director will make all reasonable efforts to follow up with the child's family to confirm the child's safety and well-being. All follow-up attempts and information must be documented in the appropriate room Communication Book.
6. Once the absence is confirmed, program staff will document the child's absence on the attendance record and include any relevant details in the appropriate room Communication Book.

Releasing a Child from Care

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

Unsupervised Dismissal

Children are not permitted to be dismissed from a DWDC program unsupervised.

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 has not arrived by 6:00 PM, 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 pick-up time.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff will call an emergency contact.
4. Staff will document the time and date of the call in the DWDC Log Book.
5. Staff will supervise the child until they are picked up by a parent/guardian or emergency contact.
6. Staff will record the time of departure immediately when the child is picked up.
7. Staff will have the parent/guardian sign a **'Late Pick Up Form'** if a child departs the program after 6:00 pm and store the document in the child's file.
8. Families will be charged a late fee as outlined below and invoiced by the Director via Lillio the following month.

Late Fee for Late Pick Up

Since DWDC is legally obligated to have a minimum of two staff members remain on-site past **6:00 p.m.** in the event of a late pick-up, a late fee will be charged to parents/guardians who arrive after this time.

If a child remains at the centre past 6:00 pm, the Parent/Guardian will be responsible for an overtime charge **of $20.00 up to 6:15pm. An additional charge of $20.00 will be applied for every subsequent 15 minutes or part thereof.** Staff are expected to document the pick-up time and review the lateness with the Director. The payment of this late fee will be incorporated into the following month's invoice via Lillio.

Pickup within timespan of 6:01 pm to 6:14 pm = Late fee is $20

Pickup within timespan of 6:15 pm – 6:29 pm = Late fee is $40

This fee compensates staff for working beyond their scheduled shifts to ensure the safety and well-being of the child in their care. A 'Late Pick Up Form', confirming the time the child was picked up, as well as the total late fee owing will be signed by both staff and adult picking up the child.

The late fee will be included in the family's invoice for the following month via Lillio.

Where the staff is unable to reach the parent/guardian or their emergency contact, they will inform the Director by 6:15 pm.

1. The Director will escalate as appropriate, including by contacting the local Children's Aid Society (CAS) and following the CAS's direction with respect to next steps.

Preventing Unauthorized Access

To support the safety of children and staff, DWDC has measures in place to prevent unauthorized individuals from entering the centre during operating hours.

Access to the centre is managed through our designated entrance and buzzer system. Visitors are required to identify themselves and have their reason for entering verified by staff. Staff monitor individuals entering program spaces and will follow centre safety procedures if an unauthorized person attempts to enter.

Families are asked not to allow unknown individuals to enter the centre and to notify staff of any concerns.

Suspension or Termination of Services

Occasionally, a child will experience difficulty adapting to the daycare's environment or abiding by the daycare rules of behavior. A meeting will be scheduled if your child experiences some difficulty. We will work closely with families and make every effort to support the child and resolve concerns.

If the child's behavior continues to be disruptive to the program, DWDC reserves the right to ask you to withdraw your child from our care.

Furthermore, DWDC reserves the right to suspend and/or terminate services for any of the following

reasons:

- Failure to comply with the policies set forth in the DWDC Parent Handbook
- Failure to comply with the Child Care Parent Contract (included in the DWDC Registration Package).
- Destructive or violent behavior of a child that persists even with additional supports
- Non payment of child care or late fees and/or recurring late payment of fees
- Inability of DWDC to meet the child's needs without additional staff
- False information given by family; either verbally or in writing
- Any form of harassment, discrimination or abuse towards staff

Please note termination of services is an absolute last resort. Services will not be eligible for termination until every possible action has been taken to resolve concerns or issues. Decisions to terminate will be made collaboratively between the Board of Directors Family Liaison and Management Team.

Demission of Your Child

When a younger child transitioning to the next age group and a space is not available at such time, the Director may make a decision to withdraw a child from the older age group in order to accommodate the younger child. The Director will take into consideration the following factors when making such decision:

- requested schedule most closely fits the available opening
- number of siblings enrolled in the child care program and/or the program
- age of a child
- start date of a child

The Parent will be given a written withdrawn notice no less than 14 days in advance and the City of Toronto Services, where applicable, will be notified of the withdrawal notice issued to the Parent. The program will assist the Parent as much as possible to find alternate child care services.

