



kindercircle
DAY CARE

Holland Bloorview
Kids Rehabilitation Hospital

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Dear Parents:

We are delighted to welcome you to Kindercircle Day Care Inc., where our 25 children range in age from 3 months - 2 1/2 years.

Our program is designed to provide each child with the opportunity to develop socially, emotionally, physically and intellectually by providing, learning experiences through play. Your child will participate in stimulating activities in a secure, warm and loving environment. All staff, volunteers, students and families of Kindercircle Day Care Inc. have the responsibility to treat each other with dignity and respect. From time to time Kindercircle Day Care hosts students and volunteers, allowing them the opportunity to learn and enhance their skills in a professional, supervised environment.

Students and volunteers are not counted in our ratios, and are never left alone at any time during the day with your child. If you require more information, the Student/Volunteer Supervision Policy and Procedure is available. Please note that Kindercircle Day Care Inc. adheres to The Human Right's Code of Ontario.

Kindercircle Day Care Inc. is licensed by the Ministry of Education, Early Years Division and you can find our licensing inspection results at Ontario's Licensed Child Care Website www.iaccess.gov.on.ca/LCCWeb/childcare/search. We are governed by a number of policies and procedures, which can be found in the binder directly outside my office. The safety and well-being of your children is our priority. Kindercircle does have an Emergency Management Procedure in place in the event of a disruption to our program in the event of a fire etc. Parents will be kept up to date via telephone calls, e-mail as well as by messages left on the day care voicemail system. Despite of all the best precautions, serious occurrences can sometimes take place. A "Serious Occurrence Notification Form" will be posted next to our licence for 10 days for you to view. Kindercircle reports to the Ministry of Education-Early Learning Division as well as the City of Toronto. Assessment for Quality Improvement ratings can be found on the City of Toronto Web site at www.toronto.ca/children.

We are pleased to be a part of your child's world, and we hope you feel comfortable with his/her care. If you have any questions regarding your child's growth and development, or about anything else, please feel free to discuss your concerns with myself or any of the staff.

Kenna Paul
Executive Director

GRADUAL ADMISSION

Before your child becomes a full time day care participant, we prefer you and your child to visit together as part of our gradual admission. This allows you to familiarize yourselves with the staff, daily routine and it allows you and your child to become more comfortable with the new environment.

A recommended schedule is:

- Day 1: 9:00 a.m. - 11:30 a.m. (With Parent)
- Day 2: 9:00 a.m. - 11:30 a.m. (With Parent in Building)
- Day 3: 9:00 a.m. - 2:30 p.m. (Without Parent)
- Day 4: 9:00 a.m. - 4:00 p.m. (Without Parent)

GRADUAL ADMISSION

PARENT INVOLVEMENT

Parents are welcome and encouraged to visit the infants in the day care throughout the day. Take advantage of the beautiful garden at the back of the building in the summer, and have your infant join you for lunch.

Mothers wishing to breast-feed are encouraged to do so. We will try to accommodate you to the best of our ability.

Toddler parents are encouraged to visit as well, but the times are restricted due to the more structured program. You are welcome to join your toddler for morning circle or lunch if you wish. For the safety of your child and the other children enrolled, please avoid visits during transition times, or while we are out of the playroom.

Parents are encouraged to volunteer as members of the Board of Directors, thereby having an active voice in the program and policies and procedures of the day care.

More formal meetings will be arranged as needed. Daily parent and staff interactions are a part of our day, and a daily information sheet will be completed each day, capturing your child's day for you. We also want to track your child's developmental milestones with you in developmental book. We encourage you to take this book home on the weekend and document your child's milestones too. If staff suspects any developmental delays or medical concerns regarding your child, they will be discussed with the Executive Director. The Executive Director will meet with you and recommend that an appointment be made with your child's pediatrician/family physician for follow-up. After meeting with your child's pediatrician/family physician, it is important to share any relevant information with the Executive Director.

PARENT ISSUE AND CONCERNS

PURPOSE

The purpose of this policy is to provide a transparent process for family, the child care licensee and staff to use when families bring forward issues/concerns.

POLICY

GENERAL

Family are encouraged to take an active role at Kindercircle Day Care 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, family and the staff. We foster the engagement of and ongoing communication with family about the program and their children. Our staff are available to engage family in conversations and support a positive experience during every interaction.

All issues and concerns raised by family are taken seriously by Kindercircle 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.

Issues or concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to family within 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

CONFIDENTIALITY

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of family, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

CONDUCT

Kindercircle Day Care maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Executive Director or Designate.

