

Streetsville Children's Centre and Streetsville Academy (Jointly referred to as SCC / Centre herein after)

The Centre is a part of the CWELCC (Canada Wide Early Learning & Child Care) program between the Province of Ontario and Government of Canada.



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The Parent Handbook

This handbook has been compiled for our parents/caregivers with important information about Streetsville Children's Centre and Academy (referred to in this document as SCC). Our professional and dedicated staff are here to work with you to support parenting and to supplement your child's home life by enriching his/her experiences in a more formal setting; one of exploration, discovery and fun.

Program Statement

To provide a caring and challenging learning environment for young students. Our program believes in providing an inclusive environment for various abilities and diverse backgrounds. Additionally, to provide students with special needs with the necessary treatment and professional support necessary for them to reach their full potential. To provide a place of belonging and well being for each student, staff and family member and to provide a program that encourages engagement and gives the opportunity for expression. SCC believes strongly in the foundations of learning.

We provide our students and parents with positive and responsive interactions with all teachers and peers, fostering the child's exploration and play. SCC provides child-initiated experiences that are supported by both parents and teachers. Health, safety and nutrition are followed and promoted by SCC staff and our catering company. Individual needs of the children are fostered by providing indoor and outdoor opportunities for learning as well as active play time and rest times.

Communication plays an important role in providing a positive experience for us as a Centre. This includes communication between all three parties (parent, staff and management). Developmental meetings with parents/guardians to discuss goals and strategies within the classroom are carried out when needed or upon request. SCC welcome outside agencies and community partners to support the needs of our staff and students.

Our program statement is reviewed by all who interact with students within our center. SCC offers authentic participation in the Region of Peel's PIRS program as well as CWELCC for families.

Implementation Policy for Program Statement

It is our expectation that the staff follow the program statement as well as our inclusion policy for all students with special needs. Staff are to provide opportunities within the classroom to support all students in their wellbeing and belonging while providing times within their program for self-expression. Staff are encouraged to ask open-ended questions and engage with each child at their level. Communication with parents is encouraged at the door by the lead teachers within the classroom and staff are required to document all communication with parents in the classroom communication log. Staff are required to perform a quarterly academic testing with the children as well as utilize a developmental screening tool, the Nipissing District Development Screen (NDDS) with children at designated increments of time.

Philosophy

SCC provides programs for children 4 months to 5 years. We are licensed under the Ministry of Education and comply with the Child Care and Early Years Act (CCEYA 2014). We believe that children need a warm and safe environment in which to explore ideas and develop skills to help them grow into secure successful young individuals.

Our program provides children with enjoyable, rewarding experiences designed to meet each child's needs. Self-worth, independence and knowledge are strengthened as children are given freedom of choice while learning to accept limits and respect others. Children play together in an atmosphere

that promotes cooperation and sharing, allowing them to accept similarities and differences. We offer a fully integrated program for children with special needs and also for children with minimal delays such as speech.

Prohibited Practices

SCC does not permit any of the following:

- a) corporal punishment of the child.
- b) deliberate use of harsh or degrading measures on the child that would humiliate the child or undermined his/her self-respect
- c) depriving the child of basic needs including food, shelter, clothing or bedding
- d) locking the exits of SCC for the purpose of confining the child
- e) using a locked or lockable room or structure to confine the child if he/she has to be separated from other children.
- f) We expect our staff to be treated with dignity and any misbehavior /rudeness/ abusive language/ fight / threatening language by parents/ guardians with Centre staff is prohibited. Please refer to Parent Code of Conduct Policy.

This policy is to be reviewed by all staff, volunteers and students. The implementation of our program statement is reviewed annually and signed off by staff as well as by new staff when orientation has been completed. During orientation for staff and volunteers a review record is kept on file.

Educational Program

Our program encourages children to explore and discover skills in a warm, secure environment with teachers who will respect their attempts every step of the way. At the heart of this program is our concern and desire to see each child grow in his/her feeling of self-worth. We have come to realize that the way a child views him/herself affects every area of his/her development. Children quickly become a group of special individuals as we learn to appreciate each child's uniqueness. It is our goal to reinforce what you, as parents, have begun by contributing to your child's tremendous worth. We accomplish this by treating each child individually, encouraging their efforts and offering positive reinforcement. We do not damage self-esteem by humiliating a child, instead assuring them that they are loved and valued for the special person that they are.

Timings and Holidays

Our school opens at 7:30am and closes at 5:30pm, Monday to Friday (except Statuary Holidays and other days specified in our Calendar)

Statutory holidays as the regular ones as follows:

Thanksgiving, Christmas Day, Boxing Day, New Year's Day, Ontario Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Day, Labor Day. If there is a holiday weekend, we close on the Friday or Monday that is not the holiday day for staff Professional Development (PD). The Centre will close at 3pm on Dec 24th, Christmas Eve. The week in between Christmas and New Years will be closed. We may also have an early closing for a PD day for which parents will be informed in advance. We operate for 12 calendar months.

Please refer the Centre calendar for any closures or PD Days.

Regulations

The Ministry of Education licenses SCC on an annual basis based on the CCEYA. As well we receive routine inspections by the Mississauga Fire Department and Peel Regional Health Unit. We strive to ensure full compliance with all agencies.

Confidentiality

Information relating to children and families in our school is private and confidential. Parents are only entitled to information on the actions and abilities of their own child and shall not be discussed otherwise. As well all staff information is confidential and shall not be discussed outside the office.

Privacy Policy

SCC is committed to protecting the privacy of family members, staff and associated professionals. All personal information is dealt with according to the principles of transparency and accountability. All personal information that is collected is carefully protected and any use of this information is subject to consent.

Code of Conduct

Parent/Guardian/Outside Agency/Staff

SCC promotes responsibility, respect and academic excellence in a safe learning and teaching environment.

The *Centre Code of Conduct* aims to articulate the standards of behavior for all individuals involved in the school community – students, parents/guardians, teachers, volunteers and other staff members. All students, parents/guardians, teachers and staff have the right to be safe and feel safe in the school community. All members of the school community are to be treated with respect and dignity.

Roles and Responsibilities

Teachers and school staff are all persons designated as responsible for any aspect of school life. They include: education resource workers, management, lunchroom supervisors, and guest lecturers/facilitators at off-site facilities. Teachers and school staff, under the leadership of management team will maintain order in the school and are expected to hold everyone to the highest standard of respectful and responsible behavior.

Students are to be treated with respect and dignity. In return, they must demonstrate respect for themselves and for others through acceptable behavior.

Parents, are school members who play an important role in the education of their children and have a responsibility to support the efforts of school staff in maintaining a safe and respectful learning environment for all students. Parents have to treat the Centre staff with respect and cannot use harsh words/ abusive language or threaten any staff member. Please refer to the Parent Code of Conduct.

Outside *Agencies* are important members in the role of servicing our families and staff and are required to follow the Code of Conduct and all policies listed below when on site.

- Any communication with a parent is to be done through a lead teacher or the Centre Supervisor / Director.

- Conflict of Interest - All employees/outside Agencies may not make arrangements to provide any kind of services to *SCC* families or business associates, current or prospective, without the express written consent of the Director of *SCC* this includes, babysitting, home visits or attending appointments with clients.
- No personal email/phone numbers for any reason should be provided or any services to any of *SCC* clients at any time.
- Communication in regard to children who are receiving any type of service including Speech, OT, PT Psychology, services through Erinoaks, CLM, PIRS or the Region are to occur with our school Resource Team only.
- Our goal is to have a transparent relationship with Staff, Parent and Outside Agencies.

CONSEQUENCES

SCC will uphold the Standards of Behaviour in this document of all school members including students, parents/guardians, volunteers, and staff. *SCC* reserves the right to limit and terminate the enrollment/employment based on the following criteria:

1. Failure to follow school policies
2. Failure to be transparent when filling out forms and questionnaires
3. Incompatible with school philosophies
4. Communicable disease when not disclosed
5. Lack of trust, respect and confidence in both parties.
6. Cannot meet the needs of the child.

It is the policy of *SCC* to make every effort to provide a positive and safe learning and teaching environment that is free from intimidation and any other inappropriate behaviour. In this respect, parental understanding of the Code of Conduct is a critical success factor in upholding the school's Standards of Behaviour. Your signature on your child's/ren's registration form demonstrates your acceptance, understanding and partnership in our Code of Conduct. All students, parents, staff and outside agencies are to follow *SCC* policies.

Staff

At *SCC* the class lead teachers are certified with their registered early childhood educator qualification (RECE). Early childhood assistants (ECA) are required to attend continuing education in the field. All *SCC* staff are required to have a valid C.P.R. / First Aid / Epi-pen certificate and Emergency Procedure Training. All of our staff are active participants in Raising the Bar in Peel.

Each one of our rooms will have a number of staff according to the ratios indicated in the CCEYA.

CLASSROOM STAFF TO CHILD RATIOS

INFANT 4 months -18 months 1 Staff for every 3 Children
TODDLER 18-30 months 1 Staff for every 5 Children
PRESCHOOL 30-44 months 1 Staff for every 8 Children
KINDERGARTEN 44 months -7 years 1 Staff for every 13 Children

REDUCED RATIOS

Reduced ratios apply between the hours of 7:30AM to 9:00AM, naptime(depending on the classroom) and between 4.30 PM to 5.30 PM.

Infant classroom any reduced ratio does not apply

Toddler	1 staff for every 8 children
Preschool	1 staff for every 12 children
JK/SK	1 staff for every 20 children

Registration Policy

SCC is a preschool education program designed for children 4 months to 6 years of age.

Registration is an ongoing process. Returning families are given priority to register for a spot. Parents considering enrolling a child must arrange for a centre tour. This gives the family the opportunity to see the facility and meet the staff. Parents are required to pay the 1st month and last month of fees to secure the spot. Last month's fee is a deposit to be adjusted against the last month of childcare in the centre.

In case of cancellation of a registration, we require a 30 days written notice. No refunds will be given for withdrawal from the program

Streetsville Academy is a Senior Kindergarten to Grade 3 program.

Once you are ready to confirm a spot for your child you will need to start the registration process. The registration form is available on our website under 'Forms'. You will need first download and save the document, complete it, save it again and email back to office@sccacademy.com

Along with the completed registration form you will be required to then e-transfer the deposit. The Deposit is the amount equivalent to the first and last month of the applicable fee. These fees are based on the current CWELCC (Canada Wide Early Learning and Childcare) Program 2025 rates please see page 26 in the CWELCC section .

Please send the deposit amounts through e-transfer to office@sccacademy.com . Please include the child's first and last name in e-transfer message.