Confidentiality Policy

- Every issue and or concern will be treated confidentially, and every effort will be made to protect the privacy of Parents/Guardians, children, staff, and students, except when information must be disclosed for legal reasons (i.e. to the Ontario Ministry of Education, College of Early Childhood Educators, law enforcement authorities, or to Toronto Children's Aid Society).
- DWDC requires written and signed consent forms from Parents/Guardians before disclosing any information regarding children or families to TDSB, lawyers, doctors, early intervention specialists, or any other third party.

Child Care Fees

DWDC calculates monthly fees based on a daily rate approved by the Board of Directors and Toronto Children's Services. Please refer to the attached fee schedule.

Payments are due on the first day of each month, and automatic transactions occur through Lillio. Families are encouraged to register with their online banking information at least two weeks ahead of their child's start date. Invoices will be processed and sent to families via Lillio prior to the beginning of the month. Invoices reflect all fees from the start date of enrolment, including absent days.

If you have questions related to your invoice or for any other billing inquiries, please contact the Director.

Alternative payment options may be discussed at the discretion of the Director. In the event of a returned cheque for any reason, a $25.00 processing fee will be applied, and the cheque must be replaced promptly.

A tax receipt will be issued annually for all child care fees paid from the previous calendar year.

It is the responsibility of families to pay their assessed fees. Services will be terminated if payments are not received.

Dearham Wood Daycare is enrolled in the **Canada Wide Early Learning and Child Care** system. This program is for children younger than 6 years old. The current list of DWDC child care fees is listed below.

DWDC Programs Enrolled in CWELCC (Preschool, Kindergarten):

	2022 Frozen Daily Fees	**2026 Parent Daily Fee** *(52.75% Reduction from 2022 Frozen Fee)*
Preschool	$40.00	**$18.90**
Kindergarten Part Time	$19.00	**$12.00**
Kindergarten Full Time	$26.50	**$12.52**
Kindergarten Non-Instructional Days	$34.00	**$16.06**

Note: If your child turns six between January 1 and June 30 and is enrolled in a CWELCC participating Kindergarten program, they are eligible for a fee reduction until June 30.

DWDC Program not enrolled in CWELCC (School Age):

	2026 Parent Daily Fee
School Age Before & After School Program	**$26.25**
School Age Non-Instructional Days	**$34.65**

DWDC does not charge any additional non-base fees.

Health, Safety & Well Being

Smoke Free

Smoking is prohibited in DWDC and on all TDSB property. DWDC staff, students and volunteers are prohibited from smoking on premises and on the playground whether children are present or not.

Nutrition

DWDC strives to ensure that all children enrolled in our programs have access to nutritional meals and snacks throughout the day. We have collaborated with Yummy Catering to provide nutritious snacks and hot lunches. Yummy Catering caters to a variety of allergies and dietary restrictions, including but not limited to Peanut/Nut free, Gluten Free, Halal and Vegetarian options.

DWDC catering service is as follows:

Program	Instructional Days			Non-instructional Days		
	AM Snack	Lunch	PM Snack	AM Snack	Lunch	PM Snack
Preschool	**YES**	**YES**	**YES**	**YES**	**YES**	**YES**
Kindergarten	**YES**	NO	**YES**	**YES**	NO	**YES**
School Age	**YES**	NO	**YES**	**YES**	NO	**YES**

Current menus are posted on our family information boards and can be emailed to families upon request.

DWDC has certified Safe Food Handlers on site that are responsible for overseeing the correct storage and handling of all foods. DWDC posts up-to date allergy and dietary restriction lists in all classrooms and serving areas. Confidential allergy lists will be emailed to families on a regular basis, and when any changes are made.

Kindergarten and School Age children are required to bring their own lunches on non-instructional days.

ALL FOOD MUST BE ALLERGEN, PEANUT AND NUT FREE.

Parents who serve foods containing allergens at home are strongly encouraged to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)

Parents/Guardians must refer to the DWDC Allergen List and Anaphylactic Policy to ensure that the lunches they are providing for their child(ren) are safe for **all** members of DWDC.

Bagged lunches and containers must verified as **"ALLERGY SAFE"** prior to entry of DWDC.

Parents/Guardians are required to verify ingredients of foods that either do not come in its original packaging or resemble known allergens (i.e. Wow Butter), either verbally at drop off time, or in writing.

All lunches and ingredient lists are inspected by staff prior to lunch time.

Lunches should also contain food and drinks that meet the nutritional requirements of the Canada Food Guide.

DWDC staff reserve the right to refuse entry of unverified food into the child care centre.

