

Orde Day Care • Main Site

Family Handbook



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1. Introduction

Welcome

Welcome to Orde Day Care! The purpose of this handbook is to inform you of the policies and procedures that concern you and your child as a member of Orde Day Care. More detailed versions of the Ministry of Education, Child Care and Early Years Act, 2014 required policies can be found in Orde Day Care's website at www.ordedaycare.org and is also available as an addendum to this handbook.

History of Orde Day Care

Orde Day Care was created by families through a series of public meetings. It opened at Orde Street Public School in September 1979 for Preschool, School Age and Ten Plus children. Since that time, Orde Day Care has continued to grow and offer an excellent example of quality daycare in Toronto. We operated as the workplace daycare centre for the Toronto Board of Education until the school board amalgamation in 1998.

In the fall of 1997, the Toronto Board of Education offered our daycare an additional site to help meet the needs of the growing demands for childcare at Orde. In March 1998, we opened an Infant, Toddler, and Preschool Program at our Satellite Site on St. Patrick Street. We provide childcare for the local school communities and the downtown working community. In 2013 Orde Day Care became the 3rd party operator for the before and after school kindergarten program in Orde Public School. Orde has developed strong relationships with Orde St. Public School and Contact Alternative School that we consider to be a great asset. We have developed a model of cooperative and integrated communication to merge the mandates of each organization in order to meet the needs of the children over their whole day.

Family Involvement

We encourage parents to be involved in their child's development and learning by participating in the exchange of observations of the child with the staff. Staff continually observe the child and their interactions with other children, the environment and participation in our planned and spontaneous activities and experiences. Observations of children are documented for parents to read and to gain a further understanding of their child's development.

Volunteering

The Child Care and Early Years Act encourages all family members who wish to participate in field trips or in the classroom complete a Police Reference Check with Vulnerable Sector Screening. Screenings must be done in the last five years to be considered valid. If screenings are older than 6 months' parents or family members will be required to sign a declaration of offence. Declaration of Offence must be completed annually for those year in which a Vulnerable Sector Screening was not undertaken.

If you are interested in volunteering a copy of the Vulnerable Sector Screening form from Orde Day Care can be picked up from the daycare office. There is a small fee associated with the cost of the



screening which is paid by the parent. The daycare will process the screening once the form and fee are forwarded to the daycare office. The parent will receive the completed screening from Toronto Police Services, we ask that you bring in the original copy of the form so we may review it and take a copy. Unfortunately, we cannot accept clearance letters or Police Reference Checks **without** Vulnerable Sector Screening.

Families that reside outside of the City of Toronto must contact their regional police authority to undertake a Police Reference check with Vulnerable Sector Screening. Once an individual has a completed Criminal Reference Check with Vulnerable Screening on file, please let the Supervisor know that you are interested in volunteering as the number of volunteers allowed per trip is limited. Once the individual has been cleared to attend they will be given a number of policies to review and sign prior to the trip. This policy binder and sign off sheet can be accessed through the Supervisors at each site.

Program Statement of Orde Day Care

Orde Day Care is a non-profit organization whose **goal** is to provide a safe and stimulating environment for children from 0-12 years of age where we promote:

Optimal: health, safety, nutrition and wellbeing of all children,

Responsive: relationships and communications between our children, parents, and staff

Diversity: of our children, families, staff and inclusive programs.

Encouragement: of the child through positive exploration, inquiry and play

Our **mission statement recognizes** that each child is a unique person whose individuality and ability is to be respected and encouraged. This individuality is fostered through our commitment to creating a community in a nurturing, high quality inclusive and anti-bias environment.

We believe children are rich in their potential to grow and develop. We view each child as competent, capable and curious individuals. This belief is supported through our continuous effort to provide child initiated and planned programmed activities that are reflective of the child's current capabilities and areas of development, which extend children's competencies without overwhelming their abilities. Our teacher initiated activities and age appropriate learning environments are based on the staff's continuous observations of the child's development through the Continuum of Development of the (ELECT) or Early Learning for Every Child pedagogical document. These experiences are enhanced by our educators through age appropriate learning strategies such as hands on learning, labeling, questioning, problem solving and discussions. This coupled with a continued focus on developing a child's self-regulation provides success in physical, social, emotional and cognitive competencies.

Ongoing experiences which foster the child's exploration, play and inquiry, are also balanced with daily opportunities for children to engage in active indoor and outdoor play, social meal times, quiet



time and rest periods. The components of each day allow us to provide children a safe, healthy and nutritious program which promotes the optimal wellbeing of each child's individual needs in a group setting.

Parents are viewed as partners in their child's learning and continued development. We believe parents lay the foundation of this learning well before they begin at our centre. The need for this continued partnership in learning is critical for the child's optimal growth. Parents are encouraged to document and discuss their observations with the staff to enhance the learning opportunities. Observation documents for each child are available to the parent for review and discussion, as well as formal developmental progress updates in our younger aged programs. Parents are also encouraged to participate in the program and partake in activities that can be extended at home. Parents or family members willing to share their expertise or assist in our programmed activities also support our parents as partners to approach to learning.

Our Registered Early Childhood Educators and Assistants are another critical component in encouraging each child's growth in cognitive, social, emotional, communication, language and literacy. Their profession dictates them to extend the knowledge of development and education. Their responsive and positive approach to individual development, children experiences and parental involvement is paramount to the success of each child and the quality of the program. The promotion of the children's growing autonomy and cooperation is balanced by the responsive relationships our staff develop by setting and reinforcing limits that enable children to participate successfully in the group. Therefore, it is imperative that our educators are provided the most up to date information in child development and the procedures for best practice. We strive to ensure all our Educators and Assistants are involved in our continued commitment to professional learning.

Engaging the community partners is also an integral part of our program. The involvement of community members both in and out of the centre can be observed through our programmed activities and the provision of specialized resource staff from the community. An example of community supports includes, school and administration personnel, special resource support, community service workers, ie police, firefighters, and neighborhood resources, such as the library, community parks and programs. Members of the community from police officers to business owners are often invited to extend the learning of the child. Children also visit local business, school events, school and public libraries to enhance the learning experiences and gain a greater sense of belonging to their community.

Outside community supporters assist in the learning and support of the children and enhance their experiences and self-worth.

We feel the partnerships with families and communities strengthen the ability for our professionals to meet the needs of the children.

We acknowledge and encourage self-worth and self-regulation in each child by delivering a program that enables children to develop problem solving and conflict resolution skills, pro social skills such as cooperating and sharing, and appropriate emotional responses. We also strongly encourage an



enjoyment of physical activity through large muscle play and physical games, while still ensuring there are an abundance of opportunities to expand the child's creativity.

Our **vision** is to inspire and guide children to become responsible, respectful, and humane citizens. Our commitment is to create and sustain a supportive atmosphere that is an extension of home and community.

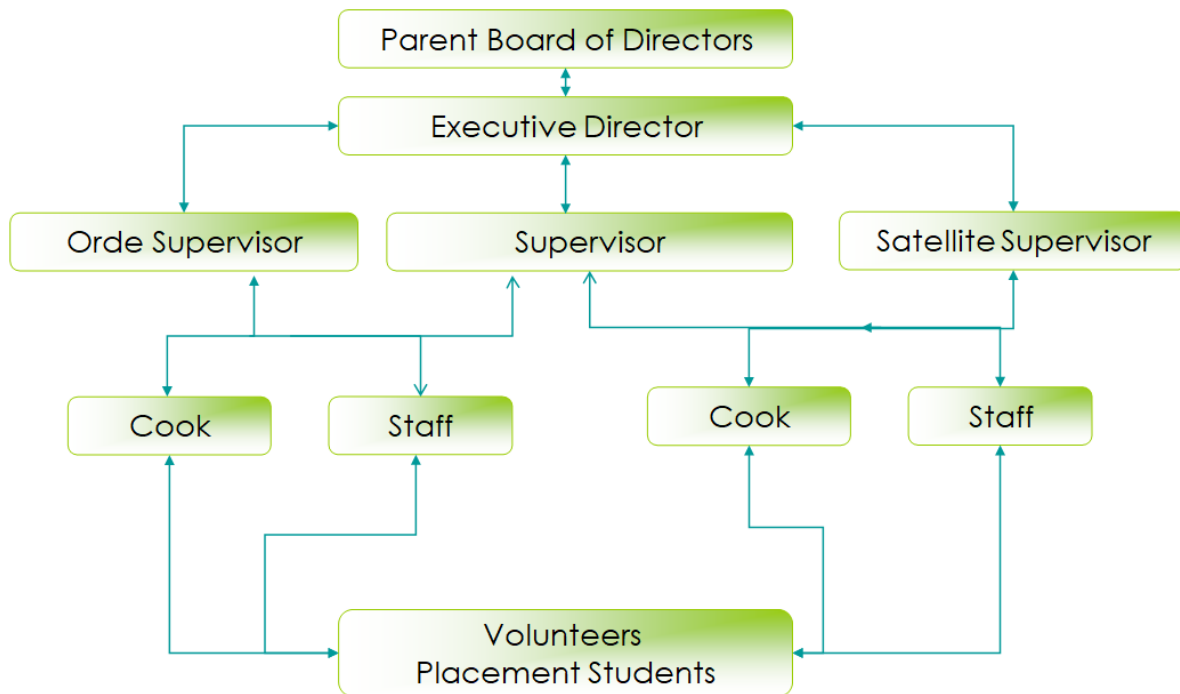
2. Administration

Area of Service

Our hours of operation are 7:30 a.m. to 6:00 p.m. The Orde Day Care and Orde Day Care Satellite, two provincially licensed daycares provide childcare for 239 children from birth to 12 years of age. The Satellite Site is licensed for Infant, Toddler and Preschool; the Orde Street Site is licensed for Preschool, Kindergarten and School Age and Ten Plus. The license each site has posted indicates the centres are in compliance with the Child Care and Early Years Act. Inspection results are posted online at <http://www.ontario.ca/ONT/portal/61/licensed-childcare>. The centre also holds a Purchase of Service Agreement with the City of Toronto that allows the daycare to accept fee subsidies for eligible parents and requires the centre to meet a set of standards laid out in the City of Toronto Early Learning and Care Assessment for Quality Improvement. A Quality Assurance Representative with Toronto Children's Services Division of the City of Toronto reviews these criteria annually. Results from these reviews are posted at <http://www.toronto.ca/children/dmc/webreg/gcreg1714.html>. Registered Early Childhood Educator and Assistants are on duty at all times.



