



Yonge Hearts Child Care Centre

Parent Handbook



This document is solely for the use of parents of children attending the centre. No part of it may be circulated, quoted, or reproduced for distribution without prior approval from Yonge Hearts Child Care Centre.



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YONGE HEARTS CHILD CARE CENTRE PROGRAM STATEMENT

As part of providing a quality program we are following the regulations of the *Child Care and Early Years Act 2014. How Does Learning Happen? Ontario's Pedagogy for the Early Years 2014* (HDLH) is used as a guideline for licensed child care programs. HDLH views children as competent, capable, curious and rich in potential. The foundations of learning are belonging, well-being, engagement and expression. For more information on this please go to <http://www.edu.gov.on.ca/childcare/pedagogy.html>.

At Yonge Hearts we believe that children learn through play. It is through play that they have the opportunity to initiate their own experiences, engage in communication with their peers and staff and explore different materials provided in the environment. Yonge Hearts has the following goals and approaches to meeting the needs of all the children in the centre:

PROMOTE HEALTH, SAFETY, NUTRITION

At Yonge Hearts we strive to provide an environment that is safe and hygienic. Public Health policies and procedures, such as Hand Washing, Diapering, Toileting, are posted and followed by staff and children throughout the centre.

IMMUNIZATION

Upon enrolment at the centre all children must submit an up-to-date immunization record. If a child is not being immunized then an exemption form from Toronto Public Health must be submitted. In this case, if there is a communicable disease outbreak then it is the parent's responsibility to find alternate care arrangements until the outbreak is over. For more information on communicable diseases please see resource bins outside of the rooms.

WHEN YOUR CHILD IS ILL DURING THE NIGHT

If your child is ill during the night (high fever, vomiting and/or diarrhoea, etc) please phone the Centre the next morning to advise us that your child will be absent due to illness. Your child must be symptom free for 24 hours before he/she can return.

WHEN A CHILD BECOMES ILL AT THE CENTRE

Group care is not a good environment for children who are ill. If your child is not well enough to participate in all aspects of the program, your child is not well enough to attend. Under Public Health Regulations, staff are required to perform a daily health check on each child as they arrive. Centre staff, because of their familiarity with the children, are quickly aware of changes in appearance or behaviour of the children. Therefore, the staff are frequently the first to detect the earliest signs of possible communicable disease or illness. The Centre is required to document, notify the parent and possibly exclude children who are ill in order to prevent the spread of contagious disease or illness. If your



child develops a high fever and/or vomiting and/or diarrhoea three times in a day, you must pick up your child as soon as possible. In addition, your child must be symptom free for 24 hours before they can return to care.

Whenever a child shows any of the following signs of illness, we will call you to inform you of the illness and let you know if your child needs to be picked up immediately:

Abnormal temperature 101 Fahrenheit / 38 Celsius

Earache (pulling at ear)

Thick yellow mucus discharge

Alarming cough

Upset stomach - vomiting

Extreme lethargy

Discharge from eyes/ears

Diarrhoea

Swollen neck glands

Unexplained rash

Behaviours that may indicate that your child is unwell

In the event of an extreme emergency, when a parent is not immediately available, a child may be sent to hospital in an ambulance (accompanied by a staff member). If non-emergency care is required (example - stitches) and parents cannot be reached, a taxi will be used as a means of transport to the hospital.

CHILD RETURNING AFTER AN ILLNESS

If your child has been diagnosed as having a communicable disease, the Public Health Department has set quarantine periods that we are required to enforce. A copy of these regulations is available in each room and in the office.

If your doctor diagnoses an ear or throat infection, for example and has put your child on medication, you are required to keep your child home for a minimum of 24 hours after your child's temperature has returned to normal. This is also the case if your child is vomiting or has diarrhoea. They must be symptom free for 24 hours before they can return to the Centre.

MEDICATION

The centre is **ONLY ALLOWED TO ADMINISTER PRESCRIBED MEDICATION**. A Medication Form must be filled out and signed by the parent before we can dispense any medicine to a child. The medication must be in the original container with the child's name, name of the medicine, dosage, date of purchase, and instructions on the label.



Over the counter drugs (example - Tempura) can be administered only when accompanied by a current doctor's note (within one year). For safety reasons, medications are kept in locked containers. All medications are returned to parents when completed.

