



# PARENT HANDBOOK 2021

TOTS'N'TYKES  
CHILD CARE  
CENTRE

60 NINTH ST,  
COLLINGWOOD ON  
L9Y 2G2  
705-445-5515  
E3.CA



# TABLE OF CONTENTS

Introduction	4
Philosophy	5
Program Statement	5
The Reggio Emilia Approach to Education	6
Goals	6
Enhanced Health Measures- COVID-19	6
Training	6
Deep Cleaning of the Centre	7
Accessible Documentation/Interactions without Face to Face	7
Handwashing	7
Sanitizing/Disinfecting	7
Personal Protective Equipment (PPE)	7
Physical distancing	7
Arrivals and Departures	8
Enrollment Policies	8
Forms	8
Hours of Operation	8
Absenteeism	8
Withdrawal from the Program	9
Beginning Your Journey at Tots'n'Tykes	9
Orientation	9
How to get ready for the day	9
Clothes for the day	9
Items from home	9
What not to bring	9
Key contacts	9
HiMama Application and Communication Centre	10
Children's Progress	10
Open Door Philosophy	10
Canadian Anti-Spam Legislation and Opting out of Electronic Messages	10
Updating Your Information	10
Fees	11

Registration Fee	11
Fee Schedule	11
Fee Subsidy Assistance	11
Payment	11
Departure Late Fees	11
Withdrawal Notice	11
Vacation allotment	11
Paid Closure Days	12
Sick Leave	12
Health and Wellness	12
Immunizations	12
Illness, Communicable Disease and Outbreak	13
Reporting absences	13
Daily Health Checks	13
Medications	13
Diaper Cream	14
Anaphylaxis, Allergies and Medical Conditions	14
Quiet Time	15
Nutrition	15
Dietary Restrictions and Food from Home	15
Birthdays and Celebrations	15
Field Trips	16
Child Behaviour Guidance	16
Emergency policies	16
Fire Drills	16
Extreme Weather	16
Emergency Management	16
Corporate Standards	17
Licensing and Regulations	17
Child Care Centre Ratios	17
Accident Reports & Serious Occurrences	17
Parent and Community Issues and Concerns Policy and Procedures	18
Confidentiality	18
Conduct	18
Concerns about the Suspected Abuse or Neglect of a child	18

Gift Giving	19
Procedure	20
Escalation of Issues and Concerns	21
Prohibited Practices	22
General Policies	22
Smoke Free/Vape Free	22
Non-discrimination Program	22
Children with Special Needs	22
Statutory Holidays-Centre Closures	22
Students and Volunteers	23
Appendix A	24
Appendix B	26

## Introduction

Dear Parents/Guardians,

Welcome to Tots'n'Tykes Childcare Centre! If you are a returning family, we are thrilled to have you back. If you are new to our Tots'n'Tykes family, we welcome you to partner with us in education.

During the COVID-19 pandemic, we want to ensure that you are well informed and confident in our ability to keep your child and family safe, while learning through play. The Early Childhood Educators at Tots'n'Tykes and the administration at E3 Community Services are committed to providing a quality program that is safe and engaging, encouraging your child's natural curiosity.

While many things will seem different with procedures in place for safety of all, this will still be an environment that fosters learning and most of all, fun. It is our goal to draw out and inspire the best in our children as we provide them with opportunities to create, explore, and learn.

This handbook will lay out the changes as we enter the next phase from the COVID-19 pandemic. As the situation is unprecedented and is constantly evolving, we are prepared to remain flexible to adjust and continue providing a growth environment. Please ensure you are familiar with the contents of the handbook. The handbook may be updated from time to time and you will be informed of the new edition. You will find an electronic copy at <https://e3.ca/tots-n-tykes/>

Please feel free to contact me if you have any questions about the policies and procedures that are outlined in this Parent Handbook. They are in place to ensure that Tots'n'Tykes is a safe and enjoyable place for your family.

Gail Lalonde, RECE  
Manager  
E3 Community Services Inc

## Philosophy



At Tots 'n' Tykes Child Care Centre, we view all children as competent, capable, curious learners and rich in potential.

Every child is creative and full of potential.

We believe each child is born curious. We provide a stimulating environment that uses this natural trait to create a lifelong love of learning.

## Program Statement

We provide programming and pedagogy that is consistent with the Ministry of Education document "How Does Learning Happen? Ontario's Pedagogy for the Early Years."

Staff will plan and support play experiences based on each child's needs, interests and abilities. In each playroom there will be child-initiated and staff supported play experiences. There will be opportunities for indoor & outdoor play, quiet and active play and a rest period.

Daily schedule, activity plans and daily reports will be posted on the HiMama communication and recording app. Further documentation through HiMama may be in the form of written observations, pictures and children's portfolios. These documentation strategies will be reviewed annually in order to determine the impact they have had on the children and the families.

Emergent Curriculum is a way of teaching and learning that requires teachers to observe and listen to the children. Teachers ask questions and listen for the children's ideas, hypotheses and theories. After observing children in action, the teachers compare, discuss, and interpret their observations. Teachers plan activities, studies and long term projects in the classroom based on their observations. Teachers partner with children and the exchange of theories are referred to as the Cycle of Inquiry. Teachers use their interpretations, intentions and goals (social, emotional and academic) to make choices that they share with children. Learning is seen not as a linear process but as a spiraling progression.

