



East Scarborough

# PARENT HANDBOOK

Licensed  
Child Care  
Services

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### **Parent Acknowledgement**

## **WELCOME TO BGC EAST SCARBOROUGH LICENSED CHILD CARE PROGRAMS**

The Board of Directors and the Licensed Child Care Team welcome you and your child to our child care programs. Our child care programs are regulated by the Ministry of Education and the City of Toronto Children's Services, and continuously meet and exceed all provincial and municipal requirements.

This Parent Handbook contains information regarding the practices, policies and procedures governing the programs.

Should you have any questions or concerns, please feel free to speak to the Manager of the child care services or Supervisor of each site.

Senior Manager, Child Care and Early Years Services  
100 Galloway Road, Scarborough  
416-281-0262

### **Full Day Programs**

#### **Eastside Child Care Centre**

20 Waldock Street  
Scarborough  
416-287-0007

#### **East Scarborough Child Care Centre**

230 Morningside Avenue  
Scarborough  
416-282-9998

#### **Eastside Club**

100 Galloway Road  
Scarborough  
416-281-0262 ext.212

### **Before and After School Programs**

#### **St. Brendan Kindergarten Extended Care Program**

186 Centennial Road  
Scarborough  
416-347-3618

#### **St. Ursula Licensed Before & After School Program**

215 Livingston Road  
Scarborough  
416-475-6375

#### **St. Malachy Licensed Before & After School Program**

80 Bennett Road  
Scarborough  
416-559-2604

#### **Charlottetown Licensed Before & After School Program**

85 Charlottetown Boulevard  
Scarborough  
416-452-4973

#### **West Rouge Licensed Kindergarten Program**

401 Friendship Avenue  
Scarborough  
416-579-8398

#### **William G. Davis Licensed Kindergarten Program**

128 East Avenue  
Scarborough  
416-452-3874

## About Our Services

The child care programs are not-for-profit providing a welcoming, inclusive, secure, and caring environment for the children in our community. Our programs offer a wide variety of social, emotional, communicative, cognitive and physical learning experiences, while allowing for each child's uniqueness of intellect, culture, family structure, and behavioural exceptions. Our goal is to develop and extend each child's self-esteem, independence, motivation and attitudes toward learning and living. All children will be able to participate in and be included in the child care programs, regardless of their skills, needs and abilities.

## Preparing Your Child

Children are welcome to visit the centre in the company of a parent prior to their official first day of attendance. Please arrange visits in advance.

All registration documents, including the medical form with immunization dates, or a photocopy of the child's immunization record, must be completed in full and returned to the centre by the child's first day of attendance, with the exception for a child attending a kindergarten or up class in a publicly funded school board.

The child may not start until all proper documentation is received by the centre.

Please provide the following items to remain with your child at the Centre:

### Infant Program

- ❖ Diapers
- ❖ Wipes
- ❖ Diaper cream
- ❖ Bibs
- ❖ Change of clothes
- ❖ A blanket for naptime
- ❖ A hat for sun safety
- ❖ Indoor shoes

### Toddler Program

- ❖ Diapers
- ❖ Wipes
- ❖ Diaper cream
- ❖ Bibs
- ❖ Change of clothes
- ❖ A pillow and blanket for naptime
- ❖ A hat for sun safety
- ❖ Indoor shoes

### Preschool Program

- ❖ Change of clothes and indoor shoes
- ❖ A pillow and blanket for naptime
- ❖ A hat for sun safety

### Kindergarten Program

- ❖ Change of clothes
- ❖ A hat for sun safety
- ❖ Indoor shoes

### School Age Program

- ❖ A hat for sun safety
- ❖ Indoor running shoes

## Our Program Sites

Our program sites serve children from birth to 12 years in the East Scarborough community.

