



**HIGHVIEW WILSON**  
CHILD CARE CENTRE

## **HIGHVIEW WILSON CHILDCARE CENTRE**

### **PARENT HANDBOOK**

#### **Land Acknowledgement**

Highview Wilson Childcare Centre is situated on traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

#### **African Ancestral Acknowledgement**

The City of Toronto acknowledges all Treaty peoples0- including those who came here as settlers – as migrants either in this generation or in generations past – and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.

#### **Philosophy**

This handbook has been created so that there are no misunderstandings, and so that everyone is aware of the requirements of Highview Wilson Childcare, as well as the requirements of you, the parents/guardians. This handbook covers our childcare philosophies, business policies and expectations. Please read this handbook carefully, and feel free to discuss with myself or a staff member any questions that you may have.

Highview Wilson Childcare is a non-profit organization. The centre is run by an elected board of parents.

Highview Wilson Childcare is committed to creating a safe, warm, loving environment for children where they can learn and grow physically, emotionally, creatively, intellectually, and socially at their own pace. We want to help your child increase their confidence, and self-esteem by treating them as unique individuals, and allowing them to express themselves in a variety of facets. We strive to make your child's time at daycare the best experience it can be for them as well as you, the parents.

We are committed to supporting families by maintaining open communication and encourage parental involvement in our programming and care activities. Our objective is to care for your child the same way you would.

At Highview Wilson childcare every child belongs and is welcomed. We are committed to providing an inclusive environment that supports the well-being of children in our



care. For a child that has additional support needs our resource educator consultant can be accessed through the childcare centre.

In programming activities for the children our staff follows the Early Learning for Every Child Today Curriculum Framework and the FDK (Full Day Kindergarten). We develop activities centred on stories, songs, math, fine and gross motor skills, circle time, science/nature/cooking, sensory, music, language and literacy, block enhancement, drama and arts/crafts. We strive to prepare your child/children for their early school years by exposing them regularly to letters, numbers, colours, shapes, name recognition, and new vocabulary. Please see any staff member if you'd like more information on the Curriculum Framework, or you can access it online.

### **Hours of Operation**

Hours of operation are:

7:00 a.m. – 6:00 p.m.....Monday – Friday

### **We are closed on the following days:**

New Year's Eve (7:00 a.m.-12:00 p.m)	Civic Holiday (August)
Family Day (February)	Labour Day (September)
Good Friday	Thanksgiving Day (October)
Easter Monday	Christmas Eve (7:00 a.m.-12:00 p.m)
Victoria Day (May)	Christmas Day (December)
Canada Day (July)	Boxing Day

The daycare will be closed on all statutory holidays and if any other closures are expected, for instance on non-statutory holiday days, notice will go out to parents at least 1 week in advance and or a message will be left on the childcare machine.

### **Enrolment Requirements**

Highview Wilson childcare is licensed to admit children ages two and a half to twelve years of age. Before your child can be officially enrolled in our care you must complete the following documents.

- Signed and completed registration form, can be found online at [www.highviewchildcare.ca](http://www.highviewchildcare.ca)
- Copy of your child/ren's immunization records or;
- A medical exemption form completed by a qualified medical practitioner.



**HIGHVIEW WILSON**  
CHILD CARE CENTRE

We do require that the parent/ guardian and their child/ren visit our centre prior to enrolment. This process allows your child/ren to become more familiar with our daycare and staff.

Start dates will begin on Mondays. Families will need to wait until the following Monday to enrol their child into the program if their enrolment time is around a stat holiday; please see dates above. The purpose of this is to allow the staff members at HWCC with enough time to gather what they need for your child to begin at our centre. No child will be enrolled during the first week of school, no exceptions.

### **Withdrawal/Discharge Requirements**

Highview Wilson Childcare requires 2 weeks written notice for a child to be withdrawn from the childcare. Should you fail to provide the require notice you will be charged for one additional week of care after the child has been withdrawn. All outstanding fees must be paid in full.