Please note that we will not take a direct withdraw from your account for this deposit as your information is not yet set up in our system and we will only start the direct withdrawal process once your child has started care. Once both the fee and the registration form are received by the office the spot/spots for your child/ren are then held for the date agreed upon by the Centre management. If the children are starting in that month, the fees for the full month will be due as well, before starting care.

WHAT TO BRING CHECKLIST

Ensure EVERYTHING is labeled with your child's first AND last initial.

Toddler, Preschool & Kindergarten

- 2 pairs of indoor running shoes that can remain at SCC (No Crocs, slippers or open toe shoes are allowed, and the shoe must wrap around the heel)
- 1-2 complete change of clothes (extra if potty training)
- A blanket for sleep time
- Water bottle – labeled with your child's name, a sippy cup for milk
- Diapers/pull-ups, wipes and diaper cream as required
- All appropriate outdoor clothing for the weather we are experiencing at the time

Infant

- Provide 3 bottles or 2 sippy cups (1 for milk and 1 for water) Bottle or sippy cup is dependent on age or need of infant)
- Several pieces of extra clothing

- Diapers, wipes, and diaper cream (if needed)
- Daily supply of formula if your child is not drinking cow's milk or specific baby cereal if needed. All must be in the original container from the store with the ingredients clearly listed and expiration date.
- Clothing for outdoors appropriate for the weather we are experiencing at the time

Outdoor Temperatures for Play

Teachers will confirm temperatures with management before going outside as to follow the Region of Peel Guidelines around Hot and Cold temperatures for children and outdoor play. If the temperature is at the temperature indicated or colder the child shall not go outside

Infant -5

Toddler -10

Preschool -15

If the temperature is 25-30 degrees Celcius it is up to the discretion of the supervisor if it is appropriate for all ages to go outside. During any hot days children should be offered shade, rest periods and water at regular intervals.

For infants 30 degrees or more no outside time, Toddlers and Preschool JK/SK 32-35 or more it is up to the supervisor. There is no outside time if there is a heat warning during that day or if the Air Quality Index reaches 50 or higher.

WAIT LIST POLICY

Upon completing a walk-through tour of SCC or email communication, the Supervisor or tour designate will inform you of the next available date of care or whether the start date you have requested is available. Should the start date you requested not be available due to full registrations and you are looking for full-time care, you may choose to be placed on a wait list, with no deposit required.

SCC wait list does not secure a spot for your child(ren). There is only a waitlist if there are no spots noted as available. If you agree to being added to the waitlist, SCC will contact you in the order in which your request was submitted to the office and present to you the first date of care that becomes available. In the case an in-house family or staff is in need of a spot they may receive priority over new families. Humanitarian and compassionate grounds apply to people with exceptional cases based on Supervisor discretion. When an opening becomes available, parents will be contacted in the order in which their wait list form was submitted, and the first available date of care will be offered. Should SCC not be able to reach you within 24 hours, your spot will be forfeited, and you will be placed at the end of the wait list. A completed registration form will secure the childcare spot offered to you. The registration form, the registration fee and deposit are required within 24 hours of contact to secure the available spot. Failure to bring registration form and registration fee within this timeframe will result in the forfeit of the available childcare spot and you will be placed at the end of the wait list. Should you decide that you do not want the next available date of care that is offered to you, SCC will contact the next family on the wait list, thereby forfeiting your spot on the wait list. A record of the wait list will be kept in the office. Parents who wish to know their position on the wait list are to call the office where the supervisor or designate will inform the family verbally of their number in line. Additionally, families who wish to visit the center to know their current position on the wait list will be informed verbally by the supervisor or designate what their current position is. All Center staff, students and volunteers will review the wait list policy before the start of their employment/ placement/ volunteer position.

Admission Policy

Children attending SCC are required to undergo an assessment, orientation and a classroom visit to determine an appropriate placement within the school. All registration forms are to be completed before the child can begin their program. We do not provide any sibling discount.

A personal interview will be subsequently arranged with the parents to review options and for a suitable placement at SCC. We also provide Parent Teacher Interviews to review the Nipissing Assessment and Ages and Stages for each student.

Late Fee Charge for School Fee's.

We ask that families of SCC please pay school fees on time at the beginning of each month. The invoices for each month will be available on Lillio app, 3-4 days before the payment is due. Payments will be automatically deducted from the bank account you have saved on the app.

If payment does not go through and ends up being NSF, parents will be charged an additional \$25 as NSF fee to your child (s) monthly tuition amount and your child will not be able to attend school until fee's are paid in full. Parents will be notified of this decision by email/Lillio.

In case of NSF, parents/ guardians will have to e-transfer the fee to office@sccacademy.com with the child's name and month for the fee.

This policy is for all parents/guardians who are attending SCC.

PARENT COMMUNICATION

Lillio (Hi Mama)

At SCC, your child's classroom educators will be communicating with you through an application (app) called Lillio (previously known as Hi Mama). This app is available on your mobile phone and accessible through the web. Your family will be furnished with the form to complete so that your information can be entered into the system to communicate with your family. This is the main mode of communication between the classroom and your family, you MUST complete the registration. You will also receive Centre wide communications through this app. Note – if you need to communicate directly with the main office you must email the office at office@sccacademy.com you are not able to do this through the app. You are only able to communicate with your classroom. This application will be used to track attendance for your child, communicate daily programming, communicate schedules and to share important details such as development skills achieved, diapering, meals and special events through pictures and notes. If you, as a parent/guardian, have changes to your child's attendance, health status, pick-up or care issues, this information MUST be communicated directly to the main office. It's imperative that this communication flow through the main office so we are aware, and WE will communicate with the classroom as required.

Video Surveillance

SCC does have video cameras in each classroom and throughout the Centre. The purpose of these cameras are for Management purposes only. It is so we can be aware of who is the Centre at any given time (safety), as well as for real time program monitoring and teaching purposes. Due to privacy laws SCC will NOT provide access to our cameras to parents for any reason.

PHOTOS

As part of our daily programming children are involved in several adventures throughout the day. We love to share these moments with parents, as they are essential building blocks for our children's growth. For us to share these moments with you, by signing this form you are consenting SCC teachers to take pictures of your child with other children in the picture and giving permission to send it home. Giving permission that your child may be in a picture that goes home with another child and giving consent for your child's photos to appear on our displays, classroom blogs, website, social media, classroom documentation or learning portfolios, etc.

Trips

When the school has a special event off the premises, the school will be open. Parents may be invited to accompany their children on some of our trips during the year. Specific arrangements must be made in advance if a parent plans to meet the school bus at a destination or if an arrangement is made for alternate transportation home after the event. Additional fees may be required to offset entrance and transportation costs. All efforts are made to keep costs to a minimum. Trip fees are non-refundable.

All parent volunteers must have a police record check completed by the Regional Police. This record check must be presented to the School, and a copy will be kept on file.

Testing:

Periodically throughout the year we book a speech pathologist, occupational therapist and hearing and vision screening for the children. The teachers will let you know in advance of these visits. If you have any concerns, an early checkup could put your mind at ease and early detection could be extremely beneficial to your child's healthy development and learning skills.

Winter Gear: Students are asked to leave winter gear at the school for the week. Please bring snow pants, and extra hat, gloves, neck warmer on Monday's. Items will be sent home with the child on Friday to be laundered.

Outside Food Policy and Contingency Plan:

It is the policy of this center if you are providing food from home due to Allergy Restrictions or the recommendations of a Registered Dietician it must be supported by a letter on company letter head. Along with this, ALL ingredients and Child's Name must be written on top of the sealed original container along with written instructions provided by the parents everyday food is brought into school. Also, as stated in our school Anaphylactic policy: To discourage outside allergens, a letter to all families attending SCC will be given/sent out. To the parents who are bringing in food into SCC to a classroom Only as a supplement, these parents have been informed that all food items must come in original container and contain NO NUT PRODUCTS/EGGS.

This regulation follows the Ministry Regulation under Nutrition.

No Smoking:

In accordance with the Ministry of Health and the Smoke-Free Ontario Act, SCC and its surrounding grounds are smoke free; this includes the parking lot and vehicles parked on the premises. Persons seen smoking on the school grounds and repeat offenders will be reported.

Lillio App:

Our parent app is directly linked to the parent's email and the App can be downloaded. This app provides each child with a Portfolio. It is used for Parent/Guardian communication, upcoming school Events, School and child pics as well as school closures.

Subsidy

SCC works closely with the Region of Peel and has an agreement with the Region for subsidy of childcare fees. When families who have been accepted into the subsidy program enroll, they are required to pay 2 weeks of the last month installment of regular fees,(based on current CWELCC program).

PIRS/Enhanced Program Support

SCC works closely with the Region of Peel and their Peel Inclusion Resource Services (PIRS) program. Our Director/Supervisor and classroom teachers work alongside the Resource Consultant (RC) from PIRS to assist with students and classroom strategies. If needed an enhanced program support staff can be applied for through PIRS if the school and RC feel it would benefit the classroom

Student Withdrawal Policy & Notices

If you choose to withdraw/change days for your child, parents are required to give 30 days advance notice in writing to office@sccacademy.com. No refunds will be given for vacation.

Parents or caregivers of SCC students are required to sign our registration agreement upon enrollment. No refunds will be given for withdrawal from the program. Last month's fees will not be refunded under any circumstances. No credit is extended for short-term absence e.g., for vacation at any time other than when SCC is closed for Christmas. We may also have an early closing for our show or other occasions.

You may be asked to withdraw your child from SCC if he/she continually shows signs of aggression, for recurring late payment of fees, for non-payment of fees, for failure to comply with the Parent Code of Conduct or if it is felt that the Centre is not meeting the needs of your child. SCC reserves the right to terminate its services upon 14 days written notice to parents. If a situation no longer benefits the safety or well-being of the child, other children, staff, or the Centre, this may lead us to terminate our service.

SCC will hold the child's belongings for 30 days, if the parent(s) fail to pick up their child's belongings within this time frame, they will be donated, and SCC will not be accountable for them.

Streetsville Academy runs from September to August. Should you give notice and not return for July or August you will be required to provide a deposit to hold your spot for the upcoming September. This amount will be applied to fees upon your September return. If you do not return you will forfeit the advance amount.

Other Fees and Charges

- (a) Special Events and Field Trips – When the school has a special event off the premises, the school will remain open. No makeup days or refund of fees apply in these circumstances. Parents who have filed an approved police check with SCC may be invited to accompany their children on some of our trips during the year. Specific arrangements must be made in advance if a parent plans to meet the school bus at a destination or if an arrangement is made for alternate transportation home after the event. Additional fees may be required to offset entrance and transportation costs. All efforts are made to keep the costs to a minimum. Trip fees are non-refundable.
- (b) Tax receipts will be issued through Lillio by February 20th of that tax year.
- (c) Any re-issuing of tax receipts will be charged \$25.
- (d) We do not provide any sibling discount.

