

TEDDY BEAR EDUCARE ADVANCE

Parent Handbook

Version: 2018-v3

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Welcome

We at Teddy Bear Educare Advance (TBEA) are pleased to have your family register at our Daycare Centre. This facility is one of the best Child Care Centre's in the city of Etobicoke and you can be certain that your child is in good hands.

Our staff at TBEA are carefully selected, screened and properly trained so when it comes to high-quality delivery of childcare services you can be confident your children are cared for by very trustworthy, knowledgeable, and nurturing individuals.

This handbook will provide you with information regarding childcare programming and important policies which are enforced and implemented throughout the Daycare Centre. However, in the event you have any unanswered questions, please feel free to address such questions with us at any time.

On behalf of the TBEA staff, we would like to say thank you for joining our family!

About Our Centre

Location

Teddy Bear Educare Advance Daycare Centre
86 Advance Rd, Etobicoke, ON M8Z 2T7

Hours of Operation

Teddy Bear Educare Advance Daycare Center is open 7:00 AM to 6:00 PM, Monday to Friday all year round, with the exception of all Statutory Holidays and Civic Holiday. Please also note, our Centre will close at 1:00 PM on Christmas Eve and New Year's Eve.

Volunteer & Staffing Supervision Policy

All employees, students and/or volunteers must provide a clear Police Reference Check and certificate of good health prior to commencing employment, placement or volunteer service. It is compulsory that all of our ECE teachers are registered members in good standing within the Ontario College of Early Childhood Education and complete annual continuing professional education requirements. In addition, all employees, students and/or volunteers must possess valid Standard CPR and First Aid Training Certificates.

Students and volunteers function under staff direction and supervision at all times. They are monitored by the program supervisor and are assigned day to day supervised tasks from a mentoring/supervising teacher. Students and volunteers are not counted as part of the staffing ratios, and at no time are they to be left alone with the children. Furthermore, no child will be supervised by a person under 18 years of age and only employees will have direct, unsupervised access to children.

Teddy Bear Educare Advance Daycare staff and volunteers are not permitted to babysit for our clients or drive children home in their personal vehicles.

Parent/guardian and Staff Communication

Our professional staff members engage in regular and ongoing communication with parent/guardians. Such communication may be in person, by phone, e-mail or through written and posted communication tools. At Teddy Bear Educare Advance we implement “Hi Mama”, a cloud-based child care software that enables quick and intuitive recording of observations in the early childhood setting, as well as instant sharing with parent/guardians through real-time emails and updates.

Enrolling Your Child

Waiting List Policy

Once a Parent/Guardian makes contact with our Centre (via Phone Call or e-mail), your childcare requirements will be discussed with the Program Supervisor (child's birth date, required start date, etc.) and a tour arranged. Upon completion of the tour, families showing further interest will be added to the waiting list if no immediate opening is available. Please note there is no fee associated with placing your name on our waiting list. At this point, a waitlist application form is completed and a unique ID is assigned to the application. The application form is then added to the appropriate binder (Toddler or Preschool) in the order it is received. If there are any changes to your contact information, please contact the Centre to update your application. It is important to note that completing an application and being noted on the waiting list does not secure a spot for your child.

Once an opening is available or a month prior to your requested enrollment date (whichever is first), we will contact you to offer a space for your child. Please note spaces become available at different times based on age groups, thus an individual further down the list may receive an offer for space before one who was placed on the list earlier. Furthermore, priority for spaces is given to children already within the Centre who requires space in another age group (i.e. a toddler moving into a preschool room) as well as siblings of currently enrolled children.

Families contacted for space are given a time frame of 48 hours to return the call or email and express continued interest in the space available. Those who are interested to enrol their child will have an opportunity to register as per our registration policy below. If you are called for a space and you do not wish to take it at the time, your place/seniority on the waiting list remains the same. However, if you refuse the space a second time, your name will be moved to the bottom of the list.

Should a family request an approximate date of availability, the Supervisor will make the best efforts to provide an estimated timeline; however this will merely be an approximation and does not constitute an official offer of a space. Parents are welcome to call the office for an update on their child's status on the waiting list at any time. It is Teddy Bear Educare Advance's responsibility to clearly communicate to families their child's status on the waitlist, upon their request. This information will be held under the confidentiality policy, of Teddy Bear Educare Advance Centre, in a manner that protects the personal information of all parties involved. Our waitlist binders are maintained such that they are available in our office for our parents on the

waitlist to review; however, any information pertaining to another family on the waitlist will be shielded to maintain the confidentiality of everyone involved.

