



Welcome to Holland Bloorview Nursery School

# Family Handbook 2025-2026



Holland Bloorview Nursery School

– Play and Learn site

666 Eglinton Ave. W., Toronto, Ont. M5N 1C3

Tel: 416-782-1105 Fax: 416-782-5268

Email: [playandlearn@hollandbloorview.ca](mailto:playandlearn@hollandbloorview.ca)

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# Transformative Care, Inclusive World



## Vision:

The most meaningful and healthy futures for all children, youth and families.

## Mission:

In unparalleled partnership with children, youth and families, we deliver outstanding personalized, inter-professional care; maximize function through cutting-edge treatment and technology; co-create groundbreaking research, innovation and teaching; connect the system; and drive social justice for children and youth with disabilities.

## Values:

- Courage and Resilience
- Compassion
- Excellence
- Equity
- Innovation

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**Holland Bloorview**  
Kids Rehabilitation Hospital



150 Kilgour Road  
Toronto, ON M4G 1R8  
Telephone: 416-425-6220  
Fax: 416-425-6591  
[www.hollandbloorview.ca](http://www.hollandbloorview.ca)

A teaching hospital affiliated  
with the University of Toronto

## **Important dates to remember**

**September 3, 2025 - FIRST DAY OF SCHOOL**

**\*Staggered Start Dates assigned to families**

October 13, 2025 - Thanksgiving Day (closed)

December 2025 - Family holiday party

**December 22, 2025 - Winter break  
to January 2, 2026 (Nursery School closed)**



January 5, 2026 - First day back to school

January 2026 - Transition to school presentation

February 16, 2026 - Family Day (closed)

February 2026 - Family/ECE meetings  
(Optional meetings-to be scheduled)

**March 16-20, 2026 - March Break (closed)**

Friday, April 3, 2026 - Good Friday (closed)

Monday, April 6, 2026 - Easter Monday (closed)

May 18, 2026 - Victoria Day (closed)



**June 25, 2026 - LAST DAY OF SCHOOL**

## **Philosophy:**

We believe all children benefit from an early learning environment that supports each child's abilities and respects the importance of family.



We lead and guide all children through natural play-based activities to achieve their personal best.

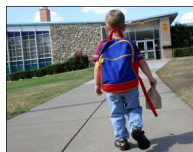
## **Waitlist:**

Holland Bloorview Nursery Schools maintains a site-specific waitlist for children who are typically developing and a central waitlist for children with disabilities. Referrals may be made by a parent/guardian or any healthcare professional by telephone, fax, or mail. Referrals are recorded on the waitlist according to date it was received. There is no fee required to place a child's name on the waitlist. (See page 49 for waitlist Policy).

## **Pre-admission:**

Prior to enrolling your child in our program, we ask you to attend a virtual intake meeting. At this time, you will learn more about the program and be able to make an informed decision about whether our program is right for your child. For a child who has one or more medical conditions such that they require additional supports, accommodations or assistance, an Individualized Plan for a Child with Medical Needs will be developed in consultation with family, nursery school staff and any other relevant regulated health care professionals. This plan must be agreed upon and signed by a parent/caregiver prior to the child's first day of attendance.

## **On your child's first day of school:**



Holland Bloorview Nursery School staff are very experienced in helping children and their families through the early days of nursery school. We encourage communication between families and staff.



## **What are school hours?**

A.M. Program: 9:00 – 11:30 a.m. (Monday – Friday)

P.M. Program: 1:00- 3:30 p.m. (Monday – Thursday)

## **How much does it cost?**

Base Fees for September 2025 through June 2026 are **\$16.75/day**. See Fee Payment Authorization form in your package. Families who qualify for City of Toronto childcare Fee subsidy will have reduced fees determined by the city.

Payment options: Credit card, post-dated cheques or cash accepted and due at the first of each month.

A non-base late fee charge of \$5 per day will be applied if payment is not received by the first of each month. Inability to meet the monthly fee requirement may result in termination of your child's placement.

A proof of childcare payment receipt will be issued for nursery school fee payment at the end of the calendar year. A one-month notice in writing is required for withdrawal from the program.



## **Canada-wide Early Learning and Child Care (CWELCC) agreement**

Holland Bloorview Nursery Schools have chosen to participate in the Canada-wide Early Learning and Child Care System (CWELCC) to help reduce fees. As a family of a child five years of age and under, you do not need to apply to get a fee reduction. To ensure childcare is more affordable for families, we will lower average fees for licensed childcare through a phased approach:

1. Reduce childcare fees by an average of 25% (to a minimum of \$12 per day) for children five years and younger in participating licensed childcare.
2. Lower average licensed childcare fees to an average of \$10 per day by September 2026.
3. Our current frozen fee is \$ 35.44 and with the CWELCCS fee reduction for parents, the reduced fee becomes \$16.75

## **Refunds**

In the event a refund or credit is required for families, a refund submission form will be submitted for the Clinical Operations Manager's approval and forwarded to Holland Bloorview's Finance Department to complete the refund process. The amount will be refunded by means of credit card refund or a cheque will be issued. Some circumstances that might constitute a refund of fees may include an unplanned closure, further CWELCC reductions or changes in individual subsidy status.

## **Where do I park?**

When dropping off or picking up your child, you may park for 15 minutes in front of 666 Eglinton Ave. W. Please note permitted times on sign.

There is only 1 accessible parking spot in our lot. If you do not have an accessible parking sticker in your window, please do not use this spot.

Please do not park your car in the lot in any of the designated spots with a reserved parking sign.

Holland Bloorview Nursery School staff are not permitted to help clients and families to or from the parking lot or street.

## **What happens when we come to school?**

When your child arrives at nursery school their early childhood educator will mark them in on the attendance. No child will ever be left in the care of anyone except a nursery school staff member.



If someone else will be picking up your child, please let us know. No one can pick up your child unless their name is on the additional emergency information on the application form.

We will mark your child's departure on the attendance sheet each day.

A late non-base fee charge of \$1.00 per minute will apply after 5 minutes past departure time.

If you will be late picking up your child, please notify us as soon as possible. At this time, you will need to provide us with information about who will be picking up your child.

If no arrangements have been made, Holland Bloorview Nursery School will attempt to reach the emergency contacts you have provided. If they cannot be reached, as a last resort we will contact a child protection agency (i.e. Children's Aid Society).

It is important that your child leaves our nursery school safely. Departure time is very busy. If you wish to speak to your child's educator, please do not attempt to do so at the end of the day, instead please call during the day to leave a message and someone will call you back.

### **I.D. lanyards**

All Holland Bloorview hospital staff wear I.D. tags on green lanyards. Students on a placement wear a tag on an orange lanyard. Volunteers have a tag with a blue lanyard. Visitors must wear their own agency ID. Families must wear a 'visitor tag'.

### **Family issues and concerns:**

Holland Bloorview Nursery School Program's follow a policy that supports open discussions between programs staff and a family through a fair and transparent process. We will ensure issues and concerns are addressed in a timely and transparent manner in order to support communication and positive relationships between nursery school program and family.

As supported by our program statement, we support positive and responsive interactions among the children, family and staff, and foster engagement of an ongoing communication with family about the program and their children. Staff are available to engage family in conversations and support a positive experience at every interaction.