### EASTSIDE CHILD CARE CENTRE

- ❖ For 18 months to 12 years old
- ❖ Located inside Eastview Public School
- ❖ Operating Hours: 7 am to 6 pm Mon. to Fri.
- ❖ School Readiness Program
- ❖ Seamless collaborative program with school staff
- ❖ Homework assistance
- ❖ Sports skill development programs
- ❖ Special holiday events and field trips

### EAST SCARBOROUGH CHILD CARE CENTRE

- ❖ For 18 months to 12 years old
- ❖ Located inside St. Martin De Porres Catholic School
- ❖ Operating Hours: 7 am to 6 pm Mon. to Fri.
- ❖ Nutritious breakfast, lunch and snack provided
- ❖ School Readiness Program
- ❖ Homework assistance
- ❖ Seamless collaborative program with school staff
- ❖ Special holiday events and field trips

### EASTSIDE CLUB SCHOOL AGE CHILD CARE CENTRE

- ❖ From birth to 30 months
- ❖ Located inside BGC East Scarborough
- ❖ Operating hours: 7 am to 6:30 pm Mon. to Fri.
- ❖ Full day infant and toddler care

### CHARLOTTETOWN LICENSED BEFORE AND AFTER SCHOOL PROGRAM

- ❖ For junior and senior kindergarten children
- ❖ Located inside Charlottetown Junior Public School
- ❖ Operating hours: 7 am to School start and School end to 6 pm Mon. to Fri.
- ❖ Academic support, enrichment activities and physical fitness program

### **WILLIAM G. DAVIS KINDERGARTEN EXTENDED CARE PROGRAM**

- ❖ For junior and senior kindergarten children
- ❖ Located inside William G. Davis Junior Public School
- ❖ Operating hours: 7 am to School start and School end to 6 pm Mon. to Fri.
- ❖ Seamless collaborative program with school staff
- ❖ Academic support, enrichment activities and physical fitness program

### **WEST ROUGE KINDERGARTEN EXTENDED CARE PROGRAM**

- ❖ For junior and senior kindergarten children
- ❖ Located inside West Rouge Junior Public School
- ❖ Operating hours: 7 am to School starts and School ends to 6 pm Mon. to Fri.
- ❖ Seamless collaborative program with school staff
- ❖ Academic support, enrichment activities and physical fitness program

### **ST. BRENDAN KINDERGARTEN EXTENDED CARE PROGRAM**

- ❖ For junior and senior kindergarten children
- ❖ Located inside St. Brendan Catholic School
- ❖ Operating hours: 7 am to School start and School end to 6 pm Mon. to Fri.
- ❖ Seamless collaborative program with school staff
- ❖ Academic support, enrichment activities and physical fitness program

### **ST. MALACHY LICENSED BEFORE AND AFTER SCHOOL PROGRAM**

- ❖ For 3.7 to 12 years old
- ❖ Located inside St. Malachy Catholic School
- ❖ Operating hours: 7 am to School start and School end to 6 pm Mon. to Fri.
- ❖ Seamless collaborative program with school staff
- ❖ Academic support, enrichment activities and physical fitness program

### **ST. URSULA LICENSED BEFORE AND AFTER SCHOOL PROGRAM**

- ❖ For 3.7 to 12 years old
- ❖ Located inside St. Ursula Catholic School
- ❖ Operating hours: 7 am to School start and School end to 6 pm Mon. to Fri.
- ❖ Seamless collaborative program with school staff
- ❖ Academic support, enrichment activities and physical fitness program

### **Holiday Closures**

All programs are closed on the following statutory holidays:

New Year Day	Civic Holiday
Family Day	Labour Day
Good Friday	Thanksgiving Day
Victoria Day	Christmas Day
Canada Day	Boxing day

## Program Statement

The licensed child care services is committed to ***supporting children's learning, development, health and well-being through caring and responsive Early Childhood Educators who see children as competent, capable, curious and rich in potential.***

We see each child as a unique individual bringing in his or her own attributes and abilities to the program. Our mission is to ***engage children in learning through exploration, play and inquiry.*** Children are encouraged to explore new ideas, try new experiences and cultivate their creativity.

We ***provide a safe and supportive environment which serves as third teacher for children to comfortably exercise their curiosity through play and inquiry.*** They are in a caring setting that offers opportunities for them to grow and flourish.