## The Reggio Emilia Approach to Education

The Reggio Emilia approach to early childhood education views young children as individuals who are curious about their world and have the powerful potential to learn from all that surrounds them. Educational, psychological, and sociological influences are important factors to consider in understanding children and working to stimulate learning in appropriate ways. Reggio teachers employ strategies such as exposing children to a wide variety of educational opportunities that encourage self-expression, communication, logical thinking, and problem-solving.

### Principles of the Reggio Emilia Approach:

The Reggio approach follows four major principles. These are:

- **Emergent Curriculum.** A classroom's curriculum stems from the particular interests of children. Curriculum topics are derived from talking with children and their families, as well as from things that are known to be interesting to children (puddles, dinosaurs, and so on). Teachers compare notes and observations in team planning sessions to decide which projects would be best suited to children in their classes, what materials will be needed, and how they can encourage parents and the community to become involved.
- **In-Depth Projects.** These projects are thorough studies of concepts and ideas based on the information gathered about children's interests. Projects are often introduced to children as adventures, and can last anywhere from a week or two to the entire school year. Teachers act as advisors on these projects, helping children decide in which direction they would like to take their research, how they can represent what they learn, and what materials would be best suited for their representations.
- **Representational Development.** This principal takes into account Howard Gardner's concept of multiple intelligences. The Reggio Emilia approach calls for the presentation of new ideas and concepts in multiple forms, such as print, art, drama, music, puppetry, and so on. Varied presentations ensure that all children have the chance to understand and connect with the concepts being explored.
- **Collaboration.** The idea of collaboration is seen as necessary to further a child's cognitive development. Groups both large and small are encouraged to work together to problem-solve using dialogue, comparisons, negotiations, and other important interpersonal skills. Each child's voice is heard in order to promote a balance between a sense of belonging to the group and a sense of self.

## Goals

- To promote health, safety, nutrition and well-being of the children
- To encourage children to interact and communicate in a positive way and to support their ability to self-regulate.
- To foster the children's exploration, play and inquiry
- To support positive and responsive interactions among, children, staff and parents
- To foster the engagement of ongoing communication with parents about the program and their children
- To work in collaboration with community partners and to all those partners to support children, their families and staff within our child care setting.

## Enhanced Health Measures- COVID-19

### Training

All staff who teach in the Child Care Centre have received training on the enhanced measures for cleaning, disinfecting, toy management, new distancing, arrivals and departure, documentation. They have also received training in donning and doffing personal protective equipment.

## Deep Cleaning of the Centre

The Centre receives daily professional cleaning at the end of the day and rotational weekly and monthly targeted cleaning. Additional staffing ensures that all surfaces are deep cleaned during the course of the day. All toys were curated with older and unusable soft toys removed. All soft furnishings and carpet were removed. New easily cleanable toys and furniture were introduced. Clutter was removed to improve ability to clean.

## Accessible Documentation/Interactions without Face to Face

In order to facilitate communication without the need to introduce families in the Centre, Tots'n'Tykes has adopted the application "HiMama". It allows the educators to document the child's day according to "How Does Learning Happen?" and the emergent curriculum embraced by the Ministry of Education under the Child Care and Early Years Act (CCYEA) 2014. Furthermore, the child's file will be available through the app for the family at any time during the day. At the end of the day, a full report is sent directly to your email. HiMama facilitates two-way timely communication between the classroom and the families. You will receive reports of injury through the application as well.

Furthermore, Zoom videoconferencing is introduced to enhanced communication and have regular meetings with parents. All new admissions to the Centre as well as orientation will be done through Zoom.

## Handwashing

As soon as children arrive to the classroom, they will wash their hands with soap and water for 20 seconds. Educators will guide the children through the proper steps of hand washing. Hand washing will occur frequently throughout the day. Sanitizing stations are located throughout our facility.

## Sanitizing/Disinfecting

All hard surfaces will be disinfected throughout the day, before and after use as well as at the end of each day. Any toys that go into a child's mouth will be put into the disinfecting process like usual. All surfaces and toys will be sprayed prior to leaving the room throughout the day. All sensory bins, soft toys, pillows, dress-up clothes will be put away during the pandemic control measures.

Children will not share toys and when toys are exchanged, they will be removed and cleaned before being put back in the play area. Personal, labelled bins will be available for each child for art supplies. Natural materials may be available for the child but will be held in a personal basket or discarded after use with one child.

## Personal Protective Equipment (PPE)

Each educator will wear a mask and a face shield during the day. The arrival screener will don PPE (mask, face shield).

Educators have been fully trained on donning and doffing PPE.

## Physical distancing

Each classroom is considered a "family." Each "family" will physical distance from other "families" to assure safety. Classes will not intermix and will be with the same educators assigned to that classroom. Furthermore, the children will be physically distanced as much as possible through parallel play and small play "pods" in the classroom.



## Arrivals and Departures

Arrivals and departures times will be staggered. All children must arrive by 9 am. Parents/guardian will not be allowed to gather in the screening area or enter the Centre.