To ensure children's success it is important to ensure their placement at the centre is appropriate. If it is determined the centre is not able to accommodate the child's needs the centre will work in partnership with the family to ensure all appropriate supports have been explored and developed and a transition plan for alternative childcare is necessary.

We will have documented meetings with parents, joined with our resource consultant and notify our board of directors. If all these steps are followed and we feel that the centre is not an appropriate placement for your child, we will then provide written notice of two weeks of withdrawal from our program.

Any form of intimidation, fear, or lack of respect towards any staff, volunteer or any other family enrolled in Highview Wilson Childcare Centre will result in your child being immediately withdrawn from our program. HWCC values the work our staff provides for each family and take these matters seriously. We need to ensure the overall wellbeing of all staff, volunteers, and families.

### **Payment Procedures**

Forms of payment currently accepted are Debit. The centre does a weekly deposit and does not have change at the centre. A late payment of \$25.00 will be applied after the 5<sup>th</sup> of the month.

Failure to pay fees will result in withdrawal of care.

Parents/guardians that use government subsidy to help pay for fees are responsible for renewing their authorization before it expires. If parents/guardians do not renew their subsidy claim before their previous claim expires the parents/guardians will be responsible for full fees until I receive authorization to bill the government and have



received payment. If/when I receive back payment from the ministry (for fees already paid for by the parents), I will reimburse the parents/guardians the subsidy amount.

**Telephone Communication**

If you need to contact the daycare for any reason, please feel free to phone (416) 245-6221. If you get our voice mail, please do leave a message, as often we are out or busy with the children and unable to get to the phone at that moment. We do check messages regularly and return phone calls as soon as we get the chance. We do not mind calls to check to see how your children are doing during the day. We do please ask to limit them to 2 per day, as they do disrupt the classroom to pull a teacher out to speak on the phone. Thank you for your understanding.

If you call outside of daycare hours, please leave a detailed message. Someone will return your call at our next earliest convenience.

**Fees (Fee Freeze)**

Preschool Rate.....	\$19.75 per day
Kindergarten Rate (School Year).....	\$15.15 per day
Kindergarten Rate (Summer Months).....	\$19.41 per day
Schoolage Rate (School Year).....	\$29.80 per day
**PD Days, Holiday Break, March Break** fee .....	\$37.15 per day
Schoolage Rate (Summer Months).....	\$38.20 per day

**CWELCC Program**

Highview Wilson Childcare Centre has been approved for the \$10 program set out by the government of Ontario. This program is only directed to families who have children 0 to 6 years old.

**Late Fees**

Highview Wilson Childcare Centre closes at 6:00 P.M. If you will be late to pick up your child, please notify the centre as soon as possible. In this circumstance please be prepared to provide the centre with information about alternative arrangements you have made. If no arrangements have been made the centre will attempt to reach the emergency contacts, you have provided. If they cannot be reached, the centre as a last resort will contact a child protection agency such as children’s Aid Society.



**HIGHVIEW WILSON**  
CHILD CARE CENTRE

Our late fee charge is 6:00-6:15pm flat rate of \$30.00, 6:15-6:30 additional \$3.00 per minute, 6:30-4:45 additional \$3.50 per minute and 6:45-7:00 additional \$4.00 per minute.

### **Signing in and out/Attendance Records Policy**

Children are signed in and out by staff members upon their arrival and departure. We ask that if your child is not going to attend care as per usual that you inform the centre by 10:00 a.m. This will help us plan for meals, and activities for the day. When your child does not attend daycare, you must call to let us know the reason – if it is a communicable illness, we are required to record this in case of other cases breaking out. If no one answers the phone, please leave a brief message. Also, upon arrival and preparing your child for the day please help them or direct them to wash/sanitize their hands before beginning to play with toys, to prevent the spread of germs.

If your child attends public school and arrives late you must take your child to the school office and obtain an admission slip. Childcare staff are unable to take your child to school.

If someone else will be picking up your child please let staff know upon arrival. Photo ID will be required by the person picking up your child as well if the staff member is not familiar with that person. Please let any individuals other than parents who may pick up the children that they will be asked for picture ID to ensure the safety of all children.

