



Program Statement
and
Parent Handbook

2021-22

REVISED: May 2021

Amendments to our Parent Handbook in Response to COVID-19

Date of amendment: May 2021

(Please read our regular Parent Handbook and Program Statement which is incorporated, our COVID-19 Policy takes precedence over any information provided in the Parent Handbook)

Welcome to our children and families!

Our Centre has been offering quality care to the Whitney Community since 1983, and we will continue to do so, although as a result of the Pandemic we are implementing changes to our operations and have created a COVID-19 Policy and procedures to ensure the safety of all. We have learned over the last few months that this is an ever-evolving situation, but we have been successfully navigating changes and challenges, and our commitment to support our families and children remains the same.

Our Centre will implement all recommendations and requirements from Toronto Public Health (TPH), Ministry of Education (MOE), City of Toronto, and/or the Toronto District School Board (TDSB) to support the health and safety of all children and staff to help stop the spread of Covid-19.

Care may continue to look a little different during this time, but our staff are committed to provide the best care we can. We will be carefully planning our program and the child's day while managing any restrictions. Staff and children are encouraged to physically distance from each other where possible but the classroom and activities are arranged and planned to encourage play and to provide age appropriate opportunities. Toys used are sanitized at minimum daily and high touch areas, at minimum, twice per day. If equipment is shared between groups it is sanitized between cohorts. Sensory activities are provided as individual activities. Singing is not advised inside the Centre so group times will not be implemented in the classroom, but we will find ways to plan activities to substitute. At meal times to ensure that there is no contamination of food, children will not serve themselves. All food will be given in individual portions and no food from home is permitted. Young children need love and attention and our staff are here to provide that. A child may need comfort during the day, and if a staff cannot maintain appropriate physical distance and picks up a child, or is close to a child they will do so following appropriate hand washing routines and wearing required PPE.

Masks

Wearing a mask and a face shield or goggles is mandatory for staff at our Centre when inside the

building. Masks are mandatory outside if staff if are unable to physically distance from other adults or children. Children over the age of two years are encouraged to wear a mask; please provide one or two masks, labeled in your child's bag. Masks should be laundered daily. Children in kindergarten and school age are currently required to wear a mask in after care. It is recommended that you send your child with a clean mask that they can change into specifically for after care. Children will wash their hands and put on a fresh mask on arrival in after care if a fresh mask is sent. For those children who will be wearing masks, in school or if unwell, families should review the correct procedures for wearing a mask with their child. Children should be encouraged to wash their hands before touching their mask and told not to touch the mask during the day, washing hands before removal or replacement of the mask. Children in kindergarten and school age are to wear a mask outside if they cannot maintain physical distance from others.

Masks must be laundered daily. The Centre has a supply of masks for children if they need them, both re-usable and single use.

Children remove their masks to eat and for nap time. Children under two years are not to wear a mask. When masks are removed, they are placed in a clean and labelled paper bag.

Hand washing and Hand Sanitizing

Please review fun hand washing videos at home with your child – you will find many options on you tube. Practice correct hand washing procedures at home. Staff will monitor and enforce frequent hand washing throughout the day. Please ensure you have read our hand hygiene policy which is included in our COVID-19 Policy and emailed to families during registration. Hands are washed on arrival, or sanitizer may be applied to your child's hands on arrival at the screening station. Hand sanitizer is used outside when we have no access to a sink and water.

When Your Child is Sick

In addition to the requirement to complete an online screen before arrival, staff will complete a basic health check to ensure your child is asymptomatic when they arrive. Your child will also be monitored throughout the day. If you have not completed the online screen please let the screener know so a hard copy can be completed **before** entry. Public Health requires screening records to be retained for 12 months.

If your child is showing symptoms of illness please refer to the COVID-19 policy or the screen tool for guidance. Contact the Supervisor or designate to inform and to seek further direction.

We are required to track all absences, whether due to appointments, sickness, vacation, etc.

Symptoms of COVID-19 may include:

- Fever (37.8 degrees C, equal to or greater)
- Headache
- New or worsening cough, shortness of breath, difficulty breathing
- Sore throat, difficulty swallowing,
- Decrease or loss of taste or smell
- Nausea, vomiting, diarrhea,
- Runny or stuffy nose, nasal congestion
- Feeling unwell – unexplained fatigue or inability to cope well in a group situation, sore muscles.

If your child becomes sick at the Centre, they will be separated in an isolation area and supervised by one of our staff members. We will notify you to pick up your child. We will encourage your child to wear a mask while waiting to be picked up, if they are over the age of two. If your child requires immediate medical attention, your child will be taken to the hospital by ambulance and examined by a legally qualified medical practitioner.

A new form will require you to list people who are authorized to pick up in an emergency or if your child is sick. You will be asked to list people in order of who shall be called first, including parents and guardians. Please record phone numbers and email addresses for all those listed. Please list at least two other adults in addition to parents. It is important that these contacts live or work close to the Centre to ensure a relatively fast response time.

If you or your child are being managed by Toronto Public Health, (e.g., confirmed cases of COVID-19, household contacts of cases) follow instructions from TPH to determine when to return to the facility.

Immunization

We are required to collect and retain up-to-date immunization for children in our care. Please provide us with current immunization information.

If your child has not been immunized, please provide The Statement of Medical Exemption Form completed by your health practitioner. You may also complete the Statement of Conscience or Religious Belief which requires a signature by a Commissioner of Oath.

If you cannot provide either of these documents, your child will be unable to attend until all are

on file.

If an outbreak occurs, a child who is not adequately immunized will not be able to attend care unless the child receives the required vaccine or until the outbreak is over.

Toronto Public Health strongly recommends all individuals receive the flu vaccine.

Communication and Forms

All forms including immunization must be submitted prior to your child's first day. A child with an anaphylactic allergy must submit all forms pertaining to the allergy, as well as a form signed by the doctor or allergist and two EpiPens before starting in the program. Training must also be provided to staff and signed off on prior to start.

We are not able to communicate with parents in person, but will do our utmost to communicate through email, phone and zoom or similar platforms. We believe that it is critical that we have open communication during this time. Please share ideas, concerns and questions. We are here to work with you, as you know your child the best. If you would like a phone or zoom call, please reach out to us to request.

Please minimize items sent from home. Ensure bags sent in are not made of cloth so they can be sanitized. Accident forms will be emailed home.

Arrival and Departure and Absences

We will be doing our utmost to stagger arrival and departure times to ensure we do not have clusters of people waiting. Please indicate your pick up time on the screen to ensure we have an escort available to bring your child to the door/gate, as parents are not permitted in the Centre. Parents of toddler, preschool and school age children may only use the Whitney Child Centre Playground gate entrance. Kindergarten families must wait at the gate to the Whitney Public School Kindergarten playground when picking up – please do not enter the gate if children are in the playground. A staff will bring your child out to the meeting point at the previously arranged time. Depending on the weather the screening station will be at the gate or the playground door. If you see other parents waiting, please ensure physical distancing. All adults must wear a mask, and only one adult should enter the screening area with a child.