Organizational Structure of Orde Day Care



The organizational structure of the day care is that of a non-profit charitable corporation owned collectively by its members and run by an elected board of parents.

Decision Making at Orde Day Care

The day-to-day organization and administration of the centre is the responsibility of the staff of the day care under the direction and supervision of the Supervisors and the Executive Director. The Board of Directors of Orde Day Care Centre Inc. manages the overall administration of all programs of the day care.

Board of Directors

The Board of Directors consists of no less than six elected individuals. The Executive Director and the Supervisors attend the meetings as non-voting members. All positions are voluntary, and elections are held at the centre's Annual General Meeting. An Annual General Meeting is held in the spring. All families are invited. Nominations of new officers are accepted at this time. Regular Boards of Directors meetings take place every 4-6 weeks. Notices of meetings are posted one week prior to the meeting date and agenda items may be submitted at that time to the Executive Director or Board secretary. If a family wishes to make written submissions, they may be left at the daycare office. Meetings are open to anyone wishing to attend, however, only the members of the Board may take part in a formal vote. Items of a sensitive nature will be discussed in private.



Staff Qualifications and Requirements

Full time and part time staff is unionized with CUPE Local 2484-09.

A majority of the staff are Registered Early Childhood Educators with the Ontario College of ECE and hold a valid standard First Aid Certificate. Each program is staffed by at least one RECE or equivalent, who has been specifically trained to support the development of children from 0-12 years.

All staff are required to undergo a Police Reference Check with Vulnerable Sector Screening at the time of hire. The Criminal Reference Check is a precautionary measure designed to screen out potentially unsuitable employees/volunteers and to help ensure the safety and well being of all children served by Orde Day Care. The CRC is intended to be one part of an effective screening process that assists the centre in recruiting the best possible candidates. The CRC will also help ensure that our centre is fulfilling its legal, ethical, and moral responsibility to the clients it serves.

Student Teachers

Orde Day Care is used as a training environment for many students. We accept students from the Early Childhood Education at George Brown College and other community colleges. We also work with Co-op and high-school students from various government training programs.

Supervision of Volunteers and Placement Students

Volunteers and students will not be counted in the staffing ratios. Volunteers or students will not have unsupervised access to children while in our care. Criminal reference checks with Vulnerable Sector Screening are required for all volunteers having direct contact with children. For the entire policy see Supervision of Volunteers and Placement Students Policy as an addendum to this handbook or alternately on our website @ www.ordedaycare.org

Family Volunteers

All family members wishing to volunteer to assist on a field trip or in a classroom must inform the Supervisor of your interest to volunteer and complete the following

1. A current Criminal Reference Check with Vulnerable Screening and provide the original document for review to the Supervisor or Executive Director
2. For Criminal Reference Check with Vulnerable Sector Screenings that were completed between 6 months and 5 years a Declaration of Offence must be completed
3. The following Ministry required policies must be read
 1. Administration of Medication and Medical Support Policy and Procedure
 2. Anaphylactic Policy
 3. Fire and Emergency Management – site specific
 4. Individual Support Plans/Medical Plans/Anaphylactic Plans
 5. Infant Sleep Room Supervision Policy and Procedure
 6. Parent Issues and Concerns Policies and Procedures
 7. Playground Safety Policy
 8. Police Reference Check with Vulnerable Sector Screening Policy
 9. Policy Statement for Orde Day Care Health Policies and Procedures
 - a) Animal Reptile and Amphibian Policy and Procedure
 - b) Dealing with a Human Biting Policy and Procedure



- c) Diapering and Toileting Policy and Procedure
- d) Environmental Cleaning and Disinfecting Policy and Procedure
- e) Exclusion of Sick Children Policy and Procedure
- f) Expressed Breast Milk Policy and Procedure
- g) Gardening Policy and Procedure
- h) Hand Hygiene Policy and Procedure
- i) Laundry Policy and Procedure
- j) Management and Reporting of Communicable Diseases Policy and Procedure
- k) Management of Immunization Information Records
- l) Management of Outbreaks Policy and Procedures
- m) Occupational Health and Safety Policy and Procedure
- n) Pest Control Policy and Procedure
- o) Respiratory Etiquette Policy and Procedure
- p) Risk Assessment Policy and Procedure
- q) Toy Cleaning and Disinfecting Policy and Procedure
- 10. Program Statement
- 11. Program Statement Monitoring
- 12. Promoting Positive Interactions Policy
- 13. Serious Occurrence Policy and Procedure
- 14. Supervision of Volunteers and Placement Students Policy
- 15. Staff Training and Development Policy and Procedure
- 16. Toddler and Preschool Sleep Room Supervision Policy and Procedure
- 17. Training and Development Policy
- 18. Waiting List Policy

3. Admission and Fee Policies

Childcare Application Form

Families interested in enrolling children in the centre must complete a waiting list application form and return it to the Supervisor. Waiting list forms can be accessed from the Supervisor or on the daycare website. The form is filed by date of receipt and area of priority based on our Waiting List Policy and Procedure.

Vacancies

A vacancy occurs when a child leaves or is asked to leave the centre. Families are required to notify the Supervisor at least four weeks in writing before the final date of a child's attendance at the centre. Verbal notice to a staff member or Supervisor is not considered notice. Once written notification of a vacancy is received, the Supervisor contacts the next family who has completed an application form according to the procedures under "Priority of Admission." This family is then required to indicate acceptance of a space or remain on the waiting list.

Priority of Admission

Priority of admission is a policy set by the Board of Directors and ratified by a majority vote of the membership. Upon a vacancy, the centre will give priority in the following order:

1. Siblings of children already enrolled in the centre;



2. Families living in the community of the Orde Street P.S. district boundaries; and
3. Others who have completed an application form.
4. In case of unusual hardship, the Orde Board of Directors may waive the above priorities.
5. Age of child is a consideration for priority to ensure financial viability of centre.

Inclusion Policy

Orde Day Care is committed to providing an inclusive environment and program for all children and families within the community. Upon acceptance of a space, an assessment and interview will be undertaken with the family to identify any additional needs. If additional support needs are required for the child, a resource educator from the City of Toronto will assist in accessing further resources. Our aim is to have these supports in place prior to the child's enrolment, to ensure a successful placement. Recommendations and adaptations to the program are made by the resource educator and other professionals and implemented by the Orde Day Care Staff. Unfortunately, at this time, Orde Day Care is not wheelchair accessible.

Gradual Admission Policy

Our goal when your child starts at Orde Day Care is to make the transition a smooth and positive experience. In order to achieve this goal, we ask that you and your child plan a visit in order to get to know the centre, the staff, your child's program as well as our policies and procedures. This will give your child the opportunity to see their new environment and allow you and your child to meet the staff and exchange information.

When a young child starts at the centre we recommend that you ease your child into the program by making their first few days' shorter than usual. This will give your child the opportunity to participate in the program and get to know the other children gradually without feeling overwhelmed. On the first day we ask that you pick up around lunch time, the second day, after rest or quiet time, and on the third day, by afternoon snack. This is our general practice but staff may request slight variations of this schedule.

Deposit

Once a family accepts a space at the centre, a deposit is required. This deposit holds you space until the required start date. The deposit is equal to 2 weeks of the fee required for the child. This deposit will be refunded when your child leaves the centre and is adjusted as your child moves to an older age group. For subsidized families, the deposit is 10X the daily fee. Deposits on subsidized rates are adjusted if the daily rate has a considerable increase or decrease. Deposits of subsidized families will be held in trust until final payment is made by the City of Toronto, Children Services Division on your behalf.

In order to hold a space longer than two weeks, a family must pay full fees or else forfeit the space. No interest will be paid on this deposit.

All registration forms must be completed in its entirety before the child starts the program. These forms can be obtained from Supervisor. The deposit is forfeited if a child is withdrawn from the centre without four weeks written notice.



Payment of Fees

The Board of Directors sets the fees as part of the budget planning. Fee schedules are posted on the Family Bulletin Boards and included as a leaflet in this handbook. Monthly payment of fees for the care of your child is due on the first day of the month and should be brought to the office. **Invoices will only be issued for late payments.** We ask that you please pay promptly and **strongly encourage payment by check, money order and e-transfer. Cash payments are not accepted.** If you need to arrange payment in instalments please discuss it with the Supervisor or Executive Director. Families are encouraged to use post-dated checks at the beginning of each year. As a non-profit organization we count on the prompt payment of fees in order to meet our monthly financial commitments.