Once the screener/educator gives the ok, the parent/guardian will bring the child to the door. **All parents MUST wear face coverings.** The screener/educator will do a visual assessment before allowing the child into our lobby, with minimal contact between the educator and parent/guardian. If possible, the person dropping off the child should not be a “vulnerable” person, ie someone with significant underlying medical issues. You are asked to pre-screen using the Public Health questionnaire available on our E3 website.

The child’s temperature will be taken and you will be asked to confirm your screening regarding symptoms and travel. Parents/guardians will not be able to access the Centre past the screening area.

The screener will be wearing a face mask and a face shield during the screening process.

Before the parent leaves they can pre-book a departure time or message through HiMama what time they will be coming to pick up their child. This way the screener/educator can have your child ready and waiting at the door.

Please see detail Standard Operating Procedure in **Appendix B**

## Enrollment Policies

### Forms

Before enrolling any child, parents or guardians must contact the Centre to request an enrollment package that includes an application, medical form and program statement.

Completed enrolment packages shall be received for children between the ages of 18 months to 4 years of age. Children are enrolled according to age, availability and child care requirements as stated by the parent.

All forms can be filled out electronically, signed and returned electronically to the manager of the Centre.

### Hours of Operation

Tots’n’Tykes will be open from 8:00am – 5:00pm, Monday through Friday.

### Absenteeism

Parents must notify the Centre if their child is to be absent from the program. If any child is absent without sufficient explanation for more than two weeks, their enrolment will automatically be terminated.

## Withdrawal from the Program

We kindly request that you advise us in writing through e-mail if you plan to withdraw your child from the program. We ask for 1 month notice prior to the month you plan to withdraw your child.

## Beginning Your Journey at Tots'n'Tykes

### Orientation

When a space becomes available, the manager will contact the parent to arrange a mandatory virtual orientation meeting. The orientation forms will then be electronically sent to the parents which will need to be electronically completed and returned to the manager prior to the orientation meeting. During the orientation, parents will have the opportunity to discuss any concerns.

### How to get ready for the day

- Dress in comfortable clothes
- Dress for the weather. There is outdoor play.
- Protect your skin! Apply sunscreen before you leave home!

### Clothes for the day

- Comfortable easy to wear clothing, free of complicated fasteners
- Clean indoor shoes, preferably with Velcro, labelled with child's name. These will stay at the centre in your child's cubby.
- If your child is toilet training, easy on/off clothing
- Change of clothing in a zipper top bag, more than one depending on the stage of your child's toilet training
- All your child's belongings should be labelled to avoid confusion.
- Diaper (in an intact sleeve), wipes and diaper cream if applicable, and clearly labelled
- Winter: hat, scarf, boots, snowsuit, mitts
- Spring/Early Summer/Fall: splash pants, rain boots, rain hat, additional pair of mittens for outdoor play on cooler days
- Summer: Sun hat

### Items from home

- Sunscreen for all seasons: should be labelled with the child's name and will not be shared
- If your child uses a soother, the soother must be placed in a container. If possible, it should be left at the centre.
- Please keep all plush toys at home. If your child cannot sleep without a particular toy, please send in a zipper lock bag for use at that time.

### What not to bring

- Toys from home
- Cell phones or electronic devices
- Outside food (unless there is a special arrangement for allergy)

### Key contacts

For any questions or concerns, please contact the Centre's manager, Gail Lalonde.

Gail Lalonde: office: 705-445-5515  
Email: [glalonde@e3.ca](mailto:glalonde@e3.ca)

Should you need to escalate your concerns, please contact Christine Vallis-Page, CEO, E3 Community Services

Christine Vallis-Page: office: 705-445-6351 ext 248  
Email : [cvalis-page@e3.ca](mailto:cvalis-page@e3.ca)

## HiMama Application and Communication Centre

Two way communication can take place through the HiMama app. You will be able to message the Centre directly through the app. All classrooms are equipped with tablets to ensure timely responses. The technology will also allow sharing of pictures.

We ask that you do not share pictures of your child from the app with others should other children be present in the picture. We do endeavour to preserve the confidentiality of all children within the Centre and will not knowingly show other children in a child's photo.

Documentation will be done on the app. The documentation meets the Ontario CCEYA standards.

Over the first week of your child's attendance to the Centre, we will be taking pictures at minimum once per day so that you can view your child in the first few days of his/her new adventure.

## Children's Progress

Educators will complete the Nipissing Developmental Screen twice per year. If needed educator & manager and will meet virtually with parents to review findings and or complete Early Referral Identification Kit (ERIK).

## Open Door Philosophy

The "open door" philosophy encourages the participation of parents/guardians to enrich the programs and care provided to the children. At this time, we unfortunately cannot allow visitors to the Centre. We encourage families to call or communicate through the app.

## Canadian Anti-Spam Legislation and Opting out of Electronic Messages

Canada implemented the anti-spam legislation in 2014 which requires express consent to send commercial electronic messages, including messages to email addresses and text messages via cell phones. Please be advised that should you opt out of electronic messages, in cases of mass communication for an emergency or other timely information, you will not receive these. Where there is a need to communicate quickly, the Centre may use other medium such as telephone or social media to communicate with parents on all channels.