Our hours of operation are 8.00 a.m. to 6.00 p.m. effective September 2021. These hours will be evaluated and may change as the school year progresses due to operational needs and requirements.

Particularly in our younger rooms we encourage a shorter day/morning for the first week or two.

Clothing and Personal Belongings

Please provide us with everything your child requires on a daily basis. It is important to label all items. Stuffedies and other soft toys are not recommended at this time. Please do not send in items that cannot be disinfected – including backpacks. No toys from home please.

- Wipeable bag or backpack
- At least two complete changes of clothing for toddler and preschool, one for kinder and school age. Labeled.
- Sunhat. Labeled.
- Sunscreen, a new bottle labeled with your child's name. Your child should have sunscreen applied before leaving home
- Diaper cream, a new container labeled with your child's name (if needed).
There is a zinc based cream available for purchase at drug stores in a spray can which makes applying very simple and no touch.
- An unopened bag of diapers (if applicable)
- A blanket for sleep time if required (will be sent home for laundering weekly)
- A pair of labeled indoor shoes. For safety purposes, shoes must be enclosed and have a non slip sole.
- For children over 2 years of age, a labeled mask(s) can be put inside a ziploc bag inside your child's bag, to use in the event they are unwell. Used masks must be laundered daily. Kinder and School Age children are required to wear a mask in after care. If your child is in preschool or toddler and you would like them to wear a mask when inside please let us know.
- We provide all food and drink during program hours. Please do not send food from home.

Outdoor Play

Outdoor playtime will be used to support our efforts to maintain physical distance requirements and support children's immune systems. It is important that children be dressed for various types of weather to ensure they can actively participate in the outdoor program. Please ensure that adequate and suitable clothing and footwear is provided as well as individually labeled sunscreen. Full day children will be outside for approximately one hour morning and afternoon. Kinder and School age are out for at least 30 minutes, weather permitting.

Sunscreen

In warm weather, parents are responsible for ensuring their child comes to child care with sunscreen already applied. Staff will help your child put on additional applications throughout the day. Kinder and school aged children are able to apply their own sunscreen. Please send your child with appropriate clothing to protect them from the sun/weather.

Care

We continue to provide care for children from 18 months to 12 years of age, although our capacities and ability to offer flexible options may be reduced.

We may decide to adjust operating hours and group size during the Pandemic to ensure that we are able to maintain effective health and safety and infection prevention and control practices.

The Centre may have to close if required by Toronto Public Health or the TDSB due to outbreaks of illness, or if we do not have sufficient staff due to illness. We do not normally refund fees due to absence or closures that are outside of our control, but for an extended closure, the Board of Directors would make all decisions regarding the payment of fees.

We will do our best to provide quality child care for your family. There will certainly be changes to how this is offered as required by the current circumstances, including Provincial, City, and Public Health directives. It is vital to our success that you communicate openly and honestly with us. We welcome ideas and are happy to listen to and address any concerns or questions, no matter how small they may seem. We understand how this time must feel to a parent and we are here to support you as best we can.

Staff are to use Building on How Does Learning Happen – Pedagogical approaches to reopening licensed child care, to inform their approach and methodology for programming and interactions, and to adapt our Program Statement in the best way possible in order to meet the needs of each child in our care. We are always focused on the principles of our Program Statement, while being aware of the need to adapt to keep staff, families and children safe.

We believe every child belongs and will do our best to ensure that your child is welcomed into our Centre. If your child has extra support needs requiring accommodation, please let us know so we can assess our ability to provide child care that meets your child's individual needs, within the parameters of care possible during this emergency. If we determine that we are unable to meet those needs despite our best efforts to accommodate your child, either as a result of the initial

assessment or as circumstances develop, we reserve the right to decline or withdraw child care services.

We have a code of conduct, (below) please be aware that if a child is unable to manage in our program, and the child's behaviour is considered to be a risk to others we have the right to withdraw child care services.

Parent/Guardian and Student Code of Conduct

Passed by WCC Board of Directors March 2010

Revised April 2018

1. Purpose

The Whitney Child Centre (the "Centre") has a responsibility to establish expectations of parent/guardian and student conduct in the Centre and in its programs. The Centre believes that acceptable parent/guardian and student conduct, based on respect for oneself, respect for others, and respect for property is essential to the development of responsible citizens.

The Centre believes that the responsibility for behaviour and conduct in the child centre is shared among students, staff and parents in order to create a safe, caring and orderly environment. To support these aims, the Centre has established a Code of Conduct for parents/guardians and students.

2. Responsibilities

The Centre's staff is responsible for consistently supporting and applying this Code of Conduct, and establishing a positive climate in which structure, support and encouragement assist students in developing a sense of self-discipline and responsibility. The Centre's staff is also required to inform volunteers and the community about the Code of Conduct and its expectations.

Parents/Guardians and all other adults working with students are responsible for knowing, following and supporting the Code of Conduct, and encouraging and expecting students to understand and follow the Code of Conduct.

3. Conduct Expectations

The Centre believes that acceptable behaviours and conduct are fostered in a positive climate in which:

- all students feel safe, valued and trusted, and have the opportunity to develop, assume and maintain responsibility and self-motivation;
- all students feel supported without fear of retaliation in reporting unsafe conditions, actions or potential incidents;
- there is a joint effort to learn and a feeling of mutual respect among staff, students and parents/guardians;
- appropriate behaviour is taught, encouraged, modeled, practiced, and acknowledged, thereby increasing student self-respect and positive social behaviours;

- disciplinary action, wherever possible, is preventative and restorative, rather than solely punitive; and
- expectations for student behaviour increase as they become older and more mature.

To this end, parents/guardians and students are expected to:

- be aware of and obey all Centre rules;
- respect the rights of all persons within the Centre including peers, staff, parents/guardians and volunteers;
- respect the legitimate authority of the Centre and Whitney Public School staff and volunteers;
- respect all Centre property, including buildings and equipment;
- respect the diversity of our community;
- behave in a safe and responsible manner at all times;
- refrain from any behaviour that would threaten, harass, bully*, intimidate, assault or discriminate against, in any way, any person within the community on or off Centre property (*bullying includes but is not limited to physical or verbal intimidation, verbal harassment and cyber bullying);
- refrain from being in possession of or under the influence of drugs and/or alcohol in all Centre facilities or on Centre grounds or at Centre sponsored functions and activities;
- refrain from being in possession of weapons of any kind in the Centre or at any Centre activities; and
- refrain from inappropriate computer usage and/or multi-media devices in accordance with Board policies (cell phones, cameras, etc).

