



Rippleton Roadsters Child Care and Satellite Program Statement

Rippleton Roadsters Child Care and Satellite Program (RRCCSP) has been proudly serving the Don Mills Community since 1985. What started out as a small program with a few children has grown into one of the largest child care programs in Toronto. As the needs of the community grew, our program grew as well to meet these needs. We pride ourselves on providing high quality care for the families we serve and for the children enrolled in our program.

RRCCSP recognizes children as **capable, competent, curious and rich in potential**. Our Program Statement which is consistent with the Minister's Policy Statement on Programming and Pedagogy under the Child Care and Early Years Act (2014) reflects our policies and procedures which our educators promote, and which guides how we collaborate with the families and the children in our program.

How Does Learning Happen? is organized around four foundational conditions that are important for children to grow and flourish: Belonging, Well-Being, Engagement, and Expression. These foundations, or ways of being, are a vision for all children's future potential and a view of what they should experience each and every day. These four foundations apply regardless of age, ability, culture, language, geography, or setting. They are aligned with the Kindergarten program. They are conditions that children naturally seek for themselves.

- **Belonging** refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.
- **Well-being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.
- **Engagement** suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond
- **Expression** or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy

RRCCSP follows the Emergent Curriculum and uses the E.L.E.C.T. Document to create an environment in which children grow and learn at their own level. This play based learning environment provides opportunities for the educators to observe and document the children as they explore in order to guide our educators to extend their learning.

We have taken great measures to develop policies and procedures that support the well-being of the children in our program. All the policies and procedures are available electronically at www.rippletonroadsters.ca , a hard copy can be made available upon request and our policies are also available on our main parent board.

Indoor/Outdoor Activities

RRCCSP provides an environment that allows children to explore their surroundings and fosters curiosity and creativity conducive to play and inquiry based learning, RRCCSP provides a safe, caring and healthy environment for our children. Our indoor play space is prepared to allow easy access to all the areas and foster independence as the children make choices throughout the day. The Educators use observations to expand and allow for experimentation in the program. The E.L.E.C.T Document is used to compliment and guide the educators to support the interests of the children. Children learn about diversity through play, including music, clothing, foods, games, celebrations, and dramatic play engaging in activities that represent the child and their home to their learning environment at school. We strive to integrate all areas of the child's development into our program as they learn at their own pace. The programming includes activities that are based on diversity and encourage cultural exploration.

Our outdoor play space is used as an outdoor classroom to extend learning and make connections in a different environment. We understand that each child's development differs and that factors such as family, community and life experiences influence it. Outdoor play is scheduled into the daily routine for up to 2 hours each day with an alternate to physical activities is used in the event of inclement weather and extreme weather advisories.

Integration of diverse materials are included in all the areas of the classroom this includes, but is not limited to books and tapes that include different languages, clothing and materials that represent different cultures and traditions, crayons, paper, markers and paint materials include various skin tones. Also visible in the classroom are photographs which include the children in the program and their families as well as displays that highlight a variety of people and cultures representing the children in the classroom. All of this representation inspire children to be creative, while learning of the importance of multicultural awareness and diversity using various materials provided for them.

Health Safety and Nutrition

Nutrition

Health safety and nutrition are a priority at RRCCSP. We are please to offer a well balanced lunch and nutritious snacks every day. Our meals cater to the needs of the children and reflect a multi-cultural selection that is reviewed and changed seasonally. The food served to the children are in accordance with the daily recommendations of the Canada's Food Guide and reviewed each year by a registered dietician. RRCCSP takes every opportunity to incorporate mealtime and snack time as a learning opportunity. Our educators join the children at the table and model positive eating habits by sharing the food on the table and opening discussions about the value of healthy choices and making the children aware of what they are eating and why. Our menus and ingredient lists are posted in each classroom and a link to M. Halpert Catering is available on our website.

Rest

The children in our preschool programs are provided with appropriate rest/sleep periods each day. They are all provided with their own cot and bedding and a quiet space in order to rest properly. Children who choose not to sleep or wake up early are given quiet activities, such as puzzles, colouring activities or books until rest time is over. Each child enrolled in the child care centre for 6 hours or more is required by the CCEYA 2014 to have a rest time of at least two hours after lunch. In the event that you do not wish for your child to have a rest or sleep time, we must have written consent from you and we will do our best to accommodate your request. Children in FDK before and after school programs have a quiet time after lunch but do not have to sleep.

Safe environment

The educators in our program follow the policies and procedures in maintaining a safe and clean learning environment. They follow proper disinfecting procedures and maintain safety logs for each area (food, the physical environment, playground inspections, outdoors, extreme weather etc.) these logs are always current and organized in binder in each classroom.

Relationships

RRCCSP strives to create positive relationships between the children in our program their peers and the adults in their lives. We incorporate all aspects of their lives so that they become connected and develop a sense of

security as they see these connections take form. The Parents are the child's first teachers; they are experts and the connection with the child's school environment and home environment is extremely important. The staff are aware of the importance of merging the classroom, the home and the community at large so the child and their family develop a sense of belonging. Collaboration with all three areas will set the basis for trusting relationships and develop confidence in the children as they establish their place within the community.

In addition to meeting the educational needs of individual children with unique attributes and backgrounds, educators are also responsible for providing every child with an anti-bias, multicultural education. An anti-bias curriculum offers goals to enable every child to construct a confident identity; to develop comfortable, empathetic and just interaction with diversity

Self Regulation

RRCCSP's Emergent programming is conducted with the interests of the children in mind to children's sense of belonging. Our play-based learning style encourages the children to express themselves and communicate in a way that allows them to solve their own problems, negotiate with their peers as they share ideas, and understand consequences to their actions in order to regulate their emotions in stressful situations. The role of the staff is to model these practices and provide an example for the children.

Our staff ensures the needs of the children in our program are met to build their confidence and develop meaningful connections with their peers and with the adults in their lives. Our staff maintains consistency by setting a routine in place that allows the child to be successful throughout their day. Our staff follow the same philosophy and the environment in each classroom is consistent throughout the Center. The day is conducted in a familiar routine.

