

Rippleton Roadsters Child Care and Satellite Program Parent Handbook



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 childcare 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, Well-Being, Engagement, and Expression

- Belonging refers to a sense of connectedness to others, an individual's experience 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.

2. Program Statement and Implementation

Rippleton Roadsters Child Care and Satellite Program (RRCCSP) has been proudly serving the Don Mills Community since 1985. As the needs of the community grew, our program grew as well to meet the needs of the community and it's surrounding area. We pride ourselves on providing high quality care for the families we serve and for the children enrolled in our program.

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3. Program Statement Requirements (A–K)

A. Promote the health, safety, nutrition and well-being of the children

- In order to nurture children's healthy development, keep them safe and support their growing sense of self, Rippleton Roadsters Child Care Program will establish patterns of eating, physical activity, rest for all children and monitoring practices.
- Lunch is provided through our MHalpert Catering; Rippleton roadsters Child care and Satellite Program will obtain documentation that their menu is approved by a registered dietician.
- Our menus follow Canada's Food Guide and are culturally diverse in choices.
- Children will have access to drinking water throughout the day;
- Identification of children with Anaphylaxis allergies through postings
- Individual Dietary needs are met in consultation with the parents and will be provided by the childcare center.
- Health, safety and nutrition information is provided on the main Parent Information Board and through communication via email and website bulletins.
- Visual checks will be done by teachers as the children arrive to ensure wellness of all children. Signs of illness are monitored and proper procedures regarding our illness policy is followed.
- Ratios are maintained throughout the day; Children are never left unsupervised
- Attendance of all the children in the room is accurate at all times.
- Rest time for children who require it is included in our daily schedule. Duration of sleep is based on children's individual needs. Quiet activities are provided for the children who do not sleep.
- Monitoring children during sleep time and complete regular checks to ensure that children are safe and healthy during rest periods.
- Becoming familiarized with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements, and parental preferences in respect to diet, exercise and rest time or special accommodations.

B. Support positive and responsive interactions among the children, parents, and child care providers and staff

- All staff will support positive and responsive interactions among the children, parents, and child care providers. Rippleton Roadsters Child Care and Satellite Program will support this through the hiring of qualified RECE's who support families of the children in our care.
- Our staff will provide a safe and secure environment based on respect in the workplace, working together to provide a safe, secure, healthy and inviting environment for all children and their families. Building and maintaining healthy professional relationships that encourage growth and professional development

C. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate

Our play-based learning environment 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. Children are better able to process and regulate their emotions in a calm and secure environment. Through modeling appropriate behaviour and providing problem solving opportunities the staff will help children solve their own conflicts in a productive way.

Patience and respect will be modelled for the children as they recognize their own feelings and emotions. Staff may assist children to process their emotions and conflicts using visuals such as books and pictures as well as props (puppets, toys etc.)

D. Foster the children’s exploration, play and inquiry

Through observations and documentation, the staff will provide opportunities for the children to further explore their curiosity:

Activities in the classroom will be provided through

- Drama, music,
- Movement and
- Creative arts
- Physical active indoor/outdoor play
- Language and literacy
- Nature, math, science and cognitive activities
- Construction
- Sensory play

Adaptations and program changes can be made to ensure the inclusion and participation of every child with input from the children and their families incorporated in the program. The program will include opportunities for extending ideas and providing enough time for the children to complete their tasks without rushing.

E. Provide child initiated and adult-supported experiences

Children’s exploration, play and inquiry is facilitated through a variety of activities and within an environment that encourages choices and active play supported by interactions with the RECE’s and ECA’s employed by Rippleton Roadsters Child Care and Satellite Program. The Early Childhood Educators will observe the children and use documentation in conjunction with the ELECT Document to plan and create a positive learning environment that is based on the interests of the child and supported by all the adults in the child care environment. The routine of the day will allow children to make their own choices and learn at their own pace.