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 Children’s Aid Society](#) (CAS) 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*. For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within two (2) business days. <p>Document the issues/concerns in detail. Documentation should include:</p>
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as family become aware of the situation.</p>	<ul style="list-style-type: none"> - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Student- / Volunteer- Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. - All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as family become aware of the situation.	by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

ESCALATION OF ISSUES OR CONCERNS

Where family are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern in writing to the Executive Director or in his/her absence the President of the Board of Directors.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

CONTACTS

All phone numbers and e-mail addresses can be found in the binder outside Kindercircle's office door.

DEFINITIONS

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of the child care centre

Staff: Individual employed by the licensee

Complainant: A person (or persons) making a verbal or written complaint of abuse, wrongful discrimination and/or harassment under this policy. The complainant does not need to be the target of the alleged behaviour.

Family: Parents or Guardians, temporary guardians or representative (as per Kindercircle Day Care's emergency consent form or release form) siblings and child.

Respondent: A person (or persons) alleged by a complainant to have committed an act in breach of this policy

PARENT INVOLVEMENT

FEES

Fees are due one month in advance, and are to be paid on the last Friday of the preceding month for which fees are payable. If Day Care fees are not paid on the due date, a late payment fee of an additional \$10.00 for each late day as of the first of the month will be charged. A \$25.00 fee plus any other incurred charges will be charged for N.S.F. cheques.

Parents are required to pay for all contracted operating days, as well as statutory holidays and days when your child is absent for any reason.

At the time of the pre-admission interview an administrative fee of \$_____ is required in addition to \$_____ calculated as 2 weeks fees and will be applied to the first months daycare fees.

At the time of admission your fee is calculated at \$_____ per day. All fees are subject to review each year to reflect Kindercircle Day Care Inc.'s costs. You will be given two (2) months notice for fees adjustments.

Parents must provide one (1) month written notice for withdrawal from care. In lieu of this notice Parents will be charged for 20 working days care at the full fee rate.

FEES

HOLIDAYS

Kindercircle Day Care is open 52 weeks a year; however, parents may take their child out for vacation time. Notice of each child's vacation is requested in advance. Payment is required during holiday time to maintain your child's space.

The Day Care Centre is closed for the following statutory holidays.

New Year's Day (January)

Family Day (February)

Good Friday (March/April)

Victoria Day (May)

Canada Day (July)

Civic Holiday (August)

Labour Day (September)

Thanksgiving Day (October)

Christmas Day (December)

Boxing Day (December)

Please Note: The Day Care may be closed between Christmas and New Year's based on a "Needs survey" conducted or as directed by Holland Bloorview Kids Rehabilitation Hospital.

HOLIDAYS

STAFF

The staff members are professionally trained with their E.C.E. and are members of the College of Early Childhood Educators and have been selected to ensure quality care for your child.

The staff members are:

Infant Room

Toddler Room

Staff that work in both the Infant and Toddler Room

Child: Staff Ratios

Based on the Child Care and Early Years Act, 2014, and in order to provide your child and you with quality care the ratios are as follows:

- Infants 1 teacher for 3 infants
- Toddlers 1 teacher for 5 toddlers

STAFF

SPECIAL EXCURSIONS

Field trips and community outings are included in the day care program. Notices will be posted in advance specifying destination, times, dates, etc. Parents are always welcome to participate in these events.

SPECIAL EXCURSIONS

ARRIVAL AND DEPARTURE

The Day Care is open from 7:00 a.m. to 5:30 p.m. 52 weeks a year. We ask that your child arrive no later than 9:30 a.m. unless they have an outside appointment in order that he/she may receive the most benefit from the program.

When you arrive, please ensure that you sanitize your hands at the day care entrance, and that you wash your child's hands with soap and water upon entering the playroom. It is important that your child is comfortable, in a dry diaper, and that you fill in your child's Daily Information Sheet. Our responsibilities begin when you take your child to his/her teacher for a health check, and inform the teacher of any special instructions for that day.

You **must** let the teacher know when you leave with your child at the end of the day. We will allow your child to leave **only** with you or adults pre-authorized in writing. If it is necessary to designate any additional persons, please notify the Executive Director to obtain the necessary forms. If there are any changes in pick-up arrangements for the day, you must notify the Executive Director. Please inform any person picking up your child that they **must show Government issued photo ID** before we release your child.

Pick-up and delivery times should be regular, according to your Day Care Contract. Let us know ahead of time if there are any changes in your schedule, which will necessitate changes in your Day Care hours.