## Updating Your Information

It is very important for the parent/guardian to ensure the Centre has the correct contact information on file. Please keep us updated with changes to your contact information such as email, mailing address, telephone number, emergency contacts, and any changes regarding custody or access to the child(ren), etc.

## Fees

### Registration Fee

A registration fee will be payable at the time each child is enrolled. This fee will be non-refundable and a receipt will be issued.

### Fee Schedule

Parents pay according to the age of the child, whether child is wearing diapers or pull ups, the number of days enrolled and the type of program.

### Fee Subsidy Assistance

Fee Assistance is available to eligible parents through the County of Simcoe Children's Services Division.

### Payment

Invoices will be issued at the beginning of each month via HiMama. Payments will be made electronically, whenever possible. You can pay via e-transfer (accounting@e3.ca). Should you pay via e-transfer, please ensure that in the message box you include the name of the child(ren) to ensure it is deposited in the appropriate account, as children do not always have the same name as the payor. You can also arrange for credit card payment. Please speak to the manager for further information.

Should these methods not be available to you, we can accept cheques mailed to the main office, with a message of which child's account it should be made to. Due to higher fraud risk, we encourage you to pay in alternate ways. Also, the parent will not be able to enter the Centre at this time. The mailing address is: E3 Community Services, 100 Pretty River Parkway North, Collingwood, Ontario, L9Y4X2, attention: accounting, tots'n'tykes

All fees must be paid in full by the 15<sup>th</sup> of the month. Payments received after the 15<sup>th</sup> there will be \$10 late fee charge. Receipts will be issued via HiMama.

### Departure Late Fees

Parents will pay a late fee of \$10.00 for every 5 minutes after closing time of 5p.m. This fee is to be paid in cash to the educator on duty and there is no receipt issued.

### Withdrawal Notice

Parents are required to advise the supervisor 4 weeks in advance if they plan to withdraw their child from the program, otherwise full fees may be charged.

### Vacation allotment

All new enrolling families must attend six months before they will be eligible to use any vacation days earned. The vacation day allotment for each child is pro-rated according to the number of days he/she attends each week. Please refer to the chart below.

Days Attended/Week Days	Vacation
5 days	10 days per year
4 days	8 days per year
3 days	6 days per year
2 days	4 days per year
1 day	2 days per year

The vacation days earned must be used within twelve months following the initial six-month waiting period. Vacation days cannot be accumulated and carried over to the following twelve-month period. No fee is charged for vacation days.

### Paid Closure Days

The centre will be closed for the statutory holidays. Parents will be required to pay fees for these days if the closure day falls on a child's regular scheduled day to attend.

### Sick Leave

\*\*\*Please note that at this time, children's symptoms of COVID-19 are very broad and the list has expanded significantly over the course of the pandemic. Unless testing negative, all children will be treated as potential carriers of the virus. Should your child have known conditions, such as runny nose due to allergies, regular rashes, etc, the Educators will know these conditions and they will be accepted. However, under no circumstances should a child come to the Centre with a fever, or having been treated for a fever in the previous 12 hours. This is for the protection of all children, families and staff and also a mandate from the Simcoe Muskoka Public Health Unit.

A child must not be brought into the Centre if they have a rash, head lice, diarrhea, vomiting, running a fever, or has any infectious disease. A child that develops symptoms of illness, may not remain at the centre, parents will be notified to pick up the child. In order to avoid infecting others the child will wait with an educator in the isolation room. In cases of symptoms related to Covid the health unit will be notified and will provide next steps.

If a child is absent due to an illness, the parent will be required to pay for the first 3 sick days. On the 4th consecutive sick day and all additional consecutive days, no fee will be charged and a doctor's notes will be required in order for this exemption.

## Health and Wellness

### Immunizations

The Centre is required to maintain up to date immunization records for all children attending the Centre. Parents/guardians are required to supply proof of up to date immunization. Please advise the Centre of any updated immunization. For parents/guardians who do not wish to immunize, exemptions are to be documented as follows on a Ministry of Education Approved form:

- For medical exemptions, a legally qualified medical practitioner must complete the "Statement of Medical Exemption Form" found here. <http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/010->

[3041E~1/\\$File/3041E.pdf](#)

- For religious or philosophical exemptions, a “Statement of Conscience or Religious Belief’s Form” must be completed by a commissioner for taking affidavit. The form can be found here:  
[http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/010-3042E~1/\\$File/3042E.pdf](http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/010-3042E~1/$File/3042E.pdf)

## Illness, Communicable Disease and Outbreak

The goal of the Centre is to keep everyone free of illness. However, despite our efforts, illnesses can occur at the Centre or at home. The first line of defence is to ensure that illnesses are managed by parents and educators. We ask that if your child is ill, he/she should stay home to ensure a speedy recovery. If an illness is serious or there is an outbreak, proper management will involve working with parents and Simcoe Muskoka District Public Health Unit (SMDHU). We will follow polices and procedures for exclusion, reporting and communicating illnesses and ourbreak, enhanced handwashing and thorough cleaning and Disinfecting.