Our Programming methods are inclusive and incorporate the diversity of the children in the program. The classroom environment is set up to reflect the different abilities, cultures, religions, genders and family structures. The staff complete training and participate in workshops to remain current in the ever-changing world around them. They provide a high-quality learning environment that reflect the real world and provide connections for the children and their families. The materials in the indoor and outdoor classroom reflect all areas of development with each individual child, we understand that every child learns and develops at their own place and we program to reflect their needs by listening and paying close attention to the reactions of the children to the environment around them, and extending their learning with supporting materials in order to satisfy their curiosity and foster their creativity.

Parent Engagement and Communication

RRCCSP believes that sharing knowledge is integral to the success of your child, and we aims to ensure that families have the support of available, affordable, safe, reliable, high quality licensed child care for their children, which ensures parents peace of mind. Respect, care, empathy, trust and integrity are core values in all our interactions with families. We understand that the relationships with our families creates a partnership that best meet the needs of the children:

Through various events throughout the year, invite parents and other important adults to join together to celebrate the children and their successes. This also provides an opportunity to show connections with all the important aspects in a child's life while they showcase their accomplishments.

In addition to our open door policy and the daily interaction with program staff, we offer many opportunities for parent feedback and involvement. We encourage an open communication and welcome suggestions to make the program as seamless as possible. Our annual General Meeting each September is a prime opportunity for parents, children and staff to come together as a team for the success of the program.

Monthly newsletters are posted online and archived from the previous year so that the parents are able to read important information and be aware of events in the centre.

Community Partnership

RRCCSP understands the importance of the community and the opportunities it provides as another learning environment for the children in the program. RRCCSP is committed to developing close partnerships with the

community to support the children and families in our program. Our programs are located within Toronto District School Board and Toronto Catholic District School Board facilities and therefore the relationships within these schools are extremely important. The open communication with the Principal, teachers, and all the children within the building provide opportunities to further connect the child to the community.

We also view the community as a valuable resource and our educators plan learning opportunities to engage the community in our programs such as walks through the neighbourhood, visits to the local shops and libraries., visits from community officials such as police and fire departments. We optimize the opportunities that the community has to offer and use them as an extension of the classroom so the children may explore and make connections and build on the knowledge that they already have.

RRCCSP is committed to working collaboratively and cooperatively with the School Boards and other agencies, as well as the municipal, provincial and federal governments, to provide the best possible child care service to families.

Professional and Continued Learning

RRCCSP is committed to hiring, training and compensating staff to promote their growth as educators. We provide an orientation period to ensure that our program is a good fit for potential employees and vice versa. RRCCSP finds value in providing on the job training for new employees, which provides an opportunity for both the employee and employer to ensure that the philosophy of the center is the top priority for both parties.

Once hired, the center provides opportunities for continued education through workshops, staff meetings and one on one mentoring. Team leaders for each age group provide new staff with opportunities to become acclimated with the center and provide opportunities for open communication with other staff members.

RRCCSP staff have completed studies in the field of early childhood education, and are registered in good standing with the College of Early Childhood Educators and many have additional credentials in Early Childhood Education, Child and Youth Workers or Recreation Leadership. The staff of RRCCSP are expected to participate in the Continuous Professional Learning Program as outlined by the College of ECE.

All program staff attend mandatory monthly meetings and receive training on an ongoing basis, and as needed.

RRCCSP staff are trained in Emergency First Aid

Annual Review

All RRCCSP educators, volunteers and placement students must adhere to the policies and procedures of the center in accordance with the CCEYA. All educators, volunteers and placement students will review the Program Statement prior to working at RRCCP and annually thereafter or upon any changes or modifications to the policies. Annual review of the Program Statement and these policies and procedures ensure our educators and volunteers are aware of our expectations as set out by the Ministry and enforced by RRCCSP.

These policies are provided for the staff and the Board to read and sign off each year and updated as changes occur.

LICENSING AND STANDARDS

Rippleton Roadsters Child Care and Satellite Program is licensed by the Ministry of Education, Early Learning Division and adheres to the requirements of the Day Nurseries Act of Ontario. All licensing information including the name and contact information of our licensing specialist is posted on the main bulletin board outside room 102 and 103.

RRCCSP strives to provide a positive environment that is free from harassment, violence and discrimination. We are compliant with current legislation including Bill 168-Anti Violence and Harassment in the Workplace, The Accessibility for Ontarians with Disabilities Act, and the Human Rights Code (for more information please request a detailed copy of our policies).

It is the policy of RRCCSP to recognize the dignity and worth of every person and ensure equitable rights for all, without discrimination on the basis of race and colour, ancestry and ethnic origin, citizenship, creed, socio-

economic status, sexual orientation, disability, looks, age, family status/composition, marital status, place of origin, pregnancy, sex, sexual orientation and same sex partnership status, or class, provided the child will benefit from the program offered, and does not pose a threat to the health and safety of children or staff in the centre. While it is our policy to accept all children to our program, on occasion a family or Rippleton Roadsters may feel that a child no longer derives benefits from the program. When necessary, Rippleton Roadsters will advocate for the child to receive additional support or enhanced programming from various agencies. Rippleton Roadsters will make every reasonable effort to meet the needs of the child and family. When all reasonable efforts to utilize resources available to support the child's development have been attempted, an evaluation may determine that another early childcare environment may be more beneficial for the child and/or parent's needs.

BOARD OF DIRECTORS

Rippleton Roadsters is managed by a volunteer Board of Directors. The Board of Directors consists of parents who are elected at the Annual General Meeting held in the fall. Directors are elected from the Members of the Corporation and local community. It is vital that all parents clearly understand **THAT IN ORDER TO OPERATE THIS CHILD CARE CENTRE, WE MUST HAVE A BOARD OF DIRECTORS.** If you would like more information about the roles and responsibilities of the Board of Directors or a copy of the By-laws of the Corporation, please contact the Executive Director.

OUR EDUCATORS

All programs at Rippleton Roadsters Child Care and Satellite Program are staffed by qualified and experienced teachers who have been trained in Early Childhood Education or an acceptable equivalent. All ECE staff is required to be registered and in good standing with the Ontario College of Early Childhood Educators.

