

## Heritage Home Child Care Services

# Parent Handbook

Heritage Home Child Care Services of Ontario was established in 1985 as a non-profit corporation to provide home-based child care for families in Scarborough. Heritage Childcare & Early Learning was established in 1985 as an addition to the services offered by the home child care agency.

We are licensed under the Child Care and Early Years Act by the Ministry of Education.

Heritage is run by a small staff who work under the guidance of a volunteer Board of Directors consisting of parents and community members. Self-employed caregivers are contracted by the agency to provide child care in their homes. Childcare centers are staffed by a team of Registered Early Childhood Educators and Educational Assistants.

We offer services for children in the toddler, preschool and school age years.



[www.heritagechildcare.ca](http://www.heritagechildcare.ca)

<p>St Rene Goupil Catholic School Site 44 Port Royal Trail, Scarborough, ON M1V 2G8 PH: 647-436-6670 <a href="mailto:supervisorstrenesite@heritagechildcare.ca">supervisorstrenesite@heritagechildcare.ca</a></p>	<p>Milliken Public School Site 130 Port Royal Trail, Scarborough, ON M1V2T4 PH: 647-244-0404 <a href="mailto:supervisormillikensite@heritagechildcare.ca">supervisormillikensite@heritagechildcare.ca</a></p>
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## Welcome to Heritage Child Care & Early Learning

We are very happy you have chosen Heritage Child Care & Early Learning.

Heritage is a unique place for children and families. We are a small organization with a big heart. Our dedicated staff will work alongside parents to ensure their child care needs are met. We provide flexible, reliable child care in safe and nurturing home environments.

Children are at the forefront of everything we do at Heritage. We believe that children are competent, capable, curious and rich in potential. Our commitment to each individual child is to encourage creativity and growth; intellectually, emotionally, socially and physically. We want to set the foundation for life long learning and create a warm happy place for children to come to everyday.

We want to give parents peace of mind in knowing that their children are in a safe, loving home.

Parents are important to us. We will reach out periodically to see how the childcare needs are being met and to offer any insights on their child's developmental progress. We can connect parents with additional special needs resources and services for the well being of their children when required or requested.

Child care in Ontario is a highly regulated sector. The stringent rules set out in the legislation (Child Care and Early Years Act) were designed to protect every child using childcare. These rules are top priority to our Agency and parents will see our commitment to the legislation requirements embedded throughout this Parent Handbook.

We hope you find this Handbook helpful in communicating important information about our services and Policies and Procedures.

We look forward to working alongside you,

M. Gaby Chauvet, RECE, AECEO.C  
Executive Director

## Program Goals

### **Introduction:**

Our program statement outlines and describes our organization's founding beliefs in support of children, staff, parents/families and our early learning and care profession. This statement is consistent with the Minister's Policy Statement on Programming and Pedagogy issued under subsection 55 (3) of the Child Care and Early Years Act, 2014. It is reviewed annually by all staff and home child care contractors and is guided by the pedagogical approaches described in the "How Does Learning Happen" document (published by the Ministry of Education). The Program Statement Booklet is enclosed in the parent enrollment package.

**The Program Statement is the foundation that helps Heritage create engaging experiences and environments.**



### **Our Beliefs**

#### **The Child:**

We believe that each child is competent, capable, curious and rich in potential. Children learn best when they can explore, play and have access to materials and experiences that can help them grow and develop.

#### **Families:**

We honour the parents as experts who know their child best. They bring important information to share and we value and engage them in meaningful ways. Children and their families should have equal access to our services.

#### **Staff:**

Registered Early Childhood Educators and Support Assistants are committed professionals that see themselves as competent educators, rich in experience, nurturing and responsive to the children and their families.

## Code of Ethics/Standards of Practice

Heritage follows and abides by the Standards of Practice and Ethics, published and enforced by the College of Early Childhood Educators of Ontario (2017)

- To build and maintain caring and responsive relationships with children, families and colleagues.
- To draw from professional knowledge of child development, learning theories and pedagogical and curriculum approaches to plan, implement, document and assess child-centered, inquiry and play-based learning experiences for children.
- Ensuring Safety, Health and Well-being in the learning environment that supports children's play and learning.
- To demonstrate professionalism and Leadership.
- To respect the position of trust and responsibility held by the profession and to maintain professional boundaries and demonstrate integrity in all their professional relationships.
- To protect and respect confidentiality of information related to children and families and obey laws pertaining to privacy and the sharing of information.
- To uphold a particular duty to report suspicions of abuse, possible signs of child abuse, neglect and family violence





### **Teacher Selection:**

Teachers in our program hold Early Childhood Education diplomas or degrees, as well as hold current Registration with the College of Early Childhood Educators of Ontario. They are chosen for their philosophy, experience, demonstrated skills, commitment to quality childcare and willingness to strive for the very best.

Support staff is hired to assist the Registered Early Childhood Educators as Educational Assistants in delivering the program or to ensure housekeeping duties are maintained.

#### **Our teacher selection procedure consists of ensuring the following are met:**

- ➔ Interview evaluation
- ➔ Employment & Vulnerable Sector Police Checks
- ➔ Registration in the College of Early Childhood Educators
- ➔ Valid Standard First Aid and infant/child CPR
- ➔ Pre-service & on-going training that covers topics such as safety, health & nutrition, child development, program planning, behavior guidance strategies and communication
- ➔ All teachers need to have an up-dated medical report before hiring can occur

### **Teaching Team:**

The teaching staff at Heritage Childcare & Early Learning Centre work together as a team.

We believe that in order to provide your child with the very best in care we must approach our work with shared goal.

### **Student Teachers and Volunteers:**

Heritage is a teaching institution welcoming Early Childhood Education Practicum Teachers. In some occasions, the program will welcome volunteers to support the work of the teachers. In these situations, we have strict rules about the supervision of the children by these individuals.

### **Supervision for Volunteers and Students:**

We are committed to providing a high quality, safe and secure environment for all children enrolled in our programs. The safety and well-being of children who are being supervised on our premises is one of our highest priorities. No child or children will be supervised in our center by any person less than 18 years of age.