**In the current pandemic, COVID-19**, enhanced practices of cleaning and disinfecting all surfaces, high touch areas, and washrooms, are in place every day, at least twice per day. Screening of all children and staff is in place and non-essential visitors, including parents, are not allowed in the Centre to reduce exposure. All staff are required to wear appropriate PPE depending on their role including medical masks, face shields, gloves and gowns. Physical distancing is also in place with all people in the Centre. Please see the full COVID 19 policy available on our website here: <https://e3.ca/tots-n-tykes/>

An outbreak is defined as a sudden rise or incidence of a disease. In the case of any outbreak at the Centre, we will inform all families and provide information related to the disease. Thorough sanitization practices will take place daily during the time of the outbreak. Given the current pandemic, SMDHU is closely following any potential symptoms of COVID-19 and has made mandatory reporting policies with any symptoms of the virus. A full outbreak policy is developed and can be found on our website here: <https://e3.ca/tots-n-tykes/>. At this time, all outbreaks are considered high risk due to the pandemic and actions will be directed by SMDHU, with the highest health measures.

## Reporting absences

If your child is absent due to illness, you must notify the centre before 8am. If your child is ill, please notify us of the nature of the illness in particular if the illness is contagious.

## Daily Health Checks

As per SMDHU mandate during the pandemic, all children will be screened prior to entry and any sing of illness will require the child to be excluded for the day. Please see Appendix 1 for detailed explanation of the process.

Monitoring of children’s health will be heightened during the day. See COVID policy.

## Medications

The administration of medication is considered a high-risk practice and carries obligations for both educators and parents/guardians. Administration of medication requires attention to detail, excellent record keeping, teamwork and common sense. Incorrect administration has health risks and staff must be trained to reduce the health risk.

Parents are expected to complete medication forms accurately and legibly in order to provide clarity. Educators must ensure the documents are accurate before proceeding with administration. We ask that parents advise the educators if and when medication has been administered prior to coming to the Centre.

All staff are trained in Standard First Aid and Infant/Child CPR.

All medications administered by educators must be prescribed by a doctor. No over the counter medication will be given. Medications will be kept in a locked box kept in the refrigerator or office. Parents must sign a medication permission form. The medication must be brought to the centre in the original container obtained from the drug store. The label must state: type of medication, dosage to be given, name of the child and doctor, and the expiry date.

Parents/guardians should collect the medication at day's end. Please ensure that no medications of any kind are left in children's bags.

If your child requires medication, you must complete a "Medication Permission and Administrative Record" detailing the following information":

- Name of medication
- Dosage
- Time the medication is to be administered
- Time of last dose
- Parent/guardian signature
- Doctor prescribed label on the bottle

Any emergency medication, such as EpiPens and puffers are not locked, and are stored in the child's room in a emergency bag and out of reach of children.

## Diaper Cream

- Diaper cream must come in a new and un-opened package.
- The cream must be labelled clearly with the child's name.
- An expiry date must be legible.
- Prescribed diaper rash cream will require an additional medication form to be completed.
- Permission form must be completed in full.

## Anaphylaxis, Allergies and Medical Conditions

Tots'n'Tykes Child Care Centre will do its very best to maintain a nut free and allergy aware environment. Although we cannot guarantee that all products in the Centre are free of all traces of peanuts or other allergens, we choose "peanut free" items to purchase.

Before a child attends the centre or upon discovering that a child has had an anaphylactic allergy, an individualized plan will be developed for each child in collaboration with the child's parents and any regulated health care professional who is involved in the child's care that the parent believes should be included in the consultation.

For children with special medical conditions, for example seizure disorder, diabetes, etc, you will be required to complete

a “Special Medical Condition Individual Action Plan” which will include but not be limited to:

- Steps to reduce the risk of the child being exposed to any triggers or situations that could make a medical condition worse or cause an allergic reaction or another medical emergency.
- A description of any medical devices the child needs and any instructions on how to use it.
- A description of the procedures to follow if there is an allergic reaction or another medical emergency.
- A description of the supports the child needs while in child care.
- Any additional procedures to follow when a child with a medical condition is evacuated or participating in an off-site field trip.

The plan should be reviewed yearly, at the start of the school year.

Anaphylaxis and Medical Condition Action Plans must be reviewed and updated on an annual basis or when changes occur. Parents are responsible for training the staff on the procedures within their child’s action plan and this must be completed prior to the child admittance to the centre.

- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child’s needs, ask the child’s parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the child care centre with the child’s full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home 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.)

## Quiet Time

The Centre will provide rest time for all children. We monitor and report the amount of sleep the child gets. At times, your child may not sleep as soundly due to the number of children in the room. We will endeavor to refocus waking children on quiet activities until all children are ready to wake and have rested completely.

## Nutrition

A noon meal is provided at the centre, plus a mid-morning and mid-afternoon snack. Menus are posted on HiMama for parent information. The centre provides 2/3 of the child’s daily nutritional intake. The “Eating Well with Canada’s Food Guide” and the Child Care and Early Years Act 2014 Regulations are adhered to when planning nutritious meals.

## Dietary Restrictions and Food from Home

If your child requires a special diet due to cultural or medical reasons, we will do our best to accommodate you. However, please be advised that we may not be able to supplement everything.