We will also schedule special days like dress days, party days and lunches. All these events will be communicated to SCC students/families through Lillio as they arise.

Special Events (For Parents Too!) - There are numerous exciting events planned throughout the school year by SCC and SA, such as other events, Open House, etc. Events will be well communicated and posted as they occur.

SLEEP SUPERVISION POLICY

Part of the registration package is completed prior to the child's start as the parent consent for rest time and parent authorization/signature for sleeping practices and advised about our sleep supervision policy at that time.

1. Children younger than 12 months must be placed for sleep in manner consistent with the recommendations set out in the document "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada" published by Public Health Agency of Canada unless the child's physician recommends in writing otherwise.
2. SCC is obligated to ensure all children are placed for sleep in a manner consistent with these guidelines:
 - Parents will indicate their agreement in the registration package for children younger than 12 months to be placed on their backs in the crib and this must be followed.
 - It is recommended that children younger than 12 months be placed on their backs to sleep to lower the chance of Sudden Infant Death Syndrome (SIDS), however; parents may request otherwise with a doctor's written recommendation and this **MUST** be documented in the registration package prior to the start of care and an Individual Support Plan (ISP) must also be completed.
 - Parents will indicate in the registration package what (if anything) the child is to use during nap (i.e. light blanket, swaddle blanket, sleeping sack, soother) or if the child is to have a reduced, extended or no nap.
 - Parents/guardian will be consulted respecting their child's sleeping arrangements at the time the child is enrolled at SCC, upon transition to another classroom or upon a parent's request.
 - Should a child who is to be placed to sleep on their back roll onto their side or stomach it is **NOT** necessary to place them on their back again. It is important to always place children to sleep in the manner in which is outlined in their registration package. Children under 12 months of age who are able to roll from their back to their side or stomach are at a lower risk for SIDS.
3. Children older than 12 months must be placed to sleep in a manner that is consistent with the registration package provided by parents at the start of care or any documented updates regarding a child's sleep.
4. SCC is obligated to ensure all children are placed for sleep in a manner consistent with these guidelines below.
5. Parents will indicate in the registration package or any documented updates regarding a child's sleep, how children are to be placed on their cot or crib (i.e. back, stomach, or side) whatever they are to use during nap (i.e. blanket, stuffed toy, pillow, or soother) and if nap is to be reduced or if no nap is required.
6. Parents will be consulted respecting their child's sleep arrangements at the time the child is enrolled at SCC, when the infant reaches over 12 months, upon transition to another classroom or upon a parent's request. Infants must sleep in their assigned cribs and at no point in time are infants to be left sleeping in the bouncy chairs, swings, or any other place other than the crib. Under no circumstances are pillows, heavy blankets, bottles/sippy cups, stuffed toys and/or crib bumpers to be used in an infant sleep room. When three (3) or more infants are in the sleep room, a staff is required to be physically present in the sleep room to supervise the children and conduct physical checks.
7. The Lillio system is in place to identify who is in the sleep room. Direct visual and physical sleep checks (checking for breathing, increased/decreased breathing sounds, tossing and turning, etc.) for ANY child sleeping will be completed for ALL age groups and recorded in Lillio as per the following timelines:
 - Infants/Toddlers – direct visual and physical sleep checks approximately every 15 minutes.
 - Preschool – direct visual and physical sleep checks approximately every 30 minutes. All direct visual and physical sleep checks must be documented in Lillio every 30 min with any observance of significant changes in a child's sleep pattern or behaviors while sleeping (i.e., increased breathing sounds, tossing, and turning, change of skin colour, etc. Being documented in the comment section of Lillio. Any change in a child's sleep pattern, including not sleeping, must be documented in the child's daily report to inform parent(s) of this change.

Staff should monitor children with significant changes in their sleeping pattern or behaviors more frequently during sleep.
Lighting in the sleep room must allow for direct visual monitoring. Lights can be dimmed, but staff must be able to see children clearly.
8. Each child in care will have a crib or a cot labeled with their name. This label is to be applied to the actual crib/cot in a manner that allows staff and parents to be made aware of

- whom each crib/cot belongs to. No child is to be put in a crib or on a cot without a clean bed sheet.
9. Sleep time will not exceed two (2) hours in our toddler and preschool classrooms. Children in these age groups may fall asleep, rest or engage in quiet activities during sleep time based on their individual needs but must remain on the cot for a minimum of 1 hour. Infants may sleep for longer during the day as per the parent(s) request as some children in our care are young and require more than one (1) nap throughout the day. The total naptime for infants may exceed two (2) hours.
 10. Children are arranged in a head to foot formation with the crib/cot 46 cm (1.5 feet) apart with an aisle of at least 92 cm (3 feet) to ensure children and staff can safely evacuate in case of an emergency. Staff make sure they can always see the child's face while sleeping; blankets and sleeping toys must never cover a child's face. Center staff, students and volunteers will review the Sleep Supervision Policy before the start of their employment/placement/volunteer position.

Drop Off Process

- 1) Infant, toddler and preschool student parents will enter the centre and walk directly to the classroom door to transition care to the classroom educator. Kindergarten or Academy students will enter the Centre and the staff at the front reception will inform the classroom via walkie talkie of your child's arrival and then a staff will accompany the child to their respective classroom.
- 2) The teacher will welcome your child into the classroom and then check them in on Lillio
- 3) The parents/guardian should exit the Centre directly after the drop off.

NOTE: PARENTS are NOT allowed in the classroom at any time for health and safety reasons.

Pick Up Process

- 1) Enter the Centre and the staff at the front reception will use the walkie talkie to ask the educator to prepare the child for pickup.
- 2) Go directly to your child's classroom door, the teacher will see you and bring your child to the door. For Kindergarten and Academy Parents/ Guardians must wait at the front reception for pickup.
- 3) The teacher will pass anything to you that is needed from inside the classroom and check your child out from attendance once the child is in your care. The teacher will have limited time at pick up to discuss your child's day. Remember the teacher is still managing the other children in the classroom and all the general indicators of the day are in Lillio so discussions should be short. Again, for Health and Safety we want to keep the direct exposure limited. If longer discussions are needed, please contact the office and a time can be booked for a phone call.
- 4) Each Friday or earlier in case of a long weekend, please take everything home, clean out the bag and wash all items for return on Monday.
- 5) Please do not loiter in any hallway, having any conversations with other parents etc.

We ask that you leave the building directly to limit exposure indoors to other parents, staff and children. If you would like to have a discussion with management please call the office, remember we are just a few, but there are many parents, who would significantly increase our exposure risk. Therefore, any general discussions should be on the phone, if there is an important concern, we certainly can book time to speak.

We appreciate your understanding as we move forward with these changes. We do need to be vigilant with our process around interactions with parents, please respect the health and safety of the teachers and management and social space of other parents as well, as you enter the Centre.

Please be on time for pick up, the Centre closes at 5.30 pm. We recommend wearing a mask when entering the Centre, and social distancing as much as possible.

Arrival, Departure Procedures & Absent Days (Post COVID)

When bringing your child to the Centre, you are responsible for delivering your child to his/her teacher, unless otherwise communicated. Please ensure their belongings are in the properly designated place. Children must also be signed in and out of their classroom. Persons not listed on your child's registration package as authorized pickup will not be able to pick up your child unless we get approval from you via email or in extreme situations, the supervisor or supervisor's designate will call you to confirm identity and then release your child upon your request. If the pickup person appears intoxicated or unable to assume responsibility for the child,

the Centre will offer to call a taxi or help find an alternative pick up person. Authorized pick-ups listed on your child's registration form are given the authority to acknowledge reports provided by SCC at the end of day. For example, if an illness/accident/incident report is to be signed at pickup, the authorized pick up will be required to provide their acknowledgement of this report. It is the parents' responsibility to retrieve this information from the authorized pick up as they see necessary.

Any time your child will be absent or late from the Centre, we ask that you notify us by 9:15 am via message on Lillio or call to the Center.

Since the focus of our program is active involvement, we recommend that children be dressed comfortably in casual, durable and seasonally appropriate clothing. Children who are not appropriately dressed will not be able to participate in our routine program. We ask that parents bring indoor and outdoor shoes, especially in the rainy/winter months to avoid slips and falls in the classroom.

During the summer months, we ask that NO flip flops/open backed footwear to be worn and advise that all parents provide children with a pair of shoes with a closed backing for the children's safety. The children will be playing in the sand, gluing or finger painting and their clothing may accidentally become soiled. We provide smocks, roll up the children's sleeves and try our best to avoid messes, but sometimes the children are so caught up in the "fun" that their clothes do become soiled. SCC will not be held responsible for soiled clothing. Please label all your child's clothing including boots, tops, underwear, mitts, hats, coats, and bags. Laundry markers on the tags work best.

Safe Arrival and Dismissal Policy and Procedures Purpose

We follow Ontario Regulation 137/15 Safe arrival and dismissal policy 50. This policy and the procedures help support the safe arrival and dismissal of children receiving care. This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the Childcare Centre as expected, as well as steps to follow to ensure the safe dismissal of children. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

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

General Policy

- SCC will only dismiss children into the care of their parent/guardian or another authorized individual that is indicated on the registration form. The Centre will not release any children from care without supervision.
- Where a child does not arrive in the Centre as expected or is not picked up as expected, staff must follow the Safe Arrival and Dismissal procedures set out below.

Additional Policy Statements: Children will only be released to an adult (18+) with a written consent from parents/guardians via email or through Lillio App, if picked up by someone other than parents/guardians or emergency contacts. They will be asked to show one government photo ID as proof to verify before a child is dismissed and handed over.

Procedures Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - a) Greet the parent/guardian and child.
 - b) Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the registration form under the emergency contacts or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - c) Document the change in pick-up procedure in the daily written record (communication book in the classroom)
 - d) Sign the child in on the classroom attendance record and complete their daily health check.