LATE PROCEDURE

If you are unable to be at the Day Care by 5:30 p.m. alternate arrangements must be made. The Executive Director must be informed of these arrangements, including the name of designated person picking up your child. The designated individual must provide photo ID to the staff on duty. If we have not heard from you by 5:30 p.m. we will make every effort to contact you or your emergency contacts.

The Day Care closes at 5:30 p.m. and if you and your child have not left the Day Care by that time you will be charged a late fee of \$1.00 for each minute to reimburse Kindercircle Daycare Inc. for additional costs incurred for paying overtime to employees. On the fifth offence, a penalty of \$2.00 per minute will be charged. Payment is due immediately to the staff on duty or upon arrival the following day. If by 6:00 p.m. we cannot contact anyone on your child's behalf, we will call the Children's Aid Society.

ARRIVAL, DEPARTURE AND LATE PROCEDURE

HEALTH AND MEDICATION

It is important that your child is well enough to participate in all activities planned for him/her. Due to staffing, space and to respect other children in care, we are unable to care for sick children at the Day Care.

If your child becomes ill during the day with a fever of 38°C or higher, 2 or more occurrences of diarrhea and/or vomiting, you will be contacted and will be asked to take your child home as soon as possible.

After an illness, your child must be symptom free for a **minimum of 24 hours** before returning to Kindercircle Daycare Inc., or longer based on guidelines set out by Toronto Public Health. You may be asked for a Doctor's certificate before having your child re-admitted to Day Care after an illness.

Please Note: If your child is not able to participate in all activities, including outdoor play, we believe he/she is not well enough to attend Day Care.

In accordance with the Child Care Early Years Act 2014, an up to date immunization record completed by your child's doctor must be given to the Executive Director at the pre-admission interview, in addition to an updated copy each time your child receives an immunization shot. An Emergency Consent Form must be submitted at the pre-admission interview or before your child's first day in care.

Kindercircle Day Care Inc. will ask parents to identify children with known or suspected allergy (ies) at the pre-admission interview. Although we strive to limit your child's exposure to a specific allergen by taking all reasonable precautions to reduce the child's exposure to the allergen, we cannot guarantee 100% that there will be no exposure to a specific allergen. If your child develops an allergy after being enrolled at day care, it is important to provide the following information in writing to the Executive Director prior to re-admission to care: the possible allergen, symptoms, and the treatment and medical consultation that occurred in relationship to the incident, including the dosage and last administration of the allergy medication.

Parents will be required to complete and sign an Emergency Medication form so that we can administer the medication. If the required medications are not provided, the child will not be permitted to attend the day care.

HEALTH AND MEDICATION

MEDICATION

If your child's doctor has prescribed medication, we will be pleased to administer it. The medication will be administered to your child **only from the original container and supplied by the pharmacist or in the original package. The original package must be clearly labeled with: your child's name, the name of the drug or medication, the date of purchase, and instructions for storage and administration.**

Medication containers must be given directly to the staff and not left in your child's cubby. Any drugs or medications found in your child's diaper bag or cubby will be confiscated and destroyed.

You will be required to complete a Medication Authorization Form for each medication prescribed by the physician, stating the dosage and times for the medication to be administered. Upon completion of the form, please return the form and the medication to the R.E.C.E. teacher to have your signature witnessed to acknowledge receipt, understanding and accuracy of the information. At the time of pick-up, you will be required to sign the medication form acknowledging that you are aware that the dose(s) has been administered.

If the Medication Form is not filled out and signed by the parent we cannot administer the medication.

If there is reason to believe that your child has severe allergies and may experience anaphylactic shock, please notify the Executive Director immediately. You will be given a copy of the policy and procedure, as well as the "Individual Plan" that must be completed by your child's doctor prior to your child being re-admitted into care.

Once the "Individual Plan" has been completed, and all medications (i.e. Epi-pen) has been purchased, a training session will be arranged with all Kindercircle Day Care staff before the child begins care or is re-admitted into care. The training must be from the prescribing physician, nurse or parent on the procedures to be followed in the event of the child having an anaphylactic reaction.

MEDICATION

NUTRITION

In the Infant Room, parents are required to provide enough bottles of pre-mixed formula to last their child for one day. Again, every effort will be made to accommodate nursing mothers. For mothers who are still nursing their baby, but not able to physically nurse during the day, you may express milk, and leave it in the freezer in bags **labeled with your name, your child's name and the date the milk was expressed**. We will use it accordingly. Any left-over breast milk must be discarded.