PARENTAL RESPONSIBILITIES

Parents must make other arrangements for their children when they are ill. As a working parent this is not always easy; therefore, we ask you to make alternate arrangements in advance with a neighbour, friend, grandparents, or other persons. Equally important, we require that you provide us with an alternate emergency telephone number so that when a parent cannot be reached, the emergency substitute can pick the child up.

SMOKING

Yonge Hearts is a non-smoking facility. Smoking is not allowed anywhere on the property.

WASHROOM ROUTINE

Staff and children will follow Public Health policies and procedures as it relates to changing diapers and using the washroom. Children will be accompanied to the washroom by a staff. Each child will wash his/her hands after being changed and/or using the washroom and prior to eating. Change pads and toilet seats will be cleaned with a disinfectant after each diaper change and toilet routine by the staff.

COTS AND SHEETS

Cots, cribs and sheets are not shared; each child has his/her own. Cribs and cots will be cleaned with a disinfectant once a week. All sheets are washed on the premises weekly or as needed. Infant, Toddler and Preschool blankets are sent home every Friday to be laundered and are to be returned the following Monday.

GENERAL CLEANING

Toys and equipment in the rooms are cleaned and disinfected as required. Professionals clean the Centre at the end of each day. During the day, floors are swept as required.

EMERGENCY PROCEDURES

Monthly fire drills are held to ensure that all staff and children understand the routine and the importance of fire safety. The Director is responsible for taking attendance once the children are outside the building. Children will exit the centre from the same doors during each fire drill in order to maintain consistency. Regulation fire signs with procedures are posted in each room in the centre. All doors leading outside are properly labelled "exit" doors. Each fire pull station, as well as the front lobby, have the emergency evacuation site address posted for reference.

North York Central Library - 5120 Yonge Street



GENERAL NUTRITION

Yonge Hearts provides a catered breakfast, hot lunch and two afternoon snacks. Breakfast is usually cereals, multigrain breads, waffles, etc. served with milk and fruit. The afternoon snacks have a little more variety: vegetable sticks and dip, yogurts, pizza buns, etc. served with water. The caterers provide lunches that are prepared fresh everyday and include a balance of proteins and other essential nutrients

The Centre does not allow "outside food" to be brought in by parents, with the exception of the food for infants. Parents should advise the Centre of any allergies or dietary restrictions for their child/children. Where severe restrictions prevent the child from following the regular menu, alternate arrangements should be discussed with the Director.

Meal times are pleasant and enjoyable times for the children. We encourage the children to taste all of the foods offered. This is also a time when there is open discussion about the day's activities and the food that is being offered. The menus for the current and upcoming weeks are posted on the bulletin board outside of each room.

INFANT FOOD

Parents supply infants with formula and baby food until they are on regular food. Please label all bottles and food. We supply 2% and homogenized milk. There may be a transition period when some meals provided by the centre are appropriate with modification (ground or finely cut). If the catered food is not appropriate, parents may provide "Junior Food" for their child. Please discuss your child/children's dietary needs with the staff.

SUPPORT POSITIVE AND RESPONSIVE INTERACTIONS

CODE OF CONDUCT

We have the right to feel safe and comfortable in our centre. The Yonge Hearts Code of Conduct sets clear standards of behaviour that apply to all individuals in our centre including children, parents or guardians, volunteers, teachers and/or Board members. These standards apply whether they are on the centre property or at centre-sponsored events and activities.

All members of the centre are to be treated with respect and dignity regardless of sex, race, creed, sexual orientation, disability or any other ground protected by the Ontario Human Rights Code.

All adult members have a responsibility to act as role models for appropriate behaviour in and around the centre. Everyone should be greeted as they come into the centre and into the rooms. Adults including staff and parents should role model good manners. Foul language (swearing, name calling, shouting, being disrespectful) is not appropriate;



therefore, individuals engaging in such behaviour will be asked to leave the premises immediately.

Inappropriate behaviour or harassment of any kind towards a child, student, parent or staff 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, e-mail, words, gestures and/or body language.