Where a child has not arrived in the Centre as expected

1. Where a child does not arrive at the Centre and the parent/guardian has not communicated a change in drop-off through phone call or a message on Lillio (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - a) Inform the Supervisor and they must commence contacting the child's parent/guardian no later than 9.45 am. Staff shall send a message to the parent on Lillio and wait for a response for 15 minutes.
 - b) If there is no response by 10 am, the Supervisor will then call the parents/guardians at least twice each and leave a voice mail if the call is unanswered. The office staff will allow 15 minutes for the parent/guardian to respond to the school's voice message left on both their devices.
 - c) If the Centre does not receive a telephone call from any of the parents/guardians by 10.15 am, the Centre will contact the Children's Aid Society (CAS) and report the child missing.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from the Centre

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

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up:
 - a) The teacher or office staff will contact the parents/guardian via phone call and advise that the child is still in school and has not been picked up.
 - b) Where the staff is unable to reach the parent/guardian, staff must leave a clear message stating the child has not been picked up yet.
 - c) Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall within 10 minutes after the call, and where staff is unable to reach the parent/guardian again, the teacher or office staff must call the emergency contact person(s) listed in the registration package and let them know that the child needs to be picked up from school as we are unable to reach the parents.
 - d) Where the staff has not heard back from the parent/guardian, authorized individual or emergency contact person on Centre's records, wait until the program closes and then refer to procedures under "Where a child has not been picked up and the Centre is closed."

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from the Centre has not arrived by 5.30 pm or earlier closing time that was communicated to the Parents/ Guardians, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff will stay with the child while the other staff shall proceed with calling the parent/guardian to advise that the child is still in care and needs to be picked up immediately.

3. In the case where the person picking up the child is an unauthorized individual; the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
4. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the emergency contact person listed in the registration package
5. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6.15 pm, or 45 minutes after the earlier closing time communicated to the parents/ guardians, the staff shall proceed with contacting the local Children's Aid Society (CAS). Staff shall follow the CAS's direction with respect to the next steps.

Glossary

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

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the child care centre and/or home child agency. Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Late Pick Up Policy

Any child who is picked up after 5:30 pm or earlier communicated closing time will be charged \$3.00 a minute. If late pick up continues for more than 3 times in a month after 5:30pm, parents will be issued a written warning with a \$25 late fee fine in addition to the \$ 3.00 per minute late fee.

It is the expectation of SCC that a courtesy call be given or message sent in the Lillio app to notify the staff if you are going to be late. However, the late charge will still apply as staff have been kept at the centre to supervise your child.

School Emergency Closure Policy

When SCC is closed due to extreme weather conditions, power difficulties or force majeure conditions we ask that you keep your child at home. No make-up days or refunds will be offered under these circumstances. On questionable days it is the parent's responsibility to check for school closures. Email notification will be sent out to all families by 6am through the Lillio app.

If the school does close early, parents will be requested to pick up between 2:30-3:00pm or any other time based on the situation and circumstances, to ensure safety and well being of all stakeholders – children, parents and staff.

Communication

All school and classroom communication will be conducted via Lillio or email on our office email; office@sccacademy.com . A bulletin board will also be posted outside of the class with all relevant information.

If you have any concerns with your child's program, the classroom or any general questions or concerns, we ask that you please make an appointment with the Supervisor or Director through the main office.

Parent/Guardian Issues and Concerns Policy

At SCC, we strive to give children the best possible care and encourage parents to take an active role in their child's care. We value the feedback we get from our families and welcome any questions, comments or concerns. Our classroom teachers, supervisors and director are always available to speak with families regarding any concerns and can be reached by phone, email or in person. Any concerns regarding a child's care or the operations of SCC should be brought to the attention of their classroom teacher first. If parents are unable to discuss the issue directly with the child's classroom teacher for any reason the issue may be directed to the supervisor.

Every effort will be made to come to a mutually agreeable resolution of an issue or concern as soon as possible. An initial response to the issue or concern will be provided within 72 hours; however, some issues may warrant further investigation and take more time to address fully. In this case, the person who raised the concern will be informed of the resolution status throughout the process. Please note that issues and concerns will be treated confidentially to protect the privacy of all parties involved within the parameters allowed by law.

When an issue is brought to the attention of a teacher it is the responsibility of the teacher to:

1. Report the concern to the centre supervisor.
2. Document the concern in communication book.
3. In consultation with the supervisor develop a plan to address or resolve the issue.
4. Provide a response to the parent within 72 hours.
5. Document the outcome and steps taken to resolve the issue in the communication log.
6. In the event the teacher cannot resolve the concern they will escalate the matter to the supervisor and inform the parent.

When an issue is escalated to the centre supervisor the supervisor will:

1. Document the concern in the supervisor log.
2. Construct and implement a resolution plan.
3. Provide a response to the parent within 72 hours.
4. Document the outcome and steps taken to resolve the issue in the supervisor log
5. In the event that the centre supervisor cannot resolve the issue it is to be brought to the attention of the director/owner.

Center Staff, students and volunteers will review this policy before the start of their employment/placement/volunteer position.

Family Services/Special Needs

SCC has a Next Steps program within the school which helps the classroom team, Resource Team, Director and Family come up with a plan to help assess whether your child needs assistance.

These Next Steps would include:

- Parent Teacher Meeting with the team and Director
- Review the Nipissing assessment tool results
- Review Ages and Stages
- Review testing from within the classroom
- Any concerns or issues from both parents/teachers
- Set into place some goals and objectives
- Meet back in 6 weeks to review the plan with the Teacher/Director

We do offer speech pathology, occupational therapy (OT) and physiotherapy (PT) on site. This must be arranged ahead of time with the Supervisor/ Director and all appropriate paperwork needs to be filled in before services can start as these are a Fee for Service and can be paid through benefits or privately. Should you choose to use our multi-disciplinary team we will help to arrange this according to your child's needs, however if you choose to source other services outside of SCC we will support and work with your family to help you with this process. We have several free community programs that we can assess for help. A Resource for Family document is available for you to take which has contact numbers and website information.

SCC is associated with several specialized children's agencies, and referrals can be made upon request.

If your child has special needs and requires assistance from any of our family services, we will set up a 6-week checkup with your family, the classroom teacher and Supervisor/Director. We strive to be transparent with our families by providing help to integrate your child into our classroom. When meeting for our 6-week checkup we may discuss different options and services that may benefit your child such as an Educational Assessment, Speech Assessment, OT or PT.

Modified or Accommodated Programming Policy

SCC has implemented a policy for any child who needs our program to be modified, accommodated or needs the help of a classroom assistant. this policy is to provide support to not only the student, but to the classroom teachers and any outside agencies who might be working with the family.

Sharing of information is also a crucial part of providing a successful school experience and one which he/she can learn and benefit from. All information will be shared with all agencies and professionals for whom the child comes in contact with at our 6-week checkup.

Children who require this service will be put onto an Individualized Program Plan (IPP). The IPP will be developed and created by the input of classroom teachers, Supervisor/Director, outside agencies and parents. This will be kept in the classroom and all staff will be trained on the IPP provided.

A 6-week checkup meeting will be scheduled with the Director/Supervisor, classroom teachers, parents and any outside agencies involved in your child's schooling to review, update and make changes to the existing IPP.

If a child is being supported by an outside agency, they are required under our school policy to write an IPP within 6 weeks of their initial visit.

Inclusion Policy

Inclusion is the educational practice of educating children with all abilities, celebrating all children's unique qualities and capturing belonging, diversity and acceptance on a daily basis.

The policy of SCC is to offer a fully inclusive program for all children. The staff and resource teachers work as a team to help each child develop his/her abilities and to help reach their full potential. Referrals to the appropriate agencies are made as necessary. SCC provides an onsite multidisciplinary service as well as using outside agencies. These services will not only support and assist children with special learning needs but will also offer valuable information and enrich our programs for typically developing children. Staff at SCC will follow the philosophy of "*People first language*," which puts the person first and exceptionality second, focusing on the individual rather than the exceptionality. Our staff believes in creating realistic and achievable goals with guiding principles for staff to follow in class and families to follow at home.

Our core principals of our program are:

- Providing a program to enhance and assist all children of all abilities
- Setting realistic and attainable goals to promote success
- Our focus continues to be on the child and working on their strengths and improving areas of weakness or need.

What does SCC provide?

Environment

- Providing wide pathways between furniture to allow more accessibility
- Materials and equipment are visible and at the children's level so that every child can access items independently
- Adaptations are made to equipment and furniture to reduce barriers for children, such as adjusting table heights.
- Adjustments are made to routines and transitions to make learning experiences positive for all children.

Meaningful Participation

- The goals for children with additional support needs are carried out during play experience with peers
- Opportunities are provided for children to play together so they develop relationships with others
- Field trips are planned so that all children can attend and participate in the activities of the trip.

Individual Early Learning

- We limit the number of large group activities throughout the day so all children can actively participate in the experiences provided

- We offer sensory toys for children to use during large group activities and we shorten the length of time when children show signs of disinterest.
- We leave the box of sensory toys out in the room, so children can find them during the day when needed.
- A private space supervised by SCC staff is accessible for children to use when they feel they need time alone.

Our school procedure in the development of Inclusion, consist of the following:

- A parent teacher interview will be set up with your child's teacher and Supervisor/Director to sit down and discuss your child.
- A review of your child's Nipissing Checklist and Ages and Stages Developmental Check list might be reviewed at this initial meeting. At this meeting parents/guardians and teachers will be asked to sign and acknowledge.
- A 6 week checkup will be booked with your family to touch base and to see what progress or changes need to be made
- A meeting can be arranged with PIRS to discuss resources for the classroom
- Our multidisciplinary team will be made available to all families and services can be performed on site in an alternate space within the center.
- All SCC Staff are continually enrolled in workshops and training for Continued Professional Practice to offer the best program for all children enrolled in our center.

SCC's Continued Placement Process

As stated in the Peel Inclusion Resource Service Memorandum of Understanding is that by working in partnership, the opportunities to build on successful outcomes will be strengthened.

Service Providers guide children in a positive manner, at a level that is appropriate to a child's developmental age and actions, in order to promote a sense of belonging, well-being, engagement and expression, part of How Does Learning Happen?

Service Providers should refer to their Inclusion Policy and it should be supported by procedures that are consistent with guiding principles and congruent with the program's policy.

To effectively increase inclusive practices there must be a consistent and accountable approach to the process of addressing each child's individual needs, i.e. medical/physical, social/emotional, behavioural, etc.

When concerns arise and any child's placement is at risk, Service Providers, families and PIRS Resource Consultants (when consent is granted), along with any other professionals, must ensure that every effort has been made to continue the placement and that child care provider documentation is on file with a record of actions.

Please keep in mind that there is always a need for flexibility. This process may vary and will reflect the individual child and/or unique situation. When the process has been implemented in a timely and effective manner, it is a successful way to increase inclusion, support children and families and build on the Service Provider's strengths.

To ensure this process is effective and collaborative, the Service Provider will identify who from the program will take the lead, to make certain the following are implemented e.g., Supervisor, Lead ECE in the classroom, etc. Once this is decided we will ask parents and staff to sign and acknowledge.

