



PARENT/GUARDIAN HANDBOOK 2025

TOTS 'N' TYKES CHILD CARE CENTRE

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Introduction

Dear Parents/Guardians,

Welcome to Tots 'n' Tykes Child Care Centre! You are new to our Tots 'n' Tykes family, we look forward to you partnering with us in education.

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, engaging, and encouraging your child's natural curiosity.

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.

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/Guardian 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 and outdoor play, quiet and active play, and a rest period.

Daily reports will be posted on the Lillio communication app. Further documentation on Lillio will include written observations, photos, 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.

Inquiry based curriculum is a way of teaching and learning that requires Educators to observe and listen to the children. Educators ask questions and listen for the children's ideas, hypotheses, and theories. After observing children in action, the Educators compare, discuss, and interpret their observations. Educators plan activities, studies and long-term projects in the classroom based on their observations. Educators partner with children and the exchange of theories are referred to as the Cycle of Inquiry. Educators 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 Educators 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:

- **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). Educators 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 parent(s)/guardian(s) 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. Educators 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 parent(s)/guardian(s).
- To foster the engagement of ongoing communication with parent(s)/guardian(s) 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.

Deep Cleaning of the Centre

The centre receives daily professional cleaning at the end of the day and rotational weekly and monthly targeted cleaning. Toys, equipment, furnishings will be cleaned at the end of the day.

Accessible and Timely Documentation

In order to facilitate communication without the need to introduce families in the centre, Tots 'n' Tykes has adopted the application "Lillio". 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. Lillio facilitates two-way timely communication between the classroom and the families.

Handwashing

As soon as children arrive to the classroom, they will wash their hands with soap. 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 on as needed basis and at the end of each day. Any toys that go into a child's mouth will be put into the disinfecting process like usual.

Personal Protective Equipment (PPE)

PPE/masking is available for Educators as needed.

Arrivals and Departures

Arrivals are between 8 a.m. and 9 a.m. All children must arrive by 9 a.m.

If a child has an appointment and would need to arrive late, we will require a minimum of 24 hours' notice that they will be arriving late. This notice will allow us enough time to arrange for an educator to be at the front entrance and to have coverage for them in classroom in order to maintain ratios.

The same thing will apply if a child needs to be picked up for an appointment during the day and then would be returning to the centre after the appointment.

At departure time parent(s)/guardian(s) will buzz identify themselves and who they are here to pick up. An educator will bring the child to their cubbie and gather their belongings and will let the child out the door to be received by their parent(s)/guardian(s).

Parent(s)/Guardian(s) will advise if someone else will be picking up the child. That person must provide photo ID for educators to check and verify before they release the child.

Please review the full policy in the appendix.

Enrollment Policies

Forms

Tots 'n' Tykes usually has a significant lengthy wait list. Typically, families wait two years or longer for a space.

All children are enrolled on a full time basis. However, a child may attend part time but families are obligated to pay for the 5 days and all absent days.

To get on the wait list families would go to the E3 Community Services website, choose Children's Services, choose Tots 'n' Tykes then find the Enrollment Package box.

Download and electronically complete the Application and Medical Forms and email to inquireschildcare@e3.ca

Along with the Medical Form, a PDF copy of the child's immunization record is required.

Families will receive a confirmation that the forms have been received, dated, and filed in the wait list.

The E3 website contains information about what our program has to offer and there is a virtual tour of the centre. After you have reviewed all the information, please feel to contact the centre if you have further questions.

Hours of Operation

Tots 'n' Tykes will be open from 8:00 a.m. – 5:00 p.m., Monday through Friday.

Absenteeism

Parent(s)/guardian(s) 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.

Parent(s)/guardian(s) will be required to pay for all absent days.

Beginning Your Journey at Tots 'n' Tykes

Orientation

When a space becomes available, the manager will contact the parent(s)/guardian(s). Once the parent(s)/guardian(s) accepts the space, orientation forms will then be emailed to the parent(s)/guardian(s) which will need to be electronically completed and returned to the manager prior to the child's start date.

Parent(s)/guardian(s) will be encouraged to view the virtual tour of the centre on the website.

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, neck warmer, 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 and closed toed sandals.

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

Should you need to escalate your concerns, please contact Jody Lowrie, Director of Children's Programs
E3 Community Services.