## Conduct:

Holland Bloorview Nursery School Programs maintain high standards for constructive interaction and communication, as well as positive role-modeling for children. Harassment and discrimination will therefore not be tolerated by any party.

If at any point a family and/or staff, student or volunteer feel uncomfortable, threatened, abused or belittled, the person experiencing these sentiments will immediately end the conversation and report the situation to the Site Facilitator/Designate.

## Steps for families to Report Issue/Concern:

- Raise the issue or concern to the classroom educator or Site Facilitator directly or in writing.

## Procedures:

- All issues and concerns both verbally and/or in writing raised by family are taken seriously by Holland Bloorview Nursery School Programs.
- If issue/concern is program related (i.e., fees, dietary restrictions, etc), the concerns will be directed to the Site Facilitator/Designate.
- All issues/concerns related to conduct of staff, students or volunteers should be reported to the Site Facilitator/Designate as soon as possible after they are observed. The Site Facilitator/Designate will notify the Early Learning & Development Leader and/or Operations Manager as required.
- If issue/concern is related to the Site Facilitator, the issue will be reported to:  
Karen Ward, Clinical Operations Manager  
416-425-6220 Ext. 3285 and/or  
Susan Musgrave, Team Lead  
416-425-6220 ext. 3125

## Responding to Issues/Concerns:

- Initial acknowledgement to issues/concerns will be provided to family within 3 business day(s). Every issue and concern will be treated confidentially, and every effort will be made to protect a family's privacy.
- The staff who is informed of the issue/concern will address the issue/concern at the time it is raised and will inform family that the Site Facilitator will be advised of this issue/concern.
- Should the family request a further meeting, the Site Facilitator and staff member will set up a meeting date and time. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.
- Issues/concerns will be documented in Holland Bloorview's Electronic Medical Record (EMR) by the person receiving them including the date/time issue/concern was received, name of person reporting the issue/concern, details of the issue/concern; and any steps taken and information given to the family to resolve the issue/concern.
- If issue/concern cannot be resolved, the Site Facilitator will provide the contact information of the Early Learning and Development Lead and/or Operations Manager to the family or person(s) raising the issue/concern.
- Any reasons for delay in responding to these issues/concerns should be documented in writing.

## Issues/concerns may also be reported to:

- For complaints related to requirements under the Child Care and Early Years Act, 2014, call the Ministry of Education's Licensed Child Care complaints line at 1-877-510-5333 **OR** Toronto Children's Services Consultant at 416-338-0991
- Toronto Public Health [publichealth@toronto.ca](mailto:publichealth@toronto.ca)
- Ministry of Environment 416-314-8001

- Ministry of Labour:  
<https://www.ontario.ca/page/ministry-labour-immigration-training-skills-development>
- Toronto Fire Services: 416-338-9050
- College of Early Childhood Educators:  
<https://www.college-ece.ca/>
- College of Physiotherapists of Ontario:  
<https://collegept.org/>
- College of Occupational Therapists of Ontario:  
<https://www.coto.org/>
- Ontario College of Psychologists and Behaviour Analysis: <https://cpbao.ca/>

Issues/Concerns related to a defined Serious Occurrence:

Holland Bloorview Nursery School Programs are responsible for managing complaints that they receive. If a complaint is received about an incident that relates to a defined serious occurrence category, the incident should be reported to the Ministry of Education under the appropriate category. The complaint itself does not need to be reported to the Ministry. The Ministry of Education follows up on all complaints received from the public and other regulatory authorities about licensed childcare programs. These complaints are tracked separately in the Child Care Licensing System.

For complaints related to requirements under the Child Care and Early Years Act, 2014, call the Ministry of Education's Licensed Child Care complaints line at 1-877-510-5333

### **Snacks and nut policy:**

We are a peanut/nut sensitive environment. We do not serve any products with nuts. A list of all snacks served to the children is posted on the board in the classroom and supplied by Holland Bloorview Nursery School.

If you wish to provide a snack on your child's birthday, please note that only nut free store-purchased goods listing all ingredients on the package may be served to children.

## **Daily schedule:**

### **Morning Program**

#### **Monday to Friday (9:00-11:30 a.m.)**

- 9:00 – 11:15      Children arrive and time is noted on attendance sheet  
                          Guided Learning Circle  
                          Free play/Individual Education Plan  
                          Snack
- 11:15                Goodbye Music Circle
- 11:30                Children leave and are signed out by the ECE.

### **Afternoon Program**

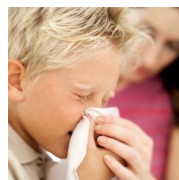
#### **Monday to Thursday (1:00-3:30 p.m.)**

- 1:00-3:15          Children arrive and time is noted on attendance sheet  
                          Guided Learning Circle  
                          Free play/Individual Education Plan  
                          Snack
- 3:15                Goodbye Music Circle
- 3:30                Children leave and are signed out by the ECE.

Program adjusted seasonally to reflect outdoor time.

## **What happens if my child is sick?**

If your child is sick or will not be able to come to school, please call the school at **416-782-1105**.



Children should stay at home if they have fever (above 100.4° F or 37.8° C when measured by ear or forehead) in the last 24 hours and/or one or more episodes of either vomiting or diarrhea during the last 48 hours.

- ❖ Please note that Public Health guidelines may indicate other symptoms for which a child may need to stay home.

Holland Bloorview Nursery School is careful to stop the spread of illness. If your child becomes ill at school, we will call you to come and pick your child up.

On the application form, you will provide a list of family or friends who can be called to pick up your child if we cannot reach you.

## **Do we go outside to play?**

The children use the outdoor playground or occasionally go out for a walk with the staff in the neighbourhood. On these walks, we will take an emergency bag, an emergency list and a cell phone.



## **What happens if the weather is too hot or cold for outdoor play?**

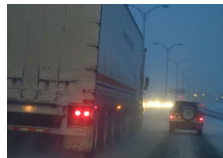
Children will not play outside when the temperature falls below -15° C with the wind chill.

If there is a smog or heat advisory issued by Toronto Public Health, we will alter plans for outdoor play.



Children should wear sunscreen before playing outside. Please put sunscreen on your child at least 30 minutes before coming to school. Use SPF of 15 or higher. Please provide suitable outdoor clothing including a hat.

### **Does the school close during bad weather?**



As a result of poor weather conditions, the school may close. If the weather is poor, please follow news alerts.

A message will be left on the school's phone at **416-782-1105** to let you know if the school will be closed or any other important information. We will try to call or email you by 7:00 a.m.

The Clinical Operations Manager of Holland Bloorview Nursery School programs may close the nursery schools during any unsafe times.

### **What does the school do in the case of an Outbreak/Pandemic?**

The Holland Bloorview Nursery Schools follow Toronto Public Health, the Ministry of Education and Holland Bloorview Kids Rehabilitation Hospital guidelines and policies regarding outbreaks of any kind. Our commitment to the health and wellness of our nursery school community is out top priority. Our nursery school programs are immune compromised settings and follow the hospital's infection prevention and control practices (IPAC) meant to reduce the spread of illnesses and protect our most vulnerable children and families.