When a volunteer and/or student has been accepted to work in our program, our policy clearly indicates that the individual works under the direction and supervision of a staff. No child or children will be supervised/left alone with non-Agency staff.

### **Supervision/Authority and Release -**

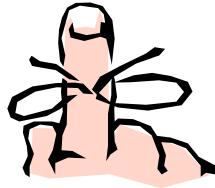
Your child will be under the direct supervision of the child care staff at all times. Any other adult in contact with a child enrolled in our program on or off site must be under the direction and supervision of the staff. No child will ever be supervised in the center by any person less than 18 years of age. No child or children will be supervised by someone who is not a Heritage staff. Only Heritage staff will have direct unsupervised access to children. All staff have satisfactory Vulnerable Sector Checks and Offence Declarations on file.

Parents, who volunteer in our program do not require a Criminal Reference Check. They will not be supervising anyone other than their own child/children.

There may be from time to time limited unsupervised access by persons other than the centre staff; for example, a school bus driver. Situations such as this will require written parental permission and our Release Form completed and signed by the parent/guardian.

All volunteers and students working with our program will be provided with a detailed orientation outlining the organization's policies and procedures as well as the volunteer's roles and responsibilities within the organization. This orientation will occur prior to working with the children for the first time.

*The primary responsibility of the staff is to facilitate each child's development in a planned and nurturing environment. Children are invited to actively LEARN THROUGH PLAY in an environment that provides them with many experiences. As the children are involved with these activities, alone or in small groups, they learn concepts, skills, understanding of the world around them, & positive attitudes. Staff & children share ideas, activities and feelings in a loving and happy environment.*



## Policies and Operations

**Children Served** - Our service is open to young children aged from 18 months to 12 years of age.

**Hours of Operation** – Heritage Childcare & Early Learning Program (St Rene Site) is open from Monday to Friday 7:00 am to 6:00 pm 12 months of the year. Milliken site is open at 7:00 am to 8:40 am and 3:20 pm to 6:00 pm from September to June and 7:00 am to 6:00 pm on school holidays, PD days and Summer Camp.

**Exceptions: all statutory holidays.** Heritage observes all statutory holidays set out by the Ontario Government.

**Late Pick-up Policy** – Our center does not operate after 6:00 pm. If a child remains at the Centre past closing time the parent/guardian will be charged \$10.00 for the first 10 minutes or **any portion thereof**. If the parent/guardian is later than 10 minutes in picking up their child, the late fee will automatically increase to \$1.00 a minute. Failure to pay late fees will result in suspension or withdrawal from the service.

In cases where there is a dispute regarding the time, the childcare/school clock will be deemed correct.

If a child has not been picked up by closing time and we are unable to reach a parent/guardian or any of the emergency pick-up contacts by 7:00 pm, we will seek the assistance of the Police Department and/or Children's Aid Society. Please call the Centre if you will be late in picking up your child to avoid this action.

### Arrival/Pick-Up

- Children will only be released to parents/guardians or those authorized in writing by the parents/guardians.
- Children will not be released to unauthorized persons.
- Any changes made to the “Authorized Pick-up” or the Emergency Contacts lists filled out in the child’s application form must be submitted by the parent/guardian to the centre supervisor in writing and signed by the parent/guardian & the centre supervisor.
- If parents are unable to be at the Centre by closing time, they are asked to make alternate pick up arrangements for their child.
- Parents/guardians need to notify the Centre in advance when a pre-

authorized person will be picking up their child. The pre-authorized person will be asked to show photo I.D. (at every visit) and will be required to sign a "Child Release" form which will be kept in the child's file.

- If a person other than the ones listed on the "Authorized Pick-up" list is picking up the child, the parents/guardians **will need to provide prior written authorization to the Centre regarding this change.**
- **No one under the age of 16 years of age will be allowed to pick-up a child.**
- In cases where there are custody terms, the Centre must have **on file a copy of the Court Agreement**. It is the parent's responsibility to ensure information is current, accurate & on file.
- In cases where custody terms have not yet been determined, **Heritage Childcare & Early Learning Program will assume custody applies to the parent the child lives with, unless specified in a signed document/letter from both parents.**
- In extreme situations where children haven't been picked up by 7:00 p.m. and staff has not been able to reach an emergency contact, the staff will be required to call the Police and/or Children's Aid Society for direction.
- *In the interest & safety of the child, and in compliance with the Child Care and Early Years Act, Heritage Childcare & Early Learning Program staff will not release children into any situation that may be potentially dangerous to the child, and/or will report the incident to the Police Department & Children's Aid Society. This includes a person who appears to be impaired when picking up the child.*

**Absences** – The center must be informed of any absences due to illness, vacation, etc. Parents receiving subsidized child care have a maximum of 35 absent days/year, but can only take up to 20 consecutive absent days at a time. Spaces cannot be reserved if a family anticipates being absent for more than 20 consecutive days. Once a family has used all of their allowable absent days, any additional days will be subject to full fee charges to the parent as per our Payment Policy.

#### **Safe Arrival Program**

- Parents/guardians are asked to **call the Centre no later than 8:00 am each day when their child will be absent from the Centre. The Centre's voice mail is operational 24 hours a day, 7 days a week. Messages will be picked up frequently throughout the day.**
- If we have not heard from the parents/guardian by **10:00 am** the Supervisor will call to confirm child's absence.
- In the interest of safety, **parents/guardians are asked to escort their children to the Centre.** This is often the only opportunity to see the morning teacher regarding any pertinent information.
- **Parents/guardians are required on arrival & departure, to sign their child in and out of the Centre. You and your child are asked to greet the staff member to ensure that the staff are aware of your presence.**

#### **Duty to Report Child Abuse:**

As professionals working with children we have an obligation and duty to report to

Children's Aid/Catholic Children's Aid Society when there is a suspicion a child is in need of protection. Heritage follows the guidelines under our program policy manual and the Child and Family Services Act CFSAs s. 72(1).