The Centre believes that any breach of Code of Conduct behaviours or expectations is unacceptable. Parents/guardians are encouraged to inform the Supervisor of any infraction of the Code of Conduct. Students are encouraged to inform the Supervisor or a responsible adult when becoming aware of any infraction of the Code of Conduct.

4. Consequences

Parents/guardians and students, while attending the Centre, or any Centre sponsored functions and activities, shall be subject to this Code of Conduct, as well as the Whitney Public School's Code of Conduct.

Students may be subject to discipline for any breach of the Code of Conduct, or for any conduct which has the effect of negatively impacting the Centre environment. Students will be disciplined in a timely and fair manner and such discipline shall be in accordance the Centre's Positive Behaviour Management Policy and Guidelines.

Serious breaches of conduct by parents/guardians or students that threaten the safety and welfare of others on or within a reasonable physical proximity to Centre property may result in revocation of the parent/guardian membership in the Centre, and consequent removal of the child from the program as provided for under the by-laws and policies of the Centre.

Notice of Risk

We are closely monitoring COVID-19 and while measures to attempt to control these risks are implemented, it is important that parents and staff are made aware of and understand the risks.

Please read the Notice of Risk below:

When children are in group care, like any communal activity, there is an increased risk of exposure to COVID-19. Children who are infected with the COVID-19 virus are more likely than adults to have very mild infections or to have no symptoms at all, but these children can still transmit the infection to other children and to adults in the Centre. This means that children can bring home an infection acquired at the Centre. We have a screening process to help detect infections when symptoms are present; however, this screening process will not detect infected children or adults who do not have symptoms.

The Whitney Child Centre is dedicated to protecting the health and safety of your children, our staff, partners, and the community. We are closely monitoring COVID-19 and base our response and actions on recommendations from Toronto Public Health, the Ministry of Health, Health Canada, the Ministry of Education and additional relevant authorities.

While infection prevention and control (IPAC) has always been an integral part of our child care protocols, we have adapted and enhanced our policies and procedures in response to COVID-19, to mitigate risk and ensure the health and safety of all.

The following practices will be in place:

Staff will complete a screen prior to entry into the facility, and all other authorized adults entering the facility are screened prior to entry.

A screening area is placed at the entrance of our playground/building; this is the only entrance and exit to be used, apart from the pick up of kindergarten from the assigned kindergarten playground.

Only one parent can enter the screening area with their child/children and must wear a mask

Children will be screened before entering the Centre (online screen, completed at home) and monitored throughout the day for COVID-19 related symptoms; tempera-

tures will be taken and logged on arrival in the classroom, and at after care arrival for school age and kindergarten children.

Children will be excluded from care if they develop any symptoms related to COVID-19, following the guidance and directives from TPH, and as outlined in our COVID-19 policy and as outlined on the screening tool. Children may also be excluded due to contact with a positive or suspected case of COVID-19, or due to travel restrictions or other government guidelines.

Policies and procedures have been developed specific to COVID-19 in order to increase the health and safety of children, staff and families; parents have been emailed a copy of our policies and may request a hard copy of any policy at any time.

Staff will ensure infection prevention and control practices are prioritized

Staff will receive enhanced infection prevention and control, and health and safety training. Training will be updated and provided to ensure best practices and consistency

We will do our best to share communication on health and safety and infection, prevention and control practices with families for use at the Centre and at home; Procedures will be updated and revised regularly to ensure best practices in accordance with Public Health authorities.

Please ensure you have read all of our policies and procedures – COVID-19 and regular policies and procedures, and if you have questions or need clarification regarding any policy or procedure or protocol you can ask – phone or email.

COVID RELATED POLICIES INCLUDE:

- **COVID-19 PANDEMIC POLICY**
- **SERIOUS OCCURRENCE POLICY**
- **AMENDMENT TO PARENT HANDBOOK IN RESPONSE TO COVID19**

The Whitney Child Centre Program Statement

(Approved by WCC Board of Directors: March 2016, Reviewed 2021)

We will do our best to implement our Program Statement during the Pandemic however staff have to adapt the statement in order to adhere to our over riding COVID-19 Policies and Procedures.

The mission of the Whitney Child Centre is to provide community child care based on learning through play, in a dynamic environment centred on the development of the whole child.

Introduction:

At the Whitney Child Centre we believe that children are competent, capable of complex thinking, and curious and rich in potential. We believe that children will thrive when we work together in our community, involving the family, the school and the environment. Our staff believes that every child deserves the opportunity to succeed, and our goal is to provide creative and responsive programs to allow children to develop and enhance their skills, to create and explore, to build on their strengths and abilities as individuals. Our program statement outlines our goals and the approaches we use to attain them.

We understand that families love their children and want the best for them. We see families as experts in their child, and our goal is to use that as a resource when setting program goals. Parents and extended family are the first and foremost influence on a child's learning, development and well being; they bring diverse social, cultural and linguistic perspectives. Our goal is for families to feel they can be involved in a meaningful way. Parents are encouraged to provide information about their child and their family. Parents are given as much information about their child as possible, we value open communication and feedback. Parents are welcome to come into class to participate and provide expertise. Our Board of Directors is comprised of a maximum of 12 parents, and we conduct an annual parent survey to ask for our families' feedback and opinion.

Staff, Programming and Interactions:

The Centre supports staff by providing opportunities for continuous professional learning. Our staff are valued as professional educators. They are knowledgeable, caring, reflective and resourceful. Staff are given opportunity for professional development and are also encouraged to take responsibility for their own learning. Staff work as a team; communication and feedback is considered vital to the success of our program. Our staff bring diverse interests, experiences and backgrounds. Staff are passionate about developing programming that is responsive, imaginative, creative and child focused. Staff are knowledgeable about child development and use the ELECT document to report and reflect on child development, they use 'How Does Learning Happen', and 'Think Feel Act' as resources to support their program goals in an emergent environment. Staff observe children to plan activities that reflect both children's interests and individual levels of development. Staff research ideas and material to instigate ideas and participation and to excite children to learn. Staff may modify their program reporting to meet the programs needs, and to optimize benefits to staff and parents alike.

When planning the program staff ensure:

- That children belong and have a sense of being connected to others.
- That children feel valued and can build relationships with staff and other children.
- That our children can contribute in a positive way as an individual and as part of a group, in the community and the natural world.
- That children have positive well being.
- That children feel capable and confident with a good sense of self and strong self help and self regulation skills.