In the event of an outbreak or pandemic the provincial government may close all publicly funded Ontario Schools, nursery schools and childcares. This includes the Holland Bloorview Nursery School Programs. This decision will be

based on advice from the Ontario Chief Medical Office of Health and experts at the provincial level. The Ministry of Education has the health and safety of your children as their utmost priority. Every decision they make is rooted in the fundamental commitment to safeguard your children's well-being. Families will be informed promptly of any outbreak/pandemic situations.



### **What about fire drills?**

Fire drills are conducted on a monthly basis in accordance with the Ministry of Education, Early Learning Division and on approval from the local fire chief to ensure that occupants are familiar with fire emergency and evacuation procedures.

All children, staff, students, volunteers and visitors must leave the building at the sound of the fire bell. Attendance will be taken at the evacuation area/site and again upon return to the nursery school.

### **What happens in case of an emergency:**

If an emergency situation happens, staff will ensure that the children are safe and are supervised at all times.

We will contact families by telephone as soon as possible to inform you of the emergency. We will try to leave a message on the school answering machine about the emergency and let you know if we have moved to a place for safety.

In the event that we must be evacuated, the designated places of shelter may be as follows:

Forest Hill Collegiate  
730 Eglinton Ave. W., Toronto, ON  
416-393-1860

\* Please refer to the Policies and Procedures Manual for a full description and available for review in the Nursery School office.

### **Indoor Shoes:**

Please bring indoor shoes for your child. Ensure that the shoes are no bigger than a ½ or 1 size larger than your child's foot and have non-slip soles in order to optimize safety. This will ensure they stay on your child's feet well.

### **Do you have a lost and found?**

The nursery school programs are not responsible for lost or stolen items. Please make sure that all of your child's clothing has their name on it. Please do not leave valuables in your child's backpack or stroller. Please always keep your personal items such as purses and wallets with you at all times.

### **Early Learning and Development; Programs and Services**

#### **Nursery School Programs:**

Holland Bloorview Nursery School programs have supported children and families across Toronto since 1975.

Our sites include:

- Holland Bloorview Nursery School – Scarborough site  
– Preschoolers, 2 ½ – 4 years old
- Holland Bloorview Nursery School – Play and Learn site  
– Toddlers, preschoolers, 18 months – 4 years old

Infant and Child Development Service (ICDS):  
(children between the ages of 0-5 years)

Holland Bloorview ICDS is offered to families whose children have been identified as having a risk of developmental delay and disabilities including physical, neurological and prematurity. Children are at home with their family and not attending child care full time or part time.

The infant development consultant assists the family in becoming active participants in their child's service delivery within the child's natural home environment.

Community Outreach Service:  
(children 0-12 years)

Holland Bloorview Community Outreach Service is a partner with the City of Toronto Children's Services in the delivery of consultation to licensed childcare and home care programs, capacity building for children with extra support needs within the Every Child Belongs (ECB) model. Consultation services are available to programs in the city of Toronto providing early education and care to children 0-12 years of age.

The Community Outreach Service-Resource Consultation Staff provide specialized consultation service that may include the following: programming suggestions, school transition, community education support, training related to specific disabilities and best inclusive practices and/or referrals for specialized consultation such as occupational or behavioural therapy.

Ronald McDonald Playroom:  
(birth-19, children of all abilities)

The Ronald McDonald Playroom is on the first floor of the hospital. The playroom can be used by families who have appointments at the hospital with their children. Children and/or siblings are signed in and can stay in the play space

for up to 2 hrs. while parents attend onsite appointments, have a break before/after and appointment. Children under 2.5 years of age must have an adult caregiver stay in the space. The use of the space is free.

### **Requirements and regulations:**

We are required to comply with all Ministry of Education requirements in accordance with Child Care and Early Years Act (CCEYA) 2014. The Ministry will review all children's files with respect to applicable regulations and legislation. The medical officer of health or designate, upon producing proper identification, is permitted to inspect the children's records and copies of those records are provided to them on request. The City of Toronto, Early Learning and Care Quality Assessment annually completes the Assessment for Quality Improvement (AQI) for our program. Results for both are posted onsite for your review. The Toronto Public Health will review all staff and children's immunizations to ensure they are all up to date.

We are required to comply with all requirements and regulations as outlined by Toronto Public Health.

We are required to follow all Holland Bloorview Kids Rehabilitation Hospital policies and procedures.

All policies are reviewed annually with staff, students and volunteers.

All Holland Bloorview Nursery School staff, students and volunteers are required to complete a Vulnerable Sector Check (VSC) every 5 years. Students must have a current VSC at the start of each placement. If the VSC identifies past convictions, then Holland Bloorview Kids Rehabilitation Hospital will not hire or will terminate existing staff or volunteers.

## **About our Educators:**

Our ECEs are registered with the professional College of Early Childhood Education and can use the designation 'RECE'. The College of ECE serves and protects children and families by setting registration requirements and ethical and professional standards. A public register is available online to confirm that a person is a registered member of the College. All educators (other staff, students, volunteers) are trained in Standard First Aid and Child and Infant CPR.

Holland Bloorview educators have an in-depth knowledge of child development and, play and routines as a primary way to learn about the world. Our ECEs plan the day according to your child's interests and abilities. Using their own in-depth knowledge and in talking with you and the therapists, educators plan goals and recommendations that are carried out in the classroom through planned activities.

Your child will be assigned a primary classroom and the educators in the room will be able to hear your communications and provide information on your child's development. You may request a written summary of your children's experiences from your child's educator at any point of discharge (leaving) from the nursery school program.

## **About our Therapy Staff:**

All therapy staff are registered with their professional college. This oversight serves and protects children and families by setting registration requirements and ethical and professional standards. A public register is available online to confirm that a person is a registered member of the College (see page 15 for more details)

If appropriate for your child, the nursery school team may include one or more therapists including: a physiotherapist

(PT), occupational therapist (OT), speech language pathologist (SLP), Communicative Disorders Assistant (CDA), Occupational/Physiotherapy Assistant (OTA/PTA) and/or a Behavioural Analyst (BA).

For children with disabilities or other identified needs, if deemed necessary based on family intake information and/or classroom observation, the ECE will complete a Falls Risk and/or a Feeding Risk evaluation for the nursery school environment. These evaluations are reviewed by a therapist (PT, OT, SLP) as appropriate to engage supports to safe nursery school participation.

**Please note:** Children who enroll late in the school year following the March break may not receive therapy assessments. Any seating, mobility and/or feeding concerns will be addressed as needed by the team to ensure the child's safe participation in all aspects of the program. Should the child return to the program in September of the following year, full assessments will be completed at that time. This allows adequate time for observation, integration and development of a supportive learning environment before initiating the assessment process.

Early in the school year, you will be asked for help setting goals for your child. We will need your consent to start an individualized plan for your child and to extend their team to include the therapists.

Children who receive support from therapists will be registered on Holland Bloorview Kids Rehabilitation Hospital's health database. The records of service and intervention by a therapist are kept on file.