Allergies

Anaphylaxis is a serious allergic reaction and can be life-threatening. DWDC strives to minimize the risk of a child being exposed to known allergens. Individual Anaphylaxis Plans for each child at risk with a photo of the child and procedures are available and visible to all staff.

Parents/Guardians are required to inform the Centre of any changes in their child's allergies and medical information related to the allergy.

If a child has an allergy that requires an epi-pen, it is the Parent/Guardian's responsibility to provide the epi-pen to the centre in its original package. DWDC reserves the right to put services on hold if no epi-pen is provided. Replacement epi-pens must be provided a minimum of 1 week before its expiration date.

Individual Medical Plan

An individual medical plan will be developed and put in place for any child with medical concerns or who requires medication on an emergency basis. All individual medical plans will be developed in partnership with the child's Parent/Guardian. Plans will be reviewed and signed off annually by all centre staff, students, and volunteers.

Where permitted under applicable legislation and a child's individualized medical plan, emergency medications may be carried by an authorized child or staff member to ensure timely access. This includes medication for asthma, anaphylaxis, diabetes, epilepsy or other medical conditions where a prescribing medical professional determines that immediate access is necessary to prevent a significant health risk.

DWDC will ensure appropriate safeguards are in place to prevent other children from accessing these medications.

Safe Drinking Water

DWDC water testing is completed annually under the direction of TDSB. Children are encouraged to come to daycare with a labelled reusable water bottle. DWDC will never refuse water to children. Water bottles are accessible to all children at all times. Staff refill water bottles daily or as needed.

Rest

A rest period is defined as a time during which children either sleep, rest, or participate in quiet activities.

In accordance with the Child Care and Early Years Act (2014), a rest or nap period of no more than two hours is scheduled for Preschool children where they are allowed to participate in one or a combination of these activities. DWDC Preschool rest time is scheduled daily from 1:00-3:00 pm. After one hour of rest, children who are not sleeping are provided with quiet learning experiences, as identified on the program plan while their peers may still be sleeping.

Each Preschool child is provided with their own cot and bedding, which is laundered weekly, at a minimum. Children are welcome to bring a personal soft toy or blanket from home to use during rest time. Personal items will be sent home with families on weekends to be laundered.

Preschool children's sleep or rest time is monitored by staff through regular visual checks and documented in order to ensure their health and safety.

On non-instructional days, DWDC offers Kindergarten and School Age children the opportunity to engage in quiet activities for a minimum of 30 minutes following their lunch period.

Accidents & Injury

All staff employed at DWDC are trained in Standard First Aid and CPR-C and will provide treatment for minor injuries such as cuts, bruises, scratches etc. All accidents are recorded on an Accident Report, which the Parent/Guardian is required to read and sign, and a copy will be offered to Parents. Accident Reports will be kept on-site in the child's file.

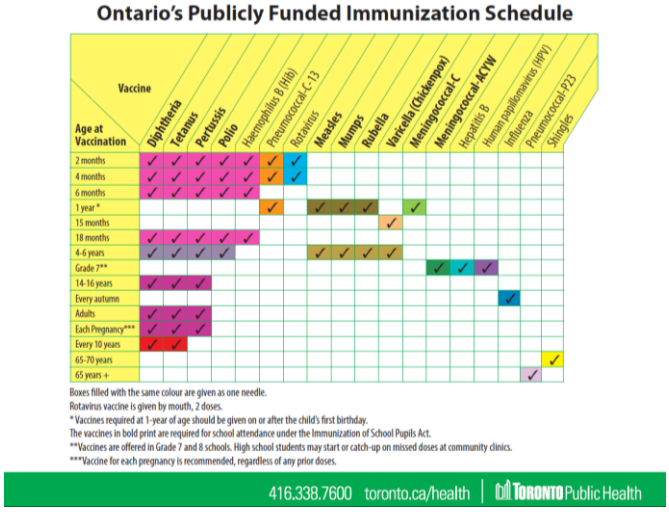
Any accident/injury to the head will immediately warrant a phone call to the Parent/Guardian.

If the situation requires attention beyond basic first aid, we will contact you or the emergency contact listed in your child's Registration Package. Emergency Services (9-1-1) will be called if required. In the meantime, a staff member will accompany the child to hospital by ambulance and update family members / emergency contacts of which hospital the child is attending.

If you child has an accident at home, please inform the staff team so that we are aware of the incident.

Immunization

All children attending DWDC Preschool Program must provide the centre with an up-to-date immunization record.