Jody Lowrie: office: 705-441-0859 Email: jlowrie@e3.ca

Lillio Application and Communication Centre

Parent(s)/guardian(s) and educator communication can take place through the Lillio 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 will make every effort 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 Lillio app. The documentation meets the Ontario CCEYA standards.

Children's Progress

Educators will complete a developmental screen on an as need basis. If needed an educator and the manager will meet with parent(s) to review screen. If necessary they will make early intervention referrals.

Open Door Philosophy

The "open door" philosophy encourages the participation of parent(s)/guardian(s) to enrich the programs and care provided to the children. 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, Lillio app or social media to communicate with parent(s)/guardian(s) on all channels.

Updating Your Information

It is very important for the parent(s)/guardian(s) 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

Fee Schedule

Parent(s)/Guardian(s) pay according to the number of days enrolled.

Canada Wide Early Learning and Child Care Initiative

Tots 'n' Tykes has opted into the CWELCC initiative effective April 1, 2022. Under this initiative, fees will be reduced until they reach \$10 per day. Effective January 1, 2025 the daily fee will be \$22.

Fee Subsidy Assistance

Fee Assistance is available to eligible parent(s)/guardian(s) through the County of Simcoe Children's Services Division.

Payment

Invoices will be issued at the beginning of each month via Lillio. Payments will be made electronically, whenever possible. You can pay via e-transfer (tospymt@e3.ca). Should you pay via e-transfer, please ensure that you include the name of the child(ren) in the message box to ensure it is deposited in the appropriate account, as children do not always have the same name as the payor.

All fees must be paid in full by the 15th of the month. Payments received after the 15th will incur a late charge of \$10. Receipts will be issued via Lillio.

Withdrawal Notice

Parent(s)/Guardian(s) are required to give four weeks' notice in writing (via email) to the manager if they are choosing to withdraw their child from the program, otherwise full fees may be charged.

Statutory Holidays and Paid Closure Days

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.

Parent(s)/Guardian(s) will be obligated to pay fees for these days.

Sick Leave

Should your child have known conditions, such as runny nose due to allergies, regular rashes, asthma cough 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, flu, Covid and RSV. A child that develops symptoms of illness, may not remain at the centre, parent(s)/guardian(s) will be notified to pick up the child and will be advised as to when the child may return to the centre.

Health and Wellness

Immunizations

The Centre is required to maintain up to date immunization records for all children attending the Centre. Parent(s)/Guardian(s) are required to supply proof of up-to-date immunization. Please advise the Centre of any updated immunization. For parent(s)/guardian(s) 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"

The form can found here: [Statement of Medical Exemption Form](#)

- 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: [Statement of Conscience or Religious Belief's Form](#)

Illness, Communicable Disease and Outbreak

One of the goals 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 defense is to ensure that illnesses are managed by parent(s)/guardian(s) and educators. We ask that if your child is ill, they should stay home to ensure a speedy

recovery. If an illness is serious or there is an outbreak, proper management will involve working with parent(s)/guardian(s) and Simcoe Muskoka District Public Health Unit (SMDHU). We will follow policies and procedures for exclusion, reporting and communicating illnesses and outbreak, enhanced handwashing and thorough cleaning and disinfecting.

Cleaning and disinfecting all surfaces, high touch areas, and washrooms, are in place every day. Screening of all children and staff and essential visitors is in place.

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.

Reporting Absences

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

Daily Health Checks

Educators will complete a daily health check upon arrival for all children for signs of illness. If needed the parent(s)/guardian(s) will be informed and the child will need to be picked up.

Monitoring of children's health will be continued during the day.

Medications

The administration of medication is considered a high-risk practice and carries obligations for both educators and parent(s)/guardian(s). 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.

Manager or designate will complete medication forms accurately and legibly in order to provide clarity. Educators must ensure the documents are accurate before proceeding with administration. We ask the parent(s)/guardian(s) 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. Parent(s)/Guardian(s) 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.

Parent(s)/Guardian(s) should collect the medication at day's end.

Please ensure that you leave no medications of any kind in your children's backpack.

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(s)/Guardian(s) signature
- Doctor prescribed label on the bottle

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

Diaper Cream, Sunscreen, Lotions, Lip Balm

The cream must come in a new and un-opened package.