Tax Receipts

Tax receipts for daycare payments will be available the February following the taxation year. For families leaving or moving outside of Canada, tax receipts can be requested after the last payment for care has been made.

Overdue Fees

The following procedure will be undertaken for the collection of overdue fees:

1. Families will be reminded with an invoice of the overdue amount.
2. If the full fee is not paid within the first two weeks of the current month a reminder notice will be issued.
3. If the full fees are not paid by the current months end a second notice will be issued. Space may be withdrawn if fees are not paid.
4. If the entire amount owing is not paid by the 60 days, the child will be given withdrawal notice, and the family will receive a repayment schedule.
5. If there is a fee balance after 90 days, the outstanding amount will be sent to a collection agency which will affect the credit rating of the listed payees for the account.

“Non- Sufficient Funds” Cheque

If the centre is charged a service fee by the bank when a cheque for fees is returned for non-sufficient funds (N.S.F), you are responsible for reimbursing this service charge to the centre.

Statutory Holidays

The centre is closed on the following days:

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

The centre closes early on the following days:

Christmas Eve (December 24)

New Years Eve (December 31)

Families will be notified well in advance of the closing time on these days. Please note that fees are not deducted for statutory holidays.



Withdrawing Your Child from the Centre

Families must give **four weeks** (1 month) written notice to the Supervisor prior to the final date of your child's attendance at the centre. Verbal notice to a staff member or Supervisor is not considered notice. A withdrawal form is available through the daycare office. We ask that families complete the exit questionnaire included on the Withdrawal form as an opportunity to provide the centre feedback on the care provided.

Withdrawal without Notice

Failure to give full notice of four weeks (1 month) will result in charges for the full month. Families with children in the part-time School-Age Program who submit their monthly registration forms after the due date will be considered a "withdrawal without notice" and fees for the month will be charged. Full fees may apply for subsidized families.

Orde Day Care's Request to Withdraw Your Child from the Centre

The centre reserves the right to ask a family to look for other day care arrangements if the safety and well being of the other children or staff is put at risk. Families can also be asked to withdrawal if they or a member of their family is in direct violation of the Family Code of Conduct or Parent Contract.

If a child is exhibiting behaviours that a putting themselves or others at risk, the Supervisor and Executive Director will consult with the child's parent to discuss strategies to provide a successful experience for the child. Parental permission to use an outside resource will be sought in most cases. If after the implementation of the strategies provided by outside consultation is unsuccessful and the behaviour continues the Executive Director will present the case to the Board of Directors for withdrawal consideration.

If the Board of Directors approves the withdrawal, the family will be given four (4) weeks notice. The Executive Director and Supervisor will work with the family to look for alternate care arrangements.

4. POSITIVE TEAM ENVIRONMENT

To provide a positive learning environment for all children, families and staff the following policies have been developed and implemented. A full copy of all of these policies and procedures can be found on the Family Bulletin board or on our website at www.ordedaycare.org. Excerpts from these policies are found below.

Bias Free and Equity Policy

Orde Day Care certifies its commitment to eliminate attitudes and behaviour directed at an individual or group based on race, ancestry, place of origin, colour, ethnic background, citizenship, religious belief, creed, gender, sexual orientation, age, physical challenges, education, and marital, economic or family status.



Customer Service Standard under AODA

Orde Day Care is committed to developing policies, practices and procedures that provide accessible quality services to its clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity. We are dedicated to ensuring all programs are accessible to clients and their children in accordance with *Ontario Regulation 429.07 Accessibility Standards for Customer Service*.

Orde Day Care will endeavour to ensure that all policies and related practices and procedures are consistent with the 4 core principles; dignity, equal opportunity, integration and independence.

Parent Issues and Concerns Policy and Procedure

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

All issues and concerns raised by parents/guardians are taken seriously by Orde Day Care 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.

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

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Child Protection Agency](#) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

Interactions between Families and Staff

A copy of the **Code of Conduct** is included in the registration package. This document outlines the expected behaviour of our family members, staff and children. We ask all our family members to adhere to the expectations outlined in this document.

Orde Day Care Code of Conduct



We all have the right to be treated with respect and feel safe in our school community. The Orde Day Care Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our centre community including parents or guardians, children, volunteers, teachers, and 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, e-mail, 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 family-centered sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.

The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor and/or Executive Director. Failing resolution with the Supervisor/Executive Director, the matter will be referred to the Board of Directors.

Any pictures taken at the centre or during centre events are for the private use of the family only. These pictures can be posted in on-line photo albums (i.e. Photobucket, Facebook, Myspace, etc.), only if explicit permission is given from those that appear in the photo or have legal guardianship of the individual/s.

Day care cubbies are to be used solely for the purpose of communicating between parents and Orde childcare. The posting of printed literature promoting other businesses will not be permitted.

This code of conduct must be signed by any and all adults that will be involved in your child's experience at Orde Day Care including parents, grandparents, siblings and care givers.

Requests for Babysitting

Orde Day Care wishes to advise all parents/guardians that asking any Orde Day Care employee to babysitting is considered separate from your agreement with Orde Day Care Centre nor is such an agreement part of that employee's employment contract. Should an employee agree to babysit any children enrolled in the centre, they may at any given time declare a conflict of interest and be



unable to continue and that such an action on their part does not at anytime reflect on the activities and relationship with Orde Day Care Centre.

5. PROGRAM POLICIES AND PROCEDURES

Promoting Positive Interactions and Prohibitive Practices Policy

Introduction:

The Ministry of Education requires that every operator of a child care centre ensure that there are written policies and procedures regarding prohibitive practices. The policy must also include measures to deal with the contravention of this policy and procedure.

Prohibited Practices at Orde Day Care:

- Any form of corporal punishment (physical violence such as hitting, spanking, kicking, pushing, pulling, poking, shoving, grabbing, squeezing or picking up children by their arms/hands, pinching ears, or any other aggressive behavior exhibited toward a child)
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else. This is used a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required for Orde Day Care's emergency procedures, including lock down
- Use of harsh or degrading measures or threats or use of derogatory language directed or used in the presence of the child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- Depriving or denying the child of any basic needs e.g. food, drink, shelter, sleep, toilet use, clothing or bedding
- Inflicting bodily harm on children including making children eat or drink against their will
- Time out

Procedure upon Contravention of Prohibitive Practices:

- 1) Any staff member observed using prohibitive practices that contravene the Child Care and Early Years Act and the Orde Day Care Centre Promoting Positive Interactions Policy, shall be reported immediately to the Executive Director who will take immediate steps to investigate the alleged incident.
- 2) The Executive Director and/or Supervisor will immediately speak privately to the staff member involved in order to assess the validity of the alleged incident. If necessary, appropriate action will be taken which may include disciplinary action depending on the nature of the contravention. The incident will be documented and kept on file. If a second incident of a similar nature is reported or observed disciplinary action will follow. The incident will be documented and kept on file.
- 3) If the Executive Director is observed using prohibitive practices that contravene the Child Care and Early Years Act and the Orde Day Care Centre policy regarding Promoting Positive Interaction, the observer will report the incident immediately to the Chair of the Board of Directors. The Chair or designate will investigate the alleged incident.



- 4) Any prohibited practices exhibited and confirmed through the Orde Day Care's internal investigation will be reported to the Children's Aid Society.
- 5) Any terminations, suspensions or restrictions imposed on a member of the College of Registered Early Childhood Educators due to a member's engagement in prohibitive practices will be reported to the College of Registered Early Childhood Educators.

De-escalating a Volatile Situation:

It is recognized that in some extreme situations, wherein a child is endangering his/herself or others, staff may find themselves having to respond to a crisis situation using removal as a method to defuse and/or de-escalate a volatile situation. Orde Day Care does not approve of removing children from the program, but recognizes there are times when children are at risk of hurting themselves or others. These guidelines reinforce the need to ensure that children are supervised and safe at all times.

School Suspensions or Expulsions

Should a child at Orde Day Care receive a suspension from the school or a "request to pick-up", the school Principal will notify the Supervisor/Executive Director. Please note that the daycare may not be able to accommodate the child outside of their regularly attended daycare hours, as it may compromise ratios or our staffing schedule. Expulsions will be dealt with on a case-by-case basis in conjunction with the school Principal and parents.

Child Abuse Prevention Policy

Duty to Report

In accordance with the Child and Family Services Act, it is the responsibility of every person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to a Child Protection Agency if s/he suspects that child abuse has occurred or if a child is at risk of abuse. This includes any operator or employee of a childcare centre. An individual's responsibility to report cannot be delegated to anyone else.

Failure to Report

It is an offence under the Child and Family Services Act for a professional to contravene one's reporting responsibilities. The penalty imposed (a fine of up to \$1,000) emphasizes that a child's safety must take precedence over all other concerns.

Serious Occurrence Policy

Policy:

In accordance with the Ministry of Education (MEDU) guidelines for dealing with serious occurrences, Orde Day Care is responsible for ensuring that there are written policies and procedures with respect to serious occurrences in each child care center operated by Orde Day Care. Orde Day Care must address how to identify, respond and report a serious occurrence, as well as track and follow up on



all occurrences.