## Speech and Language Therapy

Surrey Place Centre is the lead agency for the preschool speech and language program in Toronto, a service funded across the province by the Ministry of Children, Community and Social Services (MCCSS). This service provides support for children with speech and language concerns by working with organizations, staff, families and caregivers to improve children's communication skills. Our speech language pathologist (SLP) and communicative disorders assistant (CDA) roles will be provided by Surrey Place Centre staff.

### **About Our Support Staff:**

The nursery school employs a cleaner and program support staff to help the program operate well. Casual staff have roles to cover staff absences. The nursery school also uses ECE supply agencies. Our support staff are vetted through Holland Bloorview and mentored by our experienced educators. All support staff are trained in Standard First Aid-CPR and have completed a Vulnerable Sector Check.

### **Partnering with families:**

As a family, you have a lot to teach us about your child. We welcome you to visit your child's classroom throughout the year. Please reach out to the Site Facilitator to make a plan. We have regular family meetings and family education sessions to help us become partners in your child's care. For children receiving speech language support, families may be asked to attend scheduled workshops.

At Holland Bloorview Nursery School we value feedback from our families. We may send questionnaires home to our families throughout the year. We appreciate your honesty and opinions as it helps us to serve you better.



## **How to reach us: 416-782-1105**



We look forward to getting to know you and your child. If you would like to speak to your child's educator, please call between classes or leave a message and they will return your call as soon as possible.

If your regular classroom educator is absent, we will post the name of the supply staff on the classroom door.

To protect your child's privacy, we will not respond to emails without your consent. We will contact you by telephone whenever possible.

Information related to the program (i.e., newsletters, reminders, program updates, etc.) may be sent via email.

You will receive a monthly calendar to keep you up to date on all the activities and opportunities at the nursery school.

Holland Bloorview Nursery Schools use virtual communications (computer, iPad, phone with camera) Our accounts are more secure but we cannot guarantee it is completely secure. Parents/Guardians will provide consent prior to any Zoom communication.

The Holland Bloorview Nursery School Family Handbook including policies and procedures can be found on our website at: [www.hollandbloorview.ca](http://www.hollandbloorview.ca).

## **Visitors/community/partnering agencies:**

Throughout the year Holland Bloorview Nursery Schools welcomes visitors who want to observe our programs. All visitors must notify the Site Facilitator and make a plan before they visit.

Professionals with partnering agencies who will be interacting directly with a child/children at nursery school must present a current Vulnerable Sector Check and/or an Attestation before being allowed in our classrooms.

Nursery School staff will check that the Holland Bloorview Kids Rehabilitation Hospital *Authorization for Collecting, Using and Disclosing Client Information Form* has been completed and discussed, and family signature is evident before any visit takes place.

A nursery school visitor *Form* shall be given to the visitor to complete before their visits commences.

Following the visit, the visitor shall complete all relevant information on the visitor form. A copy shall remain in the child's central file, and one will be given to the family and to the visitor for their records.

**Please note:** We are unable to accommodate private third-party service providers delivering therapeutic sessions at the nursery school.

### **Volunteers and students:**

Holland Bloorview Kids Rehabilitation Hospital is an academic teaching hospital, and we welcome co-op and post-secondary students to learn alongside professionals. Students are assigned a staff mentor and given supervision to guide their learning.

Volunteers also have an important place in the nursery schools. They help support the safety, participation and well-being of children within the nursery school environment under the direction of ECE staff.

Students and volunteers will not be left alone with the children at any time and will not be counted in the staffing ratio.

Vulnerable Sector Checks are required for all students and volunteers having direct contact with children at the nursery school.

## **Program statement**

Holland Bloorview's vision is "the most meaningful and healthy futures for all children, youth and families." In the Holland Bloorview Nursery Schools, we partner with children and families to deliver personalized inter-professional care.

Holland Bloorview Nursery Schools believe that the early years provide the foundation for lifelong learning and that the quality of the child's environment and their relationship with others supports that foundation in meaningful ways. We believe that all children are best understood within the context of their family, that they are competent, capable, curious and rich in potential. When children feel secure and establish meaningful and positive relationships with others, they are able to take safe risks and their opportunities for learning increase. Holland Bloorview Nursery School programs capture each child's unique strengths and abilities and provide a play-based environment because we are firm in the belief that children learn best when they play.

Holland Bloorview Nursery Schools are guided by the Ministry of Education's Early Learning for Every Child Today (ELECT) and Ontario's pedagogy for the early years: How Does Learning Happen (HDLH).

## **Holland Bloorview Nursery Schools will:**

### **Promote the health, safety, nutrition and well-being of children**

Holland Bloorview Nursery Schools foster the well-being of children by providing a healthy, inclusive, safe and adaptable environment that is considerate and responsive to their needs, and method of learning. We fully support children to

explore the world around them with their bodies and minds by modifying the activities or the environment, both indoors and out, to provide equal access to all. We believe that a safe and healthy environment is paramount. All staff familiarize themselves with any relevant medical information, allergies, food restrictions or medications. We provide:

- Hands on learning that offers challenges to support the child's development and learning in all developmental domains
- Healthy snacks based on Canada's food guide
- Guidance and support in recognizing children's needs pertaining to attention, behaviour managing stress and emotions

### **Enrichments:**

- Individualized feeding plans to ensure avoidance of possible allergens and instructions on how to address any feeding or swallowing concerns
  - Feeding referrals initiated By ECEs to OT and SLP if/when needed to ensure safety
- Indoor soft gym (Play & Learn site)
- Access to natural outdoor play space

### **Support positive and responsive interactions among the children, their families, and staff.**

Holland Bloorview Nursery Schools believe in forming trusting relationships with children, their families, and educators, to develop a sense of belonging and to provide opportunities for expression and engagement.

- We are attuned to the physical and emotional states of every child & respond in a warm, empathetic and sensitive manner
- We partner with families throughout their involvement with our programs: from intake through discharge / transition to school

- Our inclusive environments foster a sense of belonging
- Families are involved in goal setting through family-team goal planning meetings and regular communication
- We honour and respect families' beliefs, culture, language, gender, and life experiences

### **Enrichments:**

- Open door policy - families are welcome in the classrooms at all times
- Opportunities to participate/attend music circles and special family events

### **Encourage the children to interact and communicate in a positive way and support their ability to self-regulate**

Holland Bloorview Nursery Schools are deeply committed to forming responsive and authentic relationships with children and their families, ensuring that they feel safe and connected. We prioritize positive and caring interactions. The nursery schools adopt a 'strengths- based' approach, giving value and respect to children's abilities

We continuously reflect on how to better support and build resiliency with compassion, intentionality and care

- We acknowledge children's varying strengths, abilities and emotions; providing positive encouragement, supports, guidance and strategies
- We provide both verbal and non-verbal communication supports and strategies
- We support children's resiliency and developing abilities to self-regulate, manage stress and recover through an attentive, positive and responsive approach
- We model appropriate behaviour, language, energy and voice level

- We weave language and literacy activities and materials into all daily experiences, routines and environment
- We thoughtfully plan and adapt our circle times to support the developmental needs of all children. Activities, materials and interactions are modified as needed to ensure meaningful participation and engagement for every child
- We create an inclusive, calm and enjoyable atmosphere and environment where affection, attention and empathy are provided to all children on a regular basis

### **Enrichments:**

- Onsite, collaboration from Occupational Therapist, Physiotherapist, Occupation Therapy/Physiotherapy assistant, Speech and Language Pathologist, Communicative Disorders Assistant, and Behaviour Analyst provide consultation, supports and strategies for individuals and the group as appropriate
- 'Snoezelen' calming sensory activities and spaces available to all children in the program
- Partnership and support from Holland Bloorview Kids Rehabilitation Hospital's Communication and Writing Aids Service (CWAS)
- Self-regulation tools and strategies are embedded in daily circle games and activities

### **Foster the children's exploration, play and inquiry**

At Holland Bloorview Nursery Schools we strive to plan and implement a child-led, inquiry-based curriculum that appreciates and responds to the holistic nature of the child's learning in an environment that stimulates exploration, curiosity and interactions.