Children will not be released to unauthorized individuals. If someone shows up to pick up your child and staff was not made aware of it, we will have to contact you to confirm that this is in fact permitted, as well as see a picture ID of that individual to confirm their identity.

### **Parking Lot**

It is the responsibility of the driver to ensure they are following all signs within our parking lot to protect the safety of all parents, children, and staff. During drop off and pick up time you are required to park at an appropriate parking spot that is available, at no time should you leave your vehicle running while dropping off or picking up your child. In the case of emergencies and accommodations are needed please speak to the Executive Director to make suitable arrangements. If you are in violation of this understanding after 3 warnings your child may be removed from the program.

### **Child Information records**

It is the responsibility of the parent/guardian to provide the centre with the most current information pertaining to the child. This includes names, home and business telephone numbers, addresses, emergency contacts, current school information etc. Please ensure that the centre is notified of any changes to your child's records.



**HIGHVIEW WILSON**  
CHILDCARE CENTRE

## **Child Absences**

Children Services attendance policy allows each child who receives fee assistance to be absent thirty-five (35) days per calendar year (January – December). Children attending the centre between July and December may only be absent eighteen days per calendar year. Absences must not exceed twenty consecutive days. Parents are responsible for the assessed fees when their child is absent.

If you exceed the amount of given absent days, the parents are responsible for paying the full fee for any additional days.

If a child is too sick to attend daycare, please keep him/her home. There is no “sick room” at the daycare, and the best place for a child to be recuperating from an illness is at home. There are also many symptoms that a child may have that may prevent them from being able to partake in everyday activities.

## **Our Staff**

We employ full time and part time staff. Our staff are chosen and have appropriate education background and experience to ensure quality care and understanding of child development. They have personal qualities of friendliness, warmth, and the ability to relate to children and adults.

All Highview staff complete a criminal reference check with a Vulnerable Sector search and currently hold a certificate in First Aid and CPR. Our staff who hold an Early Childhood Education Diploma are registered with the College of Early Childhood Educators.

Our staff participate in ongoing professional development opportunities to ensure ongoing quality care for your children.

## **Parent Involvement**

Our doors are always open to parents who would like to be involved in their child’s care and education. We welcome any comments or suggestions (Verbal feedback) from parents about programming of the care of their children.

## **Off Premise Outings/Activities**

Highview Wilson Childcare at times takes the children off the childcare premises for neighbourhood walks. All planned outings are supervised by a Highview Childcare staff member.

## **Evacuation Procedures**

In case of emergency (fire/flood/otherwise), children and staff will be evacuated to the Pierre Laporte Middle School, located at 1270 Wilson Ave, North York, ON M3M 1H5. This is just a short walk from the center, and that will be how the children will be



**HIGHVIEW WILSON**  
CHILD CARE CENTRE

transported there. Emergency contact information will be transported along with us, so you will be contacted to pick up your child at the alternate location. The location can also be contacted directly by calling (416) 395-3070.

### **Outdoor Play and Extra Clothing**

We are required to ensure that the children enjoy two hours daily outdoors weather permitting. Please ensure that adequate clothing weather conditions are worn so that your child can comfortably participate in outdoor activities.

Weather appropriate clothing - jacket/splash/snow pants/hats/mitts, boots etc. –lack of weather appropriate clothing will prevent your child from enjoying our outdoor play time, please ensure you dress your child for outdoor play every day.

Please ensure that children come dressed in “play” clothes. Although we are careful while doing art and playing outside; there are instances where clothes could become dirty and stained. We appreciate your understanding and so do the children. Extra supplies can be left at the daycare and replenished, when necessary, space permitting. Please label all your child’s clothing.

### **Snack and Meals and Nutrition**

All snacks and meals will be prepared according to the posted menu. All food selected promote good health and incorporate healthy eating guidelines of Canada’s Food Guide, this gives the children opportunity to enjoy new foods. Parents of children with dietary concerns/allergies will be provided supplemental food and/or drink for their child. Throughout the day water is available for the children as needed. At all times during drinking and eating, children are required to be seated and not engaged in any play activity. This is to ensure safety (to avoid choking) and to promote healthy eating/drinking habits.