Except for children with severe allergies or food restrictions, outside food is not permitted at the Centre. This includes homemade goods as well as store bought food.

## Birthdays and Celebrations



Celebrations are an important part of the child's social development. At this time, we will make every attempt to have celebrations that involve activities that promote physical distancing. Again, we ask that no outside food be sent to the centre.

## Field Trips

During the current pandemic, outings will not take place. We will adjust from time to time as new directives as issues by the Ministry of Education and the SMDHU.

## Child Behaviour Guidance

We are committed to providing a safe, nurturing and bias free environment for the children in our care, while encouraging to show respect for themselves, others and their environment. Our Educators make every effort to ensure that no child feels unsafe and use proactive strategies to promote socially acceptable and age-appropriate behaviours in children by setting reasonable goals and boundaries.

- Staff will use several techniques and strategies that support positive and responsive interactions among the children.
- Educators will model, coach and support the children.
- Educators will use a pleasant, calm voice and body language with facial expressions to reflect the spoken words.
- Educators will encourage children to listen to others, guide them through problem solving techniques, self-regulation strategies and redirecting when they engage in challenging behaviour.
- Educators will be consistent with limits, boundaries, acceptable choices and reasonable expectations for different ages and stages.

## Emergency policies

### Fire Drills

Drills are conducted on a monthly basis. Fire plan and fire drill procedures are posted throughout the centre on the bulletin boards. All fire processes are reviewed and approved by the Fire Marshall of the Town of Collingwood.

### Extreme Weather

During extreme weather alerts including heat, smog, wind chill advisories, children will not participate in the outdoor program and an alternative play plan will be implemented.

### Emergency Management

Tots 'n' Tykes maintains an Emergency Management Policy & Procedure Manual. This manual is reviewed with all staff, students and volunteers on an annual basis.

For purposes of training and practice, the manager will conduct monthly fire drills, semi-annual hold & secure, & lock down drills.

In the event of an evacuation the staff will proceed with the children to the emergency shelter site at Cameron Street Public School. A sign will be placed on the centre's front door informing families of the evacuation. Upon arrival at the emergency shelter families will be contacted via Hi Mama to pick up their child.

Families will be notified when it is safe to return their child to Tots 'n' Tykes Child Care Centre.

## Corporate Standards

### Licensing and Regulations

Our Centre is licensed under the Child Care and Early Years Act (CCEYA 2014) of the Ontario Ministry of Education Child Care Quality Assurance and Licensing Office and undergoes an annual licensing review process. We are required to meet all regulations of the Child Care and Early Years Act (CCEYA 2014), as well as Health, Safety and Fire regulations dictated by the Simcoe Muskoka District Public Health Unit, the County of Simcoe and the Fire Marshall of the Town of Collingwood. The Program Advisor, from the Ministry of Education, monitors standards for safety, staff training, program quality and compliance with the Child Care and Early Years Act. The License and Summary of License are posted in the Centre for your information.

The Ministry of Education (EDU) has authored a document entitled *How Does Learning Happen?*, which lays out a series of best practices for teaching children in early education. This document directly influences and inspires our curriculum which is designed in conscientious adherence to its four foundations that promote children's learning (*well-being, belonging, expression and engagement*). It can be found here: [www.edu.gov.on.ca/childcare/HowLearningHappens.pdf](http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf)

### Child Care Centre Ratios

We will maintain ratios as set in out in CCEYA.

- Toddlers 18 months to 30 months, primary staff member to child ratio 1:5 with a maximum of 15 children per room
- Preschool 30 months to 5 years, primary staff member to child ratio 1:8 with a maximum of 24 children per room

Reduced ratios are in effect when children are arriving, leaving or during the rest period. The reduced ratio cannot be less than two-thirds of the required ratio. Ratios cannot be reduced with infant groups or during outdoor play periods for any age group. For programs that run for six hours or more in a day, such as Tots'n'Tykes, ratios can only be reduced for up to ninety minutes after the program starts each day and no more than one hour before it ends.

### Accident Reports & Serious Occurrences

All major or minor accidents will be documented on an accident report form. The report will be completed by the staff who witnessed the incident, then the report will be signed by the manager and then will be sent to you through HiMama. Confirmation message through HiMama that you received the accident will be required.

In the case of a Serious Occurrence (such as a serious injury to a child, a fire or other disaster on site, or a

complaint about a service standard) a "Serious Occurrence Notification Form" will be completed and posted at the centre in a visible area for 10 days as required by the Ministry of Education.

## Parent and Community Issues and Concerns Policy and Procedures

Parents voice is invaluable. They know their children best and the information they provide to educators regarding their child provides us with a base of knowledge that will ensure the child receives appropriate care, support, and guidance.

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

An initial response or acknowledgment to an issue or concern will be provided to parents or guardian within one business day. The person who raised the issue or concern will be kept informed throughout the resolution process.

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

### Confidentiality

Every Issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents and guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (ie. To the Ministry of Education, college of Early Childhood Educators, law enforcement authorities, Public Health or 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 or staff feel uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the manager.