Teachers support these experiences by:

- Ensuring that materials are accessible
- Planning for a variety of activities
- Questioning children’s individual and collaborative interests
- Allowing for children to play alone with toys
- Not limiting variety of materials to children
- Allowing children to access all learning areas throughout the day
- Allow children to freely use materials as they please and not insist on conventional use (i.e. use rolling pin as microphone to pretend singing, use block as a car etc.)

F. Plan for and create a positive learning environment in which each child’s learning and development will be supported

As a result of our view of children as competent, curious and capable, our educators work as partners with children and their families in the learning process.

The classroom environment is set up to reflect the different abilities, cultures, religions, genders and family structures.

The staff will:

- Complete training and participate in workshops to remain current.
- Observe children's areas of interest and reflect upon it in order to provide experiences that will encourage children to explore and ask questions.
- Referring to the Early Learning for Every Child Today (ELECT) document, which provides comprehensive, detailed child development information. It is used to help determine skills that Educators can be working on with children
- Post programs, reflecting on weekly/monthly observations and documentation. Creating individual program plans (IPP) for children with differing abilities and have individual goals established in conjunction with the parents.

G. Incorporate indoor and outdoor play, active play, rest and quiet time, and consider individual needs

Rippleton Roadsters Child Care and Satellite Program will plan and implement an active/outdoor program for up to 2 hour daily (weather permitting) where a variety of activities are offered to children to support their gross motor development. Active enrichment programs include sports programs, dance, and organized games

Rest time for children who require it, is included in our daily schedule. Duration of sleep is based on children's individual needs and with input from the child's parents.

Accommodating individual schedules and needs of children and making revisions as needed (i.e. children should not be rushed through meals and activities and be given an acceptable time frame to complete their tasks)

H. Foster engagement and ongoing communication with parents

In addition to 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 is a prime opportunity for parents, children and staff to come together as a team for the success of the program.

Communication between the child care staff and the families in our program occurs in person, by phone, e-mail or through written and posted communication methods on our website and on our parent information boards. Communication needs to come from all members of our centre; the Board of Directors, the Executive Director and all staff.

RRCCSP staff will:

- Request and conduct parent-teacher meetings as needed
- Complete Daily written observations accessible to the parents of the children in our care
- Meet with parents to review children's individual schedules. Ensure that children's portfolios containing progress reports, documentation of learning and examples of work is accessible to parents
- Meet with parents at registration orientation or the time of transition into the program to gather and provide and review information regarding program expectations.
- Engage in daily verbal communication;
- Encourage parents' input to improve our programs and services and encourage families to provide feedback and suggestions

I. Involve local community partners

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.

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.

Rippleton Roadsters Child Care and Satellite Program will connect with the following community partners to better support the mental health and well-being of children and families:

- Staff at Rippleton Roadsters Public School and St. Bonaventure Catholic School
- Resource Consultants, Occupational therapists
- Community resources (i.e Ward councillors and trustees)
- Community Colleges

J. Support staff and continuous professional learning

Rippleton Roadsters Child Care and Satellite Program is committed to hiring training and compensating staff to promote their growth as educators. 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.

RRCCP 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 RRCCP 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.

RRCCP staff are trained in Emergency First Aid

K. Document and review the impact of strategies (A–J)

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 RRCCP.

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

4. Program Statement Implementation Policy

The Program Statement for Rippleton Roadsters Child Care and Satellite Program has been written and designed as a tool to provide clarity on the expectations the program and how to effectively interact with children, parents and staff.

HOW DOES LEARNING HAPPEN? ONTARIO'S PEDAGOGY FOR THE EARLY YEARS (2014)" guides our licensed childcare program. This professional learning resource supports our early year's programs and inspires critical reflection and discussion among the staff, the children and their families.

It is the goal of Rippleton Roadsters Child Care and Satellite Program to ensure that the practices set out in the Program Statement will be implemented by all staff, volunteers and students in our organization.