ENCOURAGE POSITIVE COMMUNICATION AND SELF-REGULATION

Throughout the day children are provided with opportunities to engage in play with others. During this time staff are able to encourage appropriate interactions while playing with them. Staff in the centre model positive verbal and non-verbal communication for the children. Children are encouraged to greet others and use their manners, for example, saying "please" and "thank you".

In times of conflict between children, staff will encourage children to describe their feelings and label others emotions. Infant and toddler guidance techniques typically involve labeling feelings and redirecting children's attention or making choices. Preschool guidance techniques may be more complex and involve describing feelings as well as trying to negotiate and problem solve.

The staff try to encourage children to through self-help skills to develop an appropriate level of independence. For example, infants can use walkers to practice walking, toddlers are trying to serve their own food and preschoolers are trying to dress themselves. During this time staff are guiding and encouraging children through a step by step process. Children also have the opportunity to describe how they are feeling about the process. During planned experiences and spontaneous play children are able to make choices, for example, decide who they want to play with, what materials they would like to use and how to use the materials.

FOSTER EXPLORATION, PLAY AND INQUIRY

One of the four foundations of learning in *How Does Learning Happen? Ontario's Pedagogy for the Early Years*, is engagement. It states the following:

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 (Page 7).

We provide a varied and stimulating programme that meets the developmental needs of the individual child as well as the whole group. There are a variety of materials available in



the rooms and on the playground for children to explore and play. The staff at Yonge Hearts plan weekly programs that is based on the observations of the children and related to the *Early Learning for Every Child Today Framework (ELECT)*.

For children, play is the way they learn about themselves and their world. Therefore, we believe in and are committed to a play based programme. Through play, children begin to master fundamental concepts - social, emotional, physical and intellectual. The staff are available to the children when they have questions and the staff help research or guide children in the right direction.

Each program plan is completed; however, each day there is opportunity and space to write in any changes as the children's interest may change throughout the day/week. This allows children and staff to be engaged in spontaneous play and inquiry.

CHILD-INITIATED EXPERIENCES AND ADULT SUPPORT

Children are observed frequently. Based on the observations the staff develop a program plan that includes individualized experiences. This allows the child to work on a specific skill. Staff also provide additional experiences to peak children's interests, such as science experiments.

Children's individualized experience plans are included on the weekly program plan. Rooms are set up in advance by the staff to allow children to explore as soon as they enter the room. Staff reinforce and help children with the process of learning. Children are praised for all attempts at learning and developing new skills.

Program plans are completed weekly, are diverse and include: creative experiences, circle time, language and literacy, sensory, science, dramatic play, cognitive experiences, block play, sleep time with wake up experiences and outdoor play which happens twice a day for an hour (weather permitting).

In addition to the experiences that are available through the program plan there are also other materials that the children have available to them. This allows children to initiate play and make choices about how to play.

PLAN FOR POSITIVE LEARNING ENVIRONMENTS TO SUPPORT DEVELOPMENT

Children thrive in indoor and outdoor spaces that invite them to investigate, imagine, think, create, solve problems, and make meaning from their experiences - especially when the spaces contain interesting and complex open-ended materials that children can use in many ways. *How Does Learning Happen ? Ontario's Pedagogy for the Early Years (Page 20)*.



The staff at the centre do a written observation of the children each week. Staff use these observations along with the *ELECT* to plan a program that meets children's individual needs and skills, as well as, a program that meets the needs of children as a group. The program plans cover a wide range of experiences in different areas of development. Every week when you review the program plan you will see your child's initial and the skill from the *ELECT* which they are working on.

Each child has his/her own portfolio in each room. Once a month staff review the portfolio with the parents. The portfolio contains art, photos, observations and/or developmental checklists that shows what skills children have been working on for the month and is based on the *ELECT*. A parent will sign-off on the portfolio at least monthly.

VARIETY OF EXPERIENCES THROUGHOUT THE DAY

THE CHILDREN PARTICIPATE IN MANY EXPERIENCES THROUGHOUT THE DAY:

COGNITIVE

Cognitive experiences and materials may include: letters, numbers, counting, matching, sorting, math concepts, cause and effect, reading readiness, puzzles, cooperative games, lacing, etc.

LANGUAGE

Variety of books, mediums, CD stories, felts, puppets, writing materials are available to the children and incorporated throughout the rooms.