- An expiry date must be legible.
- Prescribed diaper rash cream will require an additional medication form to be completed.
- Permission form must be completed.

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 parent(s)/guardian(s) and any regulated health care professional who is involved in the child's care that the parent(s)/guardian(s) 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 requires yearly review.

Nutrition

A noon meal is provided at the centre, plus a mid-morning and mid-afternoon snack. Menus are posted on Lillio for parent(s)/guardian(s) 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. All meals are cooked on site with fresh items.

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.

- 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, then the child's parent(s)/guardian(s) will be asked to supply snacks/meals for their child. All written instructions for diet provided by a parent(s)/guardian(s) will be implemented.
- Food brought to the child care centre must arrive in the original packaging labeled with the child's full name, list of ingredients and the date the food arrived at the child care centre. No homemade foods are permitted.
- When food is provided from home for children, appropriate supervision of children is maintained so that food is not shared or exchanged.
- We encourage parent(s)/guardian(s) 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.)

Rest Time/Nap Time

Rest time for all children is between 12-2 p.m. The centre provides both the cot sheet and a blanket. Both of which will be laundered weekly. We monitor and report on Lillio the length of time the child naps. At times, your child may not sleep as soundly due to the number of children in the room. In the sleep room, the window blinds are closed, and lullaby music is playing.

Birthdays and Celebrations

Celebrations are an important part of the child's social development. We will make every effort to include celebrations by providing related activities into our daily programming. Again, we ask that no outside food be sent to the centre.

Outings

Prior to the child's start date parent(s)/guardian(s) will be required to sign the permission form that gives consent for educators to take your child off the premise for an outing, typically being a neighbourhood walk.

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.

Prohibited Practices

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

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, and 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 Lillio to pick up their child(ren).

Families will be notified when it is safe to return their child(ren) 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: [How Does Learning Happen? Ontario's Pedagogy for the Early Years](#)

Child Care Centre Ratios

We will maintain ratios as set out in the Child Care and Early Years Act (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 or designate. The parent(s)/guardian(s) will be asked to sign the report at dismissal. If the incident is of a serious nature the parent(s)/guardian(s) will be contacted immediately. The parent(s)/guardian(s) will receive a copy of the report.

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(s)/Guardian(s) and Community Issues and Concerns Policy and Procedures

Parent(s)/Guardian(s) voice(s) are 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 parent(s)/guardian(s) 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 parent(s)/guardian(s) 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.

Procedure

Nature of Issue or Concern	Steps for Parent(s) and/or Guardian(s) to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</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"> • the classroom staff directly <p>or</p> <ul style="list-style-type: none"> • the manager or licensee 	<ul style="list-style-type: none"> • Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> • arrange for a meeting with the parent(s)/guardian(s) within 2 business days

Nature of Issue or Concern	Steps for Parent(s) and/or Guardian(s) to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>General, Centre or Operations-Related</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"> • the manager or licensee 	<p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> • the date and time the issue/concern was received; • the name of the person who received the issue/concern; • the name of the person reporting the issue/concern; • the details of the issue/concern; and • any steps taken to resolve the issue/concern and/or information given to the parent(s)/guardian(s) regarding next steps or referral.
<p>Staff, Manager and/or related Director at E3</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> • the individual directly <p>or</p> <ul style="list-style-type: none"> • the manager or licensee <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 parent(s)/guardian(s) become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student / Volunteer - Related</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> • the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> • the manager and/or licensee <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the manager as soon as parent(s)/guardian(s) become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Escalation of Issues and Concerns

Where parent(s)/guardian(s) are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Director of Children's Programs, at 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

Jody Lowrie, Director of Children's Programs, 705-441-0859 jlowrie@e3.ca

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

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 Educators, College of Social Workers etc.) where appropriate.

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parent(s)/guardian(s), children, staff, students, and volunteers, except when information must be disclosed for legal reasons (i.e., To the Ministry of Education, College of Early Childhood Educators, law enforcement authorities, Public Health, or Simcoe Muskoka Family Connexion (SMFC)).

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(s)/guardian(s), 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, are required by law to report suspected cases of child abuse or neglect.