Registration Policy

Teddy Bear Educare Advance admits children between the ages of 18 months up to 6 years regardless of race, colour, sex, religion, national origin, or ancestry. Parents who have completed our tour and are wishing to register their child with our Centre will be required to obtain an enrollment package from our main office and pay the registration fee of \$50 which is non-refundable. You will be required to complete your enrollment package and return it to the Centre within 48 hours in order to confirm your space for your child. In addition to your completed enrollment package, a two-week deposit is also required in the amount of your child's fee for the age group. The deposit cheque is to be dated at least one month prior to the date of commencing enrollment and will be deposited on that date. Any parent wishing to commence enrollment within a month of registration will be required to date the deposit cheque the same date as registration.

In the event that a family must withdraw from the child care program before their scheduled start date, one month's written notice is required as space was being held for your child. Upon receiving the appropriate termination notice, the customer deposit will be refunded. Should less than one month notice be provided, the customer deposit will be forfeited.

Please note that although your completed enrollment forms and deposit cheque confirms and secures a spot at Teddy Bear Educare Advance, if you request to postpone or extend your start date, you are only able to do so once before forfeiting your space. In the event you request to adjust your start date a consecutive time, you will forfeit your placement in the program and will have the option of being placed back on the waitlist.

Enrollment

Prior to the child's attendance, an orientation meeting with the parent or legal guardian and the child is required to acquaint each new family with the environment, staff, and schedule for childcare. During this visit, the parent/guardian will have a personal interview with the supervisor and an opportunity to review the "Parent Handbook" and other written materials maintained at the facility.

The following are required to be provided to the Supervisor prior to placement. All forms must be completed in its entirety and signed by the parent/guardian(s).

- Application for Enrollment
- Toronto Public Health Form – "Immunization Form For Registrants of Child Care Centres"
- Complete record of immunizations
- Financial Agreement
- Parent/Guardian Agreement
- "Hi Mama" Consent Form (if applicable)

- Preauthorized Debit Authorization Form(if applicable)
- Acknowledgement of Receipt & Understanding
- Emergency Contact Card
- Deposit cheque for two (2) weeks to be applied to last two weeks of enrollment

Customer Deposit

A customer deposit in the amount equal to two weeks child care fees is required for enrolment and will be held in a non-interest bearing account until written notice of withdrawal is received from the parent/guardian. Should there be a significant increase in your child's weekly fees as a result of fee increases or a change in your child's schedule, the deposit will need to be adjusted accordingly at the request of the Program Supervisor. This deposit will be used as payment for the last two weeks of enrollment with our Centre.

Your deposit cheque is to be dated at least one month prior to the date of commencing enrollment and will be deposited on that date. Any parent wishing to commence enrollment within a month of registration will be required to date the deposit cheque the same date as registration. In the event that a family must withdraw from the child care program before their scheduled start date, one month's written notice is required as space was being held for your child. Upon receiving the appropriate termination notice, the customer deposit will be refunded. Should less than one month notice be provided, the customer deposit will be forfeited.

Child Care Fees

Child Care fees are calculated on weekly basis and are due every Friday in full for the following week regardless of the child's absence due to illness, vacation (outside of your approved week), any unexpected centre closures or any other reasons. In the event that Friday is a statutory holiday, payment will be required on the preceding Thursday.

At TBEA, we accept two forms of payment as follows:

- **Preauthorized Debit** - This is our preferred method of payment as it provides ease for both the Centre and our parents/guardians at no additional cost. We require at least two weeks' notice to set up new pre-authorized debit (PAD) accounts. Upon enrollment, you will need to provide a cheque to cover the period before you are added to PAD. The Supervisor will advise as to the required payment as well as the date of your first PAD withdrawal. In order to enrol in the PAD program, a completed PAD agreement form along with a VOID cheque will be required. Under the PAD, payments are withdrawn biweekly on Fridays for the next two weeks. The option is also available for a monthly withdrawal (first Friday of each month).
- **Post-Dated Cheques** – For those parents choosing to pay by post-dated cheques, we will require cheques to be submitted every two months, however, parents wishing to submit less frequently are welcome to provide additional cheques in less frequent submissions. Cheques are to be dated for each Friday to be applied to the following week of care.

Parents are also welcome and encouraged to make cheques payments to cover biweekly or monthly fees.

Please note a payment schedule for both PAD and post-dated cheque is provided with your enrollment package.

In an attempt to ensure the safety of the staff and to minimize the risk of theft, payments by cash, certified cheque or money order will only be accepted if required by TBEA due to previous payment issues. If paying by this method, parents are required to hand payments directly to the Supervisor who will provide an unofficial receipt.