Regardless of their previous education and experience, employees are encouraged to continue their study of and training in child development techniques / skills and E.C.E. practices in order to keep abreast of new research and knowledge.

Employees are encouraged to attend relevant professional development as they become available in order to remain current and up to date with ECE practices.

Occasionally our centre provides opportunities for individuals pursuing their RECE and ECA designations to gain experience through cooperative (co-op) placements.

In addition to our educators, all individuals volunteering and/or on a co-op placement will have police reference checks from the corresponding Police and comply with the terms of our volunteer policy.

Each staff member is required to hold a current Infant-Child CPR Life Saving Certificate, be trained annually on Epi-pens

Each staff member must provide proof of updated immunizations and clear health check-ups annually or upon request.

CHILD CARE PROGRAMS

JUNIOR P/S PROGRAM (Pre-K)

- Full day program 5 days a week
- 7:30am to 6:00pm
- Mandatory two hour rest period is provided
- Hot nutritious lunches are catered and well balanced snacks are provided by the Centre
- Maximum ratio of children to staff is 8:1
- The program is open on professional Activity (P.A.) days, March Break and Christmas Holidays

FULL DAY KINDERGARTEN RIPPLETON (JK/SK)

- Five days per week
- Access to the morning program (7:30am to 8:30am)
- Access to afternoon program (3:15pm to 6:00pm)
- Maximum ratio of children to staff is 10:1
- The program is open on Professional Activity (P.A.) days, Christmas Holidays and March Break to **full time enrollments only (am and pm)** and a hot lunch will be provided by the centre on these days.
- The program is **closed** to part time enrollments on Professional Activity (P.A.) days, Christmas Holidays and March Break
- Nutritious snacks are served by the Centre

RIPPLETON SCHOOL-AGE PROGRAM (starting at Gr.1-up to 12 years old)

- Five days per week
- Access to the morning program (7:30am to 8:30am)
- Access to afternoon program (3:15pm to 6:00pm)
- Maximum ratio of children to staff is 15:1
- The program is open on professional Activity (P.A.) days, Christmas Holidays and March Break and a hot lunch will be provided on these days.
- Nutritious snacks are served by the centre
- Buses are available to and from Dunlace, Denlow and St. Bonaventure school for children enrolled in the Centre (Parents are responsible for making their own arrangements)

FULL DAY KINDERGARTEN ST. BONAVENTURE (JK/SK)

- Five days per week
- Access to the morning program (7:30am to 8:30am)
- Access to afternoon program (3:00pm to 6:00pm)
- Maximum ratio of children to staff is 10:1
- The program is open on Professional Activity (P.A.) days, Christmas Holidays and March Break to **full time enrollments only (am and pm)** and a hot lunch will be provided by the Centre on these days.
- The program is **closed** to part time enrollments on Professional Activity (P.A.) days, Christmas Holidays and March Break
- Nutritious snacks are served by the Centre

ST. BONAVENTURE SATELLITE SCHOOL-AGE PROGRAM

- Five days per week
- Access to the morning program at our Rippleton location (7:30am to 8:30am)
- Access to afternoon program at our St. Bonaventure location (3:00pm to 6:00pm)
- Maximum ratio of children to staff is 15:1
- The program is available on Professional Activity (P.A.) days, Christmas Holidays and March Break according to the program you are enrolled in. A hot lunch will be provided for **full time** children on these days.
- Nutritious snacks are served by the centre
- Buses are available to St. Bonaventure school, for children enrolled in the morning program (Parents are responsible for making their own arrangements)

PART-TIME PROGRAMS

Part-time enrollment will be considered for all our clients provided space permits. The fee structure may be obtained from the Executive Director or our website (www.rippletonroadsters.ca).

SPECIALIZED SERVICES

In the event that staff or parent are concerned with the developmental mile stones of a child, a meeting takes place discussing the concerns; after obtaining consent, the Executive Director and the staff will assist the family in obtaining family resources.

PROFESSIONAL ACTIVITY DAYS/CHRISTMAS BREAK/MARCH BREAK

Only children who are enrolled **full time** have Professional Activity Days included in their monthly rate.

SCHEDULED CHILDCARE CLOSURES

<u>CLOSURES/ SHORT DAYS</u>	
Labour Day - Closed	Good Friday - Closed
Thanksgiving Day - Closed	Easter Monday - Closed
Christmas Eve - 7:30- 1:00*	Victoria Day - Closed
Christmas Day - Closed	Canada Day - Closed
Boxing Day Closed	Civic Holiday - Closed
New Year's Eve - 7:30-1:00*	Family Day - Closed
New Year's Day – Closed	

Closed the last week before school starts in September (dates to be determined)

You will be notified in advance if the Child Care Centre must close for additional days due to School Board Policy.

There will be no refunds for unplanned closures.

EMERGENCY SHELTERS

Rippleton Roadsters Child Care

In the case of evacuation, the children and staff will go to the Don Mills Baptist Church, 99 Scarsdale Road (416) 447-0108.

SATELLITE PROGRAM:

In the case of evacuation, the children and staff will go to Rippleton Roadsters Child Care, 21 Rippleton Road (416)449-4559

In the case that Rippleton location has also been evacuated ST Bonaventure will also go to Don Mills Baptist Church 99 Scarsdale Road (416) 447-0108.

Parents will be notified upon safe arrival at the emergency shelter via phone, email **and/or** by a by a recording left on **the outgoing telephone message for any program effected by the evacuation please call 416 449-4559 to access this information.** Parents will be expected to arrive promptly or make arrangements to have their children picked up immediately from our emergency location.

In the event of a closure (i.e snow day) parents will be informed via email, or by a recording left on **the outgoing telephone message for each program** by 6:30 am or as soon as the TDSB or TCDSB confirms the closure. In the event of an unforeseen closure refunds will not be given.

REGISTRATION

GENERAL REGISTRATION PROCEDURE

All families are expected to re-register every year by signing a new contract. There are two separate programs that should be considered; the school year, September to June and the summer program, July and August.

The Child Care **will not** assume that your child will return every year without a new contract submitted by the registration deadline. Reminders will be sent out to everyone outlining the registration information in advance. Once a registration package has been completed and submitted it becomes the property of Rippleton Roadsters Child Care Program. Please ensure that the documents that are submitted are original or true copies (i.e. immunization records, custody papers etc..)