Our aim is for all children to be fully engaged in our programs. We believe that children should be able to explore their environments and engage with curiosity and exuberance. Our programs are play based, encouraging creative thinking, problem solving and innovation. Staff foster the children's exploration, play and inquiry using an emergent curriculum approach where children's natural curiosity, inquiry and sense of wonder is capitalized upon, and the children's interests shape and form the direction of the curriculum. Staff provide on-going activities to challenge children at their developmental levels and support children in learning concrete strategies to deal with emotions, both good and bad. Staff create areas where children can be quiet or active, exuberant or reflective. Staff's interests and ideas are reflected in programming provoking excitement, interest and ideas. Programming is flexible to allow for children's individual needs to be considered. Staff support positive and responsive interactions among the children, parents and staff. We believe expression and communication to be vital for success. Staff provide a language rich environment to support growing communication skills, which form the foundation for literacy.

Our staff value and uphold the ELECT principles:

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

Nutrition and Meal Times:

During the pandemic children may not serve themselves.

Our Centre aims to provide children with nutritious meals and snacks that promote healthy development. We are catered by Organic Kids Catering. The Centre posts information about our caterer and menus and other information regarding nutrition. We send home menus at the beginning of the school year, and when menus change in the Spring. We sit in small groups for lunch

and snack and encourage children to enjoy and try new foods in a relaxed and social environment. Staff role model healthy eating habits. The Centre reviews our menus and the caterer on a regular basis to ensure they are meeting the needs of our children and families. We ensure we that a nutritionist is reviewing the menus they provide, ensuring they meet and often exceed those requirements in Canada's Food Guide. Staff are always aware of the children's needs and adapt meal and snack times accordingly. A supply of fruit is always available if children are hungry and staff ensure every child has access to drinking water throughout the day. We ensure that any food restrictions or allergies are accommodated and strictly followed. Communications include the caterer, the Centre management and staff and the family. The Centre strictly adheres to our Allergy and Anaphylaxis Policy. This policy is posted on the menu board, emailed with the registration materials and hard copies are available on request.

Outside Play:

Children who attend for six hours or more, are required to have one hour of outside play scheduled both morning and afternoon, as stated in the *Child Care and Early Years Act*. Kindergarten and school aged children have 30 minutes a day outside on regular instructional days. Your child is expected to participate in outside play unless a written doctor's note advises us otherwise. On adverse weather days our teachers plan indoor active periods. Please ensure your child has suitable clothing for changing weather conditions to ensure that he or she can comfortably participate in outside play. **We do not allow flip-flops on the climbing apparatus. Shoes and sandals must have a good grip and be suitable and safe for running and climbing. We suggest clothing in the warmer months that protects the head, arms and shoulders from the sun.**

Children's health and well being is fostered both inside and outside. Our playground will be divided to allow for two cohorts outside at any time. The divider must provide a social distance zone of 2 metres. We will use the fence and additional tools to indicate the 2 metre divide. Our full time children have a scheduled hour of outside time morning and afternoon, which includes child directed and adult supported activities. Kindergarten and School age children have a minimum of half an hour outside time scheduled. The Centre provides a varied array of gross motor equipment such as bikes, balls, hoops, ride on toys, both inside and outside. Physical activity is encouraged and programmed for, and is considered an important part of the child's day.

Nap Time:

Children are cohorted into one classroom for the entire day according to Public Health guidelines during the pandemic and do not have access to other play spaces, except for the playground and possibly the school gym; this means the classroom also has to be the sleep room.

Soft toys are not encouraged, however if essential to your child's support and well being, they may be provided but must be stored in a labeled, plastic bag when not in use.

Staff promote children's overall health and well being, by programming for both active and quiet times during the day. Children's individual needs for rest and play are considered. Our nap time follows lunch. The toddler and preschool children have 'cots' labeled with each child's name. We supply clean sheets weekly and ask parents to supply any other items their child might need such as a blanket. We understand that each child has different nap needs. Early risers are able to play quietly in the room or literacy corner or if ratios allow they can engage in activities in the

gross motor area outside the classroom or in the playground. Staff ensure the day is balanced to incorporate quiet periods in the child's active day. Staff may incorporate activities such as listening to stories, reading books or yoga and mindfulness. The Sleep Room Policy is emailed/mailed with registration information, hard copies are available on request.

Parent Information

Accessibility

Whitney Child Centre is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services.

The Whitney Child Centre is committed to improving access and opportunity for individuals with disabilities by identifying, removing and preventing barriers that may interfere with their ability to make full use of our facilities and service. The Centre is committed to developing policies, practices, and procedures that provide accessible quality services to its clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

If you require a specific accommodation or are experiencing difficulty accessing our services because of a disability, please contact the Supervisor so that arrangements can be made for an appropriate accommodation, to the extent it is possible. We are happy to provide information pertaining to our services, policies and procedures, including emergency procedures, in an accessible format on request. We are committed to doing so in a timely manner. We also have a feedback process available for persons with a disability to ensure we are servicing and meeting all of our clients needs in an accessible manner.

Please contact the Supervisor to let us know how we are doing. Accessibility feedback forms are also available on our website and in our lobby.

For more information please read our Accessibility Policy and Human Rights Policy.

Centre and Application Information

The Whitney Child Centre ("WCC" or "the Centre") is incorporated as a not-for-profit organization and was established by a group of parents in response to a recognized need for nursery school and child care services in our area. The WCC operates at Whitney Public School, renting space from the Toronto District School Board, and opened on September 6, 1983. The WCC offers quality full and part time programs for children 18 months to 12 years of age.

The Centre is licensed by the Ministry of Education. Our license is posted opposite room 107. The Centre also has a Purchase of Service Agreement with Toronto Children's Services. Eligible families may apply for fee subsidies through the T.C.S., for more information on Toronto Children's Services go to www.toronto.ca/children.

Families register for programs annually, and internal families are given priority to sign up for the following school year each December. Please ensure that you are familiar with our waitlist criteria. Our waitlist policy is mailed/emailed to parents and is posted on the Parent Board. There is no fee to place a child on our waitlist. Families may request their

position on the waitlist, but the names of children and families on the waitlist is confidential.

Our waitlist criteria is currently under review. All families must be aware that while we strive to ensure current children receive priority for admission, enrolment in a WCC program does not guarantee entrance into the next age group for the following school year. Acceptance into the next age group is only possible if there is space. In particular, this can be an issue for admission into our school age program. School age children are generally enrolled from grade one to grade six (six years), kindergarten children stay in kinder for two years only, so spaces do not always become available each year.

Funding

The WCC is funded through a combination of parent fees, fundraising, and government subsidies in the form of general operating grants and subsidized rent payments. These subsidies help us keep parent fees affordable, and any reduction would result in significant fee increases. The WCC offers kindergarten and school age programs through a third party agreement with the TDSB.

Staff

The staff at the WCC is a team of caring and dedicated professionals. The WCC team consists of a Supervisor, Assistant Supervisor, teaching staff and a housekeeping staff. With the exception of the housekeeping staff, most teaching staff are qualified RECE teachers, and many have additional qualifications. Our staff enroll in programs and workshops throughout the year to stay current in the field. They engage in Continuous Professional Learning.