Please refer to the below chart to review a full list of our fees. Please note child care fees may be changed at the discretion of the operator provided two weeks' notice is given.

| Toddlers | |
|-----------------------------|------------|
| Full Time | \$310/week |
| Part Time | \$210/week |
| Full Day | \$75 |
| Preschoolers | |
| Full Time | \$255/week |
| Part Time | \$185/week |
| Full Day | \$70 |
| Before/After School | |
| Before & After | \$125/week |
| After Only | \$70/week |
| Before & After PA Day | \$55 |
| After Only PA Day | \$60 |
| Holidays (i.e. March Break) | \$255/week |
| Other Fees | |
| Registration Fee | \$50 |
| NSF Fee | \$45 |

Full and Part Time Enrollment

Full Time – Five (5) Full days Monday through Friday (maximum 10 hours a day)

Part Time – Five (5) half days Monday through Friday (7 a.m. to 12:30 p.m.) or three (3) full days (based on availability).

Before & After School Care

Children enrolled in our before and after school care are considered enrolled for the period of September to June regardless of holidays and PA days. As such, if a child is entitled to vacation during this period (because they were enrolled with us on a full-time basis previously or continue enrollment through the summer), the same rules will apply with regards to providing

two (2) weeks written notice. Furthermore, for PA Days and Holidays, parents of our before and after school children will need to provide our teachers with at least two (2) weeks' notice as to whether full-time care will be required as spaces cannot be guaranteed.

In regards to summer registration, spaces usually fill up quickly and as such, we would like parents to advise our teachers as soon as possible as to whether care will be required on a full-time basis. A minimum of one month's notice is required, however, if you are able to inform us sooner, it would be greatly appreciated.

Late Payment & NSF Fees

Any accounts in arrears will be assessed a late payment fee of **\$10 per day (\$50/week)**. Unfortunately, we will be required to **suspend service** for any accounts falling two (2) weeks behind as it is not fair to the parents who are remitting payments on a timely basis.

In the event that a payment (PAD or cheque) is returned due to insufficient funds, incorrect banking information etc., an NSF fee of \$45 will apply. This fee, along with the returned payment, will be due within one week in order to maintain your child's space. The replacement payment will be payable by cash, certified cheque or email transfer. After a second dishonoured payment within a 12 month period, the account holder will be required to make payments by cash, certified cheque or email transfer for a six month period.

Please note service charges for dishonoured payments may change as a result of a change in bank fees. Account holders will be provided at least two weeks' notice for any such change.

A late fee of \$10.00 for the first minute you are late and \$1.00 for each additional minute will be charged for late pick-ups. Payment must be made in cash to the Staff on duty.

Income Tax Receipts

Each year end, a reconciliation of each account is prepared and for all accounts which are current, an official income tax receipt will be issued to all parents/guardians before the end of February of the following year. Parents will be notified once the receipts are ready and are able to pick up their receipts in the main office. For those parents no longer with the centre, we will assume your receipt will be picked up unless we are notified otherwise in which case your receipt may be mailed to you. TBEA will use the most recent address we have on file and as such, it is your responsibility to ensure your address is kept current.

Vacation

Once a child has been enrolled in the Centre for six (6) consecutive months, he/she will be entitled to one (1) week vacation per the calendar year. In order to utilize earned vacation, Teddy Bear Educare Advance must be notified in writing at least two (2) weeks in advance of taking a vacation. This week will be taken as one (1) full week and not prorated for five (5) individual days. A vacation taken before entitlement or without proper notice will not be valid and parents will be required to remit payment.

Termination of Care

TBEA recognizes that not all daycare centres are appropriate for all children. This could be a result of severe physical disabilities, developmental delays, behavioural issues, or early life experiences. This termination policy is meant to protect the child, staff and other children from physical and or mental anxiety brought on by the social and behavioural difficulties experienced by a child. A decision to terminate a child's space will be made in consultation with parents and a decision will be made on a case-by-case basis.

Either parent/guardian or provider may terminate the contract at their own discretion any time by providing two (2) weeks written notice in advance of the termination date. Payment by parent/guardian is due for the notice period whether or not the child is brought to the provider for care. Furthermore, the provider may terminate the contract without notice in the event the parent/guardian fails to make required weekly payments on a timely basis. Failure by the provider to enforce one or more terms of this contract does not waive the right of the provider to enforce any other terms of the contract. Once the child's last day of attendance has been established, the deposit provided upon enrollment will be applied against the last two weeks of care.

The Daily Routine

Absences

If your child is going to be absent, simply contact the centre via HiMama, email or phone to let us know they will not be attending. It would be greatly appreciated if you could please notify us by 9:30 a.m. Please note that whether your child is here or not, you will still be charged for the day as the childcare space has been held for you.

Drop Off & Pick Up

Please try to establish a regular time for arrival and departure each day in order to develop a routine for your child. When dropping your child to daycare, please allow yourself enough time to undress your child and bring him/her directly to the classroom.