We understand that family, community and life experiences play an important role in a child's development. In order to foster positive learning and development, we ***value the partnerships with families and communities to enrich our programs.***

The learning experiences are designed based on ongoing pedagogical observations of the children, following [How Does Learning Happen](#). It is intended to support pedagogy and curriculum development in early years programs. This document is organized around four foundational conditions that are considered essential to optimal learning and healthy development for children.



### Belonging

Every child has a sense of belonging when he or she is connected to others and contributes to the world.

### Well-being

Every child is developing a sense of self, health, and well-being.

### Engagement

Every child is an active and engaged learner who exposes the world with body, mind, and senses.

### Expression

Every child is a capable communicator who expresses himself or herself in many ways

How Does Learning Happen?  
Ontario's Pedagogy for the Early Years (2014)

## Goals for Children

Our goals for children are consistent to the pedagogical focus of HDLH to support the four foundational conditions- ***Belonging, Well-being, Engagement and Expression*** for children and families to reach their fullest potentials.



Our programs strive to

- a) promote the health, safety, nutrition and well-being of the children;
- b) support positive and responsive interactions among the children, parents, child care providers and staff;
- c) encourage the children to interact and communicate in a positive way and support their ability to self-regulate;
- d) foster the children's exploration, play and inquiry;
- e) provide child-initiated and adult-supported experiences;
- f) plan for and create positive learning environments and experiences in which each child's learning and development will be supported;
- g) 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 receiving child care;
- h) foster the engagement of and ongoing communication with parents about the program and their children;
- i) involve local community partners and allow those partners to support the children, their families and staff;
- j) support staff in relation to continuous professional learning;
- k) document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.

## **Approaches to Achieve Our Goals**

### **Health, Safety and Well-Being of the Children**

- Staff practise daily observations of children to monitor the health conditions and well-beings of them.
- Staff practise stringent attendance verification e.g. every child is signed in and out; constant head count to match with attendance records.
- Staff practise monitoring measures to account for the presence of the children e.g. staff position to ensure efficient scanning of the environment.
- All visitors are required to report to reception upon entering the building.
- Staff follow the agency Health and Safety Policies and Practices to establish a hygienic and safe environment. The policies and practices are accessible for parents to review.
- Staff are familiarize with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements and parental preferences in respect to diet, exercise and rest time.
- Allergy list is posted in all program rooms.
- Staff follow the Sun Safety and Smog Alert Policy and Procedures.
- Staff are trained in standard first aid and CPR to respond to emergency situations.
- In the event of an accident or incident regarding a child, parent will be notified and receive a copy of the accident/incident report on the day of occurrence.
- Resource staff with special need training is available to support children with special needs.
- Health and safety related resources are accessible to families.

- Our menus follow Canada's Food Guide and are reviewed by a registered dietician annually. Menus are posted in program rooms for parent's review.
- Current Canada's Food Guide and healthy meal resources are accessible for parents
- Our programs accommodate dietary or religious food requirements of our children.
- Our programs meet and exceed the nutrition requirements of Toronto Children's Services.
- At least one staff member holds a valid Food Handler Certificate in each program.

### **Positive and Responsive Interactions Among Children, Parents and Staff**

- Before a new child is admitted in a program, parent/guardian is invited to an orientation and a tour of the facility. Parent has the opportunity to ask questions regarding the program and staff will get to know the child/family through the conversation with the parent to be better prepared to meet the needs of the child and family.
- Staff greet and address children and parents/guardians by their first names.
- Staff respond positively to children's cues and engage in reciprocal interactions with them.
- Staff are trained to utilize the continuum of development from the Early Learning for Every Child Today (ELECT) for documentation of children's interests and development levels. The documentations provide information for staff to plan the daily learning experiences for children.
- Our inclusive learning environments recognize and respect the unique qualities of each child and family, including ancestry, culture, ethnicity, race, language, gender, gender identity, sexual orientation, religion, socio-economic status, family environment and developmental abilities and needs. Our programs value these unique qualities of children and families and use those qualities to enrich the environment.
- Programming focuses on children's social, emotional, physical, creative, and cognitive development in a holistic way.
- Parents are valuable partners and are invited to involve in our programs. Our parent involvement policy outlines ways that parents could be engaged in our programs