DWDC will maintain up to date records on every child attending our centre. The Management Team will review child records annually to ensure records are up to date. In the event that there are missing vaccinations, an email will be sent out to the Parent/Guardian reminding Parents to update mandatory immunizations as required.

Parents wishing to not have their child immunized must provide one of the following:

- A written medical exemption by a qualified medical practitioner, which clearly states the reasons why the child cannot be immunized

- A completed Immunization Exemption Form identifying that you gave chosen not to immunize your child on the grounds that the immunization conflicts with your conscious or religios beliefs

If an outbreak of a communicable disease occurs, any child who is not adequately immunized will not be able to attend card until the outbreak is over.

Suspension notices will be issued and taken into effect until the required immunization is received or an exemption is provided.

Illness

Each day when your child is dropped off at the centre, staff are required to do a basic health check to ensure your child is able to participate in the program that day. If your child is not well, we encourage you to keep your child home and visit a medical practitioner if necessary.

Staff practice daily infection control measures to prevent and manage illness to the best of our ability.

If your child is showing any of the following symptoms of ill health they should stay home:

- A temperature of 100° Fahrenheit / 38.5°Celcius or over
- Diarrhea
- Extensive or unexplained rashes
- Vomiting
- Unexplained paleness, flushed face or constant crying
- Discharge from the eye or puffy or red eyes

- Inability to participate in the program as usual

Your child should remain home until:

- Symptoms have been improving for 24 hours, **or**
- Two full days after the last instance of nausea, vomiting, and/or diarrhea), **and**
- They do not have a fever, **and**
- They do not have any new symptoms

If any of the above develops while your child(ren) are at the centre, you will be called and required to pick up your child as soon as possible.

DWDC will complete an Illness Form documenting the time the illness was observed, details describing the illness, the time parent was called and time child was picked up. Illness forms are to be signed by the staff observing the child, parent/guardian and Director. Illness forms will be kept on site in the child's file. A copy will be offered to families.

Families are reminded to refer to *Toronto Public Health's Child Care and School Screening Questionnaire* which can be found here.

Unfortunately, there are other times when it is difficult to determine if a child should be at daycare. Please be considerate and use reasonable judgement. Remember that in group situations, germs are passed easily and quickly, regardless of precautions taken. It there are indicators that your child is unwell or unable to fully participate in the program they should stay at home.

Medication

DWDC staff are only able to administer prescription medication. If your child requires prescription medication, it must be provided in the original bottle / packaging, clearly labelled with your child's name, and instructions for administering.

Parents must also complete and sign the appropriate medication administration form *before* the medication can be administered by staff.

Tylenol will not be administered without a doctor's note and completed medication form.

Benadryl will only be administered if it is part of an Individual Anaphylaxis Plan and has doctor and Parent/Guardian consent.

Parents should hand medication directly to staff so that it can be stored safely. As well, parents are required to take home any expired medication or medication that is no longer to be administered to the child to be disposed of appropriately.

Communicable Diseases

If a child is suspected of having any contagious disease, the child must not be in the Centre. If symptoms develop during the day, the Parents/Guardians will be asked to pick up the child immediately. The Centre will follow the guidelines and procedures of the Toronto Public Health for exclusion and reporting of communicable diseases.

Infection Prevention and Control

Surveillance	Staff will complete and document a visual assessment of each child upon arrival to the centre and throughout the day for any sign of illness.
Hand Hygiene	Staff, children and visitors are required to follow Hand Hygiene procedures as directed by Toronto Public Health. Signage is posted in all handwashing areas.
Glove Use	DWDC uses single use disposable gloves. Any person handling food, completing diapering/toileting, or handling any chemical must wear gloves. During diapering/toileting, gloves are to be changed for each child.
Respiratory Etiquette	To prevent the spread of microorganisms that cause respiratory infections (ex. Influenza) DWDC staff practice appropriate respiratory etiquette in the following ways: 1. Staying home when ill with a respiratory infection. 2. Minimize airborne droplets when coughing or sneezing by turning head away; coughing/sneezing into your arm; maintaining a two metre separation from others, covering your nose and mouth with a tissue, & disposing of used tissues into the garbage immediately after use. 3. Practicing proper hand hygiene immediately after coughing, sneezing and/or blowing their nose.
Diapering and Toileting	• DWDC currently uses TDSB approved facilities to support toileting and diapering. Staff are equipped with running water, liquid hand soap, paper towels and TPH approved handwashing procedures posted for quick reference. • Facilities are cleaned daily by TDSB caretaking staff. • Gloves are always used and changed for each child. • Personal Hygiene items are labelled and stored separately to prevent accidental sharing. • Soiled clothing is bagged, sealed and placed in the child's locker for pick up at the end of the day. It is the Parent/Guardian's responsibility to clean soiled clothing.
Environmental Cleaning/Disinfecting	DWDC follows TPH approved cleaning and disinfecting guidelines by: Maintaining cleaning and disinfecting schedules for each room/area identifying the surfaces, equipment and items to be cleaned and disinfected daily, weekly and monthly. Staff are to initial when completed. All cleaning and disinfecting products are clearly labelled with a description of the product, contact times, and instructions for proper dispensing and usage.