The parent/guardian must accompany their child upon arrival/departure and a Teacher on duty must be informed by a parent/guardian that a child has arrived or is being picked up. We cannot take responsibility for your child unless we are notified of his/her arrival. If a relative or a friend is picking up your child please call us and let us know as we will not release a child without proper authorization.

If You Are Late

Children must be picked up promptly at closing time. A late fee of \$10.00 for the first minute you are late and \$1.00 for each additional minute will be charged for late pick-ups. Payment must be made, in cash, to the Staff on duty. The Centre sets this fee as a deterrent because a late pick-up is an unfair and difficult experience for a child and an inconvenience to Staff after a long day at the Centre.

If you are late four (4) times you will receive a written notice stating that if you are late again, your attendance will be subject to a plan of action which may include immediate dismissal. If you are going to be late, please make alternate plans for your child to be picked up on time. In inclement weather, parent/guardian(s) should allow themselves adequate travel time to reach the Centre by closing time.

Lunches & Snacks

Well-balanced hot lunches, as well as morning and mid-afternoon snacks, will be provided as detailed on our weekly menus which are posted in the kitchen and front hallway. A sample menu is also available on our website under the nutrition heading. If a child has a particular dietary need, substantiated by a medical evaluation, the operator of Teddy Bear Educare Advance must be informed and given a doctor's note.

Nutrition

At TBEA, we follow Canada's Food Guide for nutritional guidelines and criteria to ensure the children are getting adequate nourishment. All of our menus have been designed in collaboration with a Dietician registered with the College of Dieticians in Ontario.

Our meal options include a vegetarian as well as a regular menu. Upon enrollment, please advise which menu your child will be eating from as meals are provided based on enrollment to minimize waste. Furthermore, our menus do not include any meals prepared with nuts, pork or beef.

If your child has any kind of allergy, sensitivity, or even an eating restriction (due to religious reasons, personal preference etc.) it is your responsibility to inform the daycare of this in writing upon enrollment or as soon as the restriction is identified. Once you have informed the daycare of this in writing, the allergy/sensitivity/eating restriction will be communicated to all staff and followed diligently. Although we will try our best to cater to the needs of all families, depending on the number of allergies/sensitivities, as well as their severity, it may be required that the family provide the child's food which must be labelled.

Sleep Policy

Children registered with Teddy Bear Educare will have a rest period during the day unless otherwise requested by the child's Parent/Guardian. At our Centre, we recognize all children have individual sleep patterns, and we make every effort to meet the varying patterns while transitioning children into the daycare routine upon enrollment.

The designated rest period will occur directly after lunch and last for a maximum 2 hour period. Any other rest periods will be on an as-needed basis (where specifically documented in the parent consultation).

Upon enrollment, parents are consulted regarding their child's sleep preferences, noted behaviours and any specific accommodations required during their stay. Parents are also

encouraged to provide blankets, pillows and teddy bears or special comfort items that will aid their child's adjustment to comfortably napping in the facility. Any special instructions provided by the parents/guardians during the consultation will be followed (i.e. soothers only for sleep time, limiting naps, etc.) and ongoing regular communication between parents/guardians and staff will ensure that all the child's needs are being met and kept current as they transition and mature. These special instructions are documented in each child's file and are communicated by the Supervisor to each staff member. Additional information regarding our sleep policy can be found on our website.

Toileting and Washroom Visits

When your child shows readiness for toilet training, this will be done in a relaxed manner and in cooperation with you. If the child is going through a training process, you will need to provide extra clothes and underwear. Parent/guardian(s) whose children are in diapers are required to provide diapers, wet cloths (wipes) and cream for the whole week. We encourage you to start toilet training as soon as you enrol the child (in the case of children who are not toilet trained upon enrollment).

Birthdays

Parent/guardian(s) are welcome to provide special birthday treats for their child's class. Birthday cakes and cupcakes are acceptable; however please note that Teddy Bear Educare Advance is a peanut free environment. Therefore, the only store-bought treats with the **PEANUT/NUT FREE** information as well as ingredient list will be permitted. No items containing traces of nuts will be accepted.

Personal Items & Toys

Children are allowed to bring their personal toys only on Mondays and must comply with the following conditions:

- Weapons (guns, knives, swords, etc.) are not permitted and will be turned away at the door.
- The Supervisor has the right to not allow toys she finds inappropriate into the Centre.
- The Center is not responsible for ANY lost or broken toy.

Clothing & Possessions

The children are actively involved in their day, meaning paint will be spilt and puddles may be splashed through. Parent/guardians should be aware durable, washable clothes are essential. The children will go outside on a daily basis (weather permitting) and as such, it is recommended that the children have weather appropriate attire. Please note the following:

- Each child must have at least three (3) change of clothing in case of a need to change your child. **All items must be labelled with the child's name.**
- A pair of shoes for indoors will also be required (without of shoelaces unless your child can tie their own shoelaces).