### **Positive Communication and Self -Regulation**

- Staff model and encourage children to interact and communicate in a positive way. Children could communicate their ideas, thoughts and feelings through body language, art work, writing, and conversation with peers and/or staff.
- Member Code of Conduct is in place to ensure interactions among children are enjoyable, productive and safe.
- Staff support children to practise positive self-regulation skills to gain control of bodily functions, manage powerful emotions and maintain focus and attention.
- A quiet space is available for children, if needed, to self-regulate their emotions before participating in the group.
- Staff guide children to use appropriate and acceptable ways to express their strong emotions and employ problem solving skills to lighten their distresses.

### **Children's Exploration, Play and Inquiry**

- Our knowledgeable and responsive early childhood educators provide an environment rich in content that encourages choices and active play.

- Children learn best through play. Intentional play-based learning enables children to investigate, ask questions, solve problems and engage in critical thinking.

### **Child-Initiated and Adult-Supported Learning Experiences**

- Children are provided with content rich materials for exploration to cultivate their creativities
- The early childhood educators regularly observe and document the interests, developmental and skill levels of each child. The documentation is used to design meaningful learning experiences that support the interests and development as well as extend the learning of each child.

### **Positive Learning Experiences and Environment**

- Transitions are kept to minimal to ensure children could enjoy as much uninterrupted play time as possible.
- Our early childhood educators are reflective practitioners who observe, listen and play with children to learn how they make meaning through their experiences in the world around them, and use this information to have meaningful interactions, and engage children on a daily basis.

### **Play and Rest**

- Staff follow the daily schedule to deliver our programs. Children will experience indoor and outdoor play (minimum of two hours for programs that operate at least six hours and 30 minutes for before and after school programs, weather permitting) daily as well as quiet, active, rest and sleep times, if needed. Our programs take into consideration of each child's needs and parental direction.
- Daily learning experiences are documented on the weekly program plan.

### **Parents' Engagement and Communication**

- Staff use drop off and/or pick up times to communicate the well-being of the children to their parents. In addition to this daily interaction with program staff, we communicate with the parents by phone, email or through written and posted communication tools.
- Parents are asked to keep the Centre informed of any changes in their work/school, cell or home telephone numbers and addresses, as well of any emergency contacts.
- Parents are encouraged to review their children's personal portfolios and/or observation documentations.
- Parents are experts on their children. Our programs encourage parents to involve in our programs by volunteering or providing suggestions and feedbacks to our service.
- We aim to create an atmosphere where parents feel comfortable discussing anything related to their child. Parents are welcome to raise any child-related concerns to the Staff directly. If the concern is not resolved, the matter could then be taken to the Supervisor or Manager.
- Throughout the year, children and their families are invited to participate in our annual special events such as Agency General Meeting, Black History Event, Family Barbecue, and Festival of Lights.

## Community Partners

- Our programs collaborate with other departments of the BGC East Scarborough to enhance the services to the children and their families.
- Our programs collaborate with secondary and post secondary institutions to provide volunteering and placement opportunities to their members.
- Parents will be directed to resources outside of our programs, if necessary, and community partners such as early year's services, speech therapists, occupational therapists, and special need consultants to support children and families in need.

## Continuous Professional Development

- Staff regularly reflect on practices and engage in new learning experiences, both individually and with colleagues such as answering the questions for reflections in HDLH.
- Staff engage with children as co-learners and co-planners as they explore their environment.
- All supervisors and newly hired registered early childhood educators complete the self test of Child Care and Early Years Act (CCEYA).
- Staff are trained to apply HDLH in programming.
- All staff, students and volunteers complete mandatory policy sign-off before commencing employment, placement and volunteering and the annual review thereafter.
- Staff are trained in standard first aid and CPR to respond to emergency situations and to better care for our children.
- Staff are encouraged to participate in formal professional learning to further their knowledge and skills through
  - Every Child Belongs- City Wide Training
  - Toronto Children's Services
  - Toronto Public Health
  - The College of Early Childhood Educator's Framework for Continuous Professional Learning (CPL)
  - Annual Agency Training
- Our Staff Professional Development Policy identifies the protocol for staff to access professional development opportunities.