Registration for current families

Information will be available online on our website www.rippletonroadsters.ca in advance of the registration date. Returning families will be given a printout of their child's current contact information, which should be reviewed and returned with a new signed contract confirming that the policies in our handbook have been understood and will be adhered to. All fees in accordance with our registration policy must also be remitted with the parent contract to complete the registration process.

Registration for new families

- Registration fee, new families (\$50.00 per child or \$75.00 per family)

The items on the list are expected to be returned on the day of registration. Your application will not be processed until RRCCSP has received the completed package. Also be aware that two months fees must also be submitted upon registration.

If you are registering after the original registration deadline, two months fees plus the registration fees must be submitted in order for your child's application to be processed. Please note that a complete registration package, including all supporting documentation and required fees, is necessary before the application can be processed

Applications will be accepted on an assigned registration date and will be processed based on the priority schedule. All applications will be dated and time stamped. Families will receive a letter to confirm placement within one month's time of registration. Parents enrolling pre-school children must bring the child's birth certificate in order to register. ***Pre-school children must be toilet trained and not using "pull-ups" or diapers unless they have a diagnosed disability identified by a doctor in which case every effort will be made to accommodate them in our program.

RRCCSP is compliant with the Accessibility for Ontarians Disability Act. If you or your child has a disability, please inform us and every effort will be made to provide a suitable accommodation. You can obtain a copy of our Accommodation Policy from the Executive Director.

PRIORITY FOR ENROLLMENT AND WAITLIST PLACEMENT WILL BE BASED ON THE FOLLOWING:

- Children currently attending Rippleton Roadsters Child Care or Satellite Program
- Siblings of children currently attending Rippleton Roadsters Child Care or Satellite Program
- Children that live in the Rippleton Public School or St. Bonaventure Catholic School designated attendance area
- Children of all other communities

PRIORITY SCHEDULE FOR KINDERGARTEN AND SCHOOL-AGE CHILDREN

- Children currently attending Rippleton Roadsters Child Care or Satellite Program
- Siblings of children currently attending Rippleton Roadsters Child Care or Satellite Program
- Children attending Rippleton Public School or St. Bonaventure Catholic School
- Siblings of children attending Rippleton Public School or St. Bonaventure Catholic School
- Children of all other communities

SCHOOL BOARD ATTENDANCE POLICY

Parents of children who reside outside your home school's designated attendance area are advised to contact the school about the policy, procedures and deadlines for Optional Attendance applications. Please visit www.tdsb.on.ca or www.tcdsb.org for additional information.

ARRIVAL AND DEPARTURE

It is recommended that the children should be in the Centre by 9:30am (where applicable) in order to receive the most benefit from the program.

If your child is sick, late, or absent, the Centre must be notified by phoning 416 449-4559, via email and leaving a message or speaking directly to a staff member. This also applies if your child is picked up early from school, or is going to be picked up by someone other than a parent.

Parents (or authorized persons) are required **to escort their children to and from the teacher when arriving and departing. This will ensure both the safety of the children and provide an opportunity for communication between parents and staff.**

There is a late fee for all programs of \$1.00 per minute per family after 6:00 p.m. Late fees are due within one working day payable by cash only and submitted to the staff on duty at the time of pick-up or the next business day. This policy is designed as a deterrent and abuse of the late policy will be considered a violation of the parent contract.

PICK-UP AUTHORIZATION

Only individuals 13 years or older may be given authorization to pick up a child enrolled in our program. Children **will not** be released into taxis, sent home alone, or released to any unauthorized person. Only those people authorized on the application form are permitted to pick up your child without written consent. The centre must be advised in writing whenever there is a change in authorized pick-up privileges. At the request of any staff member, identification may be requested at any given time.

It is the responsibility of the parent/guardian to inform the Executive Director in writing of any changes in the family situation such as address, telephone numbers at home or at work and the names and contact information of emergency contacts.

FEES

Fees are set according to the ongoing cost of operation and are pro-rated to include closures throughout the year. At the time of registration two cheques must be given. There is also a non-refundable registration fee of \$50.00 per child or \$75.00 per family, to cover administration costs. This is a one-time fee and is not required if your child has been registered in our program previously.

All fee payments will be made by preauthorized payment, no cheques or cash will be accepted. A void cheque and a preauthorized payment consent form must be signed at the time of registration for the application to be processed.

A 10% discount on the higher fee is applicable for families enrolling more than one child.
It is important for parents to carefully note the following:

No credits or refunds will be given for absences or holidays scheduled by you for your child during year.

A charge of \$25.00 will apply to all NSF or returned cheques and late payments.

Parent(s)/guardian(s) who fall(s) more than three weeks in arrears in their fees, with no written explanation, or payment schedule worked out with the Executive Director, or approval by the Board of Directors will be considered not in good standing with RRCCP and will be asked to withdraw their child from the program.

TAX RECEIPTS

A tax receipt will be issued and given to you in February for the prior year's fees for tax purposes. Please retain this for your personal records, as there will be a **\$25.00** fee for duplicates issued for lost receipts.

SUBSIDY

The municipal government has a subsidy program which offers child care fee assistance to families that qualify. For more information, call Toronto Children's Services at (416) 392-3300 or go to our website for a link to Toronto Children's Services at www.rippletonroadsters.ca. Subsidy applications are the responsibility of the parents and Toronto Children's Services and not Rippleton Roadsters Child Care and Satellite Program.

WITHDRAWING YOUR CHILD FROM OUR PROGRAM

A minimum of four (4) weeks' advance written notice must be given to the Executive Director if your child is withdrawing from the program. If such notice is not given, the deposit will be retained. A complete refund minus the non-refundable registration fees will be given to any parent withdrawing their child one-month prior to the start of a program.

DISCHARGE DUE TO BREACHES OF CENTRE POLICIES

Upon admission into RRCCSP all families are in good standing. However, a breach of any of the policies outlined in the Parent Handbook places the family at risk of being found not in good standing with the Centre. RRCCP reserves the right in its sole discretion to discharge any child without notice if a family is not in good standing.