- Building meaningful and positive relationships between educators and children

- Adapting the environment, materials and approaches to reflect every child's individual style, strength and needs

### **Enrichments**

- Specialized equipment available to facilitate every child's participation
- Educators seek ongoing training on best practices in early learning and development
- Educators are knowledgeable on adapting and modifying activities, toys, and the environment to ensure every child's participation

### **Provide child-initiated and adult-supported experiences**

Holland Bloorview Nursery Schools supports a curriculum which is responsive to the child, allowing for collaboration between children and educators. While experiences are child-initiated, it is the educator's practice to act as partners, facilitators and co-investigators, providing opportunities for children to discover more, dig deeper and construct new learnings.

- Educators acknowledge the importance of repetition for mastery
- Educators facilitate children's deep exploration by capitalizing on their interests
- We partner with families to support meaningful learning experiences
- We provide a modified emergent curriculum

### **Enrichments**

- Music Specialist providing informal and formal music exploration and interactions based on the children's developmental levels

## **Plan for and create positive learning environments and experiences in which each child's learning and development will be supported**

Holland Bloorview Nursery Schools believe that play is a right in early childhood and one of the most natural pathways to exploration and learning. Our classrooms are play-based environments where children freely choose their actions allowing for active engagement. When in this type of environment, children's curiosity and well-being are nurtured; they feel safe and experience a sense of belonging. Children learn best when they are mentally active. At the nursery schools, educators negotiate a balance between uninterrupted free play and embedding opportunities for new discoveries.

- Through the use of individual support plans (ISP's), we adapt activities and modify the classroom environment to support the needs of all children
- Planning and learning experiences demonstrate respect for sociocultural identities, equity and inclusion
- Routines and transitions are thoughtfully planned and remain flexible in order to respond and to support the group dynamic
- Individual goals are set and established in partnership with families
- Children's learning and educator's thinking are made visible through varied forms of documentation
- Provision of play based multi-sensory activities

## **Enrichments**

- Adapted toys/materials/equipment
- Multi- disciplinary team with Physiotherapist, Occupational Therapist, Occupational therapy/Physiotherapy Assistant, Speech and Language Pathologist, Communicative Disorders Assistant, Behaviour Analyst and Music Specialist on site



- Specialized workshops for families, featuring topics based on family's interests are held onsite by therapists and ECEs.
- Small group activities led by therapists

**Incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day and give consideration to the individual needs of the children.**

Holland Bloorview Nursery Schools provide indoor and outdoor environments where different abilities are celebrated, relationships are fostered, and children's well-being and engagement are maximized. Daily opportunities for active play both indoors and outdoors are provided, learning is embedded in meaningful and engaging play-based, multi-sensory activities and each child has the freedom to make them their own.

- The outdoor environment is set up as a source of adventure and inquiry, promoting freedom of movement and enhanced motor challenges
- Scheduled activities are flexible to respond to children's need for quiet or active play
- Changes to the environment respond to children's interests, abilities, strengths and needs
- Opportunities for connections with nature are fostered and encouraged. The outdoor environment is reflected indoors

**Enrichments:**

- Indoor Soft Gym (Play and Learn Site)
- Accessible Outdoor Play Structure
- Natural Outdoor Play Space with grass, hills, trees and natural walkways
- Snoezelen Tent (Scarborough Site), Snoezelen Mobile Cart (Play and Learn Site)
- Daily Music and Movement circles include strategies that support self-regulation and participation

- Physiotherapy, Occupational therapy and Speech and Language goals for individual children are embedded within the indoor/outdoor activities

### **Foster engagement of and ongoing communication with families about the program and their children**

Holland Bloorview Nursery Schools respect the importance of family and believe that all children benefit from an early learning environment that reflects the uniqueness of each child, their family and community to which they belong. We strive to form collaborative partnerships with families that honour their role and are sensitive to their culture, values, language and composition.

We provide meaningful opportunities for families to contribute to their child's care and early learning intervention plans:

- Observations and photos of children's engagement in the program are posted regularly in our observation books which are readily available to families
- Family team meetings are held yearly and more upon request, to set goals and discuss progress
- Children's portfolios are available to families in the classroom
- Email communication, with consent, regarding school activities, calendar and reminders
- Provision of support navigating transition to school, including but not limited to; an information session, kindergarten registrations support and accompanying families to SEPRC meetings or Transition Planning Meetings

### **Enrichments:**

- Connect2Care- an online tool that gives clients and families of HBKRH complete access to their healthcare information, health records, appointments, and notes (including ECE notes) 24hrs a day, 7 days a week.

- Family workshops on topics of interest - led by site facilitator, therapists and educators
- Monthly Family Music Circle
- Interpreter Services
- Dedicated space for families to use daily (Scarborough Site)

**Involve local community partners and allow those partners to support the children, their families and staff**

Holland Bloorview Nursery Schools are committed to leading the way in the early years through partnerships and innovation. We believe in building connections and welcoming community partners to share their expertise.

- Collaborating with community agencies and medical professionals to further support child's optimal development
- Assisting in referrals to other sources and promoting integration of services
- Welcoming community members into our program to enhance children's experiences such as librarian, police, firefighters, nature experts
- Mentoring high school co-op students, college and university students

**Enrichments:**

Community partners include but are not limited to:

- Communication and Writing Aids Service (CWAS) through Holland Bloorview Kids Rehabilitation Hospital
- Surrey Place: Blind Low Vision Services (BLV); Infant Hearing Program consultations; Preschool Speech and Language Program
- Canadian National Institute for the Blind (CNIB)
- Orthotics clinics
- Every Child Belongs model staff (ECB)

- School Team site visits including Toronto District School Board (TDSB), Toronto Catholic District School Board (TCDSB), Peel, York and Durham Region School Boards
- Mental Health and Wellness (Lumenus Community Service, Strides)
- Toronto Public Health
- Forest Hill Library
- George Peck Public elementary School
- Wexford Community Childcare
- SickKids Centre for Community Mental Health

**Support staff and others who interact with the children by providing daily program support as well as professional development throughout the school year.**

Holland Bloorview Nursery Schools value and encourage leadership qualities in each other and collaborate within a multidisciplinary team to develop and implement high quality (early learning) programs where children of all abilities can thrive.