- A Blanket and a small pillow (if needed) is required for nap time – labelled with a name. These items are to be brought in every Monday and will be sent back on Fridays to be taken home and washed.
- The Daycare and Operator will not be held responsible for lost clothing.

Health & Safety

Reporting Illness

It is the staff's and parent/guardian(s) duty to take precaution when it comes to the children's physical well-being at the daycare. Please do not bring your sick child to the Center as it is unfair to your child and other children in our care.

Parent/guardian(s) of a child who becomes ill during the day will be promptly notified and parent/guardian(s) are required to make arrangements to pick up or have their child picked up immediately. Children will be visually screened as they arrive at the facility. If a child exhibits signs of illness, it will be determined if the symptoms indicate the need for exclusion until remedied. In the event a child becomes ill and needs to be picked up, the child will be separated from the rest of the children until a parent/guardian arrives. Your child will not be allowed to attend Teddy Bear Educare Advance if he/she exhibits any of the symptoms of exclusion listed below:

SYMPTOMS FOR EXCLUSION: (Reasons for a child's absence)

1. Fever of 101°F or higher
2. Diarrhea (three or more watery stools within 24 hours)
3. Vomiting on two or more occasions during the past 24 hours
4. A draining rash
5. Eye discharge or Pinkeye
6. Lice or Nits
7. Too tired or ill to participate in normal activities

Medication

Parent/guardian(s) must sign a permission form to allow a dedicated person at the Daycare to administer medication to your child. Medication must be in the original container and be prescribed to the child it is to be administered to.

Anaphylaxis Policy

Teddy Bear Educare Advance implements a program that expressly prohibits peanuts and all nut types. This practice has been implemented to address the needs of the children who attend the daycare who may have a life-threatening allergy (anaphylaxis) to peanuts or nut products. Simple contact with peanuts or their oils could be potentially fatal to these children.

For every child with a life-threatening allergies, we will develop an individual plan and emergency procedure with input from the child's family and physician. This plan will include a description of the child's allergy, monitoring and avoidance strategies, signs and symptoms and any action that needs to be taken in the event the child has an anaphylactic reaction.

Injury Reports & Serious Occurrence

Whenever an injury occurs, a copy of a completed Incident Report Form will be completed and filed in the Injury Log. The parent will be made aware of the injury through review and signing of the report. If a medical emergency arises, the Center will make every effort to contact the parent/guardian first, unless doing so endangers the child's life. In that case, the provider will take necessary steps putting the child first (calling the hospital, doctor or poison control) with the parent/guardian(s) being notified as soon as possible.

The Child Care and Early Years Act, 2014 (CCEYA) and its regulations include provisions to ensure that there is a plan to deal with any serious incidents that may affect the health, safety and well-being of children and that the serious incidents are reported to the Ministry of Education, tracked and followed up on. A serious occurrence is defined under the CCEYA as:

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

Additional information regarding identifying and handling a serious occurrence can be found on our website in our serious occurrence policy as well as at the following link.

[http://www.edu.gov.on.ca/childcare/serious_occurrences_fs_en.pdf]

Daycare Policies

Photo Release and Anti-Spam Policy

As part of the daily routine, our teachers and staff will take photos and or videos of your child to document their learning experiences. These photos/videos will be shared with you through our HiMama program and will be displayed within our centre via newsletters, bulletin boards and/or art projects.

We ask that parents respect the privacy of others by not posting or distributing any images received from TBEA depicting staff and/or children.

As required in Canada's Anti-Spam Legislation, we are requesting your expressed consent to receive electronic messages (i.e. emails) from employees at TBEA. Such electronic messages would be for professional purposes only and a means to communicate information that is pertinent to your child's day to day experience.

Field Trips

Throughout the year, we may plan several field trips and on-site visits. Parents will always be provided notice in advance and a consent form will be provided to be signed.

Confidentiality

Our Staff are all required to sign confidentiality agreements and are not permitted to talk about our clients with other parent/guardian(s) or individuals in or outside of the centre.

Parents' Issues and Concerns

At TBEA, we have an open door policy and welcome parents/guardians to voice any issues or concerns they may have. In the event you should have any concerns or complaints regarding your child in particular or the daycare program in general, please contact the teacher in your child's room to discuss the issue. If the issue is not completely resolved, you are encouraged to then contact the Centre Supervisor in person or in writing. The Supervisor may ask you to come to a meeting to discuss the issue to best find a solution. Should the issue still remain unresolved or involves the Centre Supervisor; it will be brought to the Director for resolution. Every issue will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers. (* Please see our Parent Complaint Policy for further details).

Code of Conduct

Teddy Bear Educare Advance maintains high standards for positive interaction, communication and role-modelling for children. Harassment and discrimination will therefore NOT be tolerated by any party. If at any point in time a parent/guardian and/or staff member feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor or Director. These actions may result in the discontinuance of service/employment and the notice period for such withdrawal will be determined on a case by case basis by Management.