Full copies, of each policy are available upon request. Breaches of any of the Centre's policies, by the child or the parents/ caregivers, including but not limited to a breach of the following will result in parents being found not in good standing:

1. The Parent Handbook
2. Policy and Financial Contract
3. Late pick up policy
4. Withdrawal Policy

5. The Child Code of Conduct/ Behavior Management Policy
6. The Parent Code of Conduct
7. Parent(s)/guardian(s) fall(s) more than three weeks in arrears in their fees, with no written explanation, or payment schedule worked out with the Executive Director, or approval by the Board of Directors.
8. When a child is suspended from school.
9. If the child or parent/guardian, demonstrates behaviour deemed by the Executive Director, to be detrimental to the effective operation of the Childcare Centre.
10. THERE WILL BE NO REFUND OF FEES UPON SUSPENSION AND/OR TERMINATION OF SERVICES.

SUSPENSION AND/OR TERMINATION OF SERVICE

A parent may be required to withdraw their child from the program, and services provided by Rippleton terminated, pursuant to the terms set out in the Withdrawal Policy, which is signed by each parent/guardian at registration and is included the Parent Contract Agreement.

Rippleton Roadsters Child Care and Satellite Program reserve the right to withdraw or deny services if it is believed that the particular needs of your child or family cannot be appropriately met. The decision for suspension and/or withdrawal will be based on, but not limited to the following types of incidents:

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

BEHAVIOUR MANAGEMENT PROTOCOL AND DOCUMENTATION PROCEDURES

Children, at times, may require help to set limits on their behaviour or interactions with others. Discipline is the last resort. No hitting or spanking or verbal abuse will be used in the program. No child will be subjected to corporal punishment, or treated in a harsh or humiliating manner. No child will be deprived of food, clothing, shelter, or bedding, nor locked in a room. All discipline occurrences must be recorded and discussed with the Parent and Executive Director

There may be instances when RRCCSP cannot accommodate the ongoing or future needs of a currently enrolled or wait-listed child. As such the Centre reserves the right to conclude the parent's contract in writing with a minimum of notice period of 2 weeks. RRCCSP will endeavour to provide more time and assist where possible in finding additional care in the area. Moreover, the following procedure will be followed in the case of difficult behaviour:

1. Behaviour is documented over a period of time by the program staff. Staff and parents communicate daily /regularly regarding the child's behaviour. Parents provide the staff with pertinent information that may help staff support the child's development.
2. The Executive Director and staff meet to discuss the concerns. Strategies are discussed, documented and then implemented. In accordance with AODA legislation every effort will be made to accommodate the needs of the child in our program. In conjunction with the parent/guardian a trial period will be determined for implementation of the suggested strategies.
3. Upon completion of the trial period, the staff and the Executive Director meet to discuss documented

observations of behaviour and strategies implemented. If additional support is required, a meeting is arranged with parents, staff and Executive Director. The following steps will then be followed:

- Identify the concerns and possible reasons.
 - Discuss implications for the child/or other children involved.
 - Discuss ways of involving community resources (e.g., consultants, Adventure Place, Metropolitan Toronto Association for Community Living, etc.).
4. Contact community resources and discuss behaviour, strategy implemented and results reviewed with the results committed in writing and signed by all parties.
 5. If after a predetermined period it is determined that the child's needs cannot be met in the program a recommendation of withdrawal will be forwarded to the Executive Director who will then inform the Board of Directors.
 6. A meeting will then be arranged with the parent(s) and any appropriate support agencies to discuss the concerns and to prepare for the child's withdrawal from the program.

A full copy of our Behaviour Management Policy and is available upon request.

SERIOUS OCCURRENCE POLICY AND PROCEDURE

The *Child Care and Early Years Act, 2014* (CCEYA) and its regulations include provisions to ensure that there is a plan to deal with any serious incidents that may affect the health, safety and well-being of children and that these serious incidents are reported to the Ministry of Education, tracked and followed up on. Rippleton Roadsters Child Care and Satellite Program will ensure that all program staff can identify a serious occurrence, the immediate response procedures to an incident that is a serious occurrence and the expected steps in reporting a serious occurrence.

Reporting Process

When a serious occurrence takes place Rippleton Roadsters Child Care and Satellite Program will ensure that:

- Within 24 hours of becoming aware of the incident, the operator or designate reports the occurrence to the Program Advisor by entering the information about the occurrence into CCLS. If CCLS cannot be accessed, the Program Advisor must be notified by email or phone and complete a CCLS report once the system becomes available.
- Call the City of Toronto Children's Services Serious Occurrence line at 416 397-7359 to report the occurrence and confirms that the report has been entered into the CCLS
- The city enters the reported information to CSIS. This entry is emailed to the Ministry of Education Program Advisor, Ministry Compliance Manager, City District Director and City Consultant.
- Within 24 hours the parent/guardian/advocate and where applicable, the person who placed the client are informed unless immediate notification is contradicted (e.g. the person to be notified is alleged to have caused the abuse/incident to the client)
- TCS must be contacted within 24 hours and a Serious Occurrence Report will be written up and sent to TCS within 7 days.
- Service providers must certify their compliance to this requirement, by completion of the related section within the Annual Summary & Analysis Report

Serious Occurrence Notification Forms

Child care operators are required to complete and post a high-level Serious Occurrence Notification Form at the day nursery when a serious occurrence has happened.

Posting of Serious Occurrence Notification Forms

The Serious Occurrence Notification Form will be posted in a conspicuous place in the centre at or near an entrance commonly used parents. The form will be posted near the child care licence and licensing summary chart. The operator will complete a Serious Occurrence Notification Form to communicate information to the parents about serious occurrences that have occurred in their child care centre. The exception is in the case of

allegations of abuse or unverified complaints which will be posted at the completion of follow up.

The Serious Occurrence Notification Form is updated as the operator takes additional actions or investigations are completed.

The Serious Occurrence Notification Form is posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by the operator, the form remains posted for **10 days from the date of the update**.