SCIENCE EXPLORATION

Science exploration includes: magnets, learning about animals, experiments, weighing, measuring, planting seeds, bug catchers, magnifiers, view bottles, nature exploration, etc.

CREATIVE ACTIVITIES

Children have an array of materials available to them such as, crayons, markers, pastels, pencils, different textured paper, paints, brushes, sponges, pompoms, glue, magazines, rubbing plates, loose parts, multicultural items, etc. The staff provide children with smocks to wear during art experiences, but sometimes children do get dirty!

CIRCLES, MUSIC, DRAMA, PUPPETRY, AND STORIES

Circles can be a time for discussion, stories, cooperative games, experiments, singing and much more. Children get to use their imagination playing instruments, dressing up, role playing with puppets and babies, listening to CD stories, making their own stories with felts, etc.

BLOCK PLAY



Children have the opportunity to use their imagination and construct a variety of objects using different textured blocks and building materials. Block play may also include cars, trucks, train tracks, Lego, people, books, workshop with tools, etc.

SENSORY ACTIVITIES

Sensory includes: sand, water, clay, cornmeal, cooking, play dough, pasta, beans, potato flakes, etc. Sensory activities allow children to explore their senses.

OUTDOOR ACTIVITY

The centre is required to plan outdoor activities twice per day for one hour, weather permitting. We feel that this is an important part of our programme. If a child is not well enough to take part in all aspects of our program, including outdoor play, other arrangements should be made for that day, as we are not equipped to supervise the children apart from their group.

Outdoor play improves general overall health, stimulates the appetite, and helps prepare children for sound sleep. Please send appropriate clothing to ensure your child enjoys outdoor play. Please provide extra mittens, hats, and at least one extra pair of socks in case your child gets wet. In warm weather, we request that you provide a sunhat and sunscreen.

OFF PREMISE ACTIVITIES

During the spring, summer and fall there are times when the children will leave the centre. Parents are always notified in advanced and there are opportunities for parents to volunteer. Off premise outings for infants may include walks in the stroller to Gibson Park or Mel Lastman Square. Toddlers may go for short nature walks. Preschool children go to the North York Centre Library, Dempsey Park, Farmers Market and pumpkin picking in the fall. Notification and permission forms for off premise activities will be put in each child's cubby prior to the activity.

COMMUNICATION

Staff communicate with families on a daily basis. We encourage the participation of families into the program by making suggestions for programming, bringing in recycled materials, being a part of our monthly enrichment programs, attending community events and joining the Board of Directors.

It is in the best interest of the child for the parents and staff to communicate on a daily basis. It is important that we know whether your child had a restless night and is tired, or you have moved to a new house, or Grandma is in town, because these changes will show up in a child's behaviour and we like to know why a child seems overly excited, or is having a "down" day. Similarly, it is important that you know what kind of day your child had. We will endeavour to keep you informed.



We publish newsletters approximately every three months. We like to keep you up-to-date on the Centre's affairs. We welcome your input and suggestions.

Daily record sheets are sent home for the infants and toddlers. Monthly calendars are published for the toddlers and preschool groups. Portfolios for each child are signed off monthly.

Please check the bulletin board outside your child's room. We post all programming information and special events. Resource bins outside of the rooms and office have pertinent articles and health information/updates. From time to time, notices or letters are posted on the front door of the centre or placed in your child's cubby. Please read these and respond as necessary. At Yonge Hearts we are trying to be environmentally friendly. We can also communicate with you through email.

If you have a suggestion or concern, please feel free to speak with any of the staff or the Director. There is also a locked box outside of the office that you can leave a message or suggestion in. If you feel that your concern has not been adequately addressed after speaking with the Director, you may wish to contact the President of the Board of Directors. His/her number is available on the bulletin board outside the office.

Please provide any changes of address, home phone number or work information to the Director. Also, please keep the centre informed of any immunizations that your child receives.

COMMUNITY

Yonge Hearts incorporates community partners into the program as well. Seeing that the centre is very close to the North York Central Library the centre is well connected. We take children over for special programs or sometimes the librarians come over to the centre for story time.

In the spring and summer children are able to walk over to the Farmer's Market at Mel Lastman Square. They purchase fruits and/or vegetables and they learn where honey comes from.