- Assess the environment, schedule and program. Have there been any changes for the child or the Service Provider/Educators? Could there be any changes to the environment?
- Begin to make some informal observations and record data that will support their concerns.

- Discuss observations/concerns with the child's parent/guardian(s), including both positive comments and constructive feedback related to issues of concern. Be supportive of the parent/guardian(s) to build a good working relationship on an ongoing basis.
- Consider the following related to the child: medical, physical, emotional and cognitive factors.
- Record the child's strengths, needs and interests.
- Discuss general classroom strategies, seek resources from the PIRS Resource Consultant
- Explore services currently being accessed by the child and family (e.g. speech, social worker etc.).
- Additional strategies may need to be put in place by the Service Provider/Educator. Some examples of these could include but are not limited to:
 - A Safety Plan
 - A Communication Book between home and Service Provider
 - Connecting with community partners.
- A PIRS referral may be initiated to support the child, family and Service Provider if concerns persist.
- Continue to implement all agreed upon strategies and suggestions.
- The relevant people of the licensed child care program, PIRS Partners, Quality Initiative Mentor, Early Years Specialist and family, will have ongoing meetings to review and evaluate progress.

Once all of these capacity building steps and actions have been taken, and it is found that the child's needs cannot be met within the program, the Service Provider may recommend withdrawal of care. It is expected that the Service Provider will provide a reasonable period of notice to the family and during this time, in consultation with the PIRS Resource Consultant, will explore options regarding other child care and community resources to support the child and family.

All staff will be required to read, review and sign our Policy inclusion.

Working together as a team from school to home is extremely important to SCC and our goal is to support not only the child but family and classroom.

Our inclusion policy at SCC follows the Code of Ethics and Standards presented by the College of Early Childhood Educators as well as the Child Care and Early Years Act (CCEYA). We encourage you to visit their website at <http://www.college-ece.ca/en/Members/Pages/professionalstandards.aspx>

SCC's Directors, Supervisor, teachers and outside agencies play the most single important role in achieving inclusion success. Our inclusion policy is reviewed by SCC staff every year.

Student Health and Well Being

1. All children must have current immunizations and a complete health statement or a Doctor's exemption note before entering the school.
2. Communicable diseases and prolonged illnesses must be reported to the Supervisor or Director.
3. Parents are asked to keep any child showing signs of ill health, at home.
4. A child who becomes ill during school will be given a place to rest until the parent/guardian or emergency person can collect the child.

5. Contagious diseases present in the school will be posted for your information.

NUTRITION AND FOOD POLICY

We are a peanut free, tree nut and egg free facility, no pork products are served, and we have Halal meat products options that are certified Halal and, SCC will be strictly adhering to this policy at all times. Our menus are planned to meet children's nutritional needs based on Canada's Food Guide, the CCEYA and Canada's guidelines for healthy foods. We respect and try our best to accommodate special diets and food restrictions.

The four-week menus are posted in Lillio, and on the board in the Centre and available on our website. Children that are 60 months (5 years) to 7 years and are attending care in our 'summer program' for July and August and in specific rooms as identified by the Centre will be asked to bring their own morning and afternoon snack from home that is free of peanut, tree nut and egg. This food will be left in the bags of the children until snack time and will only be eaten in the classroom that they are attending and nowhere else in the Centre.

The Centre will provide a hot lunch in this summer program and will discuss any food allergies/restrictions with parents/guardians as needed.

For Infants, parents are to provide formula and/or breast milk and any specialty items, that will be provided in the original container from the store which includes a list of ingredients for our verification and expiration date. Once a child begins to eat solid food, the Centre will provide blended, pureed or chopped foods, and milk.

Many children suffer from allergies and parents/guardians are asked to inform us if your child has any allergies upon discovery. No food is allowed to be brought into the Centre at any time unless arrangements have been made with the Supervisor. All ingredients must accompany the product in writing. The Supervisor will approve the item once determining the food source and ensuring the product is peanut/nut and egg free. Parents/Guardians must be cautious of allergens when bringing food to the center. Children who bring food from home in the morning or who keep food in their bags must remove these items before entering the center unless approved by the Supervisor/Director. The Centre does daily checks of all the children's bags and discards all items regardless if the product is opened or closed. This strict policy will prevent any children from accidentally consuming any food products that they may be allergic to. Safety is always the utmost importance. We ask that all families adhere to this policy.

Each child under one year old is fed in accordance with written instructions from the parent of the child. Bottles will not be given to infants while they are lying down. Children under one year should be held at a 45- degree angle or greater when feeding and an adult should always hold the bottle until the child is able to do so independently, and bottles should never be propped against something or left in a child's mouth when they are falling asleep or asleep.

All Center Staff, students and volunteers will review the food and nutrition policy before the start of their employment/placement/volunteer position.

Meal Times

Breakfast

Infant – 7.30 -8:00am

Toddler/Preschool/Kindergarten – 7.30-8:00am

Lunch

Infant/Toddler – 11:45am

Preschool – 11:50am

Kindergarten – 12:00pm

Afternoon Snack: Approximately 3pm for all age groups.

For greater certainty please review your respective class schedule.

Breast Milk Policy

Safe handling, storage and administration of breast milk are important in order to minimize contamination and infection to children and staff. As breast milk is a body fluid, childcare staff should:

1. Receive stored human milk in individual sealed containers from the parent/guardian. The breast milk will be provided to the staff in the classroom either fresh in a serving size per bottle as desired by the parents/guardians or frozen.
2. Ensure each container of human milk is labeled with the date of expression, and the infant's **first and last** name.
3. Staff should double check the name on the breast milk bottle with another colleague to ensure the correct child is receiving the correct human milk.
4. Wash hands before and after handling breast milk.
5. Parents/guardians will provide direction to the staff as to the specific requested time of feeding and how it should be given.
6. Breast milk will be placed in a bowl of lukewarm water to bring it up to room temperature before providing to the infant.
7. Breast milk can be left at room temperature up to 4 hours.
8. Breast milk can be left in a fridge up to 4 days.
9. Breast milk can be frozen up 12 months.

Birthdays

Every child's birthday is special and is celebrated at the center. Due to many food allergies and restrictions, we cannot allow food to be brought from home. Any food brought into the Centre will be discarded immediately. We do offer the option of ordering a nut free, dairy free, cake at an added cost. Consult the Supervisor for up to date costing. For safety concerns and hazards any toys or loot bags that are brought into the Centre need to be approved by the supervisor prior to entering the center.

Snacks/Meals

If there is a food that your child has an allergy to, or if there is a food you would prefer your child not have, please inform your teacher or Supervisor and the office. Before school and after school snack (Academy) will be served as well as an AM and PM snack (childcare centre). Snack menus are posted at the front office. Our Hot Lunch Program is catered and is brought into the school every day. The purpose is to provide children with a nutritious meal and to help ensure that the children will be well nourished and ready to learn. Primary students who are bringing in snacks from home, must provide an ingredient list if the item is not in its labeled container or package.

***PLEASE NOTE:** Every attempt is made to maintain a peanut, tree nut and egg free site!

Emergency Care and Procedures

1. Before the beginning of school, a Parent/Guardian must sign an emergency medical release form and transportation consent.
2. Should the need arise for us to take emergency measures, your child will be transported to a hospital, by ambulance.
3. All staff are trained in the administration of First Aid and CPR and will take appropriate action as necessary.

4. In the event of prolonged power failure or evacuation, parents/guardians will be contacted by telephone or Lillio app to collect their children.
5. If the school has to evacuate, we go to Buddhist Temple in the same complex.
6. Fire drills are conducted monthly. Our school does have an Emergency Management Policy. If for some reason we do have to evacuate the school parents/guardians will be notified by email, Lillio, or phone call.
7. Staff are required by law to report suspected child abuse or neglect to the Children's Aid Society.
8. SCC has an Emergency Management policy and procedure that are followed by all staff and if an emergency should occur parents/guardians will be notified through Lillio and a text message sent to the registered number on Lillio.

Safety and Accidents

1. SCC management will inspect the school facility regularly and any deficiencies will be corrected as soon as possible.
2. Rooms, hallways and exits will be kept free from obstacles and debris.
3. Hallways and rooms will be adequately illuminated and Exit signs will always remain lit.
4. Teachers are responsible for supervision and checking all equipment and other supply materials in their class. In case of any issue with the condition of the equipment or equipment requiring repair/maintenance they should immediately report the same to the Supervisor in writing. The Supervisor along with the Management Team will have the issue addressed. In case the Teachers do not send a report in writing to the Supervisor, the Management is not responsible for any incident/accident that may happen due to the neglect of the staff.
5. We request that you bring your child to the supervised area where a teacher will meet you. Children must NOT enter the parking lot or be left alone without an adult. It is the responsibility of Parents to ensure that they do not leave their children alone/unattended in the parking area at the time of drop off or pickup.
6. Staff will record accidents in the communication book provided. Parents/Guardians will be asked to sign an accident/incident report if an accident/incident occurs during school hours.

Emergency Telephone Numbers

We have an emergency telephone number that will be answered during school hours. It should be used for the following only:

- * In the case of an emergency
- * If you have been held up and will be late
- * If a different person will pick up your child
- * If a serious situation has occurred

SCC Millcreek Main Number: 905 813 7318

Emergency Line: 905 813-732 3

Covid-19 Service Agreement

Under Provincial direction, Child Care Centers may operate following strict health and safety protocols to prevent the spread of COVID-19 and to ensure the safety of child care staff, children and their families.

What is COVID-19?

COVID-19 is a new strain of the coronavirus that has not been previously seen in humans. The virus can cause symptoms like the common cold but can advance, in some cases, to severe respiratory illness

or even death. COVID-19 can be spread from person to person, usually after close contact with someone infected with the virus.

Health and Illness Protocol for COVID-19

Children who are ill should not attend the child care Centre.

Children should not attend child care if any member of their household is ill with COVID-19 symptoms.

To manage the risk of spreading illness within the child care Centre, Peel Public Health has provided direction on cleaning/sanitation protocols and personal health care practices including frequent hand washing.

As a Parent/Guardian, you can prevent the spread of illness by keeping your child(ren) home from the program if you or your child(ren) experience **any** of the following signs or symptoms:

- | | | |
|--|---|--------------------------|
| ○ Sore throat | ○ Headache | ○ Diarrhea |
| ○ Difficulty swallowing | ○ Feeling unwell, muscle aches or tiredness | ○ Nausea/vomiting |
| ○ Shortness of breath | ○ Stuffy or runny nose | ○ Cough |
| ○ Fever (37.8 degrees C or higher) or chills | | ○ Loss of taste or smell |

If your child(ren) experiences **any** of the signs or symptoms listed above while at the child care Centre, staff will contact you or one of your emergency contacts to pick up your child(ren) **immediately**. While your child(ren) waits for you or your designate to arrive, s/he will be separated from the other children.