Child care centre operators must retain the Serious Occurrence Notification Form for at least two years from the date of the occurrence and make the forms available for current and prospective parents, licensing and municipal children's services staff upon request (consistent with current requirements for the availability of licensing documentation)

SPECIAL NEEDS AND PROTOCOLS

RRCCP recognizes the importance of diversity and the integration of children with special needs and abilities, including behavioural challenges and/or special needs together in a childcare and in the community. The Centre welcomes such diversity in its program and is compliant with Accessibility for Ontarians with Disabilities Act. The following protocol is used to identify a child who may be experiencing difficulty in our program:

- Identified staff will log all observations on the child.
- The Executive Director will observe behaviour and review the log.
- The Executive Director will set up a meeting with parents and staff.
- An appropriate agency will be contacted for further observations and consultation
-

If the Centre has done everything in their power and knowledge to help the child (including the utilization of outside resources if appropriate) within a mutually agreed upon timeframe and the child's needs are still not being met, the Centre reserves the right to ask for parents to withdraw the child. To aid in the transition the centre will assist the family in trying to find alternative care but makes no guarantees to do so.

A copy of our special needs policy is available from the supervisor upon request

ILLNES AND MEDICATION

For the benefit of all, sick children will not be admitted to Rippleton Roadsters Child Care and Satellite Program. Under no circumstances should a child who has any of the following symptoms be brought into our care: diarrhea, vomiting, lethargy, chills, pink eye, or a temperature greater than 100.4 (F) or 38 (C) by ear. Please note that a child may be refused admittance to the program for the day if he/she is determined to be ill by the staff.

ILLNESS POLICY INCLUDING EXCLUSION AND OUTBREAKS

For the benefit of all, sick children will not be admitted to Rippleton Roadsters Child Care and Satellite Program. When a child is sent home, they are expected to remain home until they are symptom free without medication (example Tylenol, Gravol).

The 2-day period will begin from the next business/school day; if your child is sent home at 11 am on Monday they are not expected to return until Wednesday.

Please ensure that your child is fit to return to the program; If the symptoms re-appear the waiting period will begin again. A doctor's note may be requested at this time.

Parents will be contacted if their child becomes ill throughout the day. Upon our request, parents will be required to make arrangements to have their child picked up as soon as possible.

Parents will be contacted if their child has a fever of 100.4 (F) 38 (C) or higher by ear and will be expected to pick up their child immediately. **The child will not be able to return to the program until they are 2 days fever free (and without fever medication)**. If the fever reoccurs when they return, the child will be sent home once

again and will require a doctors' note to re-enter the program. **The 2-day symptom free policy will begin each time a child is sent home.**

Parents will be contacted if their child has vomiting or diarrhea and will be expected to pick up their child immediately. **The child will not be able to return to the program until they are free of diarrhea for 2 consecutive days.** If the vomiting or diarrhea continues when they return the child will be sent home once again and will require a doctors' note to re-enter the program. **The 2-day symptom free policy will begin each time a child is sent home**

The child will be isolated in the childcare office immediately until he/she has been picked up by a parent/guardian.

An outbreak will be determined as 3 or more cases in the same room with the same symptoms on the same day. If this occurs the Centre will contact Public Health to report a suspected outbreak.

Ill children and staff are to be excluded from the program immediately. Children and staff can return to the program when they have been symptom free of vomiting and/or diarrhea for the designated time stated in this policy (or until other disease specific criteria has been met such as two negative stools taken 24 hours apart).

The disinfecting schedule will be increased, and water play activities will be suspended immediately.

If children have green fluid coming from their nose, they are expected to stay home until it is clear. Green discharge is a sign of infection and should be addressed by your doctor. Children who are too ill to cope with the daily routine (outdoor play, lunch, and scheduled activities) should not return to the Child Care Centre until their health has improved. A doctor's note may be requested by RRCCP.

Children with unexplained rashes, hives or other unexplained skin irritations that are discovered throughout the day will require the child to be picked up immediately and may return with a doctor's note; subsequently children who arrive with rashes, hives or unexplained skin irritations will not be accepted/admitted into the program without a doctor's note.

Children who are too ill to cope with the daily routine (outdoor play, lunch, and scheduled activities) should not return to the Child Care Centre until their health has improved.

Timely reporting of communicable disease is essential for their control. Reportable communicable diseases and amendments under the Health Protection and Promotion Act are reportable to the local Medical Officer of Health. The child care staff will follow the direction of the Medical Officer of Health for further direction.

In the event of an emergency, when you or your emergency contacts are not immediately available, a staff member will transport your child via ambulance to the nearest hospital, arrange for emergency medical the staff of Rippleton Roadsters Child Care and Satellite Program care and attempt to contact you again.

HEAD LICE

If and when a child attending the staff of Rippleton Roadsters Child Care and Satellite Program is identified as having head lice, the parent will be contacted and will be expected to immediately pick up the child and administer treatment. Until the parent arrives, the affected child will be isolated. Re-admittance to the Centre will occur when the child is free of head lice as determined by the Executive Director or ECE on duty.

MEDICATION

The Centre will dispense medication only when meeting the following criteria:

- 1) Medication must be in the original package from the pharmacy.
- 2) Medication must be labelled clearly with the child's name, name of the medication, date of purchase, amount to be administered and the time to be administered on the label from the pharmacy.
- 3) Parents must fill out a medication form giving authorization to dispense medication.

- 4) Medication will NOT be dispensed without written permission from a parent/guardian. Verbal permission is not acceptable and medication will not be dispensed to your child.
- 5) Medication must be kept in the locked box. One is kept in the fridge and the other is kept in the Senior Preschool room, in the back cupboard.
- 6) Only the RECE will administer the medication to the child and record their signature in the medication book.
- 7) over the counter medication will not be administered without a .
- 8) Medication found in a child's possession will be removed and stored in a locked box, noted in the daily log and discussed with the Parent.
- 9) All medication must be removed from the Centre at the end of the prescribed term for use as specified on the medication form.
- 10) The Assistant Director is responsible for checking all medication on a weekly basis for expiration dates. If any medication is found that will expire within one month, the Assistant Director will notify the parent/guardian and the Executive Director. All expired medication will be returned to the parents for disposal.

EPI-PENS AND ALLERGIES

Although the centre does enforce a peanut free environment and expects all parents to adhere to this policy for the safety of the children, we cannot guarantee that your child will not come into contact with nuts.