Bottles must be **LABELED** clearly so that formulas or bottles do not get mixed up. Bottles not labeled will be removed from our refrigerator.

We will provide the cereal, pureed foods, water and Homo milk, once your child is no longer drinking formula, or being nursed. Food is introduced to infants in consultation with the parents. Parents are advised to consult with their physician or pediatrician regarding appropriate diet. As each new

For older infants on a regular diet, and toddlers, a nutritious mid-day meal is served. Also, nutritious morning and afternoon snacks are served. All food is prepared by Holland Bloorview Kids Rehabilitation Hospital external food service provider.

Please note that morning snack is not intended to replace breakfast so please ensure that you have given your child breakfast before arriving at day care. Morning snack is served between 8:40 and 9:00 a.m.

If there are any food restrictions in your child's diet, please discuss this with the Executive Director at the time of admission. This will help determine the Centre's capability to meet individual children's special dietary needs. If we are unable to meet certain food restrictions, you will be asked to provide your child's food.

PLEASE NOTE THAT WE PROVIDE AND ENFORCE A PEANUT FREE ENVIRONMENT. IF YOU SEND ANY FOOD INTO THE DAY CARE, PLEASE ENSURE THERE ARE NO NUTS OF ANY KIND LISTED IN THE INGREDIENTS.

NUTRITION

CLOTHING

Children should be dressed in comfortable clothing that can be washed easily. Since outdoor play is an important part of our program, your child should be dressed appropriately for the weather. Please ensure that your child has indoor as well as outdoor shoes.

Winter: Snowsuit
Mittens sewn onto a sweater
(All strings will be cut off mittens)
Hat
Neck Band
Boots

Spring/Fall: Jacket with hood or a hat
Rain boots
Raincoat or Rain suit



Summer: Sun hat
Bathing suit
Extra pair of shoes
Sweater
**Sun screen

**It is the parent's responsibility to apply the morning sunscreen before bringing your child to Day Care. You must also provide a bottle of sunscreen and the Teachers will apply the afternoon sunscreen before going outside. Please label your child's sunscreen.

Two complete changes of clothing are a must. That means extra socks and undershirts, as well as pants and shirts, sleepers or dresses. Clothing does get misplaced. **All clothing must be labeled.** If your toddler is ready for toilet learning please enquire about our toilet learning policy. Once your child is wearing underwear, please pack at least 5 extra pairs of pants, as well as some extra shoes and socks. Accidents do happen!

Kindercircle provides a disposable diaper service during the day. Parents need to provide a diaper for your child at the end of the day. Parents who use cloth diapers are welcome to bring cloth diapers into the centre provided that you provide enough diapers, liners and leak proof barriers for the day. It is necessary to provide a water-proof bag to store used diapers until you take them home at the end of the day.

CLOTHING

CAPACITY

The program has capacity for:

10 infants (3 - 18 months)
15 toddlers (18 - 30 months)

As a workplace day care priority is given to employees of Holland Bloorview Kids Rehabilitation Hospital. Priority is then given to siblings of children enrolled in care, children with special needs and referrals from Holland Bloorview Kids Rehabilitation Hospital, Children's Aid Society referrals, employees from surrounding health care facilities and community based families. If it is determined that Kindercircle is unable to accommodate a child, the City of Toronto Children Services Consultant will be notified in writing, as well any outside agencies that may have been consulted.

Shared spaces are available but are limited. It is the responsibility of the Parents and the Executive Director to find another family to share the space. If suitable arrangements cannot be made within a one-month period, written notice may be given to:

- a) Withdraw your child or
- b) Increase your days to full time until suitable arrangements can be made to share the space vacated.

If you wish to withdraw your child from care 20 days written notice must be given to the Executive Director. In lieu of notice, the parents will be charged 20 working days care at the full fee.

If the Executive Director in consultation with the Executive of the Board of Directors, decide that a child cannot adjust to the program or is otherwise not benefiting from the program or that the parents are not fulfilling their parental responsibilities, Kindercircle Day Care may require that the child be withdrawn from care upon 14 days written notice.

Our waiting list policy and procedure supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a Child Care Centre that maintains a waiting list to have related policies and procedures.

POLICY

All parents and children of Kindercircle Day Care Inc. or those making an application to Kindercircle Day Care have the right to receive equal treatment regardless of the person's race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offenses, marital status, family status or handicap. (As identified in part 1.1., 4. (1), 4. (2), 7 and 13 of the Human Rights Code (1987).