Please review the following items, key to the health and safety of the centre,

- I agree to provide a small bottle of water daily for each child
- I understand the risk of illness associated with placing my child(ren) in child care services;
- I will not administer any medication to my child that may mask the symptoms of illness, such as Tylenol or Advil, prior dropping my child off at the home child care program
- I agree to exclude all of my children from child care immediately upon observing any of the above signs or symptoms of illness in any family member until medically deemed able to return to care; and
- I agree to remain accessible to pick up my child immediately if notified by SCC to do so.
- Lastly, all health documents and immunization are current and up to date

Guidelines to follow for parents:

PARENT CODE OF CONDUCT

We all have the right to be safe and feel safe in our school community. SCC's Code of Conduct sets clear standards of behavior that apply to all individuals involved in our center community including parents or guardians, volunteers, or teachers. These standards apply whether they are on SCC property or at centre-sponsored events and activities.

All members of the SCC community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability, or any other ground protected by Ontario's Human Rights Code. All adult members have the responsibility to act as models of good behavior. Foul language (swearing, name-calling, shouting, etc.) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Behavior that interferes with or is disruptive of the daily operations of the centre or harassing, intimidating or of an abusive nature of any kind towards a child, student, parent, staff, or teacher will result in immediate intervention up to and including the family's expulsion from the center and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written notes, email, words, gestures and/or body language.

No weapons are allowed on center property or at center functions. Alcohol and illicit drugs are not allowed on centre property or at centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre. The privacy and confidentiality of our parents, guardians, teachers, volunteers, and students is important to us. All concerns and comments should be addressed to the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor and if needed to, the Director/Owners.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents/guardians in the centre hallways, the parking lot or via electronic mediums such as Facebook, Instagram, personal blog sites or other forms of electronic information sharing. School cubbies are not to be used for business promotion.

At the time of enrolment, SCC will collect personal information such as telephone /cell numbers and emails with the intention of communicating with parents/guardians about upcoming events, center's news or important reminders. Additionally, telephone/cell numbers will be used for emergency contact use. Under the Personal Information Protection and Electronic Documents Act (PIPEDA), by signing the Child Registration Package you consent to the collection, use, or disclosure of personal information. SCC will endeavor never to distribute any personal information to outside agencies and will only send communication via email for Centre updates.

Parking

Please park in our designated parking area. Please drop off and pick up your child as quickly as possible and at no time leave your child unattended in the parking area. It is the responsibility of the Parent/ Guardian to ensure safety of the child before handing over the child to SCC staff or after receiving the child from the SCC staff.

DO NOT PARK IN THE DESIGNATED FIRE ROUTES.

Teacher Communication

If you need to discuss issues with your child's teacher, please set up an interview or request a phone call for a time convenient for both parties after regular school hours.

Toileting

Please send a change of clothes in your child's bag. The classroom teachers will work alongside you to help with toileting training for students when they are displaying signs that they are ready. We have a Fancy Pants program which we will work with you at home and at school to make toilet training successful.

Sickness

If your child isn't well please keep him/her at home. Infections spread very easily amongst the children and can also be very difficult on our staff. If your child becomes ill at school, we will call you to come and pick him/her up. If your family doctor feels that the preceding periods of exclusion is not necessary this it will require a doctors note.

	Period of Exclusion
Chicken Pox	Contagious from 1-2 days before onset of rash and up to 5 days after. Should return when child feels well enough to participate normally in all activities

Fifth Disease	Contagious before onset of rash and not after.
Hand Foot and Mouth	Blisters may occur for 7-10 days on palms, fingers, feet and inside mouth. Medication can be given
Head Lice	Children are excluded if live lice are found and can return when a certificate of treatment is provided
Influenza	Contagious for 3 to 5 days from onset
German Measles	Contagious for 1 week before and 4 days after onset
Measles	Exclude child and re-admit after 5 days when child can participate in program
Mumps	Once swollen glands have return to normal size and child can participate in program
Pink Eye	Exclude child until pus like discharge is gone from eye for 24 hours with medication applied
Strep Throat	May return after 24 hours of antibiotics
Vomiting and Diarrhea	48 hour exclusion
Whooping Cough	Re-admit after 5 days being on antibiotic and when child can participate
Fever	24 hours fever free and medication free

Makeup Days

There are NO makeup days for sick days, vacation days, snow days or school closures.

Sharing

If you have a skill, expertise, or own your own business and are willing to offer a donation for special events please let us know. e.g., scrap paper, trip ideas or musician.

Medication Policy

If your child needs to be given medication during school hours, a permission form must be signed and left with the office. Parents must give written instruction and verify times and dosage to the teacher. All medication must be prescribed by a medical doctor and must be given to the office to be kept available for use. Diaper Cream must be accompanied by a FORM please see the Supervisor for the form to complete and be brought to the room. Make sure that all medicines/ creams etc. have the Childs name and the Expiry dates must be clearly visible in the English language. Just a reminder that we do not accept Spray Sunscreens of any kind.

Intake of Medication:

Parents who intend for their child to have any medication must first bring it to the SCC office Supervisor. Medication must come in its original container/package. Upon intake, the parent will be asked to fill out a Medication Authorization Form in full and sign it. This form will then be signed

first by the Supervisor and then classroom staff. This form will explain the details of the medication including the name of the medication, the dosage to be given, the time(s) to be administered and/or a description of when it is to be given (i.e. "at what temperature °C /F it should be given). If medication is used on an "as needed basis "the instructions on the Medication Authorization Form must clearly indicate which symptoms must be presented in order to administer medication. This form MUST be filled out prior to the administration of ANY medication. Failure to provide the SCC Supervisor / teacher with the required form will result in the medication not being administered. No staff can administer medication without the Medication Form being filled out and signed. Once the Medication Authorization Form is complete, the medication will be placed in a ziplock bag and a SCC Medication Label detailing all information will be attached. After administering medication, it will be documented on the Medication Form, by whom the medication was administered, the date, dosage and the time. Unused portions are to be returned in the original container to the parent of the child or discarded safely with parental permission. Inactive Medication Forms will be kept and filed in the child's file in the office.

Over the Counter Medication:

Will only be permitted to stay on SCC premises for (3) three days upon which it will be sent home, unless otherwise approved by the supervisor. A medication authorization form is required to be completed as well.

Prescription Medication:

Will be permitted to stay on SCC premises for the duration of the prescriptions outlined on the pharmacist label.

Mild and moderate allergy medication:

(such as Benadryl being needed for a child with mild, moderate allergy) Will be permitted to stay on SCC premises as long as needed, with a clear start and end date.

Emergency Medication:

Children who require emergency medication due to a severe allergy will be posted in our list of children with an Individual Allergy Plan(IAP) or Individual Medical Plan (IMP). Medication for severe(anaphylactic) allergies, puffers for asthma, Tylenol and/or Advil for febrile seizures are considered emergency medication and are permitted to remain on site as long as needed.

Storage of Medication: will be in accordance to the medication label.

- Emergency Medication is to be kept with children at all times. During small groupings, if the child is on the playground, emergency medication must be kept in the emergency backpack out of reach of the children. If the child is inside, the emergency medication must be kept out of reach of the children.

- Non-Emergency Medication is to be kept in accordance to the medication label. Medications must be kept out of reach of children and placed in the Medication Lockbox in the office cupboard or in the kitchen in the fridge.

Medication Type	Number of Days to keep on premises	Where to Store
Over the Counter	3 days	Medication lockbox in cupboard or fridge
Prescription	Duration of prescription	Medication lockbox in cupboard or fridge
Mild/Moderate allergy medication	As long as needed	Medication lockbox in cupboard or fridge
Emergency medication (Anaphylactic allergy medication, puffers for asthma and Tylenol or Advil for febrile seizures)	As long as needed	Emergency fanny pack or out of reach of the children

ADMINISTRATION OF MEDICATION

1. Proper hand washing practices should take place prior to administering medication.
2. Ensure that the medication being administered is for the correct child by checking the name and dosage and ensuring it matches the Medication Authorization form and pharmacist label.

3. Read the instructions provided by parents and ensure that all information matches the pharmacist label and check the expiry date
4. The lead teacher in each classroom will administer the medication by accompanying the child to the office or calling for the supervisor to do so if ratio requires.
5. Medication should be dispensed in a well-lit area and, where possible, it is preferable to remove a child from the activity area to administer medication in a quiet environment with the least possible interruption.
6. After administering medication, document on the Medical Authorization Form, by whom the medication was administered, the date, dosage amount and sign off by teacher.
7. Unused portions are to be returned in the original container to the parents of the child or discarded safely with parental permission.
8. Inactive Medication Authorization Forms will be given to the office when complete and these forms will be filed in the child's file.

MANAGEMENT OF MEDICAL DEVICES

For inventory purposes any medical device provided from home should be labeled with the child's name and sanitized when dropped off.

Cleaning and disinfecting reusable medical devices will reduce the risk of transmitting infectious diseases. Devices that are reused must be cleaned and disinfected after every use following the steps below:

1. Hands to be washed with soap and water before and after touching the medical device.
2. Discard all single use accessories from the device.
3. Clean and disinfect the device following manufacturer instructions.
4. Store the device following instructions if given.

CHILDREN WITH INDIVIDUAL ALLERGY PLAN, MEDICAL PLAN AND PROGRAM PLAN AND INCLUSION POLICY

Based on the requirements stated in the CCEYA should a child require additional support or accommodation to participate in the daily activities at the Centre, parents must provide staff with training specific to the medical needs or accommodations needed and work with the Supervisor and Community Partners in this regard. In most cases this will result in the creation of an individualized plan i.e., IAP, IMP or IPP for the child which will be shared with all center staff and posted in various parts of the centre. Parents are responsible for notifying the Supervisor about, consenting to, and sharing information regarding any allergy or medical condition their child has, as well as any information that is necessary for the child to safely attend the childcare program. Parents must bring to the center any special equipment such as hearing aids, glasses, prescribed medication, braces, walkers, etc., which are necessary to permit the child to participate in activities. An Individualized Program Plan (IPP) will accompany any and all children who require additional support or accommodations. This IPP will meet the needs of the child in care and outline any support that they may need while at SCC.