Laundry	Laundry Concierge currently provides consistent laundering services to DWDC. Laundry is completed a minimum of twice a month but always as needed. DWDC is responsible for preschool bedding/sheets, towels and rags and field trip shirts. Parents/Caregivers are responsible for their child(ren)'s extra clothing, soiled clothing, any "home" blankets and bedding. All home bedding and blankets must be taken home on Fridays to be washed and returned on Monday to the centre.
Sleep Equipment and Arrangement	Sleep cots are labelled and assigned to a single child. Cots are arranged head to toe to minimize the spread of respiratory infections. Cots are cleaned and disinfected weekly and as necessary (when soiled). Bedding is laundered and changed weekly and as necessary (when soiled).
Sensory Play and Toy Program	DWDC follows TPH approved cleaning and disinfecting guidelines by: Maintaining cleaning and disinfecting schedules for all toys and materials on a daily, weekly and monthly basis. Toy cleaning and disinfection schedules and log sheets are posted in all rooms and areas.
Pest Control	As DWDC is located within a TDSB school, pest control guidelines and maintenance are monitored by TDSB Caretakers and Facility Management. Both TDSB and DWDC ensure guidelines and maintenance adheres to Toronto Public criteria and standards.
Visiting and Resident Animals	Currently DWDC does not have resident animals on site. DWDC follows TPH guidelines for all visiting animals to the centre.
Occupational Health and Safety	DWDC complies with all TPH and Ministry Guidelines to ensure that all staff are safe at all times. Measures include ensuring access and availability to appropriate personal protective equipment (PPE). Instructions for use are posted and available at all times.

Fire Drills & Emergency Management

Dearham Wood Daycare has specific emergency management policies and procedures in place for various types of centre and city-wide emergencies. These are reviewed regularly with all employees to help ensure the safety of all children, parents, employees and visitors to the centres.

Staff will ensure that children are kept safe, accounted for, and always supervised during an emergency. DWDC Management will contact families by email or phone as soon as it is safe to do so.

If any emergency situations involving a child with an individualized plan in place arise, the

procedures in the child's individualized plan will be followed.

DWDC participates in both TDSB designated Fire Drills and independent monthly Fire Drills. Fire Drills are logged with date, time, number of staff, and number of children present. In the event of an evacuation caused by Fire or another emergency, the daycare will relocate to:

Boys and Girls Club of Scarborough
100 Galloway Road, Scarborough ON, M1E 1W7
(416) 281-0262

Emergency Closures

To ensure the health, safety and well-being of all children, staff and families of Dearham Wood Daycare, DWDC will close in the event of the following:

- Medical outbreaks
- Facility Emergencies (i.e. power outages, gas leaks, plumbing emergencies etc.)
- Weather Emergencies (winter storms, floods, hurricanes, earthquakes)

Decisions to close will be made as follows:

1. Under the direction of Toronto Public Health, Ministry of Education Ontario and City of Toronto;
2. Under the direction of Toronto District School Board; or
3. Under the direction of DWDC Board of Directors and Management Team

Outdoor Play & Weather Guidelines

Outdoor play is an integral part of the daily routine and plays an important role in the development of children's holistic health and wellbeing. Children thrive in programs where they can engage in physical gross motor play in natural outdoor spaces and playgrounds that present developmentally appropriate levels of challenge. Outdoor programming is an extension of our weekly planned indoor programming and all programs are required to complete an outdoor program plan in addition to their indoor program plans. These planned experiences strengthen functioning of cognitive, language, physical, social and emotional skills.

As per the Child Care & Early Years Act, children in a program that runs 6 hours or more daily are expected to be outdoors for a minimum of two hours each day. Children enrolled in a before and after school program are expected to be outdoors for a minimum of thirty minutes each day.