A copy of our Reporting Procedures and Policy can be found in the Electronic Policy and Procedures Manual at the center or at the head office. To receive a copy of this blank form, please ask the center supervisor.

**Serious Occurrences:**

The Ministry of Education requires all licensed child care programs to post information about serious occurrences that happen in the child care program. Serious Occurrences are serious incidents that may affect the health, safety and well-being of children in a child care program. All incidents are followed up by the Executive Director, Board of Directors, the Agency's Ministry of Education Program Advisor and Children's Services Program Consultant.

To support increased transparency and access to information for parents, a Serious Occurrence Notification Form will be posted at the center on the parent information board for ten business days after an occurrence was reported and resolved.

**The Child Care and Early Years Act define the following as Serious Occurrences:**

- (a) The death of a child who received child care at a home child care premises or child care center;
- (b) Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care premises or child care centre;
- (c) A life-threatening injury to or a life-threatening illness of a child who receives child care at a home child care premises or child care centre;
- (d) An incident where a child who is receiving child care at a home child care premise or child care centre goes missing or is temporarily unsupervised,
- (e) An unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre.

**Accident Reports** - All accidents to children, no matter how minor they appear, must be reported immediately to the center supervisor, child care manager and executive director. Minor accidents are documented in the Accident Reporting Form. Parents sign and can receive a copy of the Accident Report.

## Health and Safety

(As outlined in Child Care and Early Years Act Regulations)



**Immunization as Recommended by Toronto Public Health:** Prior to being placed in our service, children not attending a publicly funded school (i.e. 0-4 years of age) must have their immunization records up to date. When a parent objects under religious or conscious grounds or when a legally qualified medical practitioner gives medical reasons not to be immunized we will require the parent to submit an approved affidavit signed by a Commissioner for Taking Affidavits (form can be provided by the center).

Immunization records must be kept current at the center and kept in each child's file. We ask parents to inform the center when their child's/children's immunization has been updated.

When the child is not immunized, and/or an affidavit is on file, the child is required to stay home and not attend care when another child has been diagnosed with a communicable disease. The center will use the Toronto Public Health immunization guidelines and list of communicable diseases to make this determination. Regular child care fees will apply.

**Outbreak Notification:** Parents will be notified within 48 hours if there is ever a communicable disease outbreak (2 or more children or staff with the same symptoms). A poster will be posted, and/or a letter will go out to each parent. Outbreaks are reportable to Toronto Public Health



**Allergies and Special Health Conditions:** Details regarding special health requirements or conditions (i.e. asthma, allergies, food restrictions, etc.) must be given in writing to the center prior to admission. This information is necessary to the staff in order to adequately care for your child.

A copy of these instructions will be posted in all rooms of the centre and the original will be kept in the child's file. All staff in the centre will receive training on monitoring allergy symptoms/triggers and procedures on administering emergency first aid (i.e. using an epi pen). In the event that a child is diagnosed with a serious medical condition such as Anaphylaxis allergies, an individualized support plan will be required from the parent and if the parent chooses, from the child's medical practitioner.

**Individualized Medical and Emergency Plans -** Parents are asked to discuss their child's medical needs and detailed instructions regarding their child's allergies and/or special health conditions with the center supervisor prior to the child enrolling in the service. These instructions will be documented and discussed with the center staff and will include details for identifying symptoms and allergic reactions, as well as, what to do in an emergency while

the child is under our care.

This Individualized Emergency Plan will be posted in the center in all relevant locations for the safety of the child. All staff that interact with the children will receive training on monitoring allergy symptoms/triggers and procedures and administering standard first aid (i.e. using an epi pen).



### **Illnesses - When To Keep Your Child At Home:**

Staff in the childcare will conduct daily health checks with each child before the parent leaves the Centre for the day. This practice helps to detect possible symptoms of ill health. If the child presents with signs of illness, the staff will require that the child not stay in the program.

Children who are ill **may not** be accepted into the center. Please notify the center immediately if your child should contract an infectious illness or the following.

- The child can infect others & may suddenly become very ill.
- The child may have difficulty coping with the demands of the day & program.
- The child requires closer supervision and a longer period of rest time.

Parents are required to keep children at home or pick them up from the center when the child is experiencing any of the following conditions:

- Vomiting and/or diarrhea
- Fever of 38C/101F and higher
- contagious viruses (i.e. flu, measles, strep throat, etc.)
- pink eye
- any infections which may severely affect the child's normal functioning



Your child should remain at home if he/she has a fever of 38C/101F or higher or until he/she is has been fever/vomit/diarrhea free for 24 hours. This ensures there is no spread of illness to the other children and staff.

If there is a disagreement between parent and center supervisor regarding the state of a child's health, the parent must have a physician examine the child and submit a note to the center supervisor regarding the child's condition before the child can be re-admitted to the center.

Parents are required to submit a note regarding the child's condition to return to child care for children who have been absent for more than 5 consecutive days due to illness.

**Head Lice:** Toronto Public Health states that; “Children with head lice should be treated and then attend school or child care as usual”. Please inform the center staff when Lice has been discovered and when treatment was started and completed. Treating head lice promptly upon discovery will minimize the spread of lice to others in the center.

If lice are detected and treatment is not completed, the child may be asked to go home.

**Medication Management:**



Only those drugs/medications authorized by a physician may be given to a child at child care. The center's assigned Registered Early Childhood Educator or the center supervisor may accept only those medications in the original container which are clearly labeled with the child's name, name of medication, dosage, date, and instructions for storage and administration. All medication must be current.

Parents must also complete a Medication Form **for each new medication** to be given to the child. We do not administer over the counter medicines unless accompanied by a doctor's note detailing, child's name, date prescription is issued, name of medicine, dosage, length prescription must be given and any other relevant detail.