If a parent(s)/guardian(s) expresses concerns that a child is being abused or neglected, the parent(s)/guardian(s) will be advised to contact the local Simcoe Muskoka Family Connexion (SMFC) directly.

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

For more information, visit:

[SMFC \(familyconnexions.ca\)](http://familyconnexions.ca)

[Child welfare and child protection services | ontario.ca](http://childwelfareandchildprotection.services.ontario.ca)

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 outdoor 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.

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 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 parent(s)/guardian(s) from any expectation of undue influence. Gifts that are small such as a consumable item (box of chocolate) are shared with the team onsite.

Students and Volunteers

From time-to-time Tots 'n' Tykes may be a training placement facility for high school coop students and ECE College students. Parent(s)/Guardian(s) will be notified when there will be a student/volunteer at the centre.



Child Care Centre Waiting List Policy and Procedures

Issued By: Manager, Child Care Centre
Approved By: C.E.O

Approval Date: December 21, 2023
Next Review Date: December 21, 2024

1 POLICY

- 1.01 Tots 'n' Tykes Child Care Centre 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.

2 PURPOSE

- 2.01 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.

3 SCOPE

- 3.01 This policy applies to all E3 Community Services employees working in the child care centre.

4 DEFINITIONS

- 4.01 *Toddler:* a child between the ages of 18 months and 30 months
Preschool: a child between the ages of 30 months and 5 years

5 RESPONSIBILITY

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

6 LIMITS

n/a



Child Care Centre Waiting List Policy and Procedures

Issued By: Manager, Child Care Centre
Approved By: C.E.O

Approval Date: December 21, 2023
Next Review Date: December 21, 2024

7 PROCEDURE

1. Families electronically complete the application and medical forms and email to the manager.
2. When the application is received, 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;
 - contact the family when that space is available and inquire if they still require care;
 - if yes, then manager will email the orientation forms to the parent(s)/guardian(s);
 - 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
 - contact the family when that space is available and inquire if they still require care;
 - if yes, then manager will email the orientation forms to the parent(s)/guardian(s);
 - if no, continue through the wait list and follow the same steps until the position is filled.

8 REFERENCES AND RELATED STATEMENTS OF POLICY

8.01 *Child Care and Early Years Act 2014*

9 ATTACHMENTS

n/a



Safe Arrival and Dismissal

Issued By: Manager, Child Care Centre
Approved By: C.E.O

Approval Date: November 20, 2023
Next Review Date: November 20, 2024

1 POLICY

- 1.01 Tots 'n' Tykes Child Care Centre will ensure that any child receiving child care at the child care centre is only released to the child's parent(s)/guardian(s) or an individual that the parent(s)/guardian(s) has provided written authorization the child care centre may release the child to.

Tots 'n' Tykes Child Care Centre will only dismiss children into the care of their parent(s)/guardian(s) or another authorized individual. The centre will not release any children from care without supervision.

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

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure within help support the safe arrival and dismissal of children receiving care.

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

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

3 SCOPE

- 3.01 This policy applies to all E3 Community Services employees working in the child care centre.

4 DEFINITIONS

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

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

Parent(s)/guardian(s): Person(s) having lawful custody of a child or a person(s) that demonstrated a settled intention to treat a child as a child of his or her family.



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5 RESPONSIBILITY

5.01 Directors / Managers

Directors / Managers are responsible for:

- a) Ensuring the policy is applied daily.

5.02 Employees

Employees are responsible for:

- a) Following the policy.
- b) Communicating the information through digital and verbal means.

6 LIMITS

n/a

7 PROCEDURE

Accepting a child into care: Arrivals

1. When accepting a child into care at the time of drop-off, educators must:
 - o greet the parent(s)/guardian(s) and child.
 - o ask the parent(s)/guardian(s) how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., if someone other than the parent(s)/guardian(s) are picking up). When the parent(s)/guardian(s) indicates that someone other than the child's parent(s)/guardian(s) s will be picking up, the educator will confirm that person's name is on the child's profile as persons authorized to pick up. Educators will ask the parent(s)/guardian(s) to send a written message via the centre's communication app indicating the name of person picking up, their telephone number and the time that they will be picking up the child.
 - o document the change in pick-up procedure in the daily written record.
 - o sign the child in on the classroom attendance record using the applicable digital system.