Our ECE teachers are registered with the College of Early Childhood Education.

All WCC staff are trained in First Aid and CPR Level C.

All staff hired are police reference checked (vulnerable sector). A police check is performed every five years.

Our goal is for the Supervisor, Assistant Supervisor, Housekeeper and most permanent staff to have received food handler training.

The Supervisor and Assistant Supervisor are trained in workplace safety.

Feedback

We work hard to communicate with parents. Our teachers team teach, and use their talents to enhance our programming. Staff use an Emergent Curriculum approach for planning a play based program, and use the Early Learning for Every Child Today (ELECT) framework to support programming, documentation and reporting. Staff value the documents How Does Learning Happen and Think, Feel, Act and use these documents to guide them in their daily work at the Centre.

Please be aware that all staff and Board Members sign confidentiality agreements and are not permitted to discuss other children, families or confidential issues with parents.

For example, if another child injures your child, the staff is not permitted to disclose the name of the other child. Please ensure you read our Privacy Policy.

Accidents and Serious Occurrences

If a child has an accident, however small, the staff responsible will complete an accident report which is signed by the staff and Supervisor. A copy of this report is emailed to the parent.

The Centre has a Serious Occurrence Policy which has been emailed to you.

Programs Offered

The Centre may offer the following programs:

- Toddler half day
- Pre-school half day; (half day and a hot lunch – suspended)
- Kindergarten (JK and SK) options may include before care, after care and care on PA days. (The hot lunch program is suspended)
- Full day child care for toddler and pre-school; shorter school day and full day
- School-age before care, after care and care on PA days (6 to 12 years).

Transitions

School Age: School age children (grades one and up) walk to and from class independently. Children are dismissed from the WCC at the start of school and are not accompanied by WCC staff to class. At the public school dismissal, school age children walk to the WCC independently. The WCC staff does not monitor this transitional period. Your child must check in with us by 3:30 p.m. It is important that parents notify the WCC if a school age child is absent. If your child does not check in with us by 3:30 p.m. we are required to search the building and playground. If we are unable to find your child by 4:00 p.m., or reach a parent to ascertain the child's whereabouts, we will proceed with our serious occurrence procedure, and report your child as missing to the Toronto Police Department. School age children are allowed to go to the bathroom unaccompanied by a staff member, but children use the buddy system and are sent with a peer from the school age program.

Kindergarten: The WCC staff supervise all kindergarten transitions between the WCC and the Whitney Public School.

Private Child Care Arrangements

We discourage parents from asking our staff to work for them in their home environment due to liability and conflict of interest issues, and therefore staff must not be contacted during WCC work hours regarding any private child care arrangements.

Staff are never permitted to sign children out of the Centre. Please be aware that the WCC is not responsible for any staff that is independently employed by a WCC parent, and as stated previously, does not condone this relationship.

Statutory Holidays

The WCC is closed on the following holidays:

Labour Day

Thanksgiving Day
 Christmas Day
 Boxing Day
 New Year's Day
 Family Day
 Good Friday
 Easter Monday
 Victoria Day

Statutory holidays and P.D. days are factored into our fees.

Food

Children who receive lunch are provided with a catered meal with emphasis placed on nutritional balance and daily variety. Our caterer is Organic Kids Catering. Parents should be aware that the milk is organic but only some of the food items are organic. Organic items are marked as such on the menus.

Wholesome snacks are served morning and afternoon for preschool and toddler children, and a hot lunch is served midday. School age and kindergarten children and full time children also have an afternoon snack. Fruit and water is always available to children.

Weekly menus are posted on the board in the entrance. Contact Rosemary at staff.wcc@bellnet.ca to have menus emailed to you.

Children are encouraged to try everything that is served at each meal, but no child is ever forced to eat or drink against their will. If a child has allergies or is on a special diet, it is the responsibility of the parents to notify the Supervisor and staff so that special arrangements can be made concerning meals.

We are not permitted to serve any food that is home baked or prepared. Please do not send any food or edible treats into the Centre for the children. Any items distributed by parents for celebrations such as Halloween or Valentines Day must not contain edible items due to serious allergies in some of our children.

Please do not allow your child to eat in our hallways. This helps to protect any child who may have an allergy.

If you need to send in food for your child due to dietary restrictions, this must be arranged with the Supervisor and the request submitted in writing. Any food sent in to the Centre must be stored in a container labeled with your child's name. The food must be given to a staff member for appropriate storage. **We endeavour to provide a peanut/nut free environment. Nuts, peanuts, or nut and peanut products, are not permitted at the Centre.**

Allergies

Parents are responsible for informing the staff and the Supervisor of all allergies that their child may have and what reactions to expect. As outlined in our Allergy and Anaphylaxis Policy the parent is responsible for training the staff and Supervisor to

deal with their child's allergy. Although we cannot control the entire environment of the school because of allergies, every effort possible will be made to minimize contact with offending substances. Parents must read our Allergy and Anaphylaxis Policy, which is posted near the menu board and was emailed with registration materials.

Parents of anaphylactic children must provide the WCC with two Epi-Pens and complete an anaphylactic alert form **before** the child commences any program. The anaphylactic alert form must be signed by the child's doctor or allergist. If a child has an allergy, either mild or severe, parents must fully explain the allergy, including symptoms and treatment, with the staff and Supervisor **prior** to the child's admission to the Centre. If your child has any dietary restrictions, please discuss these with the Supervisor. If you need to send in food with your child because of dietary restrictions it must be arranged in writing. (Please see Food section.) To optimize safety, children's allergies are listed and posted in the classrooms and food prep area, as well as the Anaphylactic Alerts and Asthma Forms.

Clothing

While the staff will be diligent in looking after each child's personal property, the Board of Directors and the staff are not responsible for loss or damage to any property left at the Centre. Please leave sentimentally important clothes, toys and belongings at home.

Please ensure that your child is dressed safely for play. Long skirts, long scarves, dress shoes, open toed sandals, flip-flops, and crocs can cause accidents in group or gross motor play. **Running shoes** and enclosed sandals offer good support for the foot, good protection against toys and other people's feet, and provide secure climbing and running grip.

Toilet Training

Parents are encouraged to discuss their child's toilet training with the staff so that a cooperative and consistent effort can be achieved. Please send in ample changes of clothing throughout this time.

Departure

Our staff cannot allow a child to leave the WCC with an unauthorized person. We must be informed in advance if a person not listed in your child's file is to pick up your child. If an unauthorized person should arrive to pick up your child, they will be asked to wait until a parent or guardian can be reached by telephone. Under no circumstance will this person be allowed to leave with the child, until a parent or guardian has given permission.

No child shall be allowed to come to or to leave the Centre without an accompanying adult. All authorized persons must be 16 years of age or older. If the pick up person is under 18 years of age, we must receive a letter of authorization, which is dated and signed by the parent.