Centre Responsibilities

The Supervisor and/or Executive Director/Designated Authority are responsible for determining if an incident is a Serious Occurrence based on the categories and definitions set out below.

Serious Occurrence Categories and Definitions (5 categories)

The following is effective August 29, 2016

1. Death of a child who received child care at a child care centre, whether it occurs on or off the premise
2. Abuse, neglect or an allegation of abuse of a child while receiving care at a child care centre
3. A life-threatening injury or life-threatening illness of a child who receives child care at a child care centre
4. An incident where a child who is receiving care at a child care centre goes missing or is temporarily unsupervised while receiving care at the child care centre or while being supervised off premise by the child care staff
5. An unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or wellbeing of children receiving care at the child care centre, which include the following
 - Fire
 - Flood
 - Gas Leak
 - Detection of Carbon Monoxide
 - Outbreak of an Illness
 - Lockdown
 - Other Emergency Relocation or Temporary Closure

Orde Day Care is required to report a **Serious Occurrence** to the Ministry of Education Program Advisor by phone or through the online portal within 24hrs of the incident taking place. The daycare must also post information regarding the occurrence within 24 hrs at the centre. The posting includes the type of incident that has occurred, but does not include identifying information regarding the child, staff or program involved. The posting is available for 10 business days from the last update of information,. The centre will update the online report as new information becomes available or when an investigation is completed. Orde Day Care informs all persons involved as well as the Board of Directors of each Serious Occurrence; a copy of the report is kept on file for 3 years and all reports are reviewed annually.



6. Safe Arrival and Departure of Children

Arrival Procedure

In order to allow the children to settle into the daycare program and to maintain the continuity and smooth operation of planned activities parents are asked to have their children at the day care by 10 a.m. If families arrive after this time, and their group is away, then parents/guardians may be asked to stay with their child until their child's program returns to the centre.

Families must notify staff of their child's arrival along with any relevant information about the child that day (i.e. special pick up information, wellness, sleep, etc).

Families of younger children should ensure that their child's coat has been put away and that the child has been to the bathroom before your child joins the group. Please escort your child directly into the room or playground at the time of your arrival.

Kindergarten and School Age Arrival Procedure

During the school year, Kindergarten and School Age children are cared for from 7:30 a.m. until the first bell by our program staff. Parents should bring their child to the designated opening room and notify staff of their child's arrival. After the first bell supervision is provided in the Orde St. Public School playground, weather permitting, until the second bell when school begins.

Please note that school aged children arriving on their own from home or school will only be considered "in-attendance" if they make their presence known to staff. If a child is absent, the daycare staff will attempt to confirm this with the school and/or phone messages.

Parents must inform both the daycare and school of any absences or early pick-ups directly from school.

On P.A. days and school holidays, parents are encouraged to have their children in the day care by 10:00 a.m. to assure the continuity and smooth operation of the day care program.

Drop off and Pick up Zone

A drop off and pick up zone for families arriving by car is located along Orde St. outside of the building. This designated area allows drop off and pick up for 10 minutes from 7:30-9:30am, 11:30am-1:30pm, 3:00-6:15pm. Families must display a daycare-parking sticker in their windshield to avoid being ticketed, as this is also a paid parking area. Additional windshield notices can be obtained through the office.

Stroller/Bicycle Parking

Stroller and children's bicycle parking is available outside in the small playground. **The area is not monitored and the daycare is not responsible for lost or stolen goods.**



Emergency Closures

In the event that building facilities are not available (loss of electricity, heat or water, pandemic, severe weather, building closure, TDSB job action) families will be notified by the following:

1. Message will be left on the centre's answering machine.
2. Notice on Orde Day Care's website www.ordedaycare.org
3. Mass email to all parents on our email distribution list.
4. Phone call (if services allow) if the closure occurs during your child's attendance.

Change of Address, Phone Number and Email Address

Change of address, phone number(s) or email address must be made to the Supervisor as soon as possible. It is extremely important that the day care be notified of these changes so that the staff can reach you in an emergency. A copy of an update of emergency contact sheet will be requested from all families on an annual basis or as needed.

Safe Departure Policy

Parents/guardians are responsible for their child once they have arrived at the centre, program or playground. It is our experience that children do not respond well to the staff once the parent/guardian has arrived.

After School and University Settlement House Programs

Parents of children enrolled in these programs must notify the day care **before** the first class. Staff will make note of child's schedule and attach it to attendance board.

Authorized Pick-Ups

- a pre-authorized person must be 12 years of age or over
- the pre-authorized person must be named on the registration form
- if pre-authorized by a verbal request made by the parent/guardian, the named person must show identification at pick up, this identification will be photocopied, and destroyed once the child returns to daycare the following day.
- verbal changes to the departure routine may be subject to a call back to verify the information or requests to leave this information on the daycare answering machine may also be required.
- a copy of a court order or a written separation agreement between the parents, which permits the release of the child to another person must be on file

Telephone/Email Departure Changes

If a parent/guardian telephones or emails to change the departure information, the information will be recorded or added in the Room 28 message book. Verbal changes to the arrival or departure routine for child may be subject to a call back to the family member to verify the information or a request to leave this information on our answering machine may also be required.



Late Fee Policy

Children should be picked up no later than 6:00 p.m. Parents/guardians who are late picking up a child will be charged a late fee. A fee of \$10.00 will be imposed for the first five minutes and \$10.00 for each additional five-minute segment or part thereof. Late fee charges are confirmed using the external phone or cell phone times, which do not fluctuate. Late fees are to be paid directly to the staff member on the day they are incurred. If payment is not made the charges will be added to the family account. If a child is not picked up the “Emergency Procedure” will be followed.

This policy is meant to be a **deterrent** and **continual lateness** will be subject to other action on the part of the day care, up to and including a notice of withdrawal from the centre. After the 3rd late a meeting will be set up between the parent and Supervisor to discuss an action plan to ensure pickups before 6:00 p.m. After the 5th late the Executive Director will inform the family that they are withdrawn from the center. Late fee charges will still be applied during inclement weather.

Late fee charges

Time of pick up	Late fee charged
6:01-6:05 p.m.	\$10.00
6:06-6:10 p.m.	\$20.00
6:11- 6:15 p.m.	\$30.00
6:16 -6:20 p.m.	\$40.00

Emergency Procedure for Late Pick Up

In the event, that a child is not picked up by a parent/guardian or authorized person by 6:00 p.m. and the parent/guardian has not contacted the centre, the staff on duty shall observe the following procedures:

1. Check the answering machine for any relevant messages.
2. Attempt to reach the parent(s) at all work and home numbers listed in the child's file.
3. If the parents/guardians still cannot be reached, the staff will try again at 6:15 p.m.
4. Staff will then telephone the Emergency Contact person(s) listed.
5. If staff has not been able to reach a contact person then the staff must notify the Executive Director or Supervisor. (at home if necessary)
6. The Emergency Contact and authorized pick-up persons named in the file are the only people (other than the parent, police, or C.A.S.) to who staff can legally release the child without explicit instructions directly from the parent.
7. If the child is not picked up by 7:00 p.m., staff will call the Children's Aid Society and notify the police.
8. Late charges will apply.

Unauthorized Pick-Ups

Staff cannot allow a child to leave the centre with a person they do not know. If any unauthorized person arrives to pick up a child, the day care staff will follow this procedure:



1. The unauthorized person will be informed that they do not have permission to pick up the child.
2. Staff will check with the Supervisor or Executive Director for any changes in pick-up authorization.
3. Staff will also check the answering machine for any messages regarding changes to the pick-up.
4. The child will be brought to a secure environment, if possible, but will not be physically restrained should they want to go with the unauthorized person.
5. We will contact the custodial parent/s and inform them of the situation.
6. If a court order is on file that restricts access by the unauthorized person and the unauthorized person does not leave the premises, we will call the police.
7. If the unauthorized person takes the child, we will attempt to gather identifying information if possible, i.e. license plate number, clothes that were worn, and contact police

Unaccompanied Departures

No child will be allowed to leave the centre without a parent/guardian or pre-authorized person.

Intoxicated Parent/Pick up Person

If a parent/guardian or authorized person for pick up appears to be intoxicated or under the influence of medication, alcohol or drugs when they arrive to pick up a child, staff must request that the person take a cab if driving, or call a family member or friend to come get them and the child. If the person does not observe this request, the police will be called to aid the staff. The Children's Aid Society will be contacted if deemed necessary.

Parental Separation and Court Ordered Visitation Policy

In the event of a separation of the parents, Orde Day Care will continue to accept either parent's authority until a direction signed by both parents, or a court order is provided that says otherwise. If there is a custody agreement, we require a full copy and may request to meet with the custodial or co-parenting partners to confirm our understanding. Without a custody agreement stipulating limited parental access, we cannot deny any parent access to their child. Only pick-up, drop-off and visitation information will be shared, all other documents and information provided will be held in the strictest of confidence.

All visiting rights must be arranged in consultation with the custodial parent, Executive Director and/or Site Supervisor and must be in the best interests of the children.

Parents who have restricted access are prohibited from using the day care for visitation.

7. Children's Health Policies

Children Absent from the Daycare

Family members must notify the day care if their child is ill or on holidays.