Kindercircle Day Care will strive to accommodate all requests. As a workplace day care priority is given to employees of Holland Bloorview Kids Rehabilitation Hospital. Priority is then given to siblings of children enrolled in care; children with special needs and referrals from Holland Bloorview Kids Rehabilitation Hospital, C.A.S. referrals, employees from surrounding health care facilities and community based families.

Receiving a Request to Place a Child on the Waiting List

Individuals interested in a space at Kindercircle Day Care must complete an application form to be placed on the waiting list.

Once interest is shown, an application form will be emailed to the family. No fee will be charged for placing a child on the waiting list. All waiting list applicants and applications within are kept confidential.

Placing a child on the Waiting List

1. The Executive Director will place a child on the waiting list in chronological order, based on the date and time that the request was received.

2. Applicants will be placed in one of the following categories: Infants (0-18 months): Holland Bloorview Employees, Siblings, Surrounding Health Care Facilities (CNIB, Toronto Rehab, Sunnybrook etc.) and community: Toddlers (18-30 months) Holland Bloorview Employees, Siblings, Surrounding Health Care Facilities (CNIB, Toronto Rehab, Sunnybrook etc.) and community.
3. If a child on the infant section reaches 18 months of age and has not been accepted into care, their application will be transferred to the toddler section based on the date the application was originally received.
4. Individuals may request their current status on the waiting list. The Executive Director will inform parents of their child's position on the list based only on the number of Holland Bloorview Kids Rehabilitation on the waiting list.

Determining Placement Priority when a Space Becomes Available

Once a space becomes available at Kindercircle Day Care, the waiting list is reviewed by the Executive Director with the intent to fill the vacant space.

1. Families are contacted based on the date the application form was received, and based on the priority of admission as noted above.
2. Once we are able to offer your child admission to Kindercircle Day Care, you will be contacted by telephone to offer a space.

Offering an Available Space

1. Parents of children on the waiting list will be notified via telephone that a space has become available in their requested program.
2. A note will be made on the application form of the date and time the parent was contacted.
3. Parents will be provided a timeframe of 3 days in which a response is required before the next child on the waiting list will be offered the space.
4. Where a parent has not responded within the given timeframe, Executive Director will contact the parent of the next child on the waiting list to offer them the space.

CAPACITY

BEHAVIOR MANAGEMENT

In any situation in which redirection is required, it is important to remember that it is a learning experience.

The staff's goal in redirection is to help the child retain control of his/her emotions and actions, not to stop him/her from expressing feelings and moods. Kindercircle Day Care Inc. staff is obligated to adhere to the Behavior Management Policy as outlined in the Policy and Procedure Manual. The complete policy and procedure is posted outside the Executive Director's office.

Children benefit socially, emotionally and physically from our positive approach. Educators focus on helping children understand their feelings and emotions and provide support to help children regulate their behaviours.

The following are unacceptable behaviour management strategies and are not permitted at any time under any circumstances.

- 1) corporal punishment of the child;**
- 2) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing 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;**
- 3) 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 as part of the licensee's emergency management policies and procedures;**
- 4) 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;**
- 5) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or**
- 6) inflicting any bodily harm on children including making children eat or drink against their will.**

All educators, volunteers and students will be monitored ongoing by the Executive Director through daily observations and through the Behaviour Management Documentation Form.

Children are redirected in a positive manner at a level that is appropriate to their actions and their ages in order to promote self-regulation, ensure health and safety, and to respect the rights of others.

In compliance with the Child and Family Services Amendment Act (Child Welfare Reform, 1999), any employee, student or volunteer of Kindercircle Day Care Inc. who has reasonable grounds to suspect that a child has suffered from or may be suffering from child abuse or neglect, must report the suspected abuse to the appropriate Children's Aid Society (CAS). Under the Act, a "child" is a person under the age of sixteen and "abuse" occurs if a person who has the care of a child causes or allows the child to suffer, for example, physical harm, emotional harm, sexual molestation or neglect. Any employee, student or volunteer who believes that a child is at risk for being abused is legally obligated to report to CAS.

BEHAVIOR MANAGEMENT

PROGRAM STATEMENT

Mission and Values

The mission of Kindercircle Daycare is to provide a safe, warm and loving child care environment for children of employees of Holland Bloorview and surrounding health care facilities, children with special needs, and children from the local community. We are respectful of diversity regarding ability, culture, gender, socioeconomic status, sexual orientation and family composition. Our focus is providing a child care setting that promotes child development through play-based learning and builds respectful relationships between children, parents, staff and board members.