Transportation

WCC staff will only escort kindergarten children to and from the Whitney Public School. The WCC does not provide any method of transportation or escort from the Centre to any other facility. We do not provide an escort to or from any form of vehicle, including a school bus, except in the case of a field trip from the Centre. The Centre does not have additional staff available to wait or meet buses. Taking a staff away from the program will reduce ratios, which is not permitted. WCC staff cannot escort children to after four programming or services.

WCC staff, including the Supervisor, are not permitted to transport WCC students in their personal vehicle. In the event of a child needing to be transported due to an accident, an ambulance or a taxi may be called to transport the child accompanied by a staff member or the Supervisor.

Parking

Traffic is a major concern to all Whitney Public School and WCC parents. There is no parking or stopping in the school garage or driveway or on MacLennan Avenue, south of Rosedale Heights Drive. **THERE IS NO STOPPING OR PARKING ON THE SOUTH SIDE OF ROSEDALE HEIGHTS DRIVE east of MacLennan**, as doing so poses a danger to all children at drop-off and pick-up times. Please look for and obey the traffic signs around the school. Police will issue tickets as part of the school safety program.

Parents are not permitted in the parking garage for safety reasons.

Payment and Collection of Fees Payment for the 2021-22 school year will be due September 1st, to June 1st.

The WCC sets an annual fee for each program. The registration fee is deducted from this fee and is required at the time of registration to confirm your child's space.

This deposit is considered a part of your annual fee and is non refundable. The balance of the annual fee is divided into ten equal payments and payment is taken by pre-authorized debit; the PAD form is included with the registration forms. Annual fees are due in advance of the school year for which the child is registered according to the fee schedule set by the Board of Directors. Fees take into consideration the occurrence of P.D. days and statutory holidays during the year.

Fees are to be paid in 10 monthly payments provided in the amount of the monthly fee and on the first of each month, the payments are due on the first of each month from September to June of the school year for which the child is registered. If you intend to pay the entire year's fee in one payment please indicate this on the form.

The Centre requires the co-operation of parents in paying their accounts promptly. A child will not be admitted to the program unless the required payments are submitted, and the first payment has been received by June 1st before the start of the school year. The WCC has an Unpaid Account Policy, which is available upon request

Payments that are returned by the parent's financial institution are subject to a penalty of \$25. Parents whose payments are returned as NSF or for any other rea-

son twice in any school year shall be required to submit certified cheques for the balance of the school year.

Child Care Receipts

A record of the previous year's fees and other monies paid to the Centre will be provided to each parent by the bookkeeper, signed by the Supervisor or the Treasurer. Tax receipts are not mailed unless requested. Fee receipts will not be issued until all outstanding fees and penalties are paid. Parents who decide to pay for the year in one lump sum, or by term, should be aware that receipts for income tax purposes are prepared on a cash received basis, so all funds received during the calendar year are included in the receipt for that tax year. A parent may request a fee receipt for payment at any time. This will be issued by the Supervisor.

Admission

A child will not be admitted into a program until all registration forms, including the public health form accurately recording up-to-date immunizations are submitted to the Centre office. Information collected is in order to meet the needs of the child and family and to comply with applicable legislation. See our Privacy Policy for more detail.

Families must re-register for each school year and although priority is given to current WCC families, continued placement cannot be guaranteed from year to year.

Withdrawal Policy

In the case of a withdrawal (term defined below) a minimum notice of **THREE CALENDAR MONTHS** must be given in writing to the Supervisor. Otherwise, THREE month's fees will be forfeited.

Please note that a "withdrawal" includes any change in a child's program that would reduce the fees payable for such child, including but not limited to, a reduction in the number of days, the elimination of the lunch program, and/or the withdrawal from any child care program.

The WCC is a not-for-profit childcare centre, and as such, the Centre plans its yearly budget based on the upcoming year's registrations. The Centre strives to maintain a balanced budget in every school year. To reduce the financial and practical difficulties associated with large changes in program enrolment, and to help ensure that all families of the WCC can be accommodated according to their program choices, the Centre has a Withdrawal Policy that is posted and available on request. The WCC strictly enforces this Policy.

Late Pick Up and Late Fees

In view of the serious inconvenience to staff members caused by late pick-ups, the Board of Directors has adopted the following procedure:

If a child is not picked up on time, the parent will be called. If there is no answer, all emergency numbers supplied by the parent will be called. All parents must supply a minimum of two emergency contacts on the registration form provided. These may include neighbours, relatives or family friends.

IF THE PARENT OR EMERGENCY CAREGIVER HAS NOT BEEN CONTACTED within one hour THE POLICE AND CHILDREN'S AID WILL BE CALLED.

After two instances of late pick-up after one hour of closing, or after repeated offenses of a less serious nature, the Board will consider terminating the parent's membership.

Parents who are late picking up their children will be charged a late fee of \$1.00 per minute. Parents will be informed and asked to initial their time of arrival. The Supervisor, or Assistant Supervisor will issue a bill for late fees. **If a child is picked up late three times the late fee increases to \$10.00 per minute for each consequent offence for the balance of the school year.** The staff is compelled by the Board of Directors to implement this policy consistently. Your co-operation is appreciated. If a staff member is detained for more than 15 minutes they will be offered a cab ride home. The late parent will be billed for the cost of the cab in addition to the late fee.

Absences of Child

Please notify WCC (416-481-0211 or wcc@on.aibn.com) of any absence and the reason for the absence. No exception as we have to track reasons why all children and staff are not in attendance.

Refunds are **not** given for days on which your child is absent, whether due to sickness or vacation, nor does the Centre provide make-up days. The public school does not inform us of school age child absences. You must call the school and the Child Centre to report absent children.

Volunteers

We are not permitting volunteers in the Centre during this time.

Parents may volunteer by joining our parent Board of Directors. Our AGM is in October of each year and Board Members are elected at that time. If you are interested in a position on the Board, please contact us.

Parents may also volunteer by helping the Board of Directors on committees.

Whitney Public School

The Centre gives priority to families living inside the Whitney School District, and may accept optional attendance toddler and preschool children if space permits. Please visit the TDSB website for information regarding their policies, including their Optional Attendance Policy, or call the public school at 416-393-9380. Having a child registered at the Whitney Child Centre does not necessarily make your child eligible to register at the Whitney Public School.

We have a very positive working relationship with the public school. To assist us in providing a seamless day for the children who attend both the Whitney Public School and the Centre, please sign the Sharing of Information Form.

Fire Drills and Emergency Management

Fire drills are held monthly, and instructions in case of fire are posted in each room. The public school usually has two lockdown drills each year, and the Centre participates in those drills. The Centre has policies in place for managing emergencies at the Centre. Emergencies may include fire, lockdown, power outage or evacuation. This Policy is emailed with registration materials.