Orde Day Care 416.598.3412, please leave a detailed message admin@ordedaycare.org

Health Alert Reports

In order to track illnesses, we ask that you give us a brief explanation as to your child's absence, including your child's current symptoms. The daycare maintains a Health Alert Log which list illnesses and/or symptoms, without identifiers within the daycare environment. The Health Alert lists the illness or symptom, the date reported, which program, the number of cases and conclusion. The purpose of this log is to provide information to all families regarding illnesses, rashes, lice outbreaks etc. The daycare does its utmost to pass on information regarding contagious or reportable illnesses to our population. If a specific illness has been suspected or diagnosed, a copy of an illness fact sheet will be posted on the door of your child's room.

Health Fact Sheet

If a specific illness has been suspected or diagnosed, a copy of an *"illness fact sheet"* will be posted on the door of your child's room. This fact sheet contains valuable information regarding the illness, including symptoms, incubation and exclusionary period.

Reportable Illnesses

Orde Day Care is also required to inform Toronto Public Health immediately if any children have been diagnosed with a communicable disease. The Executive Director or Supervisor must report all communicable diseases to the Local Medical Officer of Health under the Ontario Health Protection and Promotion Act.

Daily Health Inspection

Upon Arrival at the Centre

Staff is responsible for observing each child as he or she arrives in the day care. Parents/guardians may be asked the state of their child's health to ensure that the child is well enough to stay at the centre. Your child should be well enough to fully participate in the program including outdoor time.

During the Day

Throughout the day, staff will observe children for signs of illness, i.e., high fever, rashes, listlessness, vomiting, diarrhea, etc. Children who are obviously sick will be separated from the other children to reduce the spread of infection whenever possible. If your child shows any obvious signs of illness, you will be called to take your child home. We ask that children are picked up as soon as possible.

An Exclusion Criteria Chart provided by Toronto Public Health is enclosed in this handbook. This chart indicates when a child must be sent home and when the child can return to the daycare. This chart is posted on the Family Information board and is also available on our website. The intent of this chart is to reduce number of cases of an illness or outbreak at the daycare. Staff may also inform you if, during the day, your child's health was not up to par but yet not sick enough to send home.



Upon Departure

When you pick up your sick child, the staff member will tell you the status of your child's health. They will also let you know how long your child should remain away from the centre depending on their symptoms. We ask that children not return to the centre until at least 24 hours have elapsed after the symptoms have ended. However, we will consult the Public Health Guidelines for isolation requirements of any particular ailment.

Upon Returning to the Daycare after Being Ill

Staff will ask parents about their child's health when they return. For example: when was the last time the temperature was taken, or is there any medication or other symptoms staff should be aware of? Please ensure that you have given the staff your current contact number in case the symptoms worsen during the day.

Children attending Orde Street School

If your child attends Orde Street Public School and will be absent, please call the Orde Street Public School as well as the daycare. The day care staff is not responsible for the school age children during school time, therefore should your child become sick during class time the school will be responsible until you arrive.

Orde Day Care	416.598-3412
Orde Street Public School	416.393-1900

Administration of Medication and Medical Supports Policy and Procedure

We strongly encourage parents to administer medication to their child at home if this can be done without affecting the treatment schedule. If medication must be administered while in attendance at the daycare the staff will follow the written instructions provided by the parent. A Medical Administration Authorization form must be completed before staff can administer any medications or allow lifesaving medications to be carried by the child. Forms can be accessed from the staff and supervisor. Medication must be supplied to the daycare in its original package and must include the child's name, dosage and expiration date of medication.

Individual Medical Plans

Parents are required to complete the individual Medical form for a child who has one or more acute or chronic medical conditions such that he or she requires additional supports, accommodation or assistance.

The completion and review of the individualized plan (by employees, students and volunteers) supports the child(ren)'s ability to participate in the child care program, and provides staff with all necessary information to deal with any medical situation pertaining to the child.

Procedure:

The individualized plan shall be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation. O. Reg. 126/16, s. 27.



The plan will include,

- (a) steps to be followed to reduce the risk of the child being exposed to any causative agents or situations that may exacerbate a medical condition or cause an allergic reaction or other medical emergency;
- (b) a description of any medical devices used by the child and any instructions related to its use;
- (c) a description of the procedures to be followed in the event of an allergic reaction or other medical emergency;
- (d) a description of the supports that will be made available to the child in the child care centre
- (e) any additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an off-site field trip. O. Reg. 126/16, s. 27.

An Individualized Plan for Children with Medical Needs form can be accessed from the Supervisor at each site.

Anaphylaxis Policy and Procedure

Policy

Orde Day Care has developed and implemented this Anaphylactic Policy in accordance with section 39 (1) O. Reg 137/15b under the Child Care and Early Years Act. Orde Day Care recognizes the potentially serious consequences of children with allergies. These allergies may include a condition known as anaphylaxis. When exposed to an allergen to which they have sensitivity, these children will have a severe and potentially life threatening allergic reaction. It is the policy of Orde Day Care to create an allergen-aware environment in our daycare in order to protect the health and safety of our children and staff.

Orde Day Care does not purport to be, nor can it be deemed to be free of food items and non-food items that may lead to a severe allergic or anaphylactic reaction. Orde Day Care will make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis in accordance with this policy.

Creating an environment that reduces the risk to severely allergic or anaphylactic children requires the co-operation and understanding of all members of Orde Day Care, including staff, children and parents. We request that **no peanut or tree nut products** are allowed at Orde Day Care at any time. **If a child requires a food substitution that is nut based written consent from all families in the specific program must be obtained prior to the food item being available. If consent is not given by all parties, the item will not be allowed in the program room.**

Definition of Anaphylaxis

Anaphylaxis is a **SEVERE and LIFE-THREATENING** allergic reaction caused by exposure to a trigger (allergen). Anaphylaxis, the medical term for "allergic shock" or "generalized reaction", can be rapid and deadly. The allergy may be related to food, insect stings, medicine, latex, etc. It can be characterized by swelling, difficulty breathing.



Parent Responsibilities

Parents of children who have been diagnosed with Anaphylaxis are expected to:

- ♦ Train Orde Day Care, Supervisors, or have their physician train them, regarding their child's allergens, symptoms and administration of Epi-pen.
- ♦ Exchange information with the Supervisor about the child's medical condition including all medical forms found in this procedure. This will enable the Supervisor to communicate and plan effectively with the staff in providing for the safety and welfare of the child.
- ♦ Provide **proprietary medication** as prescribed by a physician. This means that the medication can only be used for the child named in the prescription. **Failure to provide this medication can result in the removal of the child from the daycare until the medication is available at the daycare** according to this procedure.
- ♦ Supply the daycare with 2 current pictures of your child – updated annually.
- ♦ Provide a minimum of one (1) Epi-Pen; if possible, provide two (2) Epi-Pens as recommended by Anaphylaxis Canada.
- ♦ Epi-Pens have a shelf life of 12 to 18 months and must be replaced when stale-dated.
- ♦ Parents are encouraged to provide their child with a Medic-Alert bracelet.
- ♦ All forms and medications must be reviewed and updated annually.
- ♦ If child is no longer anaphylactic, a letter from the physician must be provided and kept on file.

Life Saving Medication

1. Parent must complete *medication form* and *access to lifesaving medication form*.
2. Lifesaving medication is kept with the attendance, emergency/trip bag, or directly on the child, if appropriate.
3. Lifesaving medication must follow the child whenever they go including field trips.
4. Older children can carry their own asthma or emergency allergy medication as permitted by their parent
5. Any self-administration of medication must be noted on a medication form and in the daily written record

Reportable Diseases

The Executive Director /Supervisor must report all communicable diseases to the Local Medical Officer of Health under the Ontario Health Protection and Promotion Act. A full list of this reportable illness can be found on the Family Bulletin board. We ask all families to inform the daycare if your child has been diagnosed with a communicable disease. The information will be held in the strictest confidence.

Procedure for Outbreaks of Infection

If 3 or more cases of gastroenteritis present in the same room in a four-day period or if 3 or more rooms have one case of gastroenteritis with 48 hours this will be considered an “*outbreak of an infection*”. A case is defined as two or more episodes of diarrhea, or vomiting or one episode of vomiting and one episode of diarrhea.



The Site Supervisor will then follow the Outbreak Procedures. In the case of a communicable disease, the Public Health Department is informed, and depending on the severity the Medical Officer of Health will be informed. Unless the public health officials give other instructions, the staff will:

1. Isolate all ill children.
2. Notify parents to pick up ill children as soon as possible.
3. Record all the symptoms and the date and time that the children/staff became ill.
4. Contact Toronto Public Health Regional Office to report the outbreak.
5. Step-up the sanitizing procedures - increase frequency of cleaning and disinfecting.
6. Stop all water and communal sensory play, and self serving of foods
7. Reinforce the importance of good hand washing.
8. Public Health may request stool samples from affected children. Samples are only collected with parental permission.

Please note that the Public Health Department directs the length of time that the child must remain at home. In the event of an outbreak children will be asked not to return to the daycare until they are 48 hours symptom free. Please also note that the daycare may ask for a doctor's note to return the child to the daycare.

Biting Policy

This policy acts as a guide and all biting incidents are considered serious and will be looked on an individual basis.