**Administration of Medications Checklist:**

Staff may only give medications supplied by the parents/guardians to the children under the following conditions, (**ALL CONDITIONS MUST APPLY**):

- Written instructions for prescription medication from parents/guardians & physician. We cannot administer non-prescribed medication.
- Written instructions including child's name, exact dosage, time of day, & duration of medication, & special conditions.
- Medication is in its original container with a label stating the child's name, name of medication, date of purchase, dosage, storage and use instructions.
- Medication should only be used for the child whose name is written on the label.
- Medication forms must be signed by a parent/guardian each time a medication is to be administered to a child. The form will provide permission for the medication to be administered for the duration of the medication.
- If the medication is re-prescribed, new forms will be needed.
- All medication is stored in locked boxes, out of reach & out of sight of children.
- If refrigeration is required, medication will be placed in a locked box at the back of the fridge.
- Medication will be returned to the parents/guardians at the end of each day, unless otherwise stated by the parents/guardians.
- No outdated medication will be given to the child.

**Special Conditions:**

Upon consent of parents/guardians, the Centre may allow children to carry and administer their own asthma or emergency allergy medication. A written procedure for the administration must be established by a qualified medical practitioner & will be kept in the child's file. Please refer to the anaphylactic policy in the center's policy manual for further detail.



**Emergency Procedures** Every staff working in our center holds a current Standard First Aid Training Certification. There are first aid kits and manuasl in each child care room, emergency bags and outdoor play bags. Any accidents or sudden illnesses of a serious nature will be treated immediately. In case of emergencies, the staff or center supervisor will call 911 and notify the parents and executive director immediately. If deemed a Serious Occurrence, the incident will be reported to the Ministry of Education, Serious Occurrences Repoting Portal.

In extreme cases where we may have to evacuate the children from the childcare building, our Emergency Shelter locations are as follows:

Emergency Shelter for the St Rene Goupil Site:  Milliken Public School, 130 Port Royal Trail, Scarborough, ON M1V 2T4	Emergency Shelter for the Milliken Site:  St Rene Goupil Catholic School, 44 Port Royal Trail, Scarborough, ON M1V 2G8
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**Outdoor Play and Supervision -** We are required by the Child Care & Early Years Act to take children outdoors daily (weather permitting) for a minimum of 2 hours daily. Outdoor Play is supervised by center staff and strict attendance documentation is followed to ensure the safety of every child when they are not on center premises (i.e. walk in the neighbourhood).

Outdoor play times will be listed in the daily schedule. Center staff will document and follow all weather advisory directives from the Weather Channel.

In the event the child has a medical condition or outdoor play restrictions, we require a physician's and parent's written instructions.

**Clothing** Since outdoor play is an important part of our program, your child **MUST** be dressed according to the weather. When boots are worn, it is necessary to provide indoor shoes which can be left at the Centre. Please remember to **LABEL** all your child's clothing with the child's name, e.g., boots, hats, mittens, scarves, etc.

Parents are asked to bring children to the Centre in comfortable and suitable play clothing. Staff cannot be responsible for delicate clothing and/or jewelry worn by the child. We promote active inquiry in play and that means that the children's clothing may get messy.

Clothing with toggles and/or loose strings are considered a safety hazard and therefore not

permitted in our centre

Clothing required:



WINTER/FALL:

snowsuit, boots, hats, mittens



SPRING/SUMMER:

sun, hat, cool, loose fitting clothes

Please provide sufficient clothing to allow wet or soiled clothes to be changed as necessary.



**Sleep and Rest** – To support a child’s well-being there is a period of rest following the mid-day meal. Children are very active during their day in child care and need to take some time to rest and/or sleep. The rest times are posted in each playroom. The Child Care & Early Years Act, mandates that each child attending full day child care must have a rest not exceeding 2 hours per day. When a child cannot sleep, they are assigned quiet activities so that they may still get a period of rest. Sleep arrangements are planned in discussion with the Parent, Room Staff and Supervisor.



To make this time more comfortable for your child, he/she may bring a blanket, pillow or stuffed toy (a “sleeping friend”) from home. The Centre will provide sheets, which will be washed on a weekly basis.

Please note that, on P.A. Days & during Christmas & March Breaks school age children will also have a period of “Quiet time”.

**Rest Period Requirements** – Staff will perform visual checks of each sleeping child every 30 minutes. This information is recorded in the Sleep Supervision Plan.

### Program



**What's in a day?**- Our goal as an early learning and care program is to encourage children’s creativity and growth; intellectually, emotionally, socially and physically. We believe that children are competent, capable, curious and rich in potential and that they learn best through exploring play materials and experiencing a variety of learning opportunities.

Our Registered Early Childhood Educators work together to plan a daily program which includes age appropriate activities such as; learning games, stories, crafts, outdoor activities, music and pretend play. Daily schedules will be flexible to meet the changing needs and interests of all children in the home. A copy of the Program Plan is always posted in each

playroom. You are invited to ask any questions about the programming at any time.



**Curriculum Goals:** Heritage is concerned with the emotional & physical well-being of every child. Our focus is to provide a developmentally appropriate environment & to encourage the healthy growth of every child. We strive to meet the pedagogical goals of the Ministry of Education's "How Does Learning Happen" document.

Heritage takes an Emergent approach and values the principle that children learn best through play experiences based on their interests and development. In our program children are encouraged to explore and build knowledge and understanding of the world around them. The teachers observe, record and hold curriculum meetings in order to design and build the program's curriculum.

The play materials, equipment & furnishings will reflect the age and stage of development in the playroom. Staff will follow developmentally appropriate practices to ensure children are growing and learning throughout their day in the center.



#### **Children in our program are encouraged to:**

- Develop their social skills by building friendships, to problem solve, share, take turns & to care for one another.
- Enhance their motor skills with daily outdoor activity & providing materials to help children develop eye-hand coordination, & finger dexterity.
- Foster language skills by ensuring children have rich opportunities to develop vocabulary, self-expression, & conversational skills with their peers.
- Develop their thinking skills by providing various opportunities to problem solve, reflect, investigate, & manipulate materials. Cognitive development is based on the theory that children build knowledge by interacting with their environment & with others. The teachers will take an active role in asking open-ended questions to stimulate thought & set out play materials based on Early Childhood Education principles.