Emergencies, Evacuation and Contacting Parents/Guardians in an Emergency

It is very important that the Centre be able to get in touch with a parent or an alternate in case of emergency. To ensure that parents are immediately accessible in the case of an emergency, it is essential that the Centre be notified of any change in home address, employment address, phone numbers, etc. If for any reason parents are not at their regular place of employment (e.g. at a meeting, conference, etc.), they are required to ensure that they can be contacted should the need arise. We ask that each parent arrange an alternate adult who we can phone in the case of emergency, if the parent is not available. At least one emergency contact other than parents must be listed on the emergency form. Emergency contacts must reside in Toronto.

A child needing emergency medical care will be taken to the Hospital for Sick Children or the nearest available hospital as required. Parents will be notified immediately. If parents have special requirements regarding hospital treatment of their child, they must communicate these requirements to the WCC in writing.

In an emergency, the safety and care of the children is the prime concern of the Centre. Emergency and fire procedures are posted in the Centre. Parents must read these procedures and be familiar with them. It should be noted that if the Centre requires temporary emergency shelter, staff and children would be housed at Rosedale United Church, 159 Roxborough Dr. (at Glen Road). If travel to this location is not possible, or if the entire school is relocated, the Centre will follow directions given by the Toronto District School Board. The Centre will contact parents from this location. A sign will be posted on the Centre doors with the name and address of the evacuation site. If there are reasons to prevent you receiving notification by phone or email in an emergency, this must be communicated at the time of registration to the Supervisor, who will make alternate arrangements to notify you in an emergency. Please see Accessibility Policy for accommodation requirements.

Field Trips

We will not be going on any field trips during this time. We may go on community walks, particularly on the PA days with the older age groups. Parents are advised of any outings other than neighbourhood walks ahead of time.

Dogs and Animals

Dogs are not permitted on school property. If you are walking a dog to or from school, the public school provides an area for securing dogs during drop off and pick up. Please be aware that tying a dog near our gate may be frightening to some children arriving for school. The area for securing dogs is on Rosedale Heights Drive. Service animals are permitted, but must have up to date vaccinations.

Contact with animals can provide valuable learning opportunities for children, however there are also risks from allergies, injuries and infections. Children younger than five years of age are more likely to develop serious illness from infections due to microorganisms such as Salmonella and E.coli. Animals such as reptiles and amphibians are known carriers of Salmonella and tropical birds can carry psittacosis. While at the WCC, children may have contact with dogs, cats, rabbits, birds and rodents such as mice, hamsters, rats, gerbils, guinea pigs and fish. Staff must always ensure these have a good temperament to be handled safely by children and must be free of disease. The Centre does not permit pet birds or venomous or toxin producing spiders or insects on premises.

The Centre does not permit exotic animals such as hedgehogs or monkeys, or inherently dangerous animals such as lions, cougars or bears on premises. Amphibians, reptiles, live poultry, ferrets and farm animals are not permitted on WCC premises.

Children under the age of five are not permitted to handle reptiles or amphibians on field trips. Any animal bite is promptly reported to Toronto Public Health.

Smoke Free

Please be aware that the Centre is a smoke free facility. As stated in Municipal Code, Chapter 709, no person shall smoke, or hold lighted tobacco, or vape within a 9-metre radius surrounding any entrance or exit of the Whitney Child Centre or Whitney Public School. The prohibition does not include public highways within this radius. Our Smoke Free, Drug and Alcohol Policy is emailed with registration materials.

Photographs

Staff take photographs during the course of the school year for use in displays in the Centre and for the classroom blog. These may also be emailed home in newsletters or other communications. They may also use these pictures for artwork, graduation, record keeping, observations and portfolios, etc. Parents sign permission forms in the registration package to allow pictures of children to be posted and shared with other families when staff send information and observations home.

Centre Closures

While we realize that the closing of the Centre at any time other than the normal closing time will cause some inconvenience to parents, there may be times when such an action is necessary because of bad weather conditions or an emergency that affects the school building, or potentially due to outbreaks of disease such as COVID-19.

The Supervisor has both the authority and responsibility to act in the interests of the Centre and the children in his/her care. If weather conditions or building conditions (i.e. a

prolonged loss of power) warrant an early closing time, the Centre will contact all parents and ask for their cooperation in picking up their children.

If the weather conditions are bad and you are concerned, please do not hesitate to call the Centre to inquire about any emergency plans. If you do not connect with a person, please listen to the message on the phone for specific information. If the weather conditions result in the Toronto District School Board closing the school, the WCC will be closed. School closing announcements are made on major Toronto radio stations. We contact parents by phone or email. If you need to be contacted by an alternate method, please let the Supervisor know.

Health Policy

Please see our Screening Procedures and COVID-19 policies.

Please remember that there are times when a child is not showing signs of a definite illness but is not able to handle the stress of the day. In these instances, it will be the decision of the Supervisor and the staff as to whether the child should be taken home.

CONTAGIOUS DISEASE: If a child is suspected of having any contagious disease, the child must not be in the Centre, and if symptoms develop during the day, the parents will be asked to take the child home immediately.

REPORTING: The Supervisor reports cases of communicable disease, vaccine preventable disease, chicken pox, symptoms of COVID-19 and outbreaks of enteric illness to Toronto Public Health, in accordance with public health requirements. One or more cases of COVID-19, or an individual with more than two symptoms of COVID-19 is reported as a serious occurrence.

If a child or staff does not pass the screen or has a symptom noted on the screen it is reported to Toronto Public Health and the Centre is then required to follow all direction or guidance given.

BITES: Staff complete an accident/injury report for all biting incidents. Parents are given a copy of the report. Confidentiality is vital and names are never disclosed. Bites however minor are always reported to parents. In the event a bite breaks the skin staff will provide parents with a Toronto Public Health information sheet. If the bite breaks the skin and the biter is known to have Hepatitis B, C or HIV, Toronto Public Health will be informed.

Medical Issues

An Individual Support Plan will be developed to address any medical issues that a child may have, for example, conditions such as diabetes or asthma. The Centre may use the Medical Needs Form, Asthma Form or develop a written plan depending on the medical issue. The Centre will ensure that the plan contains input from the parent and any other regulated health care professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation regarding the plan. Anaphy-

lactic Alerts and Asthma Forms are posted for safety reasons, but as special needs and medical information is confidential, staff will keep the ISP in the child's file in the classroom. Parents should read the Individualized Support Plan Policy for complete information. The Policy is available on request and is emailed with registration.

Medication

The staff can administer medicine that has been prescribed by a doctor, but only if authorized to do so by the child's parent. If a child is on such medication, his/her parents must complete and sign the medication administration form and discuss with the staff the timing, method and amounts of the medicine to be given.

Medication, including EpiPens must be in the original container with a prescribed label intact. Medication is always kept in a locked container with the exception of EpiPens and asthma inhalers.