## Documenting and Reviewing the Impact of the Strategies

Documentations of children's experiences and learning serve as a way to help children to reflect back on those experiences to further their learning. They make children's learning and understanding of the world visible to themselves, to their peers, to their parents, other families and to the program staff.

Staff and children become **co-learners and partners** to **co-plan** for meaningful learning. Children direct their own learning, children have input to where they learn, children decide when they want to learn, children choose their own play experiences and materials they want to explore.

## **Review of the Program Statement**

All staff, students and volunteers will review the Program Statement and sign to acknowledge the review prior to employment or prior to interacting with children and annually thereafter, as well as at any time when the program statement is modified.

The program supervisor will conduct the review with staff, students and volunteers to ensure that staff, students or volunteers understand the program statement and its implementation.

## **Prohibited Practice**

Children will have safe and positive experiences that promote their growth and learning, so the following practices are not permitted:

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

All staff, volunteers and student interns must comply with the practices outlined in the Program Statement. Any non-compliance will subject to internal disciplinary measures as outlined in the Program Statement Implementation Policy.

## **Clothing and Possessions**

Your child should be dressed in clothing that is appropriate for physical activity, the weather and the season. For your child's comfort, please be sure sufficient extra clothing is available for those unexpected toileting accidents, spills, or mishaps. Inexpensive play clothes are the best choice for the wide variety of activities your child participates in at our programs.

## **Toys from Home**

Your child has a wide range of educational and creative play toys to enhance his/her learning experiences. Children should not bring toys from home to the centre except for toys days. Parents will receive notification of those special days in advance.

## **Music and Movies**

Music is used to enhance your child's learning experiences. Movies are occasionally used to support the interests of the children or to enrich the programs. All music and movies used are pre-viewed by

staff and are appropriate for the age and the stage of development of the children, and they are free of bias and stereotypes in compliance with the Anti-Discrimination/ Harassment Policy. The messages in the materials must support the expectations in the Member Code of Conduct.

All movies and music used in the program must be legally obtained. Movie watching is limited to no more than 45 minutes for preschoolers and kindergarteners, and no more than 90 minutes for Grade 1 and up children.

All movies are general or family rated and information is posted on the daily program plan in advance for parents to review. Alternate activities are provided for children who choose not to watch the movie.

### Community Walks and Off-Site Excursions

Our programs strive to implement a variety of learning experiences for children to explore and participate in their community through walks to local sites. A Field Trip and Local Outings Consent Form is included in the Registration Package for parents to complete and sign at the time when children are enrolled in any of the programs. Parents will be notified of planned local walks on the individual room Program Plans. All staff/volunteers/students will practise stringent attendance monitoring measures. The RECE will carry an emergency bag containing the attendance list, emergency information of each child and a first aid kit.

During school breaks or on PA days, children may participate in planned off-site excursions by school bus or public transit. Parents will be consulted and notified in advance of all off-site excursions during the planning phase and will be provided with an additional consent form to complete prior to their child's participation.

All staff/volunteers/ student interns will follow the protocol prescribed in the Field Trips Policy whenever children participate in off-site excursions.

### Parent Involvement

We have been operating as an important part of the East Scarborough community for many years. We encourage parents to get to know the programs and the child care staff. Your visits, suggestions and questions are always welcome. There will be Parent Nights and special events scheduled throughout the year, which are both informative and fun, as well as a great way to know other parents. If you are interested in being involved with the BGC East Scarborough Board of Directors or other committees, please speak to the Manager of the Child Care Services. Parents who are interested in assisting the implementation of the program or on out-of-centre field trips will be required to provide a valid Vulnerable Sector Check. As well, parents are asked to review, sign and follow our Behaviour Management Policy and Code of Conduct.