All new staff, students and volunteers will review this program statement during orientation prior to the first day of employment and will be reviewed whenever the program statement is modified and annually thereafter.

Once documentation is completed it will be reviewed with the employee, volunteer or student and placed in the individuals personnel file.

Support to Staff, Volunteers and Students

The Executive Director or Designate will provide support through staff meetings, team meeting and on an individual basis in order to support the implementation of the Program Statement. Additional professional training may also be provided.

Volunteers and students will be supported by The Executive Director and RRCCSP staff mentoring to implement the goals identified in the program statement.

5. Prohibited Practices

It is the practice of RRCCSP to provide quality programming in a caring, supportive environment. The focus of the Prohibited Practice Policy ensures that the staff, volunteers and students will support children to cope with feelings, and conflicts in a positive and cooperative way. The following actions will not be allowed under any circumstances:

1. Any form of CORPORAL PUNISHMENT including but not limited to hitting, spanking, kicking, heavy pushing, shaking, shoving, grabbing, squeezing arms, ears, etc.
2. Physical restraint of children, including but not limited to confining to a chair etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent) as outlined in the Child Care and Early Years Act 2014.
3. Locking the exits of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency
4. Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, scare or frighten the child or undermine their self-respect, dignity or self-worth.
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use or clothing
6. Inflicting any bodily harm on children including making children eat or drink against their will.

The Role of the Executive Director or Designate

Ensure all new staff, students and volunteers are given an orientation before they interact with children and signed off by the staff, students, or volunteers the documentation will be kept on file for 3 years.

Review the Program Statement with all staff, students, and volunteers on an annual basis or any time there are changes to the program statement.

Provide coaching and guidance for staff to engage in ongoing reflective practice and collaborative inquiry with the staff teams through documentation, team meetings and staff meetings.

Provide staff with opportunities to attend additional training workshops.

Monitor all staff, students and volunteers for compliance with the approaches set out in the program statement for any prohibited practices through a combination of observations; reports from colleagues, parents, and community partners etc.

Immediately report any concerns or commission of any prohibited practices to Board of Directors or in the case of Child Abuse, report directly to the appropriate agencies including Ministry of Education, Toronto Children's Services, child protection agencies, and the College of ECE and begin a Serious Occurrence report within the established guidelines.

6. 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 Level C Emergency First Aid and AED

Annual Policy 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.

7. Licensing, Standards, Programs, and Policies (Complete Text)

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 Child Care and Early Years Act, 2014. 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 top date with ECE practices.

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

When choosing a program, consider your needs during Pd Days, Spring Break and Winter Break. Part time programs will be closed on those days, and extra care will not be available.

If you increase to full time program, from a part time program you must remain in the program for a minimum of four consecutive months. If you withdraw from a full time program into a part time program, additional care on the non instructional school days (PD Days) will not be available to your child.

Before and After School Programs do NOT include lunch

PRESCHOOL PROGRAM (Pre-K)

- Full day program 5 days a week
- 7:30am to 6:00pm
- 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 9:00am)
- Access to afternoon program (3:40pm to 6:00pm)
- Maximum ratio of children to staff is 13:1
- The program is open on Professional Activity (P.A.) days, Christmas Holidays and March Break to full time enrollments only (am and pm)
- 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 9:00am)
- Access to afternoon program (3:40pm to 6:00pm)
- Maximum ratio of children to staff is 15:1
- The program is open on Professional Activity (P.A.) days, Winter Holidays and March Break
- Nutritious snacks are served by the centre

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 13:1
- The program is open on Professional Activity (P.A.) days, Christmas Holidays and March Break to full time enrollments only (am and pm)
- The program is closed to part time enrollments on Professional Activity (P.A.) days, Winter 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.
- The program is closed to part time enrollments on Professional Activity (P.A.) days, Winter Holidays and March Break
- Nutritious snacks are served by the centre

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 milestones 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

The Center is closed on all Statutory Holidays, this includes:

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

On New Year's Eve and Christmas Eve, the center's hours are 7:30am-1pm

UNPLANNED CLOSURES

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 Toronto Public Library – Don Mills Branch 888 Lawrence Ave E, Toronto,
Phone: (416) 395-5710

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 Toronto Public Library – Don Mills Branch 888 Lawrence Ave E, Toronto,
Phone: (416) 395-5710

Parents will be notified upon safe arrival at the emergency shelter via phone, email and/or by a recording left on the outgoing telephone message for any program affected 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..)