Vitamins must never be sent in with your child.

Staff are not permitted to administer any non-prescription medication, including topical creams, to any child without the consent of the child's doctor in writing. The staff may apply sunscreen and diaper cream with written permission from the parent or guardian.

Specialized Services

Teachers observe children's developmental progress throughout the course of their enrolment at the WCC. In the event that a teacher has a concern regarding any aspect of a child's development or behavior, they will notify the Supervisor. After observation and consultation with staff, the Supervisor will contact the parent to discuss the concern. At this point the Supervisor will direct the parent to suggested services, e.g. speech therapist, pediatrician. The WCC also has access to various consultants who can come into the Centre to observe and suggest strategies for staff and/or parents. This consultant may also develop an Individual Support Plan in consultation with our staff, or recommend further follow up by other professionals. The parent is required to sign a permission form before a consultant or other professional is permitted to come in and observe the child. Individual Support Plans will be developed for every child identified with special needs. Information regarding this plan will be gathered from the staff, family, Supervisor and any other professional involved with the child. The plan will be kept in both the child's class and office file. Staff will ensure the plan is updated as appropriate and strategies are kept current and relevant. The parent will sign off on the plan each time it is revised. Please refer to our Individual Support Plan Policy for full information.

We welcome input from other professionals regarding a child's needs, and wherever possible, staff are willing to incorporate strategies for individual needs into the program. If however a child is deemed to need one on one support to enable them to remain in the Centre, the child's parents are required to pay in full for that support. If a child is enrolled in the public school and has been assessed as requiring a one on one aide to ensure safety, or to have developmental needs met, it is expected that the family will provide the one on one aide if the child is enrolled in the Centre. The TDSB may provide the funding

for the aide whilst the child is enrolled in the public school, but the Centre is unable to provide funding for this support. Families with children enrolled in both the Centre and Whitney Public School are requested to sign a permission form to allow us to share information relevant to the well being of your child. Please refer to our Inclusion Policy.

Positive Behaviour Guidance

The Centre has a Positive Behaviour Guidance Policy and policies on child abuse which are available on request and emailed with registration materials.

The Whitney Child Centre believes that the foundations for learning are:

Belonging - staff cultivate authentic and caring relationships and connections with children and their families.

Well-Being - staff understand child development and nurture healthy development and well being in all children.

Engagement - staff are committed to creating environments that support exploration, play and inquiry.

Expression - staff foster communication and expression in all forms.

The Centre believes that understanding child development and behaviour, including the development of self-regulation is critical to implementing effective positive behaviour guidance. Providing the four basic foundations of learning sets the stage for healthy growth and development of children in all areas, including the ability to guide children positively. We believe children are entitled to quality care in a safe and healthy, secure and loving environment. We believe children are curious and capable learners and need the opportunity to explore their environment and discover their skills and strengths. This involves testing their limits and experimenting with social interactions; it is this testing and experimentation that often results in behaviour that adults find unacceptable. The first step to understanding children's behavior is creating an authentic connection with each child. Staff at the Centre establish rules, routines and structure so that they can create an environment where each child can develop emotionally, mentally, physically and socially, according to their abilities. Appropriate limits are set so the child can explore their world in a safe and respectful setting where they will develop sensitivity for others, respect for property, self-respect and self-regulation. It is vital that staff work as a team and provide a consistent approach, and that families are involved and consulted.

For children to become happy, secure members of society, they must learn how to successfully deal with problems in interpersonal relationships. This involves identifying and labeling feelings, emotions and actions. It involves developing self-regulation and learning self-discipline and inner control as well as positive and constructive ways to interact with other people and to problem solve. It is the role of the teacher to support a child's sense of well being and self-esteem and individuality, while providing opportunities for the child to learn appropriate ways to interact with others. The teacher acts as a positive role model and sets clear limits and expectations for each child. To ensure a child's safety and well being, and to foster social and emotional development, it is necessary at times to impose limits or to set standards of acceptable behaviour. Staff are guided by their knowledge and understanding of child development, as well as an understanding of the individual child. Staff always work as a team and must be consistent when enforcing limits and expectations.

Board of Directors

Although many decisions regarding the children's day are made by the Centre's staff, general policy decisions are made by the Board of Directors.

There are up to 12 positions on the Board of Directors: elected positions plus the past president, and one non-voting member (the Centre Supervisor). Our Board of Directors' board is outside the office. Dates of meetings as well as a full list of Directors can be found there. There are vacancies on the Board for the 2021-22 school year. Please contact us if interested.

General meetings may be called as needed. Board of Directors' meetings will take place once a month or as need dictates. Any parent may make a written submission on any matter pertaining to the Centre at any time for consideration by and reply from the Board. Any parent wishing to meet with the Board is to make arrangements for a meeting through the Secretary.

The following are, in general, the areas of responsibility of the Board of Directors.

1. Decisions concerning the Program Statement of the Centre.
2. Periodic evaluations of the program.
3. Decisions concerning the hiring, disciplining and dismissal of staff.
4. Decisions concerning staff salaries and terms and conditions of employment.
5. Decisions concerning registration and fee structure.
6. Establishment and monitoring of the budget.
7. Management of revenue.
8. Decisions concerning operating procedures.
9. Annual policy review and policy development. (All WCC policies are available on request.)
10. Resolution of conflict with staff or parents, which has not been resolved by the Supervisor.

The Supervisor works closely with the Board of Directors with respect to all aspects of the Centre's management and attends all Board meetings. Should parents have any questions or concerns about their child, please do not hesitate to speak to the Supervisor. Our Centre ByLaws are emailed with registration and copies are available in the entrance. May we respectfully remind you that positions held on the Board of Directors are voluntary and, at times, very time-consuming. We would appreciate compliance with the regulations in order to make our jobs easier and more pleasant!

Policies

In addition to our COVID-19 Policy, the following policies form part of this Handbook; to be environmentally friendly the policies are provided to families by email. Parents may ask for a hard copy at any time:

- Positive Behaviour Guidance Policy and Guidelines
- Allergy and Anaphylaxis Policy;
- Parent/Guardian and Student Code of Conduct;

- Inclusion Policy;
- Anti Bias/Anti Racism Policy;
- Positive Behaviour Guidance Policy and Guidance;
- Child Abuse: Policy and Procedures;
- Parent Issues and Concerns Resolution Procedure;
- Individual Support Plan Policy;
- Serious Occurrence Policy;
- Supervision Policy;
- Human Rights Policy;
- Emergency Management Procedures and Fire Drill Policy and Procedures;
- Smoke Free, Drug and Alcohol Policy;
- Sleep Room Policy;
- The Accessibility Policy;
- The Privacy Policy;
- Fee Schedule
- Waitlist Policy – under review

More information can be found on our website: whitneychildcentre.com