- All biting injuries will receive first aid treatment.
- An accident report will be completed to provide information to the family relating to the incident. No identifying information will be supplied. We ask that a family member who picks up your child sign this document.
- Families of both children will be contacted by the centre and informed of the incident if the bite resulted in broken skin and blood being drawn.
- Staff will work with both children and implement strategies to reduce the likelihood of further biting incidents.
- If a pattern of biting incidents develops with the biter or bitten, the Supervisor will meet with the staff and families to discuss further strategies.

8. Safety Policies

Safety Policy

The safety of each child is incorporated into every aspect of our program. All staff is certified in Standard First Aid/CPR and they attend refresher courses, as required by the Ministry of Education. The daycare follows all criteria under the Health & Safety Regulations in the Child Care and Early Years Act. The daycare also adheres to Toronto District School Boards procedures for emergencies. All staff is also trained in WHMIS and attend yearly training sessions with Toronto Public Health. Orde Day Care has four certified Health & Safety Representatives under the Occupational Health and Safety Act.



Sleep Room Supervision Policy and Procedure

Orde Day Care will adhere to the new requirements set out by the Ministry of Education (2016) regarding sleep supervision. In order to comply with the regulations, set out in the directive, parents and staff will be oriented to the policy initially and annually thereafter. Program staff in the preschool room will ensure this procedure is available in the sleep room area.

Gaining Entry to the Building

The west doors are the only point of entry to Orde Day Care throughout the day. A buzzer is located just outside the door. Parents of the daycare maybe asked to identify themselves for entry. All other doors are only unlocked according to the school bell schedule. All tours of the centre must be prearranged with Supervisor. Prospective parents or individuals are always escorted throughout their tour of our programs.

Individuals with mobility issues may speak with the Supervisor or Executive Director who will assist in making arrangements for access, as needed.

Accident Reports

Staff will immediately respond to an injured child and administer first aid as needed. If the injury requires any first aid, an accident report will be completed by the staff and reviewed and signed by the Supervisor before the child leaves the centre. Staff will ask parents upon pick up to sign a copy of the report. An additional copy will be provided to the parent.

If a child is involved in an accident of a serious nature, which requires medical attention, the staff member will contact the parent immediately after first aid is administered to the child. If the staff are unable to contact the parent a message will be left to call the centre immediately.

In instances when the child's injuries are life threatening, the staff will call 911 for assistance.

Medical Emergency

All of our staff have been trained in first aid and take refresher courses as required. Should an accident occur:

1. First Aid will be administered as needed.
2. If the situation is critical, we will call 911 immediately.
3. A staff will accompany the child in the ambulance, whenever possible.
4. If the situation is serious but not critical, we will call you and inform you of the incident. We will ask that you pick up your child immediately.
5. If we cannot contact the parents, we will escort the child to the nearest hospital if there is urgency in seeking medical attention
6. In the event we escort your child to the hospital a staff member will leave a message by phone or email and inform you which hospital your child had been taken and request that you meet us there as soon as possible.
7. We would also ask that you bring his/her health card and/or health insurance information as we do not have this information on file.

The staff member who witnessed the accident will complete and sign an Accident Report Form. The form will also be signed by the Supervisor or Executive Director and the child's parent/guardian.



Field Trip/ Excursions

Each group/program participates in field trips outside of the centre. These trips range from walking trips to the local park and library, to book banks and larger city parks via public transportations. Trips to Provincial parks, splash pads, water and amusement parks are planned with the use of chartered buses

Each group brings a “Field Trip Knapsack” with Emergency Contact Numbers, First Aid Kits, money and a cell phone. A written report with the list of all children participating, the time of departure and return and the group’s route, are taken with the staff. A copy of this report is left at the daycare. Staff reviews the safety routines with the children before they leave the daycare. Lower child/adult ratios are used whenever possible. Staff members take frequent counts of each group.

Fire Drill & Emergency Evacuation

Orde Day Care has developed and implemented this Fire and Emergency Management Policy and Procedures in accordance with sections 68 (1) and 68.1 of O. Reg. 137/15 under the Child Care and Early Years Act, 2014 S.O. 2014, Chapter 11, Schedule 1.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Fire drills are practiced monthly and emergency evacuations quarterly. The procedures for the fire drill and emergency evacuation are posted in each room. Each drill is timed, recorded and filed by the Supervisor/Executive Director. The role of the daycare staff is to ensure that all children in their care leave the premises as quickly and safely as possible. Please note that **children should not go with their parents until the Site Supervisor/Executive Director has been notified.**

Evacuation Procedures

When there is a fire drill and the children and staff are able to return to day care:

- Rooms 1, 2 & 3 will proceed to the west playground along the fence toward Orde Street.
- Rooms 6, 25, 26 & 27 will proceed to the east playground along the fence at the south end by Orde Street.
- If the children and staff are not able to return to the day care the evacuation will be to the **1st Floor Lobby** in the Ontario Power Generation building.

Long Term

When there is a long-term evacuation during school hours or days of operation, the evacuation site will be arranged by the TORONTO DISTRICT SCHOOL BOARD. In this case, parents/guardians may contact Oakburn Centre 416.395.4621 for further directions.

In the event that the long-term evacuation falls outside of school hours or days of operation, and/or the 1st Floor Lobby of the Ontario Power Generation building is unsuitable, the evacuation will be to Orde Day Care Satellite 132 St. Patrick Street, 416.591.0040.



Lockdown Policy and Procedures

A lockdown is an emergency situation, which prevents the safe evacuation of the daycare and requires steps to isolate children and staff from danger by requiring everyone to remain inside the building. This policy is to establish procedures for various levels of threats and emergency situations. Two (2) practice drills will be held per year. Notice of these drills will be posted in advance. Please note you will not have access to the building during these drills, as the doors will be locked. Should you arrive while these drills are being conducted, we ask for your patience, as the drill only lasts for a few minutes. In recognizing that each potential crisis will vary, these procedures may be modified to adapt to each unique situation.

The daycare resides within a Toronto District School Board building; therefore, we have developed our lockdown procedures to integrate with the school's procedures, ensuring clear communication and cooperation. These procedures can also be implemented solely by the daycare when we have exclusive use of the school site during summer and school breaks.

Levels of threat can range from an imminent building threat to a National Emergency.

An alert will be called in the event of an emergency situation when the daycare cannot be safely evacuated.

“THIS IS AN EMERGENCY - THE SCHOOL IS NOW IN LOCKDOWN”

The staff must then lock the door to their room and remain inside with the children until the all clear is given. The Executive Director/Supervisor or designate will initiate lockdown procedures depending upon the type of threat. Specific instructions will be given as soon as possible depending upon the situation. Staff does not unlock the door until the Executive Director/ Supervisor or designate has given the “all clear”.

Hold and Secure

A school official, emergency personnel or authority, or the Executive Director/ Supervisor or their designate will issue a hold and secure when an incident occurs in the community. This type of incident poses no immediate danger to the children or staff unless they leave the building. Therefore, the school doors will be closed off, children and staff will continue their day.

Smog, Heat and UV Policy

This policy has been developed to help safeguard our children's health and guide us in our outdoor activities with the children. Orde Day Care will try to minimize the children's exposure to pollutants and harmful UV rays by going outdoors at times in the day when these levels are lower. When playing outdoors and/or on field trips, staff will monitor the level of activity in accordance with the local temperature and environmental factors.

- Sunscreen will be provided by the parent and applied by the staff prior to going outside.
- Please note all personal products must be labelled.



- All children must have a hat, wide brim preferred.
- We encourage parents to package a labelled water bottle for their child to use while in attendance
- Staff will provide water both in the classroom and on the playground
- The air quality index set out in www.airqualityontario.com will be reviewed daily before going outside in the morning and afternoon and, posted in the hall way

When **SMOG or HEAT ALERTS** are forecasted, staff must:

- Check the time of day it is forecasted for and **stay indoors** depending on Air Quality Index and UV reports at the time.
- Check forecast for later in the day and proceed according to the Air Quality Index Chart

Smog, Heat and U.V. Procedure

Air Quality Index Readings and UV Reports will be posted in the hallway each morning and updated as needed.

1. Staff must check the readings prior to taking children outdoors each time.
2. While playing outdoors staff must continue monitor the level of activity in accordance with the local temperature (HEAT) and environmental factors (UV).
3. Staff must always observe the children carefully particularly those with known respiratory difficulties or allergies.

Safe Water Procedure

In accordance with the Ministry Environment regulations all cold-water taps and drinking fountains are flushed for at least five minutes once a week, before the daycare is open to the children. A record is kept of the date, time and signature of the person conducting the flushing procedure. This documentation is kept on file for 6 years.

Sampling procedure and testing for lead are conducted every three years between May 1 and October 31 as required by the regulation. Copies of these reports by the laboratory are kept on file for 6 years. If the results of these tests exceed any of the standards prescribed by O.Reg 169/03, the Medical Officer of Health will be notified, and their direction will be followed. Annual testing will then be undertaken for the following two years, until a clear test has been received for two consecutive years. All records, documents and a copy of O. Reg. 243/07 are available for inspection by any member of the public during normal business hours.

9. Food and Allergy Policies

Food Policy

Meals and snacks are planned in accordance with Child Care and Early Years Act and the Canada's Food Guide as well the City of Toronto Operating Criteria. The menus are reviewed on an annual basis by a registered nutritionist. Our emphasis is on providing nutritious, unprocessed, trans-fat free, whole, fresh and organic foods, wherever possible. Menus are planned according to the seasons, with



emphasis on in season local produce. Through discussion and role modeling, the children are encouraged to enjoy a variety of nutritious foods, helping to provide a foundation for wise food choices. Mealtimes are planned to ensure socialization and open communication and to develop self help skills.