Children are required to be prepared for outdoor play experiences in all seasons.

Please see chart below for details:

WINTER MONTHS	SUMMER MONTHS	SPRING/FALL

Temperatures of minus 15 or lower, it is recommended by Environment Canada that outdoor play activities be limited or cancelled.	Temperatures of 27 degrees or higher, or if there has been a smog alert issued, Environment Canada recommends outdoor activities be limited or cancelled.	During high winds and/or heavy rainfall, outdoor activities will be limited or cancelled.
REQUIRED CLOTHING / ITEMS		
Winter Coats Winter Boots Hats/Gloves/Mitts/Neck Warmers	Summer Hats Sunscreen Sunglasses Loose and light clothing	Rain Boots Rain Coats Splash Pants

Please note: DWDC will always follow guidelines from Toronto Public Health, Environment Canada and The Weather Network. Any weather warnings and directions will be adhered to.

Sun Safe Policy

Safeguarding against extreme heat and air pollution during outdoor activities is a priority for both children and staff. The centre will obtain up-to-date weather reports during the summer, in the morning and afternoons, and prior to all outings. Dearham Wood Daycare relies on updates, reports and weather monitoring from Toronto Public Health, Environment Canada and The Weather Network.

The following guidelines are to be followed by all staff prior to engaging in outdoor experiences:

1. Director or designate will check weather details every morning and check air quality ratings.
2. Staff will ensure that all children have a hat and apply sunscreen 30 minutes before going outside.
3. Children that do not have sunscreen will only have access to shaded areas.
4. During all-day outdoor events, children will reapply their sunscreen after lunch and will have access to shaded areas and rest periods.
5. Water will be accessible to children at all times, no matter the duration of the outdoor period.
6. Individual child's comfort levels will be monitored closely. All staff will look for warning signals such as difficulty breathing, complaints of chest tightness, headaches, low energy levels and sore throat/nose/eyes. If a child displays any of these signs, accommodations will be made for the child to re-enter the daycare.
7. Outdoor activities for children with medical conditions will be cancelled and the child will be provided with alternative indoor activities.
8. In the event of poor weather (as identified in the chart above) outdoor experiences will be cancelled and replaced with indoor gross motor play in the Gym.
9. In the event of poor weather (as identified in the chart above) the centre may cancel field trips.

Community Walks and Off-Site Excursions

We strive to implement a variety of learning experiences for children to explore their local community, which is an integral part of children's identity.

Upon enrollment, assumed permission and consent is given by the child(ren)'s Parent/Guardian for local and off-premise excursions. This includes neighbourhood walks, local splash pad visits and parks within 15 minutes walking distance from the centre.

If these excursions occur spontaneously, parents will be advised a minimum of 30 minutes before programs leave the centre via Lillio.

Field trips that fall outside the parameters outlined above will have a detailed permission form sent home to be completed by the child(ren)'s Parent/Guardian. Prior to any departures, special attendance sheets are prepared, and all staff, children and volunteers are required to wear DWDC t-shirts over their clothing. Safety procedures are reviewed with all children. Children to staff ratios are maintained, or enhanced during field trips.

Behavior Management & Guidance

It is the duty of all staff to adhere to the Behavior Management Policy, to help others learn, and to report any breach of this policy. To witness a breach of the policy and not to report it makes one as accountable as the staff who is in violation. It may be reportable to the Children's Aid Society and could be cause for termination of employment with DWDC.

DWDC's primary goal is to focus on encouragement and positive guidance, rather than punishment. We have developed a **Positive Child Guidance Model** that is developmentally appropriate with self-regulation and strengthened social/emotional skills as the outcome. We focus on positive redirection and logical consequences.

DWDC recognizes that challenging behavior may still occur even by adhering to the acceptable behavior guidelines above. When children are observed being violent or aggressive towards others, staff are to remain calm, never take it personally, and use the situation as a learning opportunity.

Every child has the right to feel safe, secure, and understood, regardless if they are the perpetrator or the victim.