### 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/childrensaaid/reportingabuse/index.aspx>

## Gift Giving

While it can be traditional for children to give their Educators gifts at Christmas, end of the year etc., as Registered Early Childhood Educators, we cannot accept anything more because we are professionally bound, as members of the College of ECEs, from accepting any gifts of benefits, advantages, fees, honoraria, or favours, including items, money, or gift cards. This is to preserve our integrity as professionals and to protect parents/guardians from any expectation of undue influence. Gifts that are small such as a consumable item ( box of chocolate) are shared with the team onsite.

## Procedure

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the manager or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <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> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the manager or licensee.</li> </ul>	<ul style="list-style-type: none"> <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> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p><b>Staff-, Manager and/or related Director at E3.</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the manager or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, etc. that puts a child's health, safety and well-being at risk should be reported to the manager as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>

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

## Escalation of Issues and 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 CEO, E3 Community Services, 100 Pretty River Parkway, North, Collingwood, Ontario L9Y 4X2.

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.

**Contacts:**

Gail Lalonde, Manager, 705-445-5515, [glalonde@e3.ca](mailto:glalonde@e3.ca)

Christine Vallis-Page, CEO, 705-351-0683, [cvalis-page@e3.ca](mailto:cvalis-page@e3.ca)

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333

[childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca) Simcoe Muskoka District Health Unit/Public Health

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.

## Prohibited Practices

The following are considered prohibited practices and are not permitted:

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

## General Policies

### Smoke Free/Vape Free

Smoking is prohibited at all times on Tots 'n' Tykes property whether children are present or not. This includes indoors, parking area and yard.

### Non-discrimination Program

The Centre has a non-discriminatory and non-biased policy. We welcome all children and families and appreciate the opportunity to learn about various heritages and backgrounds. It is our policy to provide an environment that is free of unlawful discrimination of any type including discrimination on race, colour, religion, gender, natural origin, age, disability or any other characteristic protected by law. This policy governs all aspects of our Centre's operations.

### Children with Special Needs

We welcome all children to our program regardless of their ability. We will work with families to meet the individual needs of the child within the structure of our program, while maintaining a healthy and safe environment for all children and educators. We will make reasonable accommodations to offer children with disabilities full enjoyment in our program. We are committed to working with our community partners to enhance the child's experience.

### Statutory Holidays-Centre Closures

Our Centre will be closed during the following statutory holidays:

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

## Students and Volunteers

Due to the ongoing pandemic, students and volunteers will not be allowed in the Centre. This may be updated as directives change.



# Appendix A

## Standard Operating Procedure



**Location:** Tots 'n' Tykes Childcare Centre

**Function:** Wait List and Application

**Effective Date:** August 16, 2020

### 1. PURPOSE

1.01 To assure families are served on a first come, first served basis, as per legislation

2.01 The first come, first serve rule is subject to the need to match the number of days or hours available and / or age criterion to the space available in the program.

### 3. DEFINITIONS

Toddler: a child between the ages of 18 months and 30 months

Preschool: a child between the ages of 30 months and 5 years.

### 4. RESPONSIBILITY

4.01 Manager will meet the standards as set out in the *Child Care and Early Years Act 2014*.

### 5 REFERENCES AND RELATED STATEMENTS OF POLICY

*Child Care and Early Years Act 2014*

### 6 PROCEDURE

- 1 Families complete an application form and return it to Tots 'n' Tykes.
- 2 When the application is returned, the manager completes the section "*for office use only*" which includes:
  - the date the application was returned;
  - date that care is required;
  - days of the week that care is required;
  - date of the orientation; and
  - the termination date.
- 3 When a child withdraws and space becomes available in the preschool room:

- look to the existing toddler playroom and see if there is a child there that would be of age and would fit into the available days created in the preschool room;
  - if this is not possible, look into the wait list to find the first available application of a child that would fit the criteria;
  - place a phone call to inform the family when that space is available and inquire if they still require care;
  - if yes, then a parent / child orientation date would be arranged; and
  - if no, return to the wait list and follow the same steps until the space is filled.
- 4 When a child withdraws and space becomes available in the toddler room:
- immediately review the wait list to find the first available application of a child that would fit the days and age required to fill the vacancy
  - place a call to inform the family when that space is available and inquire if they still require care;
  - if yes, then a parent child orientation date would be set; and
  - if no, continue through the wait list and follow the same steps until the position is filled.

# Appendix B



## Standard Operating Procedure

**Location:** Tots'n'Tykes  
**Function:** Child Care Arrival and Departures  
**Effective Date:** August 7, 2020

### 1. PURPOSE

1.01 E3 Community Services has articulated three guiding priorities:  
The health and well-being of the people who use our services.  
The health and well-being of the employees who support them.  
Ensuring the continuity of supports throughout an infectious disease emergency.

Under those priorities, two (of many) measures were instituted that will continue to play an integral role in ensuring the safety of employees and the people we support:

Active screening of employees, and  
Restricting any other visitors to a location, with minimal exceptions.

### 2. SCOPE

2.01 The purpose of this Standing Operating Procedure (SOP) is to document how E3 Community Services intends to screen people entering the facility during an Infectious Disease Emergency.

E3 Community Services will continue to adapt these processes according to the direction of government guidelines and directives, including, but not limited to, the direction of Public Health and the County of Simcoe.