Outdoor Time & Extreme Weather

Teddy Bear Educare Advance has a fully equipped and inspected outdoor playground that is an essential part of the development of our kids. The children experience a two-hour outdoor program every day. They are encouraged to explore freestanding play activities, explore, discover and develop their physical and social skills.

We make every effort to open the centre promptly every day. However, in the event of a severe winter storm, it may be necessary for the Centre to remain closed if our Staff cannot travel safely. In such a situation, please call the Centre before leaving home to ensure the Centre is open. Should a storm begin midday, parent/guardian(s) will be notified by telephone of an early closing and children must be picked up by the designated closing time.

Releasing Children to Caregivers Other Parent/guardians

No child will be released to an unauthorized person.

In the event that the usual person is unable to pick up your child, please notify the Centre in advance by telephone of your alternate arrangements, or leave written authorization in the morning at the main office, naming the person to whom we may release your child. Unless the Staff answering the phone recognizes the parent/guardian's voice on the phone, verbal instructions will not be accepted.

Please inform the centre Supervisor in writing if there is someone who is not allowed access to your child such that we may take the necessary precautions to prevent them access to the building.

Parental Separation or Custody Agreement

In the event of custodial issues with an estranged spouse or partner, the Centre deals only with the custodial parent/guardian. Information regarding a child will not be given to the non-custodial parent/guardian without written approval from the custodial parent/guardian.

The role of our Staff is to ensure that your child is happy and well-cared for during his/her time at TBEA. While an understanding of your child's home life is necessary, it is not the Staff's role to mediate disputes between estranged spouses or to be burdened with personal problems.

Non-custodial parent/guardians may pick up a child from the Centre when authorized by the custodial parent/guardian in writing only. If you are concerned about a possible confrontation at the Centre involving the non-custodial parent/guardian, we may request that you keep your child home until the situation has been legally resolved. In the event of a dispute over legal access to a child by the non-custodial parent/guardian, the Centre must be provided with copies of any legal documents, enabling our Staff to call the police if necessary.

Medical & Emergency Records

In accordance with the Ontario Day Nurseries Act, a signed and fully documented medical certificate and emergency consent form must be on record in the Centre. Teddy Bear Educare Advance requires that all children be up to date on their immunizations prior to admission into the program. A certificate of good health from a child's physician and a complete record of immunizations must be presented to the Supervisor on, or before, the child's first day of attendance. Parent/guardians must ensure that they keep the Centre informed of any changes in address, or to the home, work or cell phone numbers of parent/guardian(s) and emergency contacts.

Emergency Procedures

Teddy Bear Educare Advance has emergency management policies in line with the requirements of the Ministry of Education. In the event we need to evacuate the building due to fire or water damage etc., we have made arrangements for the children to be taken to the evacuation site - to Tim Hortons at 1084 Islington Avenue., Etobicoke ON M8Z 4R9.

If an evacuation should occur, we will make every effort to contact you by phone as soon as possible using the numbers you provided during registration. Therefore, it is important that you ensure your contact information is kept as current as possible.

(*Please see our Emergency Management Policy and Procedures for further details.)

Program Statement

At Teddy Bear Educare Advance, we cultivate a foundation for happy, healthy and well-balanced children. Our Centre is a facility licensed by the Ministry of Education, and our curriculum incorporates their views on pedagogical documentation. *Pedagogical documentation* is a process for documenting children's experience and studying what children reveal about their views of the world. With the influence of the Ministry's policy statement and regulations, we can provide quality programming which leads to positive outcomes for children's learning, development health and well-being. The Early Childhood Educators plan the curriculum for the children to include the balance between group and individual, quiet and active activities which are both child and teacher directed. Our program is based on supporting each child's physical, cognitive, social, emotional, and creative growth. We focus on the overall well-being of children while encouraging their active learning through exploration, play, and inquiry. As a means of making the program more attractive and engaging for children, the teachers use seasonal, holiday, and topical themes. It is important to also note, according to Ministry requirements, Parents looking to join our program and not charged a fee to be added to our waitlist for enrollment.

Our Pillars of Learning¹

Our belief is that young children are in a crucial period of development; physically, socially, emotionally, and intellectually. As such, we have built our program on four pillars of learning which promote a shared understanding of children as competent, capable of complex thinking, curious and rich in potential.

The four pillars found essential for the balanced development in early childhood.

Belonging – To give a child a sense of belonging by connecting him or her to a healthy community and instilling the feeling that he/she is contributing towards their direct world.

Well-Being – To develop a healthy sense of self and well-being. It incorporates capacities within self-care, sense of self and self-regulation skills.