ENRICHMENT PROGRAM

Enrichment program takes place at least monthly. People in the community, parents at the centre and sometimes the staff present a special program to the children. For example, having a Yoga session, a parent coming in to play the violin, a staff member reading stories in another language, etc.

PROFESSIONAL LEARNING



The centre provides staff and families with the means to attend and participate in training sessions and workshops. A large majority of the staff at Yonge Hearts are Registered Early Childhood Educators in good standing with the college. All staff are trained in Standard First Aid and Infant CPR C Level. The kitchen staff has a Food Handler Certificate and there is at least one other staff in the centre with the same certification. Staff at the centre are required to go to training at least once per year.

There are training opportunities available to families outside of the centre. When available they are posted on the front door and put in the resource bins outside of the office and rooms. On occasion some parents may participate in staff trainings with the approval of the Director.

CENTRE EVALUATION

Yonge Hearts is constantly striving to improve. We welcome any comments and suggestions that parents may have. The staff are open to ideas that help contribute to the program plan for the week. Parents also have the opportunity to join the Board of Directors where they can bring up concerns about how the centre is run. Any other general concerns can be left in the Drop-Box/ Suggestion Box that is outside of the office.

PROHIBITED PRACTICES

Child Care and Early Years Act 2014

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (a) corporal punishment of the child;
- (b) deliberate use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (c) depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- (d) inflicting any bodily harm on children including making children eat or drink against their will.
- (e) locking the exits of the child care centre or home child care premises for the purpose of confining the child; or using a locked or lockable room or structure to confine the child without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;



(f) physically restraining a child as in confining the child to a high chair, car seat stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing the child from hurting himself.

August 2016

This Program Statement will be available to anyone that comes into the centre, reviewed before the commencement of employment or volunteering, reviewed annually for changes, reviewed annually with staff, students and volunteers and used as a means to document its effect on families.

CONTRAVENTION OF PROHIBITED PRACTICES

1. Anyone observing or hearing a prohibited practice being used shall immediately report to the Centre's Director or, in her absence, the designate. The reporter, or anyone else having knowledge of the incident shall maintain the strictest confidentiality and the incident shall only be discussed further with the Director.
2. The Director will complete a written, objective account of the verbal report, to be signed by the person reporting.
3. The Director will immediately advise the Executive Committee of the Board of Directors, of the report. The Director will also determine if the Children's Aid Society (or appropriate agency) should be notified. Subject to the involvement of C.A.S., the Executive Committee will determine the appropriate course of action, including whether an internal investigation will take place and whether the Province and City of Toronto should be informed.
4. An investigation may require observation, private discussion with the staff involved, and in some cases, other staff. Complete documentation will be part of the investigation process. In some cases, it may be necessary to suspend the employee during the investigation, prior to disclosure of the complaint to the employee.
5. Depending on the outcome of the investigation, several courses of action are possible:
 - If the investigation is inconclusive, the Director will continue to monitor the activity of the employee providing further documentation.
 - If the investigation proves that the initial report was unfounded, no further action will be taken.



- If the Director finds the report to be based on fact, disciplinary action will be taken in accordance with the severity of the situation.
 - If the Director is reported to be using a prohibited practice, the Board of Directors or the Executive Committee will conduct the investigation and take appropriate action.
 - The Board of Directors will make all final decisions regarding suspension and payment of salary while under suspension.
6. In severe situations, the Director may immediately suspend an employee. Immediately after such a suspension, the Director shall advise the Executive Committee of the Board of Directors. If there is evidence that indicates that harsh discipline was used, or that a child was sexually abused in any way, the employee will be dismissed immediately. The reason for the dismissal will be noted in the employee's personnel file and notification will be sent to the Province and Toronto Children's Services.
7. In less severe situations, the employee will be interviewed by the Director and a representative of the Board of Directors. The employee will be placed on probation and encouraged to develop positive practices through self development and/or training. The employee will be advised in writing at the time of the interview that prohibited practices must not be used, stating specific practices. This written advise will form part of the employee's personnel file.
8. If a second instance of the use of the prohibited practice is substantiated, the employee will be dismissed. The reason for the dismissal will be noted on the employee's record and depending on circumstances, written advice may be sent to the Province and Toronto Children's Services.