### 3. DEFINITIONS

Infectious Disease Emergency – the outbreak of a communicable disease that constitutes a danger of major proportions that could result in serious harm to persons

Personal Protective Equipment (PPE) – safety-approved eye, foot, hand, skin and respiratory protection that meets or exceeds the requirements of OHSA and Regulations

### 4. RESPONSIBILITY

#### 4.01 Parents/Caregiver

Parents/Caregivers will be truthful in their responses, respectful to staff and keep in mind that minimizing the risk allows the child care centre to remain open.

#### 4.02 Educator

It is the responsibility of all employees to ensure that the safety of staff, children and families is upheld and that they follow the procedures in this SOP.

### 5 REFERENCES AND RELATED STATEMENTS OF POLICY

*Policy 2.2.17 Personal Protective Equipment*

*Policy 3.10.2 Health and Safety Obligations*

### 6 PROCEDURE- Arrival

- 1 We will follow the directions and guidelines of the Simcoe Muskoka District Health Unit, Simcoe County Children Services, and the Ministry of Education, and recognize there may be differences across the province as a result, which means practices may vary slightly across different areas of the province.
- 2 Parents will arrive and ensure that another family is not at the screening window. Parents are asked to pre-screen prior to coming to the centre. Please have only one person drop off the child (no siblings please)
- 3 The parent/guardian will bring the child to the window staggering arrivals so that there is not a group of families . All parents MUST wear face masks. Our screener will note that screening has been performed and then child will come to the door to have their temperature taken. The screener will be wearing a mask and a face shield.
- 4 Staff checking children in will be assigned to one classroom only, wear a facial mask and a face shield during the screening process.
- 5 Once the child has been screened, the parent/guardian will say goodbye and not enter the building. Staff will clean door handles in and out. The child will proceed to go wash their hands in the designated room.
- 6 Personal belongings from home should be kept at a minimum. Changes of clothes should be brought in sealed plastic bags (zipper lock style-not backpacks) and labelled with name. If clothing is soiled, it will be returned in a plastic bag at end of day. Preferably, the change in clothing should be sent to the centre the last day of the previous week and placed in the child's cubby. Diapers should be sent in an unopened sleeve.
- 7 Face to face meetings will not take place within the centre. Rather, HiMama communication and videoconferencing will be favoured.
- 8 If your child is sick during the day, you will be required to pick up your child as soon as possible.
- 9 Surfaces, doorknobs, thermometer, pens will be disinfected by staff between each family.

### PROCEDURE- Departure

- 1 Parent/guardian will schedule a departure time and/or call ahead to ensure the child is ready to be picked up. Parents/guardian will not be allowed to gather in the screening area.

- 2 The parent/guardian be masked as well as the screener.
- 3 Once you enter the lobby, please use the hand sanitizer station.
- 4 Soiled clothing for the day will be given to the parent/guardian in a plastic bag.
- 5 Arts and Craft projects will be sent home at night if desired by the caregivers or discarded. Alternatively, the child may choose to continue working on the project until the end of the week, when it will be sent home.
- 6 Should your child have an injury, you will receive the accident injury report via HiMama directly to your email.

**7 REVISION HISTORY**

Revision	Date	Changes	Requested by
----------	------	---------	--------------

**8 APPROVAL**

**9 APPENDICES**

Appendix 1 – Exclusion Criteria

Appendix 2 – Tots’n’Tykes Screening during an Infectious Disease Emergency



## EXCLUSION CRITERIA

All individuals including children attending child care, staff, parents/guardians, and essential visitors must be screened each day before entering the child care setting, including daily temperature checks. Contact information such as date/time of visit, name, and phone number are required for all essential visitors.

Deny entry to any person who meets the following criteria:

At least one sign or symptom of respiratory infection including:

fever (>37.8C)

new or worsening cough

shortness of breath

sore throat

difficulty swallowing

unexplained/prolonged headache

cannot taste or smell; OR

At least one sign or symptom of gastroenteritis (vomiting and/or diarrhea):

Must include 2 or more episodes of vomiting and/or loose stool in a 24 hour period;

OR

Specific to children, at least one sign or symptom of:

unexplained fatigue, muscle aches

altered mental status and inattention,

headaches,

croup,

pink eye

unexplained fast heartbeat

sluggishness or lack of appetite/difficulty feeding in infants; OR

Any person in the household of the child or staff member who has been in close

physical contact\* with someone who tested positive for COVID-19; OR

Anyone who has travelled outside of Canada in the last 14 days.

\*Note: Close physical contact means being less than 2 metres away from someone for over 15 minutes without appropriate PPE or living in the same home.

## **Tots'n'Tykes SCREENING DURING AN INFECTIOUS DISEASE EMERGENCY**

See Covid-19 School and Child Care Screening from the Ministry of Health and Ministry of Education.

[HTTPS://E3.CA/WP-CONTENT/UPLOADS/COVID-19-SCHOOL-AND-CHILD-CARE-SCREENING ENG\\_AODA-FEB-22-2021.PDF](https://e3.ca/wp-content/uploads/covid-19-school-and-child-care-screening-eng_aoda-feb-22-2021.pdf)