### Volunteering

Student Interns/Volunteers must be at least 18 years old and are required to apply to the Volunteer Coordinator at BGC East Scarborough before volunteering in any of the child care programs. Student Interns/Volunteers must submit a Vulnerable Sector Check before beginning their volunteer work. ***They may interact with the children under the supervision of a staff at all times and are never to be left alone with children or counted in child: staff ratios.*** Student interns/Volunteers are required to

follow all Staff policies as outlined in the Staff Policies Handbook including the Confidentiality Agreement.

## **Parental Questions or Concerns**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by our team and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible. Child –related concerns should be voiced to the staff directly. If staff are unable to resolve the issue, the matter should then be taken to the Supervisor. Any concerns or issues regarding a staff member should be made directly to the Supervisor or Manager.

Depending on the nature of the issues/concerns, they may be brought forward in person, by phone verbally or in writing either directly to the staff, supervisor or manager. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 5 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

## **Confidentiality**

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

## **Conduct**

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

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

## **Concerns about Suspected Abuse or Neglect of a child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff/Supervisor to respond to issue/concern:
<b>Program Room-Related</b>  E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> or <ul style="list-style-type: none"> <li>- the supervisor or manager</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> or <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 5 business days.</li> </ul> Document the issues/concerns in detail including <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<b>General, Centre- or Operations-Related</b>  E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the supervisor or manager</li> </ul>	If the issues/concerns are not resolved, provide contact information for the appropriate person.
<b>Staff, Student- or Volunteer Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the classroom staff directly and</li> <li>- the supervisor or manager</li> </ul> All issues or concerns about the conduct of students and/or volunteers are also reported to the Volunteer Coordinator.	Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.  Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.  Upon request, the supervisor is to provide a written response within 10 business days. However, in exceptional circumstances this can be extended to 20 working days. (Exceptional circumstances may include a complex issue relating to several staff/program members or staff/program members within different departments). The reason for the extended investigation should be recorded and communicated to the parent(s)/guardian(s),  All records and its outcomes should be documented and retained for a minimum of three years.



### **Escalation of Issues or Concerns**

Where parents/guardians are not satisfied with the response or outcome of an issue or concern from a manager, they may escalate the issue or concern verbally or in writing to the Director of Child Care and Early Years Services and Chief Executive Officer. Where the nature of an issue/concern may be related to breach of the law. It should be immediately escalated to the Director of Child Care and Early Years Services and Chief Executive Officer for investigation.

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

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

## **Admission and Withdrawal Policy**

### **Admission Procedures**

Parent who is interested in enrolling your child to any of the child care programs contacts the centre supervisor/manager. If a space becomes available, the parent is contacted and is asked to complete a registration package. The registration package must be completed in full including all the supporting documents before a child is admitted to the program.

If a parent receives support from the Toronto Children's Services (TCS), approval from TCS must be granted first before a child is enrolled in a program.

If a space is not available at the time of request, the parent could place child's name on the waiting list at no cost. When a space becomes available, the parent will be contacted.

### **Waitlist Management**

Each child care program site develops and maintains an independent waitlist. To gain access to the waitlist, families are asked to contact the Centre Supervisor/Department Manager. This can be done by phone, by email or in person. There is no fee for placement on the waitlist.

The waitlist is organized using the following information:

- A. Intake date
- B. Age
- C. Space required date
- D. Priority group\*

\*Currently enrolled families (A family with a child already enrolled in a program may get his or her sibling into the program ahead of someone who applies earlier because of "Sibling" priority.)

### **Waitlist Priorities**

Many different factors affect the enrollment selection process i.e. when children on the wait list have siblings already enrolled, or when children already enrolled age-out of programs, as well as the movement of children within the centers, therefore the Centre Supervisor may not be able to provide an exact number or position on the wait list.

The order of priority in which children are enrolled is:

1. children who are transferring from an internal child care program
2. siblings of children currently in an internal child care program
3. siblings of children currently in another BGC East Scarborough program
4. requested schedule most closely fits the available opening
5. children in our community

When a space becomes available, parents/guardians will be contacted by the Centre Supervisor or Manager. Families who do not reply within a week will be put to the bottom of the waitlist and the space will be offered to the next child on the list.