Once the program is full a waiting list will be maintained. There is no fee charged to be on the waiting list.

Registration for current families

Information will be communicated to the parents via our parent APP in advance of the registration date. All forms will be available online on our website www.rippletonroadsters.ca. 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

The items on the checklist are expected to be returned on the day of registration. Your application will not be processed and your spot will not be held until RRCCSP has received the completed package.

Applications will be accepted after a designated registration date and will be processed based on the priority schedule. All applications must be emailed as a PDF. Families will receive an email to confirm placement.

You may still register after the original registration deadline if there is space available. Please note that a complete registration package, including all supporting documentation and required fees, will be necessary before the application can be processed and the spot confirmed.

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:

A complete copy of our wait list policy is available on our website, if you require a printed copy please contact the child care office. We do not charge a fee to be on our waiting list.

- 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.

SAFE ARRIVAL AND DEPARTURE POLICY

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care at Rippleton Roadsters Childcare and Satellite Program (RRCCSP).

This policy will provide a clear understanding of the roles and responsibilities of the RRCCSP, ensuring the safe arrival and dismissal of children receiving care. This policy will include the steps to be taken when a child does not arrive at the childcare centre as expected, as well as steps to follow to ensure the safe dismissal of children.

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

Policy

Rippleton Roadsters Childcare and Satellite Program will ensure that any child receiving childcare will only be released to the child's parent/guardian or an individual that the parent/guardian has given written authorization for RRCCSP to release the child.

Rippleton Roadsters Childcare and Satellite Program will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

Where a child does not arrive in care as expected by 10 am or is not picked up as expected by 6pm, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's emergency card or registration form. If the individual is not listed, request the authorization for pick-up in writing (e.g., note or email).
- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

Where a child does not arrive at the childcare centre by 10am and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must document the child's absence on the attendance record and any additional information about the child's absence in the daily written record. The staff will make every attempt to reach the parent if the child has not arrived by 10am, by using the contact information provided.

Releasing a child from care

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individuals that have written permission to pick up the child. The child cannot be released to anyone under 13 years old.

Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), the staff must confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual. Where the above is not possible, ask the authorized individual for photo identification and confirm the individual's information against the information on file or the information from the written confirmation given by the parents/guardian.

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

Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within 30 minutes from the estimated time of pick-up, the program staff shall contact the parent/guardian through the Lillio App and advise that the child is still in care and has not been picked up.

Where the staff is unable to reach the parent/guardian, staff must call the emergency contacts on file. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions.

Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed"

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

Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived within 10 minutes of closure, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

One staff shall stay with the child and use the phone in the classroom to call the parent/guardian to advise that the child is still in care and inquire their pick-up time.

In the case where the person picking up the child is an authorized individual, the staff shall proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall continue to contact the authorized individuals listed on the child's file.

Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 7:00pm the staff shall proceed with contacting the local Children's Aid Society (CAS) 416 924-4646. The staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone unsupervised.

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. Picture identification must be available to show the staff should it be necessary.

Parents (or authorized people) 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 \$5.00 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 scheduled closures throughout the year (statutory holidays and school closures). Our fee schedule can be found on our website at www.rippletonroadsters.ca

Monthly fees on our fee schedule are base fees and do not include any additional costs that may arise, such as field trips or other extracurricular activities.

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

All fee payments will be made by preauthorized automatic payment withdrawals; 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.

Fees will be processed on the 1st of each month. If the first is on a weekend, it will be processed on the next business day.