Please note that we are a PEANUT FREE centre.

### **Child Guidance**

To ensure the safety, well-being, and emotional development of the children, it is necessary at time to impose limits or set standards of acceptable behaviours. Our staff follows the behaviour management guidelines which is reviewed and signed each year.

### **Illness Policy/Accident**

In the event a child becomes ill during the day, to the point where they are not capable of participating in regular activities, the parents/guardians will be contacted immediately and be required to come pick the child up. If the parents/guardians can’t be reached the alternate emergency contact person will be called to come pick up the child. If the child requires the nearest hospital, we will call the ambulance for transportation. In any injury the parent will receive an accident report describing the accident with the signature of the staff and director and or the designate in charge. Allergy related and common cold





symptoms as well as non-communicable diseases/illnesses do not require that the child be excluded from care.

Parents are required to inform staff of any serious illness or communicable /contagious disease (with their child or within their family) within 24 hours to allow other families within the childcare centre to be alerted.

## **Medication**

All medications are stored in a closet that is inaccessible to children. Children are not given any medication without the parents' written consent. Written consent may only be on a "Permission to Administer Medications" form and all medications must be in their original bottles with original labels. Staff must also indicate on the administering form the date, time and dosage of medicine given at each administration, and then initial this information.

For prescription medication, only the directions on the bottle will be accepted for administering the medication. And in all instances staff need to know when the child received his/her last dosage of the medication, to ensure medication is given at appropriate times consistently.

## **Anaphylactic Allergy**

Upon a child's admission to the centre, the parent must supply a note from their physician stating the specifics of an allergy and provide the centre with an epi pen. In conjunction with the parent and the physical, the staff will develop an individual plan and emergency procedure which will include a description of the child's allergy, monitoring and avoidance strategies signs and symptoms of an anaphylactic allergy and action to be taken by the staff if a child has an anaphylactic reaction. This information along with the child's photograph will be posted for staff. To ensure the well-being of the children who have anaphylactic reaction it is imperative that an epi pen is always available at the centre. If a parent does not provide an epi pen or fails to replace an expired epi pen admission to the program will be denied. If the parent believes the child, no longer requires an epi pen a doctor's note confirming this is needed.

## **Duty to Report**

Every person in Ontario is required under the Child and family service act to report his/her belief that a child may need protection. If a staff has reasonable ground that a child may be abused the staff must report immediately to the Children's Aid Society.





**HIGHVIEW WILSON**  
CHILDCARE CENTRE

## **Workplace Respect**

Highview Wilson Childcare expects that all employees, parents, volunteers, and people who are doing business with the centre conduct themselves in a respectful manner. Failure to adhere could result in withdrawal from the centre.

## **Municipal Freedom of Information and Protection of Privacy Act**

The personal Information requested in connection with admission of your child, as well as his/her childcare records established with the childcare centre, are collected under the legal authority of the City of Toronto Act, and the Child Care Licensing Act (CCEYA) for the purpose of administering childcare at Highview Wilson Childcare. If you have any questions concerning the collection of this information, please contact to the office.

## **Priority of Spaces**

Highview Wilson Childcare is licensed for sixty-six children from ages two and a half to twelve years of age. Admission of new children is done by the supervisor based on a waiting list established in accordance with the following priorities:

1. Siblings of the children in the Public School
2. Siblings of children already in our program
3. People who work or live in the community

## **Over Enrolment Policy**

Highview Wilson Childcare's policy when faced with over enrolment is as follows:

1. The oldest children will be asked to leave first
2. The children that live out of area will be asked to leave next

This policy will be implemented only if we face over enrolment with the kindergarten children moving up into the school age program.

We will give two to three months' notice to allow parents to have time to make alternative arrangements. If a space becomes available, the child that has been asked to leave will be notified immediately.

## **Wait List Policy**

A waitlist will be formed when full enrollment has been reached in the daycare.