GENERAL INFORMATION

HOURS OF OPERATION

General Hours Monday to Friday - 7:30 a.m. to 6:00 p.m.

Note: If an emergency arises and your child has not been picked up by 6:30 p.m. and the Centre has been unable to reach you or your emergency contacts, we are obligated to contact the Children's Aid Society. A staff member will stay with your child at the Centre.

Exceptions

Yonge Hearts is closed for all statutory holidays and the period between Christmas and New Years, including:

New Years Day

Family Day

Good Friday

Victoria Day

Canada Day

Simcoe Day

Labour Day

Thanksgiving Day

Christmas Day *The Centre closes at 4:00 p.m. on Christmas Eve

AGES SERVED

Yonge Hearts is licensed to provide care for 114 children, ranging in age from birth to 5 years. The two infant rooms have a capacity of 10 children each, ranging from birth to 18 months. The three toddler rooms have a capacity of 10 children each, ranging from 18 to 30 months. The four preschool rooms have a capacity of 16 children each, ranging from 2½ to 5 years.

ADMISSION

Yonge Hearts has a waitlist for all ages served at the centre. We give priority to City workers. If a space becomes available we will contact you and give you twenty-four hours to make a decision. Should you decide to take the space you will be required to come in for an orientation and to make a deposit. Upon receiving the deposit and registration fee we will set up a transition period. The degree of anxiety experienced by a child upon separation from parents varies and manifests itself in many ways. A period of adjustment for both children and parents is to be expected. You know your child and we advocate that you handle this in a manner with which you feel comfortable. We will support you through this period. If you want to bring your child in for several days, gradually elongating the day, this is fine. If you want to go "cold turkey", this is fine too. However, the day will come when you have to go and your child has to stay. Try to maintain a positive approach,



give your child a hug and a kiss and say something like, "I have to go now, but I will come back after work/school to take you home". Then leave. Give us a call when you get to work to see how your child is. So often a parent goes to work upset, while the child has soon recovered and is busy playing.

A child who has been at the centre for a considerable period of time will sometimes "regress" and decide that he or she does not want to come to school on a particular day. There are some days that we would rather stay at home too. This can sometimes arise after a child has been away sick, on holiday, or Grandma and Grandpa have been visiting. Again, the straight approach is the best, with some recognition of the child's feelings: "I know it is hard for you to come back to school after having so much fun at home, but I have to go to work and I know you will enjoy playing with your friends again." When your child moves up to the "next" group, an orientation package will be given to you.

PARKING AND TRANSPORTATION

It is a legal requirement that your child is protected by the appropriate child restraint system (car seat). Yonge Hearts is situated a short walk away from the North York Centre subway station. Short term parking for arrival and departure is available on the east side of the building. Extreme care for the safety of pedestrians is recommended in the parking lot. Please park your car only in a designated area. Children must be escorted into the centre.

Do not stop / park in front of the door. Please use the designated parking spaces at the side of the building (not in front of the Director's office).

ARRIVAL/DEPARTURE

Please bring your child into the Centre upon arrival and help him / her undress and hang up outer clothes. For departure, parents are responsible for dressing their children to go home and accompanying them off the premises.

It is important that the staff know if anyone other than a parent is picking up a child. Children will NOT be released to anyone other than a parent without written authorization. In the event that a custody agreement is legally enforceable and the parent wishes this to be enforced, a copy of the agreement must be provided to the Director and will become part of your child's file. **Please notify the centre whenever your child is going to be away.**

LATE PICK-UP FEE

Parents will be charged a late fee of \$1.00 per minute for any pick-up after closing time. The late fee has been established as a deterrent for parents who are late and to cover staff overtime. We request that you respect our opening and closing times. In the event of inclement weather or other emergency, the late fee may be waived (at the discretion of



the Director of the centre). If you are delayed, please be sure to call the Centre. Any child whose parent(s) is habitually late for pick-up may be asked to WITHDRAW FROM THE PROGRAM.

FEES

A current fee schedule is available from the Director.

A \$25.00 non-refundable registration fee and a two week fee deposit is required upon enrolment. The two week deposit will be held by the Centre and will be refunded when the child leaves the Centre after giving the required notice or used in lieu of four weeks' notice.