Upon withdrawal, any credits in your account will be applied to your last month's fees.

If overcharges occur, it will be confirmed by the office and refunded within 2 business days or credited to your next month's fees. Refunds will be issued by cheque or electronic funds transfer (EFT).

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.

CWELCC

The Canada-wide Early Learning and Child Care system has been implemented and will be in effect as of December 1, 2023. Please refer to the fee schedule.

TAX RECEIPTS

Tax receipts are available to be printed on your Lillio account. If you require assistance, please contact the childcare office.

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.

Children who are subsidized and enrolled in our child care center must attend the program for a minimum of 1 hour in a part time Before or After Program instructional day (school day) and a minimum of 2 hours on non-instructional days (PD Days, March Break, Winter Break) to be counted as present.

Signing children in and out immediately, or within a few minutes will not be permitted and they will be counted as absent on the attendance.

As per the Children's Services' Attendance Policy, a child receiving fee subsidy has an allotment of up to 50 absent days per calendar year (January – December). Children who are enrolled in a centre between July and December (1/2 year) may only be absent up to 19 days for the remainder of the year. Children may not be absent for 20 or more consecutive days or full base fee will be charged in exceedance of the subsidy guidelines.

If a child exceeds the number of allowable absence days in a calendar year, the parent is responsible for paying the full base fee for any days exceeding the limit. In special circumstances, parents can submit an appeal to Children's Services for up to 15 additional days. More information regarding the appeal process is available from your Children's Services' Caseworker or at toronto.ca/children.

It is your responsibility to track your absences. Once your absent days are used up, you will be charged our full rate base fee.

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, you will be charged an additional 4 weeks fees for the month following the date of withdrawal.

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 our policies are available online and a hard copy will be given 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:

- The Parent Handbook
- Parent Contract
- Policy and Financial Contract
- Late pick up policy
- Withdrawal Policy
- Code of Conduct (Parent and Child)

- 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.
- When a child is suspended from school.
- If the child or parent/guardian, demonstrates behaviour deemed by the Executive Director, to be detrimental to the effective operation of the Childcare Centre.
- THERE WILL BE NO REFUND OF FEES UPON SUSPENSION AND/OR TERMINATION OF SERVICES.

SUSPENSION AND/OR TERMINATION OF SERVICE

We are committed to providing an inclusive and supportive environment for all children. We make reasonable efforts to accommodate individual developmental, behavioral, and medical needs within the scope of our program, resources, and staff training. Rippleton Roadsters Child Care and Satellite Program reserves the right to withdraw or deny services if a child's needs exceed the program's capacity, resources, or staff training, and the program is unable to provide appropriate care or support.

When concerns arise, we will work collaboratively with families and, where appropriate, external professionals to explore strategies and supports. If, despite these efforts, it is determined that we are unable to meet a child's needs safely or effectively, we may conclude that our program is not the correct environment for the child. In such cases, we will provide notice and support the family in transitioning to a program better suited to the child's needs.

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

Repeated physical acts against other children and/or staff (hitting, biting, or any other form of physical threat or assault).

Verbal attacks on other children and/or staff, which include the use of threats, name-calling, as well as repeated profane or degrading language.

Racial or other discriminatory incidents.

A child who leaves the centre without permission and/or leaves the care of centre staff on or offsite.

Any verbal or physical abuse of staff by a child or child's family member.

Willful destruction of property

Suspension or expulsion from the school

DOCUMENTATION PROCEDURES FOR BREACHES OF POLICIES

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:

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.

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.

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.).

Contact community resources and discuss behaviour, strategy implemented, and results reviewed with the results committed in writing and signed by all parties.

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.

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.

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 FOR SERIOUS OCCURRENCES

- 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 by parents. The form will be posted near the childcare 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 childcare 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.

Childcare 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.

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 the 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 Executive Director upon request

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. 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 will be refused admittance to the program for the day if he/she is determined to be ill by the staff.