The IPP will be kept in the office and is completed and updated by the educational resource staff from Community Living Mississauga and can be referenced as needed. IPP's will be developed in consultation with a parent of the child, the child (if appropriate for the child's age) and any regulated health professional or any other person who works with the child (CLM) in a capacity that would allow the person to help implement the plan. These individuals include speech and language pathologists, early interventionists, physiotherapists, physicians, etc.

Overall, SCC prides itself on helping children reach their full potential and strives to achieve this by supporting the four foundations; belonging, engagement, expression, and well-being, to ensure children can grow and flourish in their environment. We celebrate uniqueness, abilities and diversity for every child, and we believe that all children deserve to attend a child care center that is inclusive to all individuals and that they participate in a program that is individualized to their specific learning requirement.

At SCC we view children as competent and curious individuals who are rich in potential and capable of complex thinking. SCC teachers and management team provide a variety of classroom materials and learning opportunities with the children's interests in mind to help guide the children reach their full potential and make educated choices. We believe that all children have the right to quality care and education in a safe and healthy environment and we support all children to reach their full potential. We welcome local community partners and allow these partners to support the children, their families, and staff. These community partners are to support the children in their environment giving teachers strategies to improve a child's skills; whether it be speech, physical, social or cognitive skills as well as providing positive feedback regarding the classroom as a third teacher. Educators attend professional learning opportunities related to inclusion when possible and will

benefit from the support of our internal quality team. SCC will make every effort required to assist any child and family who may have additional support needs to participate fully in our program and participate in a meaningful and purposeful manner by working with the families and outside agencies as necessary and continued placement with these agencies and the support of our internal quality team. Every effort is made to support new and existing placements without side support agencies.

If all capacity building efforts within the process have been implemented and the needs of a child are not being met and should the safety of any child or staff be in jeopardy because of the medical needs of a child, parents may be asked to withdraw their child from care.

The inclusion policy is reviewed annually to ensure it remains relevant, effective, and appropriate and it will be reviewed by all staff upon hire and annually.

ANAPHYLAXIS POLICY

Policy Objective

1. To provide awareness and help support the needs of a child with a serious, life threatening allergy
2. To reduce the exposure on anaphylactic causative agents
3. To ensure an appropriate emergency response for a child with anaphylaxis is in place

Policy

1. Allergy information, administration of medication for allergies and associated forms, and Individual Action Plans for Children with Special Medical Conditions is found in the Administration of Medication policy (Parent Handbook p.27) The Administration of Medication policy must be referenced in conjunction with the Anaphylaxis policy.
2. While an allergy is a specific reaction or sensitivity to an allergen, anaphylaxis is a severe allergic reaction that causes unconsciousness, coma and sometimes even death. Anaphylactic shock is usually of a violent nature, often occurring rapidly, and is life threatening. **Anaphylaxis requires additional strategies to reduce the risk of exposure to causative agents, the addition of a clear communication plan and an emergency response.**
3. **Where possible the supervisor may request a parent/guardian to provide an anaphylactic child with a MedicAlert bracelet.**
4. Based on the allergies of children attending Streetsville Children's Centre we will maintain an individual list of anaphylactic causative agents for our school.
5. The Anaphylaxis Allergens document must be updated as necessary depending on the anaphylaxis allergens of the children enrolled.
6. Food handling staff at Streetsville Children's Centre must be notified of all changes to the Anaphylaxis Allergens document.
7. Where there is a new addition to a centers Anaphylaxis Allergens document, Streetsville Children's Centre supervisor must ensure staff who purchase and prepare food receive training from Peel Health on reviewing alternate names the allergen maybe be referred to on the food label.
8. As cross contamination is often a source of contact, thorough hand washing practices as per the Sanitary Practices policy must be encouraged and supported.
9. Streetsville Children's Centre should be aware of the possible allergens present in activities or materials used by the children.
10. Streetsville Children's Centre will subscribe to the Canadian Food Inspection Agency Recall List. In the event that the centre has served food that appears on the list, the Supervisor will report the suspected case to the Health Department and file a Serious Occurrence Report.
11. Where a child is diagnosed with anaphylaxis, in addition to the Medication Authorization Form and Individual Action Plan for Child with Special Medical Condition documentation that must be completed as per the Administration of Medication policy, the following additional steps will apply

- Parent/guardians should be made aware of the supplementary parental expectations from in the Anaphylaxis policy.
- The parent/guardian will have the child's physician. Allergist completes the top portion of the Administering Medication for Anaphylaxis form, certifying a diagnosis of anaphylaxis and the appropriate medical response. This completed form is valid until the EpiPen expiry date. Prior to the expiry of the EpiPen/Medication, the parent/guardian must provide a new Administering Medication for Anaphylaxis form from the physician/allergist, along with a new EpiPen Medication.
- The parent/guardian should provide a wallet sized picture of the child and provide consent on the lower portion of the Administering Medication for Anaphylaxis form to display the picture for the purpose of identifying an anaphylaxis condition.
- To ensure volunteers, supply and casual staff are aware of which children are at risk for anaphylaxis, an EpiPen Individual Action Plan form containing a picture of the child with a corresponding list of the allergens.
- Must ensure the volunteer, supply and or casual staff person have reviewed the EpiPen and know the location.
- To discourage outside allergens, a letter to all families attending Streetsville Children's Centre will be given/sent out.
- An allergy alert sign identifying the main allergens on the Anaphylaxis Allergens Document should be posted at the entrance of Streetsville Children's Centre.
- Where a family has inadvertently brought an allergen into the centre, the Streetsville Supervisor should follow up with the person to emphasize the need for an allergen free site.

Training Requirements:

12. As part of this policy, staff must also review the Region of Peel's School Health Manual document.
13. The Anaphylaxis policy is subject to, and enforced under the Sign Off for Mandatory Review
14. The Streetsville Children's Centre supervisor and or designated staff must receive individual training by the child's parent or doctor for use of an EpiPen. Recognition of the signs and symptoms of a specific child's reaction must also be provided.
15. All staff will be trained in their roles should an anaphylactic reaction occur.
16. A record of training must also be maintained.

Medication Requirements:

17. In the event that a child who has been previously identified as having anaphylaxis begins to experience symptoms of an attack a staff member will immediately call 911 and administer EpiPen.
18. Where a previously identified child is on an excursion or neighborhood walk, the EpiPen must be brought along.
19. Only a doctor can diagnose anaphylaxis. However a previously identified child is appears to be developing an anaphylactic reaction the REACT should be followed.
20. An anaphylaxis reaction requires an immediate first aid response and immediate medical intervention. There is no danger in reacting too quickly but grave consequence in reacting too slowly.

SERIOUS OCCURRENCE POLICY

Identification of a Serious Occurrence:

1. The death of a child
2. Allegation of abuse or neglect
3. Life-threatening injury /illness a. Injury b. Illness
4. Missing or unsupervised child (ren)
 - a. Child was found
 - b. Child is still missing

5. Unplanned Disruption of Normal Operations

- a. Fire
- b. Flood
- c. Gas leak
- d. Detection of Carbon Monoxide
- e. Out break
- f. Lock down

g. Other Emergency Relocation or Temporary Closures Ordered by the Local Public Health Unit where public health orders a closure with NO confirmed COVID-19 case, submit a serious occurrence in CCLS under 'Unplanned Disruption of Service' with the subcategory of 'Public Health Ordered Closure' OR if the centre closes voluntarily a serious occurrence is required. A Centre must report an 'unplanned disruption of service' which represents closure of the entire childcare centre. **SERIOUS OCCURRENCE PROCEDURES** Immediate Action must be listed. Health and safety of children and staff are addressed immediately. If needed, obtain help by dialing 9-1-1

Parents are then contacted immediately after. Ensure that staff members with knowledge of the incident are interviewed and the incident report is completed. A serious occurrence must be filed in the Childcare Licensing System (CCLS). Ensure notification of any death to police, CAS (as applicable) and family or others as appropriate. Inform the centre Director immediately if not present. A serious occurrence is then reported on the CCLS website. For reporting a serious occurrence it must be with in 24 hrs. Print and post the Serious Occurrence Notification Form from CCLS for 10 business days.

Steps in Reporting a Serious Occurrence in order of occurrence such as a.b.c..

Serious Occurrence Reporting Submission: Supervisor or designee will report the serious occurrence on the CCLS website under (Serious Occurrence tab. Report A Serious Occurrence) using their unique user name and password, website

<https://www.earlyyears.edu.gov.on.ca/ChildCareWeb/public/login.xhtml>.

Complete all required fields on CCLS, and when uploading supporting documentation to ensure its accuracy and completion, do not block out or white out any information. Generate and complete the Serious Occurrence Notification form in CCLS.

To help support the protection of privacy and personal information, no full child or staff name(s) should be used, instead use initials and age or birth date of child, and no age group identifier to be used (i.e., Infant, toddler, preschool etc.) are to be used on the serious occurrence notification form. Print and post the Serious Occurrence Notification form in a visible location to parents for 10 business days from the date of the final update. ****NOTE:** Supervisors may wish to save a copy of the Serious Occurrence Notification form as an MS Word document should any updates be required at a later date. e. f. g. h. i. If necessary, update the Serious Occurrence Report online (i.e. When new information is available, or the Program Advisor requests an update, and post the updated notification form. Within seven business days of submitting the Initial Serious Occurrence Report, go to Serious Occurrence and click on Update A Serious Occurrence Report(s), this must be completed and using the CCLS website. Complete and submit Update Serious Occurrence on CCLS. Submitted Serious Occurrence update report even if information and/or actions have yet to be completed. Include an explanation that a further follow-up report will be provided. Retain Serious Occurrence Notification form on file for at least three years. If for any reason supervisors cannot access CCLS they MUST still notify their program advisor via telephone / email within 24 hours of becoming aware of the occurrence and complete a Serious Occurrence report in the CCLS as soon as the system becomes available. A report is to be provided to a program advisor of any serious occurrence in any child care centre operated by the licensee within 24 hours of the supervisor becoming aware of the occurrence. Record Retention Reports are kept for three years.

Duty to Report some serious occurrences, most notably an allegation of abuse or neglect, will give rise to a duty of report that a child may be in need of protection. If a licensee or staff member has reasonable grounds to suspect that a child is, or may be, in need of protection, they must report this to the local children's aid society in accordance with section 72 of the Child and Family Services Act. The person who has the reasonable grounds to suspect that a child is, or may be, in need of protection must make the report directly to a children's aid society. The person must not rely on anyone else to report on his or her behalf.

In 2015 changes to the Early Childhood Educators Act, 2007 (ECEA) came into effect. Included in these changes are new requirements for employers to submit mandatory reports to the College of Early Childhood Educators. There are seven categories applicable to childcare that should be reflected in supervisor policies. All Center Staff, students and volunteers will review the Serious Occurrence policy before the start of their employment/placement/volunteer position.