Acceptable Behaviour Management Guidelines:

- ✓ Establishing trust and confidence between staff and children through responsive, supportive interactions
- ✓ Consequences are logical, developmentally and age appropriate
- ✓ Appropriate space and tools are integrated to support self-regulation
- ✓ Staff set consistent and clear expectations, limits and boundaries
- ✓ Use choice and redirection where appropriate
- ✓ Staff model appropriate behavior at all times
- ✓ Give attention to positive behaviors
- ✓ Staff focus on the behavior, not the child

Prohibited Practices:

- X corporal punishment of the child;
- X physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is

used only as a last resort and only until the risk of injury is no longer imminent;

- X locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- X use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- X depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- X inflicting any bodily harm on children including making children eat or drink against their will; or
- X sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the *Early Childhood Educators Act, 2007*. O. Reg. 137/15, s. 48; O. Reg. 126/16, s. 34; O. Reg. 197/26, s. 15.

Additional resources to help de-escalate challenging behaviours and support children can be found in the DWDC Behaviour Management Policy.

Suspension/Withdrawal due to Challenging Behaviors

If it is evident that after discussions with the Parent/Guardian, Director, external resource support and the Board of Directors, our program is not meeting the needs of the child, the DWDC Board of Directors reserves the right to ask Parents/Guardians to withdraw their child from the Centre.

The Parent/Guardian will be informed of this decision in writing. The centre will also notify our Children's Services Consultant of the proposed withdrawal. Parent/Guardians will be given two weeks' notice to make other child care arrangements.

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 reason (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Parent Concern and Complaint Policy

We encourage Parents/Guardians to actively participate in our child care centre and regularly engage in discussions about their child(ren)'s experiences within our program. Our commitment is to offer families the best possible care, making your feedback invaluable to us.

All concerns brought forward by Parents/Guardians are treated seriously by our staff and students (hereinafter "Staff" or "Staff Members") Management Team, and the DWDC Board of Directors. Every issue will be addressed and we will make every effort to resolve concerns to the satisfaction of all parties as promptly as possible.

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 Member feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the DWDC Director or Board of Directors (*board@dearhamwooddaycare.com*).

Program-Specific Concerns

Program and room related concerns include such topics as schedules, sleeping arrangements, toilet training, indoor or outdoor program activities, and feeding arrangements.
Concerns about the regular daily care of a child are often most effectively addressed directly by that child's Parent/Guardian with the Staff working within that program/room. Where the Parent/Guardian is uncomfortable approaching the Staff directly, or feels that their concerns are not being adequately addressed after attempts to address them directly with the Staff, the Parent/Guardian is encouraged to contact the Director, who will respond as soon as practicable.

General Program and Operational Concerns

General/Operations related concerns include child care fees, hours of operation, waiting lists, menus, etc. All concerns about the general operation of the daycare should be addressed to the Director, which will be responded to as soon as practicable.

Formal Complaint Process: Staff, Students, and Volunteers

Where a Parent/Guardian has a complaint or concern about the conduct of a Staff Member that puts a child's health, safety or well-being at risk should be reported to the Director as soon as the incident occurs, or as soon as the Parent/Guardian becomes aware of the situation.

Where the Director is away from the centre (ie vacation) for more than one week, or where the Parent/Guardian feels the conduct must be addressed in the Director's absence because it impacts the immediate safety and well-being of their child, the Parent/Guardian should contact the DWDC Board to report their complaint.

Concerns or complaints about Staff conduct should come directly from the Parent/Guardian of the affected child, or a direct witness to the conduct at issue. This is to maintain the integrity and efficiency of the investigation process, and to maintain the confidentiality of all parties.

The investigation will consist of the following steps:

- The Parent/Guardian can submit their complaint in writing, or the DWDC Director will record a statement in writing for the Parent/Guardian.
- Where a Parent/Guardian submits their complaint electronically, they may be asked to meet with the Director where further information or clarity is required.
- The complaint must specify the Staff member or members engaging in the conduct of concern. The complaint should include a description of events, including the dates, location, and should identify any parent/guardian or Staff witnesses to the conduct, where that information is available.
- Parents/Guardians are able to indicate that they do not wish a particular complaint to be investigated pursuant to this Policy, even once it is submitted in writing. In situations where the well-being and the safety of the children will not be impacted, the Director and the Parent/Guardian can explore alternative opportunities for resolution of a particular concern. However, the Director will have the discretion to

pursue the investigation process regardless of the preferences of the Parent/Guardian where the Director determines it is in the best interest of children, families or Staff.