**Meals and Snacks** – Good nutrition & promotion of healthy attitudes towards food is an important part of the Centre's program. Heritage will provide the pre-school children with healthy & nutritious lunches & snacks as outlined in the Canada's Food Guide. A catering company is chosen based on the nutritional value of the meals they provide as well as their food safety record with Toronto Public Health.

School age children must supply their own lunch (brought from home) during the school year. The center will offer lunches and 2 snacks during school holidays/PA days and during Summer Camp.



***Meal Time:*** All of the staff participate in the lunch program & encourage healthy eating habits. The staff will:

- sit down and eat with the children during meal times.
- encourage discussion & will be relaxed when serving & eating.
- encourage children to serve themselves.
- use positive words of encouragement & recognize the child's efforts to eat
- not withhold food from a child for any reason.
- never use food as a reward or punishment, or for comforting a hurt child.

***Parents/guardians should note that, we do not serve nuts of any kind or food that "may contain traces of nuts".***



***Menu Plans:*** The lunch & snack menu is planned for variety, nutrition and to reflect multicultural diversity. The menu is posted in each playroom.

Where the child has special dietary requirements, food restrictions, and/or allergies, the parent is asked to supply written instructions. This information is to be posted in a prominent location in the playroom and a copy to be kept in the child's file.



***Birthday Celebrations:*** Your child's birthday is a special event. There will be a group birthday celebration on the last Friday of each month. We will celebrate all the birthdays of that month at that time by supplying a birthday treat and party for all the children.



***Communication*** - Communication with your child's teacher is a very important factor in the care of your child. Staff are required to give daily informal reports to parents regarding their child's day.

Parents/Guardians are also encouraged to share pertinent information with their child's teachers. If you have any questions, suggestions or concerns, it is important to us that you discuss them with your child's teachers and/or center supervisor.

Parents are always welcome to visit our program. Please discuss with your room teacher and she/he will assist you in planning a visit with your child. Unannounced visits can also be made at any time.



**When things don't work out –** Parents that have a complaint about the service may report it to the center supervisor, child care manager or to the executive director directly. If the complaint is about an incident that relates to a defined serious occurrence category, the incident will be reported to the Ministry of Education by the executive director under the appropriate category.

Parents may wish call the Ministry of Education with their complaints and Heritage's Program Adviser will follow up with the Executive Director.

In order to maintain positive and open communication and to ensure there is a fair and transparent process for conflict resolution, Heritage has in place a Policy and Procedures Protocol that support center supervisor, child care manager and/or the executive director in the reporting and resolution of any conflict arising from a parent complaint.

The intent of this Policy is to:

- maintain on going positive communication between the parents and staff
- support inclusive relationships with parents
- build collaborative relationships where parents' complaints are handled in a fair and transparent manner
- create an environment where families feel comfortable asking questions, sharing information and expressing their needs and preferences
- resolve complaints and/or conflicts in a timely and respectful manner
- convey to families respect and consideration for differences in child rearing values and practices and individual, cultural, religious and community traditions and practices
- reassure families, staff and home child care providers that their enquiries, conversations and records will be kept confidential
- demonstrate best practices in abiding by the Standards of Practice and Code of Conduct set out by the College of Early Childhood Educators in relation to professional conduct, confidentiality and consent to the release of information regarding children and their families
- provide an effective resource for staff that can be used to address differences of approach or opinion.

**Defining Conflict or a Complaint -** Complaints are situations when a parent or staff express discontent or disagreement about operational, physical or safety standards. Conflicts are situations where there is a clash of opinions or discord about a situation that leads to an impasse. Unresolved conflict may escalate to seriously harmful conduct like incivility, bullying or harassment.

Heritage takes every complaint and/or conflict seriously and will follow up accordingly.

**Confidentiality -** Heritage respects the privacy of children, their families and staff.

Heritage's Board of Directors, staff, volunteers and students sign confidentiality clauses prior to starting their service, employment or volunteering at Heritage. It is the expectation of the organization that everyone sign and abide by the Confidentiality Policy at all times.

Registered Early Childhood Educators are also bound to abide by Standard IV: Confidentiality and Consent to the Release of Information Regarding Children and their Families as set out by the College of Early Childhood Educators (CECE). Any breeches related to the Standards of Practice or Code of Conduct may result in Disciplinary Action by the CECE.

**Parental Involvement** - Heritage believes that parental involvement is a major factor in providing quality child care services to families. Information sharing and respectful responses to parent's ideas and requests are vital in the development of responsive relationships between the parent and the organization. All staff strive to build and maintain positive interactions with the families at our center at all times.

We believe that parents have an important role in our programs and that their input is valuable. Heritage will take steps to minimize the likelihood of conflict by ensuring the staff understand and abide by Heritage's Policies and Procedures and demonstrate respect and a collaborative approach to any concern brought to them.

**Process for Initiating a Complaint or Report a Conflict:**

When the parent or Agency staff feel the conflict has escalated to a point where they want to lodge a complaint or need assistance in conflict resolution, they should follow these steps:

**Steps:**

**1. Dialogue:**

Whenever possible, speak to the person directly involved (i.e. staff, parent) and attempt to solve the problem directly. Dialogue can be a successful strategy when the people involved in the dialogue can focus on listening and understanding each other.

**2. Collaboration:**

When it is not possible to speak to the person directly involved (i.e. feeling uncomfortable/unsure approaching person directly) or the conflict has escalated, contact or speak to the center supervisor, child care manger or executive director. They can assist by mediating between the people involved. The assistance of a mediator can help the people involved see the situation from the other's perspective and help in the work of finding a mutual resolution.

A written complaint can be submitted directly to the executive director if the person involved chooses to maintain their complaint confidential. The executive director will facilitate problem solving and/or follow up by contacting the complainant and designing a plan for resolution.

If the complaint is regarding the executive director, it can be submitted in writing to the President of the Board.

All complaints and follow ups are documented and recorded and reported to the executive director and/or the Board of Directors.