If your child has ALLERGIES or special dietary requirements, please inform us and we will make every effort to accommodate his/her needs.

If your child requires an Epi-Pen for anaphylactic shock, you are required to inform RRCCSP and complete an anaphylaxis form and emergency plan prior to your child entering our program. You will be required to review your child's plan with the Executive Director who will then review the plan with the staff. You will be required to supply **two epi-pens** for your child. These Epi-pens will always remain within the childcare and reviewed every 6 months for expiration dates.

The epi-pens will be stored in a pouch labeled with your child's name. This pouch will be carried by your child's teacher and will follow your child during their time in our care. The school-age and kindergarten children will wear one Epi-pen in a pouch around their waist and the second will remain with the teacher. The teachers for the preschool children will carry both Epi-pens in a pouch labeled with the child's name.

The child care's epi-pens will not follow your child to other programs (i.e. school) it **is the parents' responsibility to provide additional epi-pens for the school**. In order to ensure your child's safety, his/her picture will be posted in two locations, the main staff closet and the child care office.

ACCIDENT REPORTS

In the event that your child has an accident, an Accident Report is always completed with all of the details of the event. This will be given to you when you arrive and you will be required to sign the form to acknowledge that you have been informed of the accident. If the accident requires medical attention, a Serious Occurrence Report is also completed and submitted to Toronto Children Services. Toronto Children Services will decide if the incident requires an investigation. **All reports deemed a serious occurrence must be posted in the childcare in a visible area on the main parent board.**

In the event that your child is seriously injured and needs medical attention, you will be contacted immediately. You will be required to pick up your child or meet the Executive Director at the nearest hospital. In the event that an ambulance is called, you will be informed as to the location that your child is taken to.

INCIDENT REPORTS

In the event that your child demonstrates aggressive inappropriate behaviour and causes harm or damage, an incident report will be completed, and a copy will be given to you. The original will also be placed in your child's file. Incident Reports will also be used to document inappropriate actions taken by parents. In the event that a pattern of inappropriate behaviour continues, further action will be taken. i.e. suspension or expulsion.

Weekly lunch and snack menus are posted on the main bulletin board in the hall as well as in each room which serves food.

The program provides food for all the children; **for the safety of all the children please do not send food from home. Any food sent from home will be confiscated by the staff. Nonperishable food will be returned at the end of the day.**

SAFE DRINKING WATER AND FLUSHING FOR LEAD

Rippleton Roadsters will ensure that we are registered with the Ministry of the Environment and that we will submit water samples to be tested annually between the months of May-October.

In the event of an adverse water quality result Rippleton Roadsters will inform the Ministry of the Environment and the Ministry of Education within 24 hours of receiving the lab result and follow any resulting recommendations.

BIRTHDAY POLICY

We celebrate birthdays at the Centre and parents/guardians are welcome to bring treats for the children providing the products have a peanut free label and are in the original sealed packaging. To maintain a professional working environment educators are not allowed to attend children's birthday celebrations outside of the centre.

WASHROOM:

Children are allowed to use washroom upon request; Room 103 will use the washrooms in the class and room 102 will use the school washrooms, children will be supervised at all times.

EMERGENCY PROCEDURES

Rippleton Roadsters Child Care and Satellite Program has clearly defined, written instructions identifying emergency exits and delineating procedures in case of fire. Staff is responsible for conducting a fire drill monthly to ensure that the children are aware of proper and effective evacuation procedures.

SERIOUS OCCURRENCES

Toronto Children's Services requires that all funded service providers verbally report all serious occurrences within 24 hours. In addition, the staff is required to submit a written Serious Occurrence Inquiry Report, within 7 days of an initial serious occurrence. A Serious Occurrence Notification Form must be posted within 24 hours in a conspicuous place for parents to read. RRCCP will make every effort to maintain the confidentiality of the individuals involved in the incident. A seven day follow up will be posted if necessary. The report must remain posted for 10 business days.

CHILD ABUSE REPORTING

The prevention of Child Abuse is of the utmost importance to the Centre. The Child and Family Services Act (section 72) stipulates that it is the responsibility of every person in Ontario to immediately report to a Children's Aid Society if he/she suspects that child abuse has occurred or if a child is at risk of abuse. This obligation includes all staff employed at the Centre. This duty to report suspicion of child abuse overrides any confidentiality agreement between Centre and its clients.

In Ontario these concerns are reported based on religious and /or cultural affiliation to one of the following organizations: Children's Aid Society, Catholic Children's Aid Society, Jewish and Family Child Services, and Native Child and Family Services.

If child abuse is suspected, the Centre educators must contact the corresponding Children's Aid Organization, as outlined above, directly and not confer with parents/guardians. Once a concern has been reported, educators are required to follow the instructions of the Children's Aid Worker. These instructions may include not discussing the situation with the parent and/or refusing to release the child into his/her parent's custody.

ANTI-RACISM ANTI-BIAS POLICY

The staff of Rippleton Roadsters Child Care and Satellite Program promotes a philosophy that is free of bias. This anti-bias philosophy is incorporated in all aspects of our environment a full copy of this policy is available upon request.

If new equipment or new renovations, repairs or replacements take place within the playground, all equipment will be installed to meet CSA Standards. Once the equipment is in place, a copy of an inspection done by a Certified Playground Safety Inspector will be kept on file, verifying that all changes meet CSA Standards. Rippleton Roadsters has a fenced in playground on the West Side of Rippleton Public School building. This playground is inspected annually and is CSA regulated.

PLAYGROUND POLICY

The staff of Rippleton Roadsters Child Care and Satellite Program is responsible for ensuring all children in their care take part in outdoor, gross motor activity (weather permitting). The Staff are also responsible for providing a safe outdoor play environment and promoting creative and constructive play opportunities for the children. The Staff are responsible for ensuring supervision of the children while at play on the playground and on all playground equipment; for this reason, please refrain from lengthy conversations with the staff when picking up your children from the playground. If you would like to discuss your child's progress or any concerns, please make a scheduled arrangement with the Executive Director.