Engagement – To draw the child into being active and engaged in all around him/ her and to be secure in exploring the world around them with all senses, body, and mind.

Expression – To develop a healthy communication area so that each child can express him/ herself at all levels of ability.

GOALS

At Teddy Bear Educare Advance, we incorporate the Early Learning for Every Child Today (ELECT) principle to strengthen the character of the child. The following issues take into consideration for each child:

¹ "How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)" a guiding document under the Child Care and Early Years Act, 2014.

a) Promoting Health, Safety, Nutrition and Well-being

The well-being of all students is the foremost priority of the staff at Teddy Bear Educare Advance. Incorporated in this scope of welfare is a range of different experience modalities ranging from play, nutritional needs, special needs and the individual character of a child. Our complete health and safety policy is developed with the protection of the children as the primary focus. They enjoy the opportunity to learn how to take care of their bodies, develop self-help skills and balance rest and daily exercise. Staff training and parent orientations highlight strict practices concerning environmental health, allergies, illness, communicable diseases and reporting protocols. Early Childhood Educators and all employees set an example and encourage children to wash their hands frequently throughout the day, and basic hygiene is enforced.

At Teddy Bear Educare Advance facilities, we provide a clean, organised, the safe and comfortable environment in which your child can thrive. We adhere and maintain all government and industry standards and employ various security measures including buzzer controlled entry points and live video camera monitoring. Our staff members support a clean environment with regular cleaning in addition to a professional team who cleans our centre every evening. These efforts provide a clean space for your children to learn and play. The outdoor playground and gym equipment are regularly inspected both by staff as well as professional annual inspections.

Our nutrition strategy exceeds the guidelines of the Ministry of Education, the Canada Food Guide and the Toronto Children's Services Early Learning and Care Assessment for Quality Improvement Nutrition Guidelines. A Registered Nutritionist oversees the menus which are culturally sensitive and reflective of common dietary restrictions and allergies. We supply nutritional hot lunches and snacks throughout the day while also ensuring access to drinking water is always available.

b) Supporting Responsive Interactions among Stakeholder

Teddy Bear Educare Advance will support active and responsive interactions among the children, parents, and child care providers through the hiring of qualified, responsive, and well trained Early Childhood Educators who support families in their role as primary caregivers and understand the needs of each child as an individual.

c) Strengthening Positive Interactions and Communication to Support Self-Regulation

At Teddy Bear Educare Advance, we encourage positive interactions between staff and children. Employees and educators focus on enhancing positive actions and behaviour in children and building up their interrelation strengths. Adults are discouraged from placing an accent on "what is the child doing wrong". Any adverse reaction is an opportunity to assist the child in pivoting their behaviour into a more affirmative action. Educators don't just observe children; they focus on interacting and sharing a sense of joy with the children and thus enforce the positive feeling of acceptance in the child.

Children benefit emotionally and physically in our focused environment which helps them understand their feelings and emotions. Our Educators support their ability to self-regulate as

we assist children to understand their capacity to problem-solve learning to get along with others and showing empathy towards other children. Also, children are taught to cope with challenges and overcoming obstacles. In our playful environment, our team encourages children to ask questions, investigate problems, attempt to problem solve and discussing activities with each other and staff.

Prohibited Practices:

The following behaviour management tactics are not permitted at our Centre:

- (a) Corporal punishment of the child
- (b) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the 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, and is used only as a last resort only the risk of injury is no longer imminent;
- (c) Locking the exits of the child care centre premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self – respect, dignity or self – worth;
- (e) Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) Inflicting any bodily harm on children including making children eat or drink against their will

Any violation of the behaviour management criteria by staff will subject such person to the Discipline Procedures set out in our Contraventions Policy.

d) Exploration and Inquiry in a Play based manner

Children make sense of the world around them by playing. Our Centre provides an environment where the materials, space and time cultivate explorative and sophisticated thinking. The children acquire essential skills that will become the foundation for creative thinking and problem-solving. Through play and activity, we use different methods for children to communicate their creativity, feelings and ideas including telling and acting out stories, drawing, painting and modelling with clay. They enjoy singing, dancing and using child-friendly building materials such as blocks to express imagination. Our educators guide the children as they experiment and solve problems within a controlled environment where they can use different mediums of artistic/sensory materials.

e) Child-initiated and adult supported experiences to foster development

Allowing children to initiate ideas and learning paths allows for Educators to gauge a child's level of development and thought process. It also provides a child with a sense of acceptance

and self-worth. There are times when the child will take the lead in planning the activity from the initial idea, implementing the plan and determining the resources required for success.