Dietary Restrictions

Orde Day Care does not serve any nut or nut products as well as pork or pork by-products and is careful to check for rennet in all ingredients. We do however allow children to bring in pizza and sub lunches into our school age lunch program which may contain these products. We are very conscious of food allergies in children and may be able to offer substitutes in some cases. **Children with special diets must discuss the situation with the Cook and Supervisor prior to enrollment.** As we must set our menus for the group, we may not be able to accommodate your child's diet within our Anaphylaxis Policy or because of financial restrictions.

10. Other Useful Information

Special Occasion/Birthday Policy

Children's birthdays will be acknowledged by each classroom.

If you are handing out invitations for your own birthday party, we ask that you do this discreetly, especially if not all the children have been invited.

In the preschool programs we would ask if you would like to provide a treat for your child's birthday to their classmates that this treat, cupcake or loot bag item is placed on each child's cubby for them to take home and enjoy.

For FDK and school age children the treat can be left on a tray and the children will pick up the treat as they leave for the day

DVD/Video/Film

DVDs, videos or films are used to support current interests of children and extend discussions. All media has appropriate content and duration for each age group and;

- will be tied to the focus of the program
- will appear on program schedules
- must be previewed by staff
- must have educational ratings and value checked; and
- will not be used indiscriminately

Toys & Games from Home

Children may wish to bring a "comfort toy" to take to bed at naptime. Staff request that other toys be left at home so that they are not lost or mixed up with the daycare toys. Special "Show & Tell Days" are arranged for home toys.



Clothing

We request that for your child's comfort an extra set of clothing appropriate for the season be left in their cubby at all times. Please make sure all clothing is **identified with the child's name**.

Toilet Training

Toilet training is a co-operative effort between child, parents, and staff. When a child is ready for toilet training, families will be asked to bring in plenty of training underwear. The soiled ones are to be taken home to be washed and replaced the next day. Upon arrival, family members should see if their child needs to use the toilet.

Diapers

Diaper are to be supplied by the child's family. Due to Public Health guidelines, soiled clothing containing bodily fluids cannot be washed at the daycare; therefore, it will be bagged for the parent to take home. We also ask that you check your child's diaper upon arrival, and then follow the diapering procedure posted near the washroom areas.

Media

Orde Day Care does not release names, photos or details of any child's file unless written permission has been received from the parent/guardian. A media permission form is included in the registration package for each child and is kept on file at all times.

Adult Washrooms

Adult washrooms are available for family members. The adult washrooms are located on the second floor near the school staff room. We ask family members and adults not to use the children's washrooms in the basement. Family members can use the washrooms located in the class rooms but we ask that you ensure you lock the door.

Media

Orde Day Care does not release names, photos or details of any child's file unless written permission has been received from the parent/guardian. A media permission form is included in the registration package for each child and is kept on file at all times.

Public Relations

Any signs, posters, etc., must be approved by the Site Supervisor or Executive Director prior to posting.

No Smoking Policy

Smoking is prohibited for staff, supervisors, students, parents or volunteers in the day care and playground areas whether children are present or not. This policy is in accordance with the *Smoke-Free Ontario Act 2016*. "No Smoking" signs are posted and no person can be allowed to smoke or hold lighted tobacco in the day care. It is illegal to smoke on and within 20 metres of children's playgrounds and publicly owned sport fields and surfaces.



PRESCHOOL DAILY SCHEDULE

(Schedules may vary from time to time – please see room for current posting)

7:30 - 8:15	Arrival, greeting and light snack available
8:15 - 10:00	Indoor programmed activities
8:30 - 9:00	Snack time
10:00 – 11:15	Outside Program
11:15-11:30	Group Time
11:45 - 12:45	Lunch /prepare for sleep time
12:45 - 2:10	Sleep time/quiet activities
2:20-3:20	Outdoor programmed activities
3:20-4:00	Snack time
4:00-5:30	Indoor programmed activities
5:30-6:00	Quiet indoor activities
6:00	Home time

FDK DAILY SCHEDULE

(schedules may vary from time to time – please see room for current posting)

7:30 - 8:35	Indoor programmed activities and snack available
8:35 – 3:55	Children are in school classrooms
3:35 - 4:30	Snack /Outdoor program
4:30 - 6:00	Indoor programmed activities, clubs or special guests
6:00	Home time



SCHOOL-AGE AND TEN PLUS DAILY SCHEDULE

(schedules may vary from time to time – please see room for current posting)

7:30 - 8:35	Indoor programmed activities and snack available
8:35 - 11:55	Children are in school classrooms
11:55 - 12:45	Lunch program
12:45 - 3:35	Children are in school classrooms
3:35 4:00	Snack
4:00-4:30	Outdoor Programmed Activities
4:30-6:00	Programmed activities, indoors and outdoors
6:00	Home time



Family Contract

The conditions of this agreement provide protection for our parents, as well as our program. In order to ensure that we can provide the services that your children are entitled to, it is essential that the financial status of our program be stable. In essence, this agreement is a parental guarantee that you will financially support the enrolment space guaranteed for your child and follow our required policies.

1. I agree to pay on the first of each month, the fee established for the services requested, with no deductions for sicknesses or absences.
2. In case I withdraw my child from the program, I agree to give four weeks written notice before the withdrawal.
3. Should the Site Supervisor of the program determine after consultation with the Board that the program cannot meet my child's needs, or that I have not fully carried out this contract or the parent's responsibilities under the policies and procedures of the program, the child will be asked to leave the daycare after four weeks notice. This agreement will be terminated at that time. All meetings between the family and the centre will be documented, along with any meetings with outside community supports. The Children Services consultant will be notified of the impending withdrawal. The centre will refer the family to other services
4. If the daycare's enrolment increases and the daycare is no longer able to accommodate part-time or part-day care and my child attends the daycare on a part-time or a part-day basis, my child will be given first opportunity to accept a full-time space. If I do not accept the space, my child will be given four weeks notice of withdrawal.
5. I understand that if my child remains at the daycare past the pick-up time of 6:00 p.m., I will be charged under the late fee policy. I understand that if we are not able to be reached, the Police and CAS will be notified.
6. I understand and agree that for any non-sufficient funds (N.S.F) cheque, any bank charges will automatically be added to the fees.
7. I understand that the program will observe the following legal holidays during which the daycare will not be open: New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day and Boxing Day.
8. I understand that the daycare will close early on Christmas Eve and New Years Eve and late fee charges will still apply.
9. I agree to submit a complete medical form, emergency contact sheet, and registration form before my child begins attendance in the program.
10. I agree that only pre-authorized persons designated on the emergency contact sheet may pick up my child.
11. I agree to adhere to the Code of Conduct.
12. I understand that I am responsible for ensuring that emergency contact numbers and names are kept up to date.
13. I agree to adhere to the policies and procedures outlined in the handbook of the day care and have received a copy of the centre and program handbook (where applicable).
14. I agree to pay a deposit equal to two weeks' fee at registration. I understand that this deposit will not be refundable if:
 - I. my child does not enroll in the program,
 - II. I do not give four weeks notice of withdrawal, or
 - III. there is an outstanding balance of fees.

Date

Name (printed)

Parent/Guardian Signature



Reportable Communicable Disease- updated June 2017 Toronto Public Health

Disease	Signs & Symptoms	Transmission	Infectious Period	Exclude?
Chickenpox (Varicella-Zoster virus)	Generalized, itchy rash: Crops of small red spots turn into fluid-filled blisters that crust as they resolve. Other systemic symptoms such as fever.	Airborne: Spreads easily from person-to-person through the air (coughing/sneezing). Contact: Direct contact with the fluid from the blisters or respiratory secretions.	1 to 2 days before the rash develops and until crusting of all lesions (usually 5 days).	No - If child feels well enough to participate. Yes- If the child has two or more symptoms (i.e., fever and irritability or fever and oozing lesions).
Norwalk (Norovirus)	Sudden onset of watery diarrhea, abdominal cramps and nausea. Symptoms last from 24 to 60 hours.	Contact: Direct contact with bodily fluids (contaminated hand to mouth). Indirect contact with contaminated food, water or other objects or surfaces contaminated with stool.	For duration of diarrhea.	Yes -24 hrs symptom free without the use of over the counter medication, which provides temporary symptom relief (i.e., Advil, Tylenol) or 48 hrs symptom free during an outbreak without the use over the counter medication, which provides temporary symptom relief (i.e., Advil, Tylenol).
Measles Also known as Rubeola, Red Measles (Morbillivirus)	High fever, cough, runny nose, red eyes for 2 to 4 days before rash starts. Rash begins on face as small red spots, which enlarge and clump together and spreads down body.	Airborne: Spread easily from person-to-person through the air (Highly contagious). Contact: Direct contact with respiratory secretions of an infected person.	3 to 5 days before onset of rash until 4 days after onset of rash.	Yes - Until 4 days after beginning of the rash and when the child is able to participate.
Mumps (Rubulavirus)	Swollen and tender glands at the jaw line on one or both sides of the face. May include fever, malaise, headache, inflamed testes and respiratory symptoms (especially for children aged five and under.)	Droplet: From coughs and sneezes of an infected person to a distance of < 2 metres. Contact: Direct contact with the saliva / respiratory secretions of an infected person.	7 days before to 9 days after onset of swelling.	Yes - Until 5 days after onset of swelling.