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).

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) this does not include the day the child is sent home for example, if your child is sent home at 11am on Monday they are not expected to return until Thursday. If your child is sent home on a Friday they may return to childcare on Monday. If the fever recurs when they return, the child will be sent home once again and will require a doctor's note to re-enter the program. The 2-day symptom free policy will begin each time a child is sent home.

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.

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.

All 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 could be 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 re-admitted into the program without a doctor's note.

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 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. Readmission 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:

- Medication must be in the original package from the pharmacy.
- 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.

- Parents must fill out a medication form giving authorization to dispense medication.
- 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.
- Medication must be kept in the locked box. One is kept in the fridge, and the other is kept secured in each classroom. The cupboard with the medication box is clearly labeled, and the box is secured out of the reach of the children.
- Only the RECE will administer the medication to the child and record their signature in the medication book.
- Over the counter medication will not be administered without a doctor's note and written authorization.
- 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.
- All medication must be removed from the Centre at the end of the prescribed term for use as specified on the medication form.
- Medication must be checked on monthly basis for expiration dates, by the RECE in the classroom. 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 encounter peanuts/nuts in the building.

Food from outside the centre, excluding our catering company and any food purchased by the centre, will not be permitted. Please refrain from sending treats for birthdays and other celebrations, to the centre.

If your child has ALLERGIES, please inform us and we will make every effort to accommodate his/her needs. All meals and snacks will be provided by the childcare program including hot lunches for the kindergarten and school-age children on non-instructional days; any food items brought in for special occasions/circumstances must be approved by the Director or Designate and must include an allergen-free ingredient list on the packaging from the manufacturer.

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 children'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 teachers for the preschool children will carry both Epi pens in a pouch labeled with the child's name.

The children in before and after school programs will carry one epi pen on themselves in a pouch around their waist and the second epi-pen will be carried by the staff.

The childcare's epi-pens will not follow your child to other programs outside of the childcare (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, on each child's attendance clipboard and the childcare office.

Every classroom has an emergency evacuation nap-sac, all emergency medication (such as extra Epi-Pens) will be stored in the emergency nap-sac, unless otherwise stated in the child's individual plan.

Your child WILL NOT be accepted into the program if they do not have their medication with them.

ACCIDENT REPORTS

In the event that your child has an accident, an accident report is always completed with all of the details of the incident. This will be given to you when you arrive, and you will be asked 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).

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.

EMERGENCY MANAGEMENT POLICY AND PROCEDURE

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.

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. These procedures set out steps for staff to follow to support the safety and well-being of everyone involved. Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

A complete copy of this policy is available on our website; should you require a hard copy, please contact the child care office and we will provide one for you.

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.

PLAYGROUND POLICY

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. 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.

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.

OUTDOOR PLAY POLICY

Children must come dressed for outdoor play every day. 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. It is the responsibility of the parents to ensure the child is prepared every day. Alternatively, the child may be placed in another classroom during outdoor play if they are not prepared.

We monitor the daily forecasts. In the event of inclement weather, a heat alert, smog alert, or other circumstances we may choose to cancel outdoor play for that day for the safety and comfort of the children. Sunscreen is recommended throughout the year regardless of the season.

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 parents 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 is also recommended including extra indoor shoes. Label your child's clothes with his/her FULL NAME. Lost or misplaced items occur on occasion, and the center will make every effort possible to locate missing pieces; however, the Centre will not be responsible for reimbursing lost clothing.

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 permitted.

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). Cots and bed sheets are washed and 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 the 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 when a toy from home is permitted, you will be notified by your child's teacher.

FIELD TRIPS

All field trips are suspended until further notice.

FOOD

Due to food allergies and food restrictions required for the children, and for the safety of all the children in our program, no outside food/treats will be permitted into the Centre. This includes food/treats for birthdays and other celebrations. We appreciate your cooperation for the safety of the children.

Snacks and lunches, where applicable, are provided by the childcare program.