We demonstrate our commitment to life-long learning by embracing our strengths and seeing challenges as opportunities for growth and change:

- Professional development workshops and presentations relating to all aspects of ECE and therapy practice
- Establishing and completing annual professional development goals
- First Aid, CPR, Non-Violent Intervention training
- Trainings pertaining to specific medical care of individual children
- Multidisciplinary team meetings
- Contributing to development and reviewing nursery school policies, procedures, standards of care and other professional documentation

- Time built in to provide mentorship and to complete documentation, program planning and feedback evaluations for volunteers, high school co-op students and college/university students.

### **Enrichments:**

- Practice Council meetings
- Organizational e-learning modules
- Lunch and Learn Knowledge Connections
- Fundraising opportunities to contribute to program enhancements
- Staff receive ongoing training on collaborative practice, solution focused approach and strength-based interventions

### **Provide documentation and review the impact of the strategies set out in this statement on the children and their families.**

Holland Bloorview Nursery Schools' Early Learning and Development Leader and Site Facilitators will document accountability and adherence to the high-quality practices, commitments and strategies laid out in this program statement through evaluation using a monitoring checklist and through ongoing discussions.

- We may survey families, valuing their input and insight regarding their satisfaction
- Performance and adherence to the practices outlined in the program statement will be reviewed with staff at annual Momentum meetings
- All staff, volunteers and students review program statement annually or sooner as necessary. Any changes or amendments to this statement will also be reviewed

Holland Bloorview Nursery Schools recognizes our program statement as a living document that evolves along with the

practice of Early Childhood Education, the field of Early Learning and Development and the vision of Holland Bloorview Kids Rehabilitation Hospital.

# **Holland Bloorview**

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## **Kids Rehabilitation Hospital**

Holland Bloorview Nursery Schools

## **Policies and Procedures 2025-2026**

A full description of all policies and procedures are available for review in the Nursery School office.

### **Code of Conduct**

The Code of Conduct is for all Holland Bloorview employees, volunteers, students, physicians, board members, researchers, foundation employees and business partners. This document provides standards for ethical behaviour. All employees are expected to conduct themselves in a manner which avoids conflicts of interest and to respond appropriately when a conflict of interest arises.

Holland Bloorview requires that all employees support Holland Bloorview's client rights and responsibilities:

- Quality care and service
- Shared decision-making
- Information and answers
- Courtesy, dignity, and respect

- Promote a safe environment for everyone

Holland Bloorview Kids Rehabilitation Hospital expectations:

- Courtesy, dignity and respect
- Accurate, up-to-date information
- Partnership with employees
- Payment of costs not covered by your health card
- Feedback on how we're doing

Holland Bloorview Kids Rehabilitation Hospital recognizes that client safety is everyone's ethical responsibility.

- Safety and quality of service are our top priorities. Reporting of safety issues, adverse events, near misses and potential concerns is required with an expectation that all individuals are responsible to seek solutions.
- Safety issues are addressed in a blame free and just manner which supports honesty, trust and accountability.
- All safety concerns raised are opportunities for quality improvement.

Holland Bloorview Kids Rehabilitation Hospital does not allow unfair business practices. Employees, students, volunteers or affiliates will not accept gifts, gratuities, favours or benefits of more than nominal value (more than \$50.00) from clients, families or other individuals or business organizations.

### **Privacy and confidentiality**

At Holland Bloorview, we are committed to protecting your privacy. We collect and use your health information to provide the best care possible. We ensure that all our staff and students understand the importance of protecting your privacy rights and fulfilling our obligations.

Holland Bloorview's Privacy Policy and procedures are guided by the Personal Health Information Protection Act of Ontario and all other applicable laws.

**Personal Health information:** Is identifying information collected about an individual, whether oral or recorded. It includes information about an individual's health or health care history in relation to:

- The client's physical or developmental needs, including family history
- The provision of health care to the individual.
- The identity of a health care provider or a substitute decision maker for the child

### **How we collect, use and disclose personal health information**

For children with a wide range of abilities, information is documented on the electronic medical record (EMR). The team at Holland Bloorview work as part of an interprofessional team. Only those who are involved in the children's care and planning for care will access the electronic medical record.

The personal information you give us helps to care for children and their families. We collect, use and share this information under the authority of the Personal Health Information Protection Act of Ontario. If you have any questions, please contact Holland Bloorview Kids Rehabilitation Hospital.

### **Limits of Confidentiality:**

There are four situations where a member of the team must share Personal Health Information to others without consent.

- Where there is concern that a child is at risk of being harmed
- When documentation is requested by a court of law
- When the client is a danger to himself or others



- When reporting of a healthcare provider becomes mandatory. In this case, the name of the child is not reported without expressed consent

There are legal exceptions where it is not necessary to obtain consent or explain the purposes for the collection, use or disclosure of personal information. For example, this exception would apply if there is an emergency that threatens the life, health or security of an individual, or to comply with a court order. (Toronto Public Health, Emergency Services, etc.)

### **Connect2care portal:**

Holland Bloorview has a client and family portal called Connect2care that allows our families to view their appointments, access clinical notes, and send and receive secure messages with their care providers. The easy to use, web-based portal is accessible from anywhere, at any time, and provides our families with a unique tool that allows them to be more actively involved in the care of their child.

If you are interested in enrolling in Connect2care or would like more information, please contact your Site Facilitator.

### **Access & equity policy (inclusion)**

Holland Bloorview Nursery School Programs and Services is committed to an inclusive childcare system that promotes positive and healthy environments and access to high quality childcare for all children. Children have the right to be cared for in environments where their needs can be met, and they can develop to their fullest potential.

Holland Bloorview Nursery School Programs and Services support the six elements of Child Care Inclusion defined by Special Link, The National Centre for Child Care Inclusion. These are as follows:

- Zero Reject- no child is excluded on the basis of level or type of disability
- Natural Proportion – programs include children with disabilities in approximate proportion to their presence in the population
- Full Participation –activities and routines are modified and adapted to include all children
- Same Range of Program Options – Families of children with disabilities have the same options that other families have (e.g. full day, part day or flexible hours)
- Maximum Feasible Family Participation –Families are actively encouraged to participate in the child care program
- Pro-Action for Community Inclusion – Staff and Families promote inclusion in the whole community

### **Anti-racism policy**

Holland Bloorview Nursery School Programs and Services are committed to the principles of equity. Holland Bloorview Nursery School Programs and Services ensure that children and families have equitable access to racially sensitive and culturally appropriate services.

We believe that sociocultural identities enrich and strengthens our community socially, culturally and economically and that racism creates barriers for children, families and communities.

It is required that all employees, students and volunteers report any racial incidents to Children's Services Division, Serious Occurrence and Contentious Issue Process. Additionally, Holland Bloorview requires incident reporting to Quality Risk and Safety for any incidents regarding racism and /or discrimination. Holland Bloorview Kids Rehabilitation Hospital employees are bound by the Ontario Human Rights Code and Holland Bloorview Kids Rehabilitation Hospital Anti-Harassment and Anti-Discrimination Policy.