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Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care center and the parent(s)/guardian(s) has not communicated a change in drop-off (e.g., left a voice message or advised the closing educator at pick-up the day before), educators must:
 - inform the manager or delegate and they must commence contacting the child's parent(s)/guardian(s) no later than 10 am. To confirm the child's absence the manager will make a courtesy telephone call to the parent(s)/guardian(s). If no response is received, they will leave a voice mail message. Next the manager will send an email message via the centre's communication app. If still no response is received the manager will call the emergency contacts as listed on the child's profile. If still no confirmation of child's absence is received manager will try both contact methods again at mid-day.

Manager will make notes of the steps taken to contact family in the daily written record.

2. Once child's absence has been confirmed, educator or manager/delegate will document the absence and any additional information about the child's absence in the daily written record. Educators will then mark the child absent on the daily attendance record.

Releasing a child from care

1. The educators who are supervising the children at the time of pick-up shall only release the child to the child's parent(s)/guardian(s) or individual that the parent(s)/guardian(s) has provided written authorization that the child care may release the child to. If the educator is not familiar with the individual picking up the child (i.e., parent(s)/guardian(s) or authorized individual), the educator will:
 - confirm with another educator or manager/delegate that the individual picking up is the child's parent(s)/guardian(s) /authorized individual.
 - educators will ask the parent(s)/guardian(s) /authorized individual for photo identification and confirm the individual's information against the parent(s)/guardian(s) /authorized individual's name listed on the child's profile or from the information documented in the daily written record received from parent(s)/guardian(s) written authorization.

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

1. Where a parent(s)/guardian(s) has previously communicated with the educator a specific time or timeframe that their child is to be picked up from care and the child has not been picked up, after an hour past the expected pick-up time educators will advise the manager or delegate that child has not been picked up. The manager or delegate



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will make a courtesy telephone call and/or send a email message via the centres communication app to the parent(s)/guardian(s) to advise them that their child is still in care and has not been picked up.

- Where the manager or delegate is unable to reach the parent(s)/guardian(s), manager or delegate must call a second time and leave a voice mail message. Where the individual picking up the child is an authorized individual and their contact information is available, the manager or delegate shall proceed with contacting the individual to confirm pick-up as per the parent(s)/guardian(s) 's instructions or leave a voice message to contact the centre.
- Where the manager or delegate has not heard back from the parent(s)/guardian(s) or authorized individual who was to pick up the child the staff shall contact child's emergency contacts as listed on child's profile and inform them of the situation. If no response is received, then educators will wait until centre closes and then refer to procedures under "where a child has not picked up and the centre is closed.

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

1. Where a parent(s)/guardian(s) or authorized individual who was supposed to pick up a child from care and has not arrived by 5 p.m., closing educators shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One educator shall stay with the child, while a second educator proceeds with calling the parent(s)/guardian(s) to advise that the child is still in care and inquire as to what their estimated time for pick-up will be. In the case where the person picking up the child is an authorized individual; the educators will first contact the parent(s)/guardian(s) and advise them of the situation and then proceed to contact the authorized individual responsible for pick up.
3. If the staff is unable to reach the parent(s)/guardian(s) or authorized individual who was responsible for picking up the child, the educators will call the emergency contacts as listed on the child's profile and advise them of the situation.
4. Where educators are unable to reach the parent(s)/guardian(s) or any other authorized individual listed on the child's profile (e.g., the emergency contacts) by 6 p.m., educators shall proceed with contacting the Simcoe Muskoka Family Connexion (SMFC). Educators shall follow the Child Protection direction with respect to next steps. Educators will notify manager or delegate and report the situation.



Safe Arrival and Dismissal

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8 REFERENCES and RELATED STATEMENTS OF POLICY

[Regulatory Requirements: Ontario Regulation 137/15](#)

Safe arrival and dismissal policy

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

- (a) provides that a child may only be released from the child care centre or home child care premises,
 - (i) to individuals indicated by a child's parent, or
 - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

- (b) sets out the steps that must be taken if,
 - (i) a child does not arrive as expected at the centre or home child care premises, or
 - (ii) a child is not picked up as expected from the centre or home child care premises.

[Child Youth and Family Services Act, 2017](#)

9 ATTACHMENTS

n/a