Fees are payable for all days of absence, sickness and holidays, other than the non-holiday days that the Centre is closed between Christmas and New Year's Day.

Fees are due on the first working day of the month. This may be provided with one cheque for the entire month's fees or with two cheques, each for one-half of the entire month's fees dated for the 1st and 15th of the month. Cheques should be made payable to Yonge Hearts Child Care Centre.

Parents who are habitually late in paying fees may be asked to withdraw their child(ren) from the program. Payment plans can be arranged; however, any deviation from this plan will result in withdrawal. For any returned cheque (i.e. NSF), a charge of \$25.00 will be assessed automatically as a processing fee. An NSF cheque must be replaced with a cheque or cash within 48 hours, and the processing fee paid, or child care services will not be provided. After 3 submitted NSF cheques you will be required to submit payments by certified cheque or money order only.

If your child becomes of age to move to the next age group (infant to toddler, toddler to preschool) and there is no space available, you are required to pay the fee for the group that your child is in. If he/she has to remain in that group for longer than six months, then you will pay the fee of the older group.

Fee assistance may be available through the City of Toronto for those who reside within city limits. Please see the Director for further information.

For income tax purposes, the Director will provide a record of the previous year's fees (paid to the Centre) to all parents before the end of February of the following year. Fee receipts will not be issued until all outstanding fees and penalties are paid.

WITHDRAWAL

Four weeks' notice in writing is required to withdraw your child from the centre or four weeks' fees in lieu of notice (initial deposit) are held.



Yonge Hearts will make every effort to meet the needs of all children within the programme. However, children who persistently display behaviours that are injurious to the well being of themselves or others (see below), or who are persistently resistant, may be asked to withdraw from the programme. Any parent/guardian who places the achievement of programme goals at risk by their behaviour may be asked to withdraw from the programme.

Yonge Hearts Child Care Centre reserves the right to withdraw services for a number of reasons, including, but not limited to, the following:

CHILD:

- Persistent opposition to authority
 - Wilful destruction of property
 - Use of profane or improper language
 - Conduct that is injurious to the physical or mental well being of others in the Centre
 - Behaviour that manifests itself into a potential safety hazard to other children and staff
 - Inability to work/play cooperatively to accommodate children with special needs
- Staff will observe and document incidents of behaviour and attempt to identify particular areas of concern. If the behaviour continues, the Director will observe the situation. The parents will be informed. If it is decided that an outside agency needs to be consulted, parents will be asked to fill in a permission form. The agency will work with the child, family and staff. If the behaviour persists, a meeting will be scheduled to discuss alternative care options. If the decision is made that the programme cannot meet the needs of the child, parents will be given one month's notice of withdrawal in writing. If the parent does not give permission for the Centre to consult an outside agency and the behaviour persists, the parents will be given two week's notice of withdrawal in writing. The President of the Board of Directors and the Toronto Children's Services Consultant will be notified in all cases. All meetings and phone calls will be documented and kept on file.

PARENT:

- Conduct that places the achievement of programme goals at risk by their behaviour including harassment of staff.
- If any parent becomes verbally/physically abusive to children, staff, board members, other parents, students and/or volunteers.
- Failure to comply with policies agreed upon in the Parent Hand Book.
- Failure to comply with programme regulations and limits.
- Fees are more than two weeks in arrears, with no explanation or payment schedule worked out with the Director.
- Refusal to co-operate if outside intervention to assist with the child's well being is deemed necessary by the Centre.



Depending on the severity of the situation as determined by the Director and the President of the Board of Directors, the family will be notified in writing of termination of services and the time frame. Toronto Children's Services will be notified.

If any type of threat is uttered or any physical, verbal or sexual harassment ensues, the police will be notified.

There will be no refund of fees upon suspension and/or termination of services.

If a child/family is denied admission to Yonge Hearts due to the centre's inability to accommodate the child's needs or family circumstances, the President of the Board of Directors and the Consultant from Toronto Children's Services will be notified and the situation will be documented. Every attempt will be made to find a placement for the child with another agency (in consultation with Toronto Children's Services).