## **Program Statement Implementation Monitoring**

The Program Statement Implementation Monitoring checklist is used to monitor the Program Statement, Individualized Support Plans and the behavior management practices of Holland Bloorview staff, students and volunteers. This detailed checklist sets out how the practices and Program Statement approaches are implemented, monitored and recorded in the areas of:

- Health, Safety, Nutrition and Well-Being
- Positive, Responsive Interactions
- Interaction and Communication
- Exploration, Play and Inquiry
- Child Initiated/Adult Supported Experiences
- Positive Learning Environments and Experiences
- Environment Supports Individual Needs of All Children
- Communication with Families
- Community Involvement
- Continuous Professional Learning
- Evaluation of Impact of Program Statement Strategies

## **Prohibitive Practices:**

The following actions will not be allowed under any circumstances and contravene the Prohibited Practices Policy.

- a) Corporal punishment of the child
- b) Physical restraint of the child, such as confining the child to a chair, car seat, stroller or other device for the purpose of discipline, in lieu of supervision, or in an attempt to gain attention to a task, is not allowed. The only exception for physical restraint is for the purpose of preventing a child from hurting themselves 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 their 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. O.Reg.126/16, s.34.

### **Monitoring Compliance and Contraventions**

The Monitoring Compliance and Contraventions Checklist is used to monitor both compliance and contraventions to the policies, procedures and Individual Support Plans with its employees, students and volunteers through,

This policy applies to:

- Sanitary Practices
- Playground Outdoor Supervision
- Emergency Fire and Evacuation
- Anaphylactic Shock
- Medications
- Serious Occurrences
- Supervision of Students and Volunteers
- Wait List Policy

### **Standards of Care**

Holland Bloorview identifies and develops standards of care for high risk, frequent or challenging situations. Standards of care are developed in partnership with our professional team including input from a family representative. Standards of care provide guidelines and processes to address specific situations. These standards are available in the nursery school office.

## **Withdrawal and Demit Policy**

It is recognized that in some extreme situations wherein a child is endangering themselves or others, it may be necessary to follow a demit policy. Should this occur, the demit procedure will be fully discussed with families.

Every effort will be made to avoid withdrawals but in the event a withdrawal cannot be avoided, all steps as outlined in the Demit Policy must be conducted. The family and client will be informed and supported throughout the process utilizing all available resources.

## **Child abuse policy and duty to report**

Every child has a right to be protected against all forms of neglect, cruelty and exploitation. It is the responsibility of each employee, student and volunteer to report each reasonable suspicion that a client is being abused, was abused or is at risk of being abused to the Child Protection Services.

### **Serious occurrence**

All serious occurrences must be reported to the Ministry of Education, City of Toronto and Holland Bloorview Kids Rehabilitation Hospital. A full description of serious occurrence policies and procedures is documented in Holland Bloorview Nursery School Programs Policies and Procedures Manual.

All licensed childcare operators are required to post the serious occurrence notification report in a visible place in the centre near the childcare license or License Summary Chart.

This report will be posted within 24 hours of becoming aware of an occurrence or when the operator deems the occurrence to be serious as set out under the Serious Occurrence Reporting Procedures. The serious occurrence notification form is posted for a minimum of 10 business days. If the form is updated with additional information such as additional

actions taken by the operator, the form remains posted for 10 days from the day of the update.

Holland Bloorview Nursery Programs will retain the Serious Occurrence Notification form for at least three years from the date of the occurrence and make the forms available for current and prospective families, licensing and municipal children's services staff upon request.

Operators must ensure the protection of privacy and personal information, no child or employee names, initials, and age or birth date of child or age group identifiers e.g., preschool room; toddler room are to be used on the Serious Occurrence Notification Form.

### **Biting incidents**

Holland Bloorview Nursery Schools recognize that biting is a natural developmental occurrence, like toileting accidents and tantrums. While biting is an unavoidable consequence of group care, Holland Bloorview Nursery School employees will strive to prevent the occurrence of biting incidents wherever possible, through the monitoring and facilitating of children's play especially when they are in close proximity to each other.

In the event of a biting incident Holland Bloorview Nursery School employees are required to follow procedures that are consistent with Toronto Public Health guidelines by:

- Providing appropriate first aid
- Contacting the family of those involved in the incident
- Biter and person bitten may wish to seek medical consultation regarding post exposure immunization and advice
- Toronto Public Health may be able to assess the incident and provide direction to the family and physician if necessary. You can get more information at the City of Toronto website under Child Care Centre Hygiene

## **Incident reporting (Holland Bloorview Kids Rehabilitation Hospital)**

It is the policy of Holland Bloorview Kids Rehabilitation Hospital that any incidents including an individual occurrence or event that may cause injury or impact the health and safety of a person must be reported to Occupational Health and Safety.

Incidents include not only injuries, but also near misses, spills, property damage or theft. The goal of incident reporting is to make the nursery school environment safer and risk free for everyone.

### **Anaphylactic shock**

Anaphylactic shock is a serious state of shock brought about by hypersensitivity to an allergen such as drugs, foreign protein or toxin, bee or wasp sting. Initial symptoms of an allergic reaction are sneezing, coughing, itching, redness of the skin, flushing, facial swelling, hives, anxiety, and/or gastrointestinal complaints (nausea, vomiting, abdominal cramps). These symptoms increase in severity very rapidly and may progress to respiratory distress, weakness, dizziness, irregular pulse and collapse.

Holland Bloorview Nursery School staff will make every effort to remove any known allergens (if possible) that pose a threat to a child as per allergy documentation received on each child.

Any snacks provided by families to be shared with the group on their child's birthday will be nut free, store bought with a list of ingredients on box.

In special circumstances, where snack is to be provided from home for a child with specific feeding restrictions/needs, Site Facilitator will ensure that the food/drink provided will meet the restrictions as per the allergies identified in the child's classroom. Food/drink provided from home will be clearly

labelled with the child's name and date of birth and will be stored in a separate sealed container.

Holland Bloorview Nursery School Programs will administer medication prescribed by a physician and within the bounds of this policy only. The family will provide training on the plan and on the administration of the Epi-pen, which must accompany the child to nursery school each day. The nursery school program employees will take all reasonable precautions in the storage, maintenance, and administration of an Epi-pen. Please contact the site facilitator or executive assistant to arrange a time and date to train employees.

### **Medications**

In some circumstances Holland Bloorview Nursery School Programs will administer certain medications.

Families will be provided with an Administration of Medication Form which will be kept in the child's central file.

### **Medical Needs:**

Our program is committed to promoting access to early childhood education for children with medical needs.

It is important to note that Holland Bloorview Nursery School is not located within the medical facility and the staff of the nursery school are not medically trained.

Please inform the nursery school of any medical needs your child may have prior to nursery school admission.

### **Non-Prescription Skin Products**

In some circumstances Holland Bloorview Nursery School Programs will administer over-the-counter medications (i.e., Sunscreen, diaper cream, insect repellent, and lotions).



Families will be provided with an Authorization for Non-Prescription Skin Products which will be kept in the child's central file.

### **Handwashing & sanitary practices**

According to Toronto Public Health staff will assist children with cleaning hands for the following activities: before and after sensory play activities; after outdoor play, before and after handling pets, after using the washroom, and when sneezing or coughing. Holland Bloorview Nursery School provides children with wipes and hand sanitizer prior to having snacks.

If First Aid Treatment is necessary, soap and water will be used to clean the affected area.