Overall Statement

Our program is dedicated to providing a rich, varied, learning experience through play. Play stimulates physical, social, emotional and cognitive development and allows ideas and skills to become more meaningful. Each child's individuality is supported and is offered dignity and respect.

We are aware of the changing environmental and developmental factors, which influence and may alter the needs of the child in the family. The Day Care program is based on individual developmental needs and carried out by Early Childhood Practitioners who are responsive to the children and their families.

We support the parents in their responsibility for their children and work together as a team to provide the best possible environment and developmental program.

How Does Learning Happen? is the foundation of our program

Kindercircle Daycare Inc. adopts the perspectives of "[How Does Learning Happen?](#)ⁱ Ontario's Pedagogy for the Early Years (2014)", under the Child Care and Early Years Act, 2014 in policies, procedures and practices.

As a starting point for developing programs and practices to support learning in the context of the early years environment we reflect on the shared understanding that learning and development happens within the context of relationships among children, families and educators.

Children:

- Children are competent, capable of complex thinking, curious and rich in potential;
We value and build on their strengths and abilities.
- Children grow up in families with diverse social, cultural, and linguistic perspectives;
We feel that they belong as valuable contributors to their surroundings.

Families and Community:

- Families are composed of diverse individuals who are competent and capable, curious and rich in experience.
We value their powerful influence on their children's learning, development, health, and well-being
- Families are seen as experts who know their children better than anyone else and have important information to share;
We engage them in a meaningful way.

Educators:

- Educators are knowledgeable, reflective, resourceful, and rich in experience.
We value the diverse experiences and environments they create for children.
- Educators collaborate with others to create engaging environments and experiences to foster children's learning and development.
We engage them in a meaningful way so they feel that they belong in the team and feel valued.

ELECT Principlesⁱⁱ

The principles of ELECT (Early Learning for Every Child Today) are embedded in the application of programs and practices at Kindercircle Daycare Inc.

- **Principle 1:** Positive experiences in early childhood set the foundation for lifelong learning, behaviour, health, and well-being.
- **Principle 2:** Partnerships with families and communities are essential.
- **Principle 3:** Respect for diversity, equity, and inclusion is vital.
- **Principle 4:** An intentional, planned program supports learning.
- **Principle 5:** Play and inquiry are learning approaches that capitalize on children’s natural curiosity and exuberance.
- **Principle 6:** Knowledgeable, responsive, and reflective educators are essential.

FOUNDATIONS	GOALS FOR CHILDREN	EXPECTATIONS FOR PROGRAMS
Belonging	Every child has a sense of belonging when he or she is connected to others and contributes to their world.	Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.
Well-Being	Every child is developing a sense of self, health, and well-being.	Early childhood programs nurture children’s healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with body, mind, and senses.	Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.
Expression	Every child is a capable communicator who expresses himself or herself in many ways.	Early childhood programs foster communication and expression in all forms.

To this end we will:

A) Promote the health, safety, nutrition and well-being of the children, families and educators

You will see:

- Staff greeting the parents and children by names as they arrive and depart each day
- Staff will wear lanyards issued by Holland Bloorview Kids Rehab with their name and photo
- Staff photos will be posted within Kindercircle, and their names will be outlined in the Parent Hand book for the families reference
- Educators will sign the children in on the attendance board as they arrive in the morning and sign them out at the end of the day.
- Educators will perform head counts and check the number against the number on the attendance board when entering or leaving the program
- Educators will perform a health check and gather information about the child at the time of arrival.
- Kindercircle will follow Canada’s food guide to ensure that nutritious food is provided throughout the day.
- Children will be encouraged to serve themselves at snack and lunch time as appropriate based on their age and ability.
- Children will not be forced to eat but will be encouraged to try new food on the menu.

B) Support positive and responsive interactions between educators, children and families

You will see:

- The Executive Director meets with the family before the child is enrolled at Kindercircle for an intake interview. This interview will provide the opportunity to share information about the child's mannerisms, sleep schedule, food intake and eating schedule as well as their needs throughout the day. This meeting will provide the opportunity for the parents to ask questions and hopefully alleviate their apprehensions about child care. All forms will be completed together, the parent handbook will be reviewed with the parent and legal documents will be explained and signed.
- Each family will be encouraged to participate in the gradual admission process allowing the family to get to know the staff and build their trust in the educators at Kindercircle. This process also allows the educators to get to know the parents and their expectations of Kindercircle. It provides the opportunity for the child to explore their new environment while feeling secure with his/her parents.
- We believe that parents are our best resource.
- We believe that quality time between parents and children enhance the bond that has already started forming at birth. Parents are invited to play with their child throughout the day when their schedule allows. Parents are also invited to take their child out of the program for swimming or any other extracurricular activities that are available within Holland Bloorview Kids Rehabilitation Hospital.