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Disease	Signs & Symptoms	Transmission	Infectious Period	Exclude?
<p>Pertussis</p> <p>Also known as Whooping Cough (Bordetella pertussis)</p>	<p>Usually begins with runny nose and cough. Cough progressively becomes frequent and severe and may result in a high-pitch whoop sound. Loss of breath or vomiting after coughing bouts may occur. May last 6 to 10 weeks.</p>	<p>Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters.</p>	<p>Highly infectious in the early stages of runny nose and cough to 3 weeks after onset of whooping cough (paroxysms), if not treated. Or after 5 days of treatment.</p>	<p>Yes - Until 5 days after appropriate antibiotics have been completed.</p> <p>If untreated, until 21 days after onset of cough.</p>
<p>Rubella</p> <p>Also known as German Measles (Rubivirus)</p>	<p>Characterized by a red rash, low-grade fever and swelling of the glands in the neck and behind the ears. Usually uncomplicated illness in children.</p>	<p>Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters. Contact: Direct contact with respiratory secretions of an infected person.</p>	<p>7 days before to 7 days after onset of rash.</p>	<p>Yes -For 7 days after onset of rash.</p>
Non-Reportable				
Disease	Signs & Symptoms	Transmission	Infectious Period	Exclude?
<p>Common Cold (Rhinoviruses)</p>	<p>Runny nose, sneezing, sore throat, cough, fever, headache, decrease of appetite and lack of energy. Most colds last for 7 to 10 days.</p>	<p>Droplet: From cough and sneeze of an infected person to a distance of < 2 meters. Indirect contact with toys, other objects or surfaces contaminated with respiratory secretions.</p>	<p>Highest during the first 2 to 3 days of symptoms and until 7 to 10 days after onset of symptoms.</p>	<p>No - If child feels well enough to participate without the use over the counter medication, which provides temporary symptom relief (i.e., Advil, Tylenol).</p>
<p>Hand, Foot & Mouth Disease (nonpolio enteroviruses)</p>	<p>Fever, loss of appetite, malaise, sore throat, small painful mouth ulcers and a rash (small red spots or blisters on hands, feet and in mouth) and headache. May last 7 to 10 days.</p>	<p>Contact: Direct contact with stool, saliva, nose and throat secretions or fluid from the blisters of an infected person. Indirect contact with contaminated toys, objects or surfaces.</p>	<p>For duration of illness and up to several weeks after onset of illness.</p>	<p>No - If child feels well enough to participate.</p>



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Disease	Signs & Symptoms	Transmission	Infectious Period	Exclude?
Impetigo (Streptococcus pyogenes or Staphylococcus aureus)	Cluster of red bumps or fluid-filled blisters, which may ooze a clear fluid or become covered by an itchy honey-coloured crust. Usually appears around a child's mouth, nose or on exposed skin of the face or limbs.	Contact: Direct contact with skin lesions. Indirect contact with contaminated bed linens or clothing.	From onset of rash until 1 day after start of treatment.	Yes - Until 24 hours after treatment has been initiated. Lesions on exposed skin should be covered.
Fifth Disease Also known as "Slapped Cheek" erythema infectiosum (Parvovirus B19)	A very red rash on a child's cheeks (slapped face appearance). A red, lace-like rash develops on torso and arms, then over the rest of the body. Rash may itch occasionally. May have low-grade fever, malaise, or a mild cold before rash starts. Rash may last 1 to 3 weeks.	Contact: Direct contact with respiratory secretions.	Several days before the appearance of the rash. Not infectious once rash appears.	No - If child feels well enough to participate.
Conjunctivitis Also known as Pink Eye Bacterial (nontypable Haemophilus influenzae and S. pneumoniae) Viral (adenoviruses)	Purulent: Pink or red eyeballs, white or yellow discharge, matted or red eyelids and eye pain. Usually caused by a bacterial infection. Non-Purulent: Pink or red eyeball, clear and watery discharge, mild or non-pain. May be caused by virus or non-infectious condition.	Contact: Direct contact with eye secretions. Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters.	Bacterial: Infectious until 24 hours of appropriate antibiotic treatment. Viral: Infectious if there is eye discharge.	Yes - Until assessed by their health care provider and until 24 hours after appropriate antibiotics have been administered
Ringworm (of the body) Also known as Tinea Corporis (various types of fungi)	Itchy, flaky ring-shaped rash, on face, trunk, limbs, scalp, groin or feet.	Contact: Direct contact (skin-to-skin). Indirect contact sharing combs, unwashed clothes, shower or pool surfaces and under fingernails from scratching. Can also be acquired from pets.	As long as rash is untreated or uncovered.	Yes - Until 24 hours after appropriate treatment has started.



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Disease	Signs & Symptoms	Transmission	Infectious Period	Exclude?
Scarlet Fever (Streptococcus pyogenes)	Sore throat, fever, swollen tender neck glands with widespread bright red rash covering the entire body. Commonly seen on neck, chest, underarms, elbow, groin and inner thigh, tongue (strawberry tongue). Typically, rash does not involve face, but there may be flushed cheeks. Rash feels like sandpaper.	Contact: Direct contact with saliva. Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters.	Until 24 hours after appropriate antibiotic treatment started. In untreated cases, 10 to 21 days.	Yes - Until 24 hours after antibiotic treatment has started and the child is able to participate in activities.
Strep Throat (Streptococcus pyogenes)	Sore throat, fever and swollen tender neck glands.	Contact: Direct contact with saliva. Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters.	Until 24 hours after appropriate antibiotic treatment started. In untreated cases, 10 to 21 days.	Yes - Until 24 hours after antibiotic treatment has started and the child is able to participate in activities.
Non-Reportable Critters				
Critters	Signs & Symptoms	Transmission	Infectious Period	Exclude?
Head Lice Also known as Pediculosis capitis (Pediculus humanus capitis is the head louse)	Itchy scalp, nits (whitish-grey egg shells) attached to hair shafts, live lice.	Contact: Direct contact head-to-head (live lice). Indirect contact by sharing hats, hair brushes, headphones, etc.	While nits or lice are present.	Yes – Until appropriate treatment has been administered, and the child is free of lice and nits.
Pinworms Also known as Enterobius vermicularis (Enterobius vermicularis is a nematode or roundworm)	Itching around the anus, disturbed sleep and irritability.	Contact: Direct contact from fingers contaminated from scratching. Indirect contact from contaminated bed linens, clothing, toys, etc.	Until treatment is completed.	No - Re-infection from contaminated hands is common, therefore reinforce hand washing.



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Disease	Signs & Symptoms	Transmission	Infectious Period	Exclude?
Scabies (Sarcoptes scabiei is a mite)	Red, very itchy rash which usually appears between fingers, on palms, underarms, wrists, soles, elbows, head and neck. Itchiness is usually worse at night.	Contact: Direct contact from person-to-person, prolonged, close and intimate skin-to-skin contact. Mites are almost invisible to the naked eye.	Until treated, usually after 1 or 2 courses of treatment, a week apart.	Yes - Exclude until 24 hours after the first course of treatment has been given.

Required Policies are available as an addendum to the Family Handbook. The following policies can be found in our Policy and Procedure Handbook, as per the Child Care and Early Years Act, 2014

1. Administration of Medication and Medical Support Policy and Procedure
2. Anaphylactic Policy
3. Fire and Emergency Management – site specific
4. Individual Support Plans/Medical Plans/Anaphylactic Plans
5. Infant Sleep Room Supervision Policy and Procedure
6. Parent Issues and Concerns Policies and Procedures
7. Playground Safety Policy
8. Police Reference Check with Vulnerable Sector Screening Policy
9. Policy Statement for Orde Day Care Health Policies and Procedures
 - a) Animal Reptile and Amphibian Policy and Procedure
 - b) Dealing with a Human Biting Policy and Procedure
 - c) Diapering and Toileting Policy and Procedure
 - d) Environmental Cleaning and Disinfecting Policy and Procedure
 - e) Exclusion of Sick Children Policy and Procedure
 - f) Expressed Breast Milk Policy and Procedure
 - g) Gardening Policy and Procedure
 - h) Hand Hygiene Policy and Procedure
 - i) Laundry Policy and Procedure
 - j) Management and Reporting of Communicable Diseases Policy and Procedure
 - k) Management of Immunization Information Records
 - l) Management of Outbreaks Policy and Procedures
 - m) Occupational Health and Safety Policy and Procedure
 - n) Pest Control Policy and Procedure
 - o) Respiratory Etiquette Policy and Procedure
 - p) Risk Assessment Policy and Procedure
 - q) Toy Cleaning and Disinfecting Policy and Procedure
10. Program Statement Monitoring
11. Promoting Positive Interactions Policy
12. Serious Occurrence Policy and Procedure
13. Supervision of Volunteers and Placement Students Policy
14. Toddler and Preschool Sleep Room Supervision Policy and Procedure
15. Training and Development Policy
16. Waiting List Policy

Current Fees Schedules are included in this handbook.



Orde Day Care and Orde Day Care Satellite

Orde Satellite Daycare

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Orde Day Care

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