f) Supporting Healthy Development and Learning

Educators are focused on understanding and accessing the needs of each child to develop his/her full potential. In collaboration with parents, our teaching team takes a holistic view of the social, emotional, physical, creative and cognitive development of the learner. We observe the children at play and will often build upon the ideas of the children with questions and theories, answering questions and setting new thought processes and perceptions into play in the learner's mind. Community partners, parents and Co-Educators will be continually engaged in the process of excellent learning programs as seemingly beneficial to the learning process of the child.

g) Incorporating different experience modalities to support each child's range of experience in learning

Learning styles for children are dynamic and vary based on individuality. At Teddy Bear Educare Advance we implement our programming so that children achieve a smart sensory balance of visual, kinesthetic/tactile and auditory learning modes. The day is scheduled for different activities which create a balance of experience modalities. Creative materials and educational equipment are provided to all children to express themselves with reasonable freedom. Educators provide a variety of toys on display and within the height of a child's reach while visually divided activity areas facilitate simultaneous learning exercises. Also, comfortable reading areas are available for children who prefer to spend quiet time. Educators also facilitate group sessions which give children a chance to cultivate leadership skills by being encouraged to take the lead in actively shaping their activities. The outdoor play area is designed to promote physical fitness. A two-hour outdoor playtime is part of the daily program where children are encouraged to learn to run, jump, climb, develop coordination and muscle strength if they are physically able to. This is applicable to our Before and After School program as well as our regular program. Experience modalities align with Ministry best practices regarding different age groups, individual needs, and requirements of children within the facility.

h) Parents as Partners

We encourage parents to become partners in the development of their children. The family, in its uniqueness, will inform us as per their child's strengths, weaknesses and perspectives. Methods that we use to build a partnership with caregivers include, but are not limited to the following:

- Being flexible to drop-off and pick-up within the timeframes of the facility's hours
- Having informal discussions with parents on daily basis
- Posting documentation of activities, interactions and engagements regularly
- Sharing resources and materials related to community events, medical services and social services
- Scheduled visits and hosting special events

Our professional staff members engage in regular and ongoing communication with parents. Such communication may be in person, by phone, e-mail or through written and posted communication tools. At Teddy Bear Educare Advance we implement Hi Mama, a cloud-based child care software that enables quick and intuitive recording of observations in the early childhood setting, as well as instant sharing with parents through real-time emails and updates. The educators will also create in-person opportunities to update parents and learn about any change in the child's home environment that could affect the child's health, well-being or behavioural patterns. Informal discussions on a daily basis during the pick-up and drop-off process are in addition to formal annual parent/teacher meetings. Lastly, our teachers regularly share with parents through our monthly newsletter and social media platforms.

i) Engaging Community Partners

The community as a valuable resource and as such, our educators seek opportunities to engage the community partners in our programs so that we can share our knowledge and aim to learn from others in the community. The impact on a child's environment can directly influence the child's behaviour and perception; therefore, Community Partners are encouraged to assist in the overall well-being of the children at our Centre. With our school-aged children, we view relationships with principals, faculty, and teachers as critical. Children will also take part in neighbourhood excursions which provide them with an opportunity for learning and experiencing the world around them. The children visit places of interest in their community which helps them form a sense of belonging to their community. Furthermore, our Centre partners with our local Police Department as a means of obtaining background checks on any person who provides child care or other services to a child who receives care at TBEA.

j) Continuous Professional Learning for Educators

Teddy Bear Educare Advance will provide ongoing opportunities for educators to engage in professional learning, critical reflection and discussion with other industry thought leaders. Staff members are encouraged to participate in professional learning opportunities each year based on their Performance Management goals set during the annual performance review process. Furthermore, Educators are required to take part in the College of Early Childhood Educators Continuous Professional Learning Program to commit to their ongoing professional learning. All staff members participate in several mandatory health and safety related training sessions (i.e. Standard First Aid and Infant Child CPR; Occupational Health and Safety training). Our team is encouraged and supported to attend professional development outside the Centre. Our open door policy invites new ideas and strategies to support children's development and well-being. In addition to methods above, our team meets monthly to share learnings, ideas and information related to program curriculum, child development and community networking.

K) Methods for Documenting and Reviewing the Journey

Teddy Bear Educare Advance is committed to the clear and timely documentation of the impact of strategies and programs implemented by our staff. We provide a visual and oral record that empowers parents to review and understand their child's development.

At our Centre, we implement the Hi Mama program to create pedagogical documentation which demonstrates children's thinking and learning. Documentation may take many forms, such as photos with learning stories, video clips, art projects, etc. The Hi Mama software is installed onto tablets which enable teachers to record updates, share pictures and deliver daily reports to parents in real time. Our directors and supervisors have visibility into the global progress of the facility, the children and their concerns. Our team can implement learning domains, skills and indicators which reflect developmental observations made with a photo or video. This documentation is uploaded to the Hi Mama servers where they are kept securely for access when required.