OUTDOOR PLAY POLICY

Children must come dressed for outdoor play everyday. In the winter this means boots, hat, mittens, and winter jacket and snow pants. In the summer this means a sun hat, running shoes or closed toe sandals. If your child does not have the appropriate outdoor wear you will be required to provide it, alternatively they maybe sent home.

We monitor the daily forecasts. In the event of inclement weather, a heat alert, smog alert, or other circumstance we may choose cancel outdoor play for that day for safety and comfort of the children.

OUTDOOR RELEASE FORMS (SCHOOL-AGE CHILDREN ONLY)

Children in Grades 1-6 are allowed to be released into the care of the **school staff** on yard duty at their respective schools **with written permission from the parent**. It is understood by the parent, that the staff of Rippleton Roadsters Child Care and Satellite Program **is not responsible for the child once they are released to go outside.**

CLOTHING

At the minimum each preschool child must have a full change of clothing left at the centre (in case of accidents, spills, weather changes, etc.) always, more than one change of clothing also recommended. Label your child's clothes with his/her **FULL NAME**. The Centre will not be responsible for lost clothing.

Children spend a portion of each day outdoors, and should be dressed according to the weather. They should also be dressed in clothing appropriate for active messy play. The Centre will not be responsible for damaged clothing. During the warm months, please ensure that your child is wearing sunscreen.

Running shoes must be worn for active or gym play. Sandals, flip-flops, party shoes or any other type of non-athletic shoes are not allowed at all times.

BEDDING

To make rest period more comfortable for your child, parents are required to supply one child size blanket, pillow (optional) and a soft toy (optional). Bedsheets will be provided by the childcare and are to be taken home and washed WEEKLY. Cots are disinfected weekly and as needed.

TOYS FROM HOME

We understand that children sometimes need to travel to the centre with an item from home. We strongly request that these toys remain outside the centre. If your child brings a toy from home into the centre it will be kept by this teacher until the end of the day and returned to the parent. We are not responsible for lost, broken or missing toys. On special days where a toy from home is permitted, you will be notified by your child's teacher.

FIELD TRIPS

Throughout the year, trips are made to special places of interest. A notice will be sent home prior to the excursion informing you of the destination time and date. It will also include a permission slip to be signed and returned. Volunteers are always welcome but please speak to your child's teacher if you wish to volunteer on a trip, spaces are limited. Parents who do not wish to have their child participate in outings off the premises are responsible for finding alternative care as the staff will be attending the trip and unable to remain back with your child.

NO SMOKING/VAPING POLICY

Smoking/vaping is not permitted on or the within the premises, on the property or during any outings at any time by any person in any capacity.

BABYSITTING POLICY

The Centre policies do not permit babysitting and/or any other commercial arrangements between any staff and families at any time. These types of interactions are considered a conflict of interest between the staff and our clients.

PARKING LOT

For the health and safety of all, parents must:

- Park only in the legally designated parking spaces. Not in front of the doors or blocking entrances!
- Turn off car's engine whenever unoccupied
- Restrict speed on school property
- Use the circle at the front of the school for drop offs only; do not park there!
- 15 minute parking is permitted on Rippleton Road in front of the school, providing enough time for drop-off and pick-up each day.
- For the safety of your children, they must be escorted into the building and signed in. Rippleton Roadsters Staff will not be responsible for any children who are not escorted into the building and signed in by their parent/guardian!

STUDENT/VOLUNTEER POLICY

RRCCP is 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 the Centre's highest priority. The Centre may have volunteers and/or Early Childhood Education students working within the organization along with staff throughout the year. At all times, volunteers and students must be under the direction and supervision of the Centre's staff.

No child or children will be supervised by any person less than 18 years of age.

No child or children will be supervised by someone who is not an employee of the Centre.

All volunteers including participating parents having direct contact with children in the Centre must have a satisfactory criminal reference check, as determined by the Centre.

All volunteers and placement students will be provided with a detailed orientation outlining the Centre'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.

All volunteers and placement students will read and sign off in compliance with the centre's policies and expectations.

CONFIDENTIALITY AND COLLECTION OF INFORMATION

All information provided to the Centre for the purpose of enrolment or otherwise shall be considered confidential and with the exception of representatives of the Children's Aid Society, Police or any other designated agency by law. All records or files shall not be used or made available to anyone outside of the Centre's staff except when required by law. With the exception of the above noted agencies, written permission will be required from parents/guardians prior to the sharing any reports /files on their child. Once a child is registered into the program all documentation and supporting documentation will be kept on file for 5 years after a child has left the program. Should a child not begin the program and withdraw before the date they were to be enrolled, all documentation will be shredded including financial information.

Parent Issues and Concerns Policy and Procedures

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Rippleton Roadsters Child Care and Satellite Program and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within two business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

PARENT CODE OF CONDUCT

The **Rippleton Roadsters Child Care and Satellite Program Parent Code of Conduct sets** clear standards of behaviour that apply to all individuals involved in our centre including parents or guardians, extended family, volunteers, teachers, and/or Board members.

These standards apply whether they are on centre property or at centre-sponsored events and activities. All members of the centre's 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 behaviour. Foul language (swearing, name-calling, shouting,) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Inappropriate behaviour or harassment of any kind towards a student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.

No weapons are allowed on centre property or at centre functions. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.

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 with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Executive Director. Failing resolution with the Executive Director, the matter will be referred to the appropriate member of the Board of Directors.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot or via electronic mediums such as Facebook, Myspace, personal blog sites or other forms of electronic information sharing.

Pictures taken of children in the care of *Rippleton Roadsters Child Care and Satellite Program*, without written consent from the parents is strictly prohibited. Any pictures taken at the centre or during centre events are for the private use or Rippleton Roadsters Childcare and Satellite Programs. These pictures cannot be posted in on-line photo albums (i.e. Photobucket), Facebook, MySpace, etc.)

School cubbies are to be used solely for the purpose of communicating between parents and *Rippleton Roadsters Child Care and Satellite Program*. They are not to be used for business promotion or any other form of correspondence that is not approved by the Executive Director, Assistant Director or Designate.

The code of conduct must be signed by any and all adults that will be involved in your child's experience at *Rippleton Roadsters Child Care and Satellite Programs* including teachers, volunteers, students, parents, grandparents, siblings and all other relatives.