Contact information is found below:

When the complaint or conflict is related to:	Contact the Senior Staff	Contact Information
Center Staff	Center Supervisor	<b>St Rene Site:</b> Lisa Ling 647-436-6670 or <a href="mailto:supervisorsstrenesite@heritagechildcare.ca">supervisorsstrenesite@heritagechildcare.ca</a> <b>Milliken Site:</b> Veronica Donoso Flores 647-244-0404 or <a href="mailto:supervisormillikensite@heritagechildcare.ca">supervisormillikensite@heritagechildcare.ca</a>
Center Supervisor	Child Care Manager	Lexlie Manguba 416-754-8814 or <a href="mailto:lexlie@heritagechildcare.ca">lexlie@heritagechildcare.ca</a>
Child Care Manager, Fees, Policies, Procedures	Executive Director	Gaby Chauvet – PH: 416-754-8814 Cell: 416-602-2896 or <a href="mailto:gaby@heritagechildcare.ca">gaby@heritagechildcare.ca</a>
Executive Director	Board of Directors	President – Malti Gupta 416-754-8814 or <a href="mailto:maltigupta@rogers.com">maltigupta@rogers.com</a>

**Behaviour Guidance Strategies-** We believe that children can learn to problem solve and learn social skills when we offer them positive experiences and guidance which are appropriate to their actions and ages. The staff will work with the Parent to ensure their child is learning valuable social and emotional skills.

Heritage's philosophy regarding behaviour guidance is based on offering children positive experiences & guidance which are appropriate to their actions & ages. Corporal punishment is not permitted. Methods of discipline are discussed at staff meetings, & consistent guidance strategies that will help the child grow and learn are agreed upon.

All staff at Heritage Childcare & Early Learning Centre go through ongoing Guidance Monitoring Evaluation which is documented twice a year to ensure staff are using appropriate methods of guidance.

**Prohibited Practices –** Heritage does not permit the use or practice of prohibited practices as defined below:

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement

occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;

(f) inflicting any bodily harm on children including making children eat or drink against their will;

The agency carefully monitors the behaviour guidance practices of each staff and offers ongoing training and support in the form of workshops, professional journals/articles and staff meeting discussions.

Heritage is required by law to report to Children's Aid Society any contravention of the Prohibited Practices Policies and Procedures or suspicion of child abuse.

## **Administration**

### **WAIT LIST POLICY**

#### **PURPOSE**

Heritage Child Care & Early Learning (HCC & EL) aims to develop a waitlist policy and practices that are transparent, fair and consistent.

#### **POLICY**

HCC & EL develops and maintains a waitlist. To gain access to the waitlist, families must call, email or visit the child care center to complete a waitlist registration to provide required information.

Parents can request to know what position they are in the wait list at any time.

#### **Contacts:**

##### **St Rene Goupil Catholic School Site:**

Supervisor, Veronica Donoso-Flores at 647-436-6670 or  
[heritagechildcare@rogers.com](mailto:heritagechildcare@rogers.com)

##### **Milliken Public School Site:**

Supervisor, Margarita Serrano at 647-244-0404 or  
[heritagemillikensite@rogers.com](mailto:heritagemillikensite@rogers.com)

The following information is required to be placed on the waiting list:

- Date wait list registration is received by the childcare
- Parents first and last names
- Best contact telephone number(s) and or email addresses
- Your expected start month
- Your child's name
- Date of Birth
- Subsidized or Full Fee Status

All personal information is protected by our Confidentiality Policies.

### **WAITLIST PRIORITIES**

1. Current children and children who were enrolled in the program during the previous year.
2. Applicants who are siblings of students currently enrolled
3. Applicants who are extended family members of currently enrolled students
4. Applicants that work in the school site where the childcare is provided.
5. Applications from returning families (not exceeding one year)
6. Applicants who have been on our waiting list
7. Applicants from the general public. Special consideration may be given to families risking the loss of their subsidy and/or are given priority placement status by Toronto Children's Services.

### **WAITLIST PROCESS**

1. Each age group at each centre has its own individual waiting list.
2. When a space becomes available, the family at the top of the waitlist will be contacted. Applicants will be called according to the Wait List priorities and in order of their seniority.
3. Waitlist priorities render the waitlist dynamic, which means that a first place on the waitlist may be pushed down by a new waitlist family with a higher priority.
4. The day that you call, leave a message or send your email will be your seniority date on the waiting list. If there are any changes to your contact information, please contact the centre to update your file.
5. There is no specified length of time that you need to be on the list to be offered a space.
6. Spaces are created when a family or child leaves the centre. There is no specific time for space availability, spaces can become available any time of the year and at any point in the month. Parents are required to give a two (2) week written notice of withdrawal giving us an opportunity to contact families 2 weeks before a space becomes available.

7. When a space becomes available at the centre, the Supervisor will call all families that are eligible to start in the age group.
8. Once a family is called from the waiting list they are given a specified time frame to return the call and express continued interest in the space available.
9. From the families that return our call within the specified time, the family with the highest seniority date will have first official refusal of the available space.
10. If a child is offered a space for an age group we will let you know the likely hood of them moving over to the next age grouping, for e.g. if your child enters the toddler room at 29 months there may or may not be a space for them in the preschool room right at 30 months, however we will be able to give you a sense of when they will be able to move and the possibility. One-month notice will be given to parents if space is not available.
11. Once a child is officially offered a space, if you would like to accept it, you will be required to provide a 1-week deposit of your child's fee for the age group (new children only). This deposit will be applied to your child's first month of care.
12. For all Children that are accepted into HCC & EL there will be a required \$30 non-refundable registration fee.
13. If you are called for a space and do not wish to take it at the time, your place/seniority on the waiting list remains the same.
14. A family who declines a space the first time it is offered will retain priority on the wait list. If a family fails to return a first call within one business week the space may be offered to the person next in line.
15. A family who declines a space when offered a second time or fails to return a second call within one week will be placed at the end of the waitlist
16. A family who declines a third offer for a space or fails to return a third call within one week will be withdrawn from the waitlist. Once withdrawn from the waitlist, a family must begin the wait list registration process anew.
17. While we strive to maintain communication with all families, it is the parent's responsibility to call or e-mail HCC & EL to bring changes to their contact information.