Highview Wilson Childcare Centre determines admission on the waitlist by numbered boxes located on the wait list sheet. Once the child has been placed in our care a box will be checked for placed or refusing space. We will then move forward to the following child awaiting admission.



**HIGHVIEW WILSON**  
CHILD CARE CENTRE

To maintain privacy and confidentiality of the children listed on the wait list Highview Wilson Childcare staff will cover the waitlist with a blank non transparent white paper to show the parent/guardian their space/ number on the waitlist.

### **Procedure:**

1. The number of children in the daycare is governed by the Community Care Licensing Regulations.
2. Children of Parents returning to school or work are accepted and if a space is not available the last child into the daycare will be given 2 weeks' notice of losing their space.
3. Children are accepted into the daycare on a first come basis.
4. The child's name is entered on the waitlist according to the date of the initial phone call.
5. When an opening for the daycare occurs the director or the designate in charge will contact the parents or guardians of the first child on the waiting list by telephone.
6. Children will be removed from the waitlist upon the following reasons:
  - ❖ Parents or guardian's request
  - ❖ Child is over 12 years of age
  - ❖ Family has moved away, or phone number is out of order (the client is then unreachable)

\*There is no fee to be placed on the waiting list at Highview Wilson Childcare Centre's wait list\*

### **Flushing for Led Policy**

- The childcare centre will flush all taps where water is usually taken for drinking or food preparation and allow the water to run for at least five minutes. (Mondays)
- The early staff member will carry out the flushing of the taps recording the date and time of every flushing required by section 2 and the name of the person who performed the flushing
- These sheets will be kept in a binder in the staff room for easy access
- These records will be kept for six years and be made available to the public, parents, and ministry staff during regular business hours.

### **Student and Volunteer Supervision**

Highview Wilson Childcare promotes opportunities for personal growth, community involvement and volunteerism. Students and volunteers are welcome in our licensed childcare centre, and they participate in an orientation and review of policies and procedures. All adult volunteers complete a criminal reference check through their local police service. No child is left alone to be supervised by a volunteer or student. Volunteers and student will not be counted as staff ratios in the childcare centre.



**HIGHVIEW WILSON**  
CHILDCARE CENTRE

## **Clothing Code**

Children should come dressed in comfortable, season appropriate clothing that can get dirty, since some activities we do daily are messy. A spare change of clothes is required for all children in case of soiling of clothes. We want to keep your children happy and comfortable.

A separate set of indoor shoes is always required at the daycare for each child. Feet are required to always remain covered by public health when indoors. These “indoor shoes” can be simply a pair of crocs from the dollar store, or a pair of running shoes that they don’t use at home. Indoor shoes also protect your child’s feet in the event of a fire drill in the winter months/rainy days.

## **Items Needed from Home**

Nap Bedding – We provide cot sheets along with blankets that are changed weekly. Cots and blankets are washed weekly by a company called Simply Laundry.

Spare Clothing – including underwear and socks, at least 2 complete sets.

All items must have their names labelled.

## **Serious Occurrence Policy**

Highview Wilson Childcare centre complies with all legislation regarding the reporting of serious occurrences, which supports the safety and well-being of all the children.

The centre will follow all steps required in a serious occurrence and fill out the Ministry of Education Serious Occurrence Summary and Analysis Report form and follow the instructions accurately in detail.

If a serious occurrence occurs the centre will post the notification form in a conspicuous place in the centre or near an entrance used by parents. The form will be posted near the childcare and licensing summary. The centre will retain the Serious Occurrence Notification for at least two years from the date of the occurrence and make forms available for current and prospective parents, licensing, and municipal children’s service staff upon request.

## **Prohibited Practices**

Highview is set out to support positive interactions between children, families, staff and the community. The prohibited practice forbids physical punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. The regulation sets out clear direction regarding prohibited practices to support the overall well-being of children. These practices are NEVER permitted in a childcare centre.

Ontario Regulation 137/15



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

- (a) Corporal punishment of the child
- (b) Physical restraint of the child, such as confining the child to a highchair, 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 and only until the risk of injury is no longer imminent.
- (c) Locking the exits of the childcare centre or home childcare 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 the 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.