Strategies to Support and Strengthen Positive Interactions

Questions that Educators ask themselves:

- *How do I engage with children in a way that builds on their strengths as opposed to identifying what they are doing "wrong"?*
- *Am I learning too? How do I respond when a child asks me something that I don't know? Do I redirect the child to something else or do I respond: "Let's find out together."*
- *Am I moving away from viewing play as just something children do and moving towards viewing play as intentional and query based; a way for children to express themselves in multiple ways?*
- *Am I having fun? Is at least a part of each day filled with a shared sense of joy that is the wonder of new learning for me and the children with whom I engage? What are the clues that demonstrate that I am engaged and interested in what I am doing?*

Supporting Children to Manage their Behaviour

Children benefit socially, emotionally and physically from our positive approach. Educators focus on helping children understand their feelings and emotions and provide support to help children regulate their behaviours.

The following are unacceptable behaviour management strategies and are not permitted at any time under any circumstances.

- 1) corporal punishment of the child;

- 2) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing 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;
- 3) 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 as part of the licensee's emergency management policies and procedures;
- 4) 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;
- 5) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- 6) inflicting any bodily harm on children including making children eat or drink against their will.

All educators, volunteers and students will be monitored ongoing by the Executive Director through daily observations and through the Behaviour Management Documentation Form.

C) Encourage and enable children to interact and communicate in numerous ways with each other, with educators and with their communities and support their ability to self-regulate

You will see:

Many different ways for children to communicate their ideas, thoughts and feelings including:

- Children encouraged to use words, signs or gestures to communicate in a positive and effective way.
- Parents will be invited to share words and familiar sentences from their home language.
- Pictures will be posted throughout the playroom with the words in different languages of the families served.
- Families will be invited to share information about home and extended families through photos, short stories and family trees.
- ***identify a list of the things that people will actually see that support communication.*
- Communication is a process of using both language and listening skills
- Children will be encouraged to communicate through words, and gestures throughout the day in order to be understood while meeting their needs.
- Staff will communicate in a positive manner to the children through words, actions, gestures and facial expression.

D) Foster exploration and inquiry that is play based. Evidence from diverse fields of study tells us that when children are playing they are learning

You will see:

- Program plans will be posted for everyone to see
- Activities will be developed to maximize the children's opportunity to explore and learn using all of their senses
- Children will be given choices, time and materials so they may follow their own learning goals.
- Children will be provided with learning materials that give them the opportunity to imitate what they observe through play.

- Children will be provided with cause and effect materials and activities to see the outcome of their actions.
- Children will be given the opportunity to move toys and equipment from one area to another to maximize their play experiences.
- Pictures will be posted to tell a story and to demonstrate the process of the activity

Supporting Healthy Development and Learning

- All of the materials, play equipment, furnishings are in good working order
- Staff follow City of Toronto Public Health requirements for toy and equipment sanitizing (Infants on a daily basis and Toddlers on a weekly basis or as needed)

E) Provide both child initiated and adult supported experiences to foster development

You will see:

- Staff understands the children's needs and support the children according to what they require to develop and grow.
- Program plans will be created based on observation of the children's interests and learning ability.
- Parents will be invited to help plan activities based on their observations of their child's interests
- Staff will follow the children's lead
- Staff will allow themselves to be open for the children to approach them with ease and confidence, and engage with the children in a meaningful way.

F) Provide many opportunities for a range of experiences that support each child's learning and development

You will see:

- Documentation books are created for each child, where observations are captured and the child's developmental progress is monitored. Parents are encouraged to record observations in the book and comment on the developmental progress.
- Pictures of children engaged in a range of experiences are posted throughout the day care area.
- Staff and parents are invited to participate in order to enrich our program through language, music, theatre etc.
- Music classes are provided for the children to enjoy in a small group setting on a weekly basis.

G) Incorporate a range of experiences including indoor and outdoor play, active play, quiet play, rest and quiet time, into the day, giving consideration to the individual needs of the children receiving child care

You will see:

- Children's individual schedules are posted and followed. Schedules are updated as children grow or as their basic needs change.
- The program plan is used as an information tool to ensure that all parents are aware of the learning experiences to which the children will be exposed to on a daily basis.
- Daily information sheets are completed by both the parents and the staff to share information about the child's needs for the day as well as what the child did during the day.
- Areas of play are defined within the playroom (i.e. quiet area, block area, sensory, gross motor, pretend play, etc.).