### **Smoke/vape-free centre**

- No person is permitted to smoke/vape or hold a lighted cigarette/e-cigarette in a childcare setting or in a playground whether children are present or not
- All staff, students, volunteers, families, visitors are to be informed that smoking/vaping is prohibited.
- Any person who refuses to comply is in contravention of the Smoke-Free Ontario Act

Local Health department may be contacted for more information.

### **Photographs**

Photographs of your child may not be taken at school without prior signed authorization from the family. All photographs taken at nursery school are for school use only and will not be released to anyone without prior signed consent of the family.

## **Waitlist Management Policy**

Holland Bloorview Nursery Schools will strive to accommodate all requests for the registration of a child in our program. Holland Bloorview Nursery School's Executive Assistants and/or Site Facilitators maintain a site-specific waitlist for children who are typically developing and a central waitlist for children with a wide range of abilities. These waitlists are categorized and maintained by age group.

Waitlist priority will be based on a first-come-first-served basis. Holland Bloorview Nursery Schools reserve the right to manage the waitlist in the best interest of their specialized toddler and preschool programs. Admission will be granted at the Nursery School at the Site Facilitator's discretion based on program needs and space availability in the requested age group.

A family or any healthcare professional may make referrals by telephone, fax, email or mail. Referrals are recorded on the waitlist according to the date it was received. There is no fee required to place a child's name on the waitlist.

### **Children with a wide range of abilities:**

- The Nursery School waitlist for children with a wide range of abilities is monitored and updated regularly
- Families whose child's name is on the waitlist are contacted by email/phone-call in the Fall/Winter to confirm whether or not they wish to remain on the waitlist
- If a family indicates that they no longer wish to remain on the nursery school waitlist, the child's name and other family information is moved to the Discharged List
- If the family is contacted to discuss enrollment in the nursery schools and the family does not respond within the timeline indicated or declines the spot being offered, the child's name will be removed from the

waitlist

- At the request of the family, a child's name may be placed back on the waitlist at any time, and will be reinstated according to the date of the reinstatement request
- Upon request, tours are made available to interested families

The process in which children on the waitlist are admitted to the Nursery School for the following September to June school year is as follows:

1. When a space that will accommodate a child's needs, within the requested/age-appropriate class becomes available, families are notified
2. Notification occurs in the order in which their child's name appears on the waitlist
3. At the time of notification, information about Holland Bloorview Nursery School programs and other hospital programs and services is provided
4. An intake appointment with the family is scheduled
5. Following the intake meeting, families are given one week to either accept or decline the offered placement
6. Where a family has not responded within the given timeframe, the child will be placed on the Discharged List and the next child on the waitlist will be contacted
7. At the request of the family, a child's name may be placed back on the waitlist at any time and will be reinstated according to the date of the reinstatement request
8. The above steps: 1-4 inclusive continue until all placements are filled
9. Should a child withdraw from the program during the school year, steps 1-4 are repeated until the placement is filled
10. Tours are made available to interested families throughout the school year

**Children who are typically developing:**

- The Nursery School Waitlist is monitored and updated regularly
- Applications are accepted throughout the school year.
- Upon request, tours are made available to interested families
- Offers for placement are made via email/phone call to the families on the waitlist when a space becomes available.
- Spaces are allocated to families on a first-come-first-served basis
- Should a child withdraw from the program during the school year, steps 1-4 are repeated until the placement is filled

**Status on the waitlist for children:**

Upon request, families will be notified when the maximum capacity of the program has been reached, and spaces are unavailable for new children to be enrolled. Status of the child's current position on the appropriate waitlist will be made available to families upon request either in person or by telephone to ensure that their personal information is protected. Names of other children or families will not be shared with other individuals. Under the legislation of the Personal Health Information Protection Act (PHIPA), the waitlist will not be shown to families to protect their privacy and confidentiality.

## **Safe Arrival and Dismissal Policy**

### **Purpose**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the Nursery Schools as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document

### **General**

1. Holland Bloorview Nursery Schools will ensure that any child receiving care at the Nursery Schools is only dismissed into the care of the child's parent/guardian or an individual that the parent/guardian has provided written authorization for the child to be dismissed to. The Nursery Schools will not dismiss any children without supervision and under no circumstances will any children be released from care to walk home alone.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the same arrival and dismissal procedures set out below.

## **Procedures**

### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - Greet the family and child
- Ask family how the child's evening /morning has been. Where the parent/guardian has indicated that someone other than the child's parent/guardian will be picking up, the staff must confirm that the person is listed on the 'application enrollment form' or where the individual is not listed, ask the parent/guardian to provide authorization for pick up in writing. Parents will be informed that the authorized individual should be prepared to show photo ID upon request.
  - Document the change in pick up procedure in the daily written record.
  - Sign the child in on the classroom attendance record.

### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the Nursery School and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message/email or advised the staff) the classroom staff must:
  - Inform the Site Facilitator/Designate or Administrator and they must commence contacting the child's parent/guardian no later than 10:00 AM for the morning program and 2:00 PM for the afternoon program. Site Facilitator/Designate or Administrator shall call the child's parent/guardian at least once and leave a message if no direct contact has been established.
  - If the child's absence has been confirmed, classroom staff shall document the child's absence on the attendance record. Any additional information about

the child's absence will be recorded in the daily written record.

## **Dismissing a child from care**

1. The staff who is supervising the child at the time of pick-up shall only dismiss the child into the care of the child's parent/guardian or individual that the parent/guardian has provided written authorization that the Nursery School may dismiss the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), staff shall:
  - Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name in the child's file or written authorization.
  - If the identification of the individual cannot be confirmed (i.e., no photo ID) the staff must Inform the Site Facilitator/Designate or Administrator and they must commence contacting the child's parent/guardian for a confirmation before a child is released.

## **Where a child has not been picked up as expected**

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from the Nursery School and the child has not been picked up within 15 minutes of the expected pick-up time. The Site Facilitator/

Designate or Administrator shall contact the parent/guardian by phone call and advise that the child is still in care and has not been picked up.

- Where the Site Facilitator/Designate or Administrator are unable to reach the parent/guardian, they must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the Site Facilitator/Designate or Administrator shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the Nursery School.
  - If the Site Facilitator/Designate or Administrator are unable to reach the parent/guardian or authorized individuals who are responsible for picking up the child, they shall contact all other authorized individuals listed on the child's 'application enrolment form'. Site Facilitator/Designate will inform Holland Bloorview Early Learning and Development Clinical Operations Manager.
  - One staff shall stay with the child, while the Site Facilitator/Designate or Administrator proceeds with making the above calls. Where a parent/guardian or authorized individual who was supposed to pick up a child from the Nursery School and has not answered calls or arrived within 30 minutes of the end of their scheduled program, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Where the Site Facilitator/Designate or Administrator has not been able to reach the parent/guardian, authorized individual or emergency contacts within an hour of the scheduled end of program, Site Facilitator/Designate or Administrator will contact their



Clinical Operations Manager to inform them of the situation and then call their local Child Protection Agency at 416-924-4640. Staff shall follow the Child Protection Agency's direction with respect to next steps. Site Facilitator/Designate will inform Holland Bloorview Early Learning and Development Lead and Clinical Operations Manager.