CRIMINAL REFERENCE CHECK/ VULNERABLE SECTOR CHECK POLICY

Who and when a Vulnerable Sector Check or offence declaration is required

1. Each employee, volunteer and student will be required to undergo a Vulnerable Sector criminal reference check(VSC) carried out by the police department of their home jurisdiction.

2. Persons who regularly visit the centre such as parent volunteers are also subject to a VSC.
 3. The VSC must be current to the position the candidate is applying for at SCC no earlier than six (6) months before the date of hire.
 4. If a person has previously obtained a VSC and has been terminated for more than six (6) months and then employment subsequently resumes, a new VSC is required prior to resuming employment.
 5. If a person has previously obtained a VSC and has been terminated for less than six (6) months and then employment subsequently resumes, an "Offence Declaration" form must be signed prior to resuming employment.
 6. Leaves and absences (e.g., sick leave, parent AI leave, summer closures, etc.) are not considered breaks in employment. Staff who are on parental leave or approved medical leave are not always required to submit a new VSC. The supervisors will use their discretion and review the current VSC to advise if a new VSC is required. However, in case the annual time for submitting a new Offence declaration has arrived these staff are also required to submit a new offence declaration.
 7. Where an individual previously completed an education placement with the licensee and is then hired by the licensee as a staff within 6 months, no VSC is required. A staff, student or volunteer may begin employment, educational placement or volunteer position that has not provided a VSC if:
 1. A VSC is applied for as soon as reasonably possible, whereby SCC will accept a receipt.
 2. The length of time required to obtain a VSC justifies it.
 3. A declaration form is completed; and
 4. In both(1) and(2) SCC will put additional measures in place to protect children who interact with the person until the VSC is obtained such as not being left alone and always being supervised. Failure to provide the VSC within 3 months of employment will result in immediate dismissal. A new VSC is required to be submitted to the supervisor on or before every fifth (5th) anniversary after the date of the most recent VSC.
- Each employee is required to sign a new "Offence Declaration" every calendar year except in a year in which a VSC is obtained. Each offence declaration shall address the period since the most recent offence declaration or VSC and must be obtained by a supervisor no later than fifteen (15) days after the anniversary date of the most recent offence declaration or VSC. Any staff, student or volunteer is to provide SCC with an offence declaration as soon as reasonably possible any time he or she is convicted of an offence under the Criminal Code of Canada.

Other Individuals at SCC such as any person who provides child care or any other service to a child who receives care at Centre will be asked for:

- An offence declaration from the person; or
- An attestation from the person's employer or from the person or entity who retained the person's services that,

1. The employer, person or entity has obtained and reviewed a VSC from that person,
2. The VSC was performed within the last 5 years, and
3. The VSC did not list any conviction for any offences under the Criminal Code of Canada. An offence declaration or attestation is done no later than 15 days after the anniversary date of the most recent offence declaration or attestation if the person continues to provide such child care or other services.

Vulnerable Sector Check Retention and Accessibility

SCC will only accept an original copy of the VSC. The Director or Supervisor may take a photocopy from the original and record on the front of the VSC "true copy of the original" including the current date along with the signature of the supervisor, BUT ORIGINAL MUST BE PRESENTED TO SCC. VSC's will be kept confidential and original copy of the VSC will be kept in the individual's staff file for the duration of the applicant's employment and only accessible by the administration staff and Program Advisor. Information from this check will only be used in the process of determining if an applicant is suitable for a specific position and to meet requirements of the Child Care and Early Year Act.

What to Do with a Positive Vulnerable Sector Check

SCC understands its obligation to Section 5, paragraph (1) of the Ontario Human Rights Code, which prohibits discrimination against an individual for purposes of employment by reason of a pardoned Criminal Code conviction or a standing conviction for a provincial offence.

SCC will not discriminate against an individual in this situation unless there is a bona fide reason relating explicitly to the position being applied for and with due consideration given to the need to accommodate applicants where possible.

Individuals with outstanding Criminal Code convictions for certain offences will not be accepted by SCC for a direct service position with vulnerable sector. These offenses include, but are not necessarily limited to, the following:

1. Section 151 (sexual interference)
2. Section 163.1 (child pornography)
3. Section 215 (duty of persons to provide necessities)
4. Section 229(murder)

5. Section 233 (infanticide)
6. Physical assault
7. Current probations or probation orders forbidding the individual from having contact with children under the age of fourteen (14)
8. Offences under the Child and Family Services Act relating to abuse of children
9. Outstanding convictions or charges pending for any offense deemed violent, whether or not it involved weapons.

Individuals may be excluded from positions within SCC as a result of other information gained during the police records check and/or through the screening process as a whole, or as a consequence of other factors identified through the screening process.

The applicant has the right to know why he or she is being refused. Positive VSC with offences other than what is listed above shall not automatically disqualify a potentially successful candidate; however, SCC will require these candidates to obtain a new VSC yearly within fifteen (15) days of the anniversary date. The following are examples of circumstances which may affect our decision to hire:

- The nature & number of convictions
- The length of time since the conviction(s)
- Any efforts for rehabilitation
- References and work record
- Relevance of the conviction to the position
- The risk posed by the candidate to the children

Volunteer and Student Policy:

The operator will establish a policy about the supervision of volunteers and students which should contain the following.

- No child is supervised by a person under the age of 18 years of age.
- Child Care Centers: in child care centers, only employees will have direct unsupervised access to the children, except in co-operative nursery schools where, by policy, two participating parents may take the place of an unqualified staff when Ministry Director Approval has been given.
- Volunteers and students may not be counted in the staffing ratios in child care centers. This policy will be reviewed annually with staff. It shall ensure that the policy is reviewed with employees before they begin their employment and at least annually afterwards; and with volunteers or students who will be providing care or guidance at the day nursery before they begin providing care or guidance.
- Volunteers and students will be supervised by the Lead Teacher in the direction of Director/Assistant Director
- Volunteers and Students are required to fill out an SCC Package while on site and sign all Policies and Procedures before entering the classroom.

Additional Points

- Volunteers and Students will be supervised within the setting by the classroom Lead teacher and Supervisor/Director
- Orientation will be done by the Lead teacher within the classroom setting
- Clear responsibilities and expectations are to be presented to the Volunteer/Student by the Lead Classroom Teacher/Supervisor/Director
- The Volunteer/Student will be made aware of the policies of the school and will be given the policy binder to read over and sign off before entering the classroom.

Policy for Early School Closings:

When the school is closed due to extreme weather conditions or power difficulties, flood or other catastrophic reasons and our contingency plan is put into place, we ask that you keep your child home OR be available to pick up your child when notified. The safety of our students, parents and staff continues to be of our utmost concern and we ask that you make every effort to arrive on time so that we can get home safely.

Likewise, if we have to evacuate our building for any reasons (Large Temple) it will be reflected in the following ways:

1. Parents will be notified by Lillio
2. Parents will be notified by SMS & Email
3. Parents will be called by the Supervisor/Director

CWELCC:

SCC has signed in with the Government to provide the Canada Wide Early Learning and Child Care plan to parents who enroll at our center. Direction from the Region of Peel in regards to this program will be followed by SCC.

Please see chart

CWELCC FEE Schedule 2024/2025

The fees are based on the discount applicable under the CWELCC program. There are no sibling discounts available. Billing is done monthly, and fees are due the 1st of each month by pre-authorizepayment from a bank account. Please note that Monthly Fee is calculated as an average of 21.75 working days per month for Full time students, due to CWELCC Billing requirements. In case of a fee change due to CWELCC regulation, existing parents will be issued a credit which will be applied to the following month's fee.

ENROLLMENT OPTIONS	ORIGINAL FEES	From Jan 1, 2024 - Less 52.75% of Fees	Starting Jan 1, 2025
Registration Fee	\$200.00	\$94.50	\$ 0
Infants Room Full Time			
<i>5 DAYS</i>	\$1,576.08	\$744.70	\$478.50 per month
<i>3 DAYS</i>	\$1,060.00	\$500.85	\$22 per day
<i>2 DAYS</i>	\$770.00	\$363.83	\$22 per day
Toddler/Preschool/KG			
<i>5 FULL DAYS</i>	\$1,291.96	\$610.45	\$478.50 per month
<i>3 FULL DAYS</i>	\$894.19	\$422.50	\$22 per day
<i>2 FULL DAYS</i>	\$663.68	\$313.59	\$22 per day

We do not offer siblings or staff discount for the base fee.

Fee payments include statutory holidays and days your child may be absent due to illness or vacation days. No deduction will be made for any of these days in order to guarantee your spot upon return. There is no break in your childcare fee at any time of the year. Fees are due in advance on the first of each month as per our fee schedule, any payment returned NSF or stop payments will be subject to a \$25.00 charge. Part time fees have already been adjusted to reflect statutory holidays, meaning if your child's day falls on a statutory holiday you are responsible for payment of that day.

What is the base fee?

The base fee is what we collect from a parent on a monthly basis to pay for tuition. The table above shows SCC's original fees prior to CWELCC and shows the 2 reductions of fees as directed under the

Ministry of Education CWELCC Program. It includes the Full -Time / Part Time program fee, Registration fee.

What is not included in the Base fees:

- Late Fee *as per school policy*
- School Trips *as agreed upon and booked with parents*
- Special School Events *(any in house events)*
- School Photography *(Fall and Spring pictures)*
- Specialized Therapies
- Craft Work projects.
- Cakes for Birthdays.
- JK/SK Curriculum fee
- Other activities not included under the base fee.

The charges for these services will be communicated to the parents at least 2 weeks prior to the date of payment required.

Screen Time Policy

SCC understands that TV and other electronic media can get in the way of exploring, playing, and interacting with others, which encourages learning and healthy physical and social development. We care about the health and wellbeing of the children at SCC, so we will restrict screen time by:

- For children ages 2 years and above, we allow maximum of 30 minutes total every once in while of educational and age-appropriate screen time (television, video, and DVD). We will notify parents ahead of time if we plan to show any teacher directed age-appropriate educational programs to children on TV or screen.

DISCLAIMER

Parent Manual last updated – December 2024

SCC reserves the right to update the Parent Manual without notice. Many policies in this manual will only be used outside of the pandemic. Many policies will be superseded by our overarching Pandemic Plan and Policies and Pandemic Enhanced Health and Safety Protocols as required by the Region of Peel.

This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the Child Care and Early Years Act, 2014 (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates and each premises where the licensee oversees the provision of home child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.