Parents can choose to be taken off the wait list at any time by advising the center supervisor.

**Admission Policy** - Prior to admission, parents must complete all required registration forms as well as attending a placement interview with the center supervisor. There is a \$30 non-refundable registration fee at time of admission. Registration fee is waived for families returning to care within 12 months.

**Change of Information** - It is important to inform the center supervisor of any changes in telephone numbers or address either at your workplace or at home. Changes regarding emergency contacts should also be given in writing to the center supervisor.

**Payment Policy** - Initial payment is due before care begins and on the first day of every month thereafter. A current fee schedule will be provided to Parents at time of enrollment and when there are any changes thereafter. The fee schedule is posted and can be viewed on the Parent Information Board in each program room.

**Fees are:**

- due for every day of care, whether your child is present or not
- applicable for every statutory holiday
- payable under all circumstances unless the program is unavailable and the agency cannot arrange for a suitable back-up location
- parents will receive a payment schedule when they begin care
- Statements for income tax purposes will be mailed annually
- it is the parent's responsibility to pay fees in a timely manner
- fees can be paid by debit, cheque or money order (make cheque payable to Heritage Home Child Care Services) No cash please

From time to time fees may increase to reflect operating costs and parents will be given a month's notice prior to increase.

**Payments are received by the center supervisor or cheques can be mailed to the head office (do not leave payments with Staff). Make cheque payable to: Heritage Home Child Care Services. Our mailing address is: Heritage HCCS/Att: Lexlie Manguba, 3015 Kennedy Rd., Suite 203, Scarborough, Ontario, M1V-1E7**

**When fees are not received:**

- \$50.00 charges will be applied to all NSF cheques. If a second NSF cheque is returned, all future payments will be made by certified cheque or debit
- Childcare is suspended if childcare fees are not paid before the 5th day of the month and a \$10 late fee applied
- Failure to pay fees will result in termination of child care services after 10 days if fees are not received at the head office and a \$50 late fee is applied
- All overdue accounts are turned to a Collection Agency after 30 days if fees are not received in full. Credit rating may be affected



**Statutory Holidays** The center does not operate on statutory holidays. Please note the Statutory Holidays list with dates can be found on the Parent Information Board.

The Centre will close for the following Statutory Holidays: Labour Day, Thanksgiving Day, Christmas and Boxing Day, New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day & Canada Day.

**Christmas Break Policy** Heritage will be open during the Christmas Break if there is a need for the service. The Centre will send out a survey to all the parents early in December to determine parental needs. Hours of operation may be shortened.

**March Break and School Break Policy** March Break and school holidays from September to June fees are included for all school age children enrolled in the **full session** of the program only (before and after school care).

Children attending for part of the day wishing to enroll in full day care must register. Space is not always guaranteed. Additional costs will apply. Please talk to the Supervisor or refer to the Fee Schedule for more information.

**Summer Camp Policy** The days on which the Centre is open during Summer Break are considered to be under the Summer Camp Program July 1<sup>st</sup> to August 31<sup>st</sup>). **The rates for these days will be posted prior to the Summer Camp starting.**



**Vacation Policy** - Payment is required for all time off due to parent/child vacation. Families receiving subsidized child care must observe the Toronto Children's Services absence policy where they are entitled to a maximum of 35 days absent per year. Additional days are subject to full fee costs and will be billed to the parent. Children cannot be absent for more than 20 consecutive days. Vacation and absent days that exceed the Toronto Children's Services policy becomes the parent's responsibility and full fees may apply.



**Access of Equity and Inclusion** - Heritage is "committed to building an inclusive society and providing an accessible environment in which all individuals have access to services and programs in a way that respects the dignity and independence of people with disabilities" (*City of Toronto Statement of Commitment to Creating an Accessible City, August 2009*)

We are a fully integrated program. We believe that every child belongs and can have fulfilling childhood experiences in our program. Please discuss with your teacher any special needs and or requirements your child may have or need so that we can try to accommodate them. In some circumstances and with parental permission we may require the assistance of a Special Needs Resource Staff. The center supervisor will discuss this with the parent in order to arrive at an individual program plan for the child.

**Withdrawing from the Service** - In the event that a parent wishes to permanently withdraw their child from the center, the procedure set out below must be followed.

#### **Withdrawal Policy**

In the event that a parent wishes to permanently withdraw their child from the center, the procedure set out below must be followed.

### **Written Notice**

- Written notice of permanent withdrawal from the service must be given at least **TWO WEEKS IN ADVANCE** to the center Supervisor.
- If notice is not received, two weeks full program fees will be charged.
- A permanent space cannot be guaranteed if the child is withdrawn or is absent without notice for more than 10 days.
- Re-enrollment requires the parent/guardian to follow the enrollment application process

It is important for your child to be given the opportunity to say good-bye and have a sense of closure when leaving the child care center. Please let the Supervisor know in advance of his/her last day, so that the transition can be a positive experience for your child, their child care friends, room teachers and your family.

### **Withdrawal of Services from the Center**

- There may be instances when the center cannot accommodate the ongoing or future needs of a currently enrolled or wait-listed child.
- These matters will be brought to the attention of the parents/guardians of the child involved, Heritage Board of Directors and our City of Toronto Children's Services Consultant.
- In the event it is determined that the program at the center does not meet the needs of the child, Heritage reserves the right to require the withdrawal of the child from the program or waitlist.

### **Procedures:**

1. All relevant information will be documented and reported to the parents/guardians. An ongoing discussion to address the child's needs and support systems available to the family will have been thoroughly explored. Referrals to outside agencies will be discussed with the parent/guardian
2. All relevant information must be documented and reported to our agency's Toronto Children's Services Consultant.
3. The Board of Directors will review the information and must approve the discharge
4. Two (2) weeks written notice will be provided to the parent/guardian (except as outlined below)

**Discharge Due to Breaches of Heritage Policies** - Upon admission into Heritage, families are asked to review and sign understanding and agreement of our Policies and Procedures (outlined in the Parent Handbook and in the Agency-Parent Agreement, as well as the Parent Code of Conduct document).