Before and after school children must provide their own lunches when they are in childcare for the full day. Please review our Bagged Lunch Policy for the guidelines.

Please feed your children at home before dropping them off and after they are picked up and have exited the building.

PLEASE DO NOT FEED THEM IN THE BUILDING, OUTSIDE OF THE CLASSROOM OR IN THE HALLWAYS.

BAGGED LUNCH POLICY

PURPOSE

To ensure that there is a written bagged lunch policy for the children at Rippleton Roadsters Childcare and Satellite Before and After School Programs (FDK and School-Age).

POLICY

On P.A. days and school breaks including the summer program, when the children are in the care of RRCCSP all day, the children must provide their own bagged lunch. Snacks will be provided by RRCCSP.

Parent and Guardian's Responsibilities

- Foods that may have any nuts or nut by-products or have come in contact with nuts will not be permitted. Please ensure that you are vigilant when packing your child's lunch to avoid all nuts, or "may contain nuts".
- Canada's Food Guide should be used as a reference to ensure the children receive proper nutrition.
- Lunch must be provided in a labeled lunch bag, with an ice pack for proper food storage.
- All eating utensils must be provided by the parent/guardian.
- All "packaged food" must be in original package, so the staff are able to monitor the ingredient list. Any items that have a "may contain" allergen warning will be held by the staff and returned to the parent/guardian at the end of the day.
- A list of allergies will be posted in each classroom. Children are required to avoid bringing in foods that will trigger allergies or illnesses.

RRCCSP Responsibilities

All surfaces will be disinfected with disinfecting solution as per Toronto Public Health.

Handwashing routines will be followed prior to handling food and after lunch is completed.

All the children will be provided with adequate seating when eating their lunches (tables and chairs).

Parents will be asked to provide ice packs for children's lunches that require refrigeration.

Staff will monitor lunches to ensure food does not contain nuts/may contain nuts or any other food allergens, that must be avoided.

Staff will sit with, or closely monitor children with food allergies/restrictions during lunch time.

Staff will notify parents if concerns arise regarding the nutritional adequacy and/or presence of allergens are in the lunch/snack.

In the event a child forgets their lunch or allergens are present, RRCCSP will provide an alternative on that day which will include a fruit, vegetable, grain (bread product) and a protein (cheese etc) as per Canada's Food Guide Serving suggestions.

A call to the parent or guardian will be made and the food served will be recorded in the logbook; the entry will include the date, the child's name and the lunch provided by RRCCSP.

Staff will encourage children not to share lunches.

Staff will supervise closely any child that has a life-threatening allergy by sitting next to them or across from them during lunch time.

JUNK FOOD (such as candy, chips, pop, chocolate) must be avoided because of their low nutrient value and their high sugar content. Children whose lunch includes these items may be given snacks to supplement the lunch such as crackers and cheese, fruit etc. The candies/chips/pop/chocolate will be returned to the parents at the end of the day.

Staff will support parents by directing them to resources such as the Canada Food Guide as a reference when packing lunches.

<https://food-guide.canada.ca/en/>

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.

BIRTHDAY POLICY

It is a conflict of interest to accept personal invitations by the clients in our centre. To maintain a professional working environment, educators should not attend children's birthday celebrations outside of the centre. In order to be equitable to all our families, please do not send loot bags or treats to the centre for distribution; our staff will ensure the child's birthday is recognized and celebrated within the centre.

NO SMOKING/VAPING POLICY

Smoking of any kind is not permitted on or within the premises (indoors or outdoors), or during any field trips at any time by any person in any capacity.

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 entrances!

Turn off car's engine whenever unoccupied

Restrict speed on school property

DO NOT PARK IN THE BUS LOOP FOR ANY PERIOD OF TIME AS IT IS ALSO A FIRE ROUTE FOR EMERGENCY VEHICLES

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 into the classroom. Rippleton Roadsters Staff will not be responsible for any children who are not escorted into the building 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 will be accompanied/supervised by an RECE.