INFANT SCHEDULE

Please complete the Infant Questionnaire, which will provide us with information regarding the progression of your child's day - meal times, nap times, position the child likes to sleep in, treatments to be given at diaper changes and any other special things you want to tell us about your child - special toys, soother, security blanket, etc. The Infant Programme reflects the wide range in development during the first year and a half of life. When young babies enter group care, their day is planned to support their adjustment by following individual schedules for eating, sleeping and diapering.

QUIET TIME

All children at Yonge Hearts have a quiet time after lunch. This is necessary for the child to regain his/her energy in a hectic day. Provision for quiet activities is made for children who do not require sleep. If your child is having difficulty going to bed at night, please speak to us regarding rest time.

HOLIDAY AND BIRTHDAY CELEBRATIONS

We celebrate many holidays at Yonge Hearts, as we feel that this provides an important learning experience for the children. If you have a custom or tradition that you would like to share, please let us know. However, if, for personal and/or religious reasons, you do not wish your child to participate in a particular celebration, please make other care arrangements for that day. Due to allergies, the centre does not allow "outside food". Please save birthday cakes for home. We celebrate birthdays at snack time.

INDIVIDUAL PARENT MEETINGS

If you have any questions or concerns about your child's development, the programme, etc., an individual meeting can be arranged with your child's teacher. The teacher may request a meeting with you if the need arises in addition to parent meetings, which are scheduled twice annually.



TOILET LEARNING

Home and centre work together. Each child needs time to adjust to the routines, staff and other children before we begin toilet learning. The amount of time involved in toilet learning depends on the individual child.

SIGNS OF READINESS

Physical Maturation

Aware of "need to go" and shows it through language or facial expression.

Able to stay dry for at least 2 hours.

Having experienced frequent successes on the toilet.

Intellectual/Emotional Readiness

Asks to be changed out of wet or soiled diaper.

Has language to express needs, i.e. "pee-pee", "potty", etc.

Interested in using potty or toilet.

TOILET LEARNING TECHNIQUES AT YONGE HEARTS

Once a child is out of diapers, we use diapers only for sleep time and outdoor playtime.

Adult attitude is very important - we try to be relaxed and positive. Successes are applauded and advertised while accidents are dealt with in a low-keyed manner. We take the child to the washroom at regular intervals (after snacks, before going outside, etc.) - frequency depends on each individual child. Rather than asking a child if he/she wants to go to the washroom, we say "It's time to go to the washroom". More often than not if we ask them, they will be too busy to go. We encourage the children to take their time and feel comfortable on the toilet by providing toys, books, etc.

Being consistent is essential. Once a child is wearing underwear, please provide enough changes of clothes for the whole day. Inconsistency leads to confusion. Be prepared for lots of laundry! As the child becomes familiar and relaxed with the toileting routine, the teachers take a less active role. We will remind the child periodically about going to the washroom, with the final goal being independence in the washroom routine. It is important that the child receive positive reinforcement when deserved and acceptance when an accident occurs. This process takes time. It is not uncommon that the child may temporarily regress. We feel that it is important that the toilet learning period be a happy time for everyone involved.



EMERGENCY PROCEDURES

Monthly fire drills are held to ensure that all children understand the routine and the importance of fire safety. The Director is responsible for taking attendance once the children are outside the building. Children will exit the centre from the same doors during each fire drill in order to maintain consistency. Regulation fire signs with procedures are posted in each room in the centre. All doors leading outside are properly labelled "exit" doors. Each fire pull station, as well as the front lobby, have the emergency evacuation site address posted for reference:

North York Central Library - 5120 Yonge Street

OTHER

SMOKING

Yonge Hearts is a non-smoking facility. Smoking is not allowed anywhere on the property.

CHILD ABUSE

All staff are aware of the Child Abuse Regulations prohibiting corporal punishment, deliberate harsh or degrading measures that would humiliate a child or undermine his/her self respect, deprivation of a child's basic needs and the use of a locked room to confine a child.

As teachers, we are **REQUIRED BY LAW** to report any symptoms that may indicate child abuse. **IF A REPORT IS MADE TO THE CHILDREN'S AID SOCIETY, THE CENTRE CANNOT NOTIFY THE PARENT UNLESS INSTRUCTED TO DO SO BY THE CHILDREN'S AID SOCIETY.**