Breaching any of the policies outlined in the Parent Handbook and/or Parent Code of Conduct places the family at risk of being found NOT in good standing with Heritage.

The Board of Directors reserves the right in its sole discretion to discharge any child for breaches of any of Heritage's policies, by the child or the parents including but not limited to breach of the following:

Heritage Parent and Child Code of Conduct  
Heritage Fee Policy  
Parent-Agency Agreement and/or Parent Handbook Policies

**Parent and Child Code of Conduct** - As part of your signed agreement with Heritage, the Agency reserves the right to withdraw or deny services if the Parent Code of Conduct is breached. We require that Parents/Children review and sign their understanding and agreement to follow the Code of Conduct. This document is provided in the Admission Package.

The decision for withdrawal will be based on, but not limited to, the following types of incidents:

- Repeated physical acts against other children and/or staff by a child (hitting, biting, or any other form of physical threat or assault).
- Verbal attacks on other children and/or staff by a child or parent, which include the use of threats, name-calling, as well as repeated profane or degrading language.
- Racial or other discriminatory incidents.
- A child who purposely or defiantly leaves the centre without permission and/or leaves the care of the staff on or offsite.
- Any verbal or physical abuse of the staff by a child or child's family member.

We realize that occurrences and disputes will occur among children and it is not our intent to exclude children as a result of typical developmental incidents that assist them in acquiring problem-solving skills. However, as individual needs vary in terms of environment and program, some children may not benefit from the program offered in the child care center.

We will make every effort to meet the needs of your child, which may require the assistance of an outside agency (Special Needs Resource). If the behaviours still occur and it is still deemed that we are unable to meet the needs of you or your child, then services will be withdrawn. The decision to withdraw a child from our program will be supported with extensive documentation explaining that all opportunities for help have been exhausted. This decision requires approval from the Board of Directors and consultation with the City of Toronto Program Consultant.

In extreme cases (as determined by the Director/Home Child Care Consultant with approval from the Board of Directors) of violent or threatening behaviour by either a child or a parent where the safety of other children and/or Heritage staff or Home Child Care

Provider are at risk, the two (2) weeks' written notice of withdrawal is waived and the child is asked to withdraw immediately.

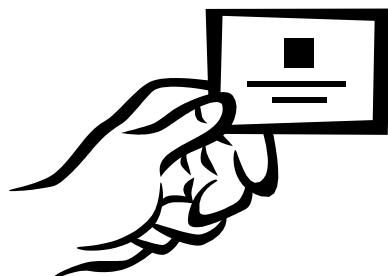
The Director/Child Care Manager and in some instances, the President of the Board of Directors (or designate) will meet with the parent immediately and the parent/guardian will be required to withdraw the child from Heritage at a time set by the Board of Directors in its sole discretion. The parent reserves the right to appeal a withdrawal decision made by the program in writing to the Board of Director.

**The Procedures for Withdrawing a Child's Participation are as Follows:**

- 1) All incidents will be documented by the Staff/Supervisor using the Incident Report Form.
- 2) Incident reports filed by staff will be reviewed by the Supervisor/Child Care Manager and Executive Director.
- 3) Supervisors will be responsible for exploring resource supports for the child if deemed necessary, discuss a plan for meeting the child's needs and document strategies that can be used to help the child succeed in the program with parents/guardians and staff
- 4) Parents are asked to sign the completed incident form and a copy will be kept in child's file. The Supervisor/Child Care Manager will thoroughly discuss the concerns/challenging behaviour and offer system supports and/or work on a plan to support the child's needs in the center. The Supervisor/Child Care Manager will respectfully set a time with the parent/guardian for this discussion.
- 5) Supervisor/Child Care Manager or Director will determine which incidents in the Code of Conduct are deemed worthy of withdrawal based on the seriousness of the incident(s).
  - If a child's behaviour is dangerous to himself/others, the Staff/Supervisor removes the child from the child care program but maintains full supervision.
  - Parent is contacted immediately and informed of the incident. In situations where the Staff/Supervisor cannot contain a child's extreme behaviour the parent will be asked to pick up their child. We ask that parents pick up their child within the hour.
  - There may be a need for a meeting prior to the child returning to the centre to discuss in detail a plan of action and/or time to set up system supports to help meet the child's needs
  - Parents, Child Care Manager, Supervisor and Director must sign all documentation directly related to a withdrawal notice to the parent.
  - The Board of Directors and the Toronto Children's Services Consultant will be notified when a child has been given notice by the program.



Please feel free to contact us at any time



### **Contact Information:**

Agency Executive Director:  
M. Gaby Chauvet, RECE, AECEO.C

Phone: 416-754-8814  
[gaby@heritagechildcare.ca](mailto:gaby@heritagechildcare.ca)  
[www.heritagechildcare.ca](http://www.heritagechildcare.ca)

Child Care Manager:  
Lexlie Manguba, RECE  
Phone: 416-754-8814  
[lexlie@heritagechildcare.ca](mailto:lexlie@heritagechildcare.ca)

St. Rene Goupil Site: PH: 647-436-6670 Lisa Ling Supervisor  
[supervisorstrenesite@heritagechildcare.ca](mailto:supervisorstrenesite@heritagechildcare.ca)

Milliken Site: PH: 647-244-0404 Veronica Donoso Flores  
Supervisor  
[supervisormillikensite@heritagechildcare.ca](mailto:supervisormillikensite@heritagechildcare.ca)

We want to hear about your experience with Heritage—tell us if you are happy or if you're not satisfied with our service.

Our aim is to ensure the childcare experience is a positive one for the family, children and staff.

### **For Your Information....**

Heritage is licensed by the Ministry of Education —  
**Licensing Specialist Contact Information posted on the parent board.**

Heritage holds a Fee Assistance Agreement with Toronto Children's Services—  
**Program Consultant Contact Information posted on the parent board.**