- The Director will interview any individuals who may have witnessed or have knowledge of the circumstances giving rise to the complaint.
- The Staff will be provided with the details and particulars of the complaint to allow them the opportunity to respond to the allegations. The Staff is entitled to the involvement of their union representative, as applicable.
- The Parent/Guardian will be provided with the outcome of the investigation in writing. Where applicable, a summary of the steps to be taken to resolve a complaint will be shared with the Parent/Guardian, and the Parent/Guardian will be notified where a complaint has been addressed with the Staff. However, any information about disciplinary action taken in relation to a Staff member cannot be shared.
- Resolution of a complaint, where appropriate, possible and assistive as determined by the Director, may include a facilitated discussion between Staff and Parent/Guardian, the provision of educational supports for Staff, review and improvement of processes, an evaluation of staffing assignments and workload and/or corrective action.
- Where a Serious Occurrence, as defined in the DWDC *Serious Occurrence Policy and Procedures* has been identified, all appropriate reporting obligations must be complied with.

Timelines

Once a written complaint is received or recorded, every effort will be made to have the above investigation process completed within 10 days. This timeline may be extended in some circumstances, which can include the involvement of multiple witnesses, or if key individuals are unavailable due to illness, or vacation. Where the timeline for investigation completion will be extended beyond 10 days, the Parent/Guardian will be notified, and if possible, an estimated timeline for completion will be provided.

Confidentiality

Every effort will be made to treat every issue or concern confidentially. However, the disclosure of factual information will, in most cases, be necessary to ensure an appropriate investigation can be conducted. Confidentiality must be distinguished from anonymity, and anonymity cannot usually be provided in the course of the investigation process. However, any information obtained about an incident or complaint, including information about any individuals involved will not be disclosed unless the disclosure is necessary for the purposes of investigating, or taking corrective/disciplinary action, or as is otherwise required by law.

False or Malicious Complaint

Any individual who knowingly makes a malicious or false complaint will be subject to the appropriate corrective and/or disciplinary action, up to and including termination or termination of membership.

Retaliation/Reprisal

All employees and Parents/Guardians have the right to provide information regarding a complaint without retaliation or threat of retaliation for doing so.

Escalation of Issues & Concerns:

If Parents/Guardians are dissatisfied with the response or outcome of an issue/concern, they have the option to escalate it in writing to the President of the DWDC Board of Directors, via the Parent Liaison at board@dearhamwooddaycare.com.

Furthermore, issues/concerns may also be reported to other relevant regulatory bodies, such as the Toronto Public Health, Toronto Police Services, Ontario Ministry of Labour, Toronto Fire, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers, etc., where appropriate.

Important Contact Information	
DWDC Executive Director	416-283-7207, office@dearhamwoodaycare.com
Parent Liaison, Board of Directors	board@dearhamwooddaycare.com
Toronto Public Health	416-338-7600
Toronto Fire Department	416-338-9050
College of Early Childhood Educators	416-961-8558
Ontario Ministry of Education, Licensed Child Care Help Desk	1-877-510-5333, childcare_ontario@ontario.ca
Toronto Children's Services	416-338-8888

Supervision of Volunteers and Students

At no time are students and volunteers permitted to be left alone with a child under the age of 18 and are not to be counted in staffing ratios at any time.

All students and volunteers will review and adhere to the DWDC Employee Manual & Policies and Procedures.

Cooperating teachers are responsible for ongoing monitoring of students, as well as completing midterm and final evaluations. Any issues with student or volunteer behavior management practices will be reported to the Director or Designate who will address the concern immediately.

Students and volunteers are informed that refusal to comply with any DWDC Policies and Procedures outlined in the Employee Manual will result in immediate dismissal. The student's school will be notified and the student will no longer be permitted to access the centre.

Prior to commencing a placement, all students and volunteers will be given a tour of the centre, made aware of allergies and dietary restrictions, and will review Individual children's Anaphylaxis Plans. All students and volunteers are required to have a completed Health/Immunization form completed including up-to-date vaccines, as well as a Police Reference Check with Vulnerable Sector Screening completed within 6 months of their start date. Originals are to be kept on their person and copies will

be kept in their student or volunteer employment file.

Dearham Wood Daycare Family Handbook

Parent Acknowledgement

I, Parent or legal Guardian of _____ acknowledge that I
(child's name)

have received a copy of the Dearham Wood Daycare Family Handbook. I have read and understand the contents of this Handbook, and agree to abide by the policies and procedures within.

I understand that there is always a current version of our Family Handbook at dearhamwooddaycare.com.

I acknowledge that I must refer to the Family Handbook for policies and procedures related to the childcare programs. If I have questions about the contents of this

Handbook, I will consult the Dearham Wood Daycare Director.

Date: _____

Parent/Guardian's Name: _____

Signature: _____