All volunteers, including participating parents, having direct contact with children in the Center 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 Center'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 will not be used or made available to anyone outside of the Center'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 childcare licensee and staff to use when parents/guardians bring forward issues/concerns.

Policy

Parents/guardians are encouraged to take an active role in our childcare 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, childcare 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).

ADMINISTRATIVE FEES AND PARENT RECORD REQUESTS POLICY

Documents Subject to Administrative Fees

Administrative fees may apply to requests including, but not limited to, attendance records, historical sign-in/sign-out reports, government documentation requests, employment verification letters, income tax or subsidy verification letters, court-related documentation requests, copies of archived records, duplicate receipts or statements, special reports requiring extensive preparation, multiple copies of previously provided documents, and custom documentation outside standard services.

DEFINITION OF ADMINISTRATIVE REQUESTS

Minor Administrative Requests

Minor requests are requests that can typically be completed within 1-2 business days and require minimal file retrieval or preparation. Examples may include one standard verification letter, one duplicate tax receipt, one previously prepared document, or simple account balance information.

Moderate Administrative Requests

Moderate requests are requests requiring additional staff time, file review, retrieval of current-year information, document coordination and preparation. These requests typically require approximately 2-3 business days. Examples may include attendance records from the current program year, current-year sign-in/sign-out reports, preparation of customized letters or documentation, multiple duplicate records, or requests involving scanning, copying, or compiling records from several current files. Administrative fees may apply based on the time required.

Extensive Administrative Requests

Extensive requests are requests requiring significant staff time, extensive file review, retrieval of archived or historical records, preparation of detailed reports, or large-volume reproduction of records. These requests generally exceed minor and moderate requests and require extensive administrative time. Examples may include attendance or billing records from previous program years, archived attendance or sign-in/sign-out records beyond the current year, court-related documentation packages, extensive archived file retrieval, requests involving large volumes of copying or scanning, repeated or ongoing documentation requests, or requests requiring significant staff coordination or research. Additional administrative fees may apply based on the time and resources required.

Payment Terms

Payment must be received prior to the release of documents. Fees may be added to the family account. Outstanding balances may delay the processing of non-essential requests.

Processing Timelines

The centre will make reasonable efforts to complete requests within the following timelines:

Minor requests: 1-2 business days	\$15.00	(rush request N/A)
Moderate requests: 2-3 business days	\$25.00	(rush request 1-2 business days)
Extensive requests: 5+ business days	\$50.00	(rush request 2-3 business days)
Rush requests	add an additional \$20.00	

Record Request Requirements and Limitations

The child care centre reserves the right to request additional information or supporting legal documentation prior to releasing records or documentation relating to a child.

Requests for records may be delayed, restricted, or denied:

- where the requesting party's authority or legal right to access records cannot be verified.
- where the request conflicts with custody arrangements, court orders, restraining orders, or other legal documentation on file.
- where the request involves litigation, court proceedings, or third-party disputes without appropriate legal documentation,
- where the request may compromise the privacy, safety, or confidentiality rights of the child, another parent or guardian, staff member, or third party.
- where the request is considered excessive, repetitive, unreasonable, or outside the centre's legal obligations.

Where applicable, the centre may require supporting documentation including a court order, subpoena, written consent from both parents or legal guardians, government-issued identification, or other legal documentation deemed necessary by the centre.

Requests relating to legal proceedings, disputes between parents or guardians, custody matters, or third-party matters may be denied unless accompanied by appropriate legal documentation.

The child care centre reserves the right to seek legal guidance prior to releasing records where necessary.

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 are 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 media 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 of Rippleton Roadsters Childcare and Satellite Programs. These pictures cannot be posted in online 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.

COMMUNICATION

Information regarding RRCCSP will be communicated to the parents via email, through the LILLIO App, by phone/outgoing voicemail message or by written letters. If parents have any questions or concerns, they may also reach out to us using any one of these methods.