- Soft lullabies are provided to help the children settle for naps.
- Music and movement is used to help set the mood of the children.
- Sand box and other sensory materials are made available throughout the day
- Children are exposed to nature both indoors and outdoors
- Pretend play is a natural part of the children's day encouraging them to act out different scenes of everyday life
- Equipment is set out daily to encourage the children to build gross motor muscles during play.
- It is encouraged to bring the indoors out and the outdoors in

H) Foster the engagement of and ongoing communication with parents about the program and their children

You will see:

- Kindercircle offers an open door policy and parents are encouraged to visit at any time during the day.
- Staff and parent communication throughout the day.
- Daily information sheets are completed by both the parents and the staff to share information about the child's needs (health, nutrition, sleep etc.) for the day as well as what activities the child participated in during the day.
- Documentation books are completed for each child. Observations are noted under the developmental domains and the Nippising Developmental Scale is completed to monitor the child's development.
- Parents are encouraged to take the books home during the weekends and record observations. This enhances and strengthens relationships between the parents, children and staff
- A newsletter is sent to parents every month to inform them of upcoming events, keep them abreast of changes in the program etc.
- Staff members attentively listen to parents and take into account the information parents share about their children.
- Parent information boards.

Parents as Partners

- Kindercircle Day Care is committed to a working partnership with the family. Open communication is vital in the growth and development of children. Parents or Guardians are the child's primary caregivers and entrust their child to us every day. Therefore we rely on them to share information about the child each day and in turn we share our expertise with them to allow the child the best of both worlds.
- As a non-profit organization, we are governed by a parent board of directors. Parents are invited to join the Board of Directors and/or one of the standing committees, active involvement in fundraising activities.
- Parent educational evenings are organized for the parents.
- Input or information that is important to the child which is brought forward by parents is used directly with the child in programming throughout the day (E.g. Talking about special events or transitions, discussing special family members, etc.)
- city questionnaire and surveys are forwarded to families seeking their valuable input.

I) Actively engage with community partners and provide opportunities for the staff, children and families to develop close connections with a range of community supports

You will see:

- Parents are invited to participate in surveys sent out by the city of Toronto Children's Services.
- The city of Toronto Children's Services and the Ministry of Education, Early Learning Division are constantly used as valuable resources.
- List of parent networks, Early Years Centers, libraries, etc., is provided as a resource to both families and educators.
- Community college students

J) Strengthen the capacity of educators to collaborate effectively with children, families and their colleagues through the provision of ongoing opportunities for continuous professional learning.

You will see:

- Staff participate in conferences and workshops within the community (i.e. CNCP, City Wide training, Ministry of Education)
- Staff meetings with co-workers

Continuous Professional Learning for Educators

"In order to promote high standards and quality assurance within the profession, members of the College of Early Childhood Educators need to be engaged in high quality continuous professional learning. Early childhood educators are part of a self-regulated profession. The continuous professional learning process supports RECEs in meeting the expectations outlined in government legislation and College by-laws, policies, practices and programs.

The Continuous Professional Learning program allows RECEs to demonstrate their professional learning commitment to themselves, their colleagues, their employers, the young children and families with whom they work. Throughout their careers, RECEs will engage in continuous learning opportunities designed to enhance professional competency and to reassure others that the profession undertakes and values ongoing learning. Engaging in continuous learning, linked to the *Code of Ethics and Standards of Practice*, supports RECEs in their efforts to develop and expand their knowledge and understanding of ethical values and behaviours essential to practicing the profession"

Kindercircle Day Care is committed to promoting high standards and quality programs for the children and families in our care. As such, Kindercircle supports the staff in their on-going professional development by setting aside money in the budget and allowing them time away from the Centre.

K) Document and review the impact of the strategies set out in clauses (a) - (j) on the children and their families

You will see:

- Ongoing record of development
- Visual and Oral record that enables parents to review and explore the developmental trajectory of their child.

At Kindercircle Day Care we all share a strong commitment to participating in your child's growth and development through our play based program.

¹ How Does Learning Happen? Ontario Pedagogy for the Early Years, pp. 4-7

¹ How Does Learning Happen? Ontario's Pedagogy for the Early Years, p. 10

¹ How Does Learning Happen? Ontario Pedagogy for the Early Years, pp. 4-7

ii How Does Learning Happen? Ontario's Pedagogy for the Early Years, p. 10