If a parent denies the space then the next parent on the list is called until a parent accepts the space and at that point the space is considered filled.

Parents are welcome to check their status on the wait list by contacting the Centre Supervisor. To maintain the privacy and confidentiality of the children/families on the waitlist, wait list will be made available to a parent in a manner that only the information regarding the affected family will be disclosed.

### **Suspension or Termination of Services**

When a child presents with challenges in the centre, staff will inform the supervisor. S/he will observe the child and if deemed necessary, parents will be contacted and a meeting will take place to discuss any issues. The supervisor will recommend the services of the BGC East Scarborough Special Need Consultation. If the parents are not in agreement with the support that is recommended and the concerns continue, the supervisor will discuss the issue with the Manager as to what action will be taken. The Manager will meet with the parent(s) to further discuss the concern and attempt to identify an acceptable solution to the situation. If after repeated attempts to determine an acceptable solution with the parent(s), or the parent(s) decline to fully carry out agreed upon steps outlined in the plan, or a solution cannot be agreed on, the Manager may give two weeks notice to the family to withdraw the child from the program. The Director of Child Care and Early Years Services and the City of Toronto Children's Services, where applicable, will be notified of the notice of withdrawal issued to the parent(s). Where appropriate, resources and/or referrals to outside agencies for further support may be offered to the family. The parent(s) may appeal the notice of withdrawal to the Director of Child Care and Early Years Services within five working days after the meeting with the Manager for further consideration of the final decision.

### **Demission of Your Child**

When a younger child transitioning to the next age group and a space is not available at such time, the centre will advise the parent to transfer the child to an alternate site/program, operated by BGC East Scarborough, where a space is available. If no space is available at an alternate site/program, priority is given to a younger child moving to the next age group. The Manager may make a decision to withdraw a child from the older age group in order to accommodate the younger child. The Manager will take into consideration of the following factors when making such decision:

- requested schedule most closely fits the available opening
- number of siblings enrolled in the child care program and/or the Club's program
- age of a child
- start date of a child

The parent will be given a written withdrawn notice no less than 14 days in advance and the City of Toronto Children's Services, where applicable, will be notified of the withdrawal notice issued to the parent. The program will assist the parent as much as possible to find alternate care arrangement.

### **Parental Choice for Withdrawal**

If a parent chooses to withdraw a child from the centre, a written notice of a child's withdrawal is required at least 14 days in advance of the withdrawal date.

### **Payments, Arrivals and Pick-ups**

#### **Fees**

A current list of the child care fees by program and age group is posted in each Centre. Monthly fee is based on the number of payable days in each month, including statutory holidays. There will be no deductions for days missed due to illness, vacation, or other absences. Fees are due, in advance, in the first week of each month.

Fee payments can be made by one of the following options:

- 1) Certified Cheque/Money Order- in person at each program site
- 2) Debit/Credit Card- in person at 100 Galloway Road (BGC East Scarborough)
- 3) E-transfer online

Receipts will be issued with each payment and parents are advised to keep these receipts for income tax purposes. There will be an administrative charge of \$5.00 to replace lost receipts.

If you remove your child from the program with fees still outstanding, you will have one week to pay all outstanding fees, including late fees, before your account may be referred to a collection agency. For parents who receive subsidies, Toronto Children's Services will be notified.

All fees for a program must be paid in full before registration for another program within the BGC East Scarborough can take place.

### **Canada Wide Early Learning and Child Care (CWELCC) Funding Program**

Our programs have enrolled in the CWELCC Funding Program. The funding program is for children younger than 6 years old. The daily rates will be determined by the Toronto Children's Services in accordance to the funding guidelines from the Ministry of Education.

The school age program is not eligible for enrolment in CWELCC Program and the daily rates are:

Before School Only: \$12/morning

After School Only: \$15/afternoon

Both Before and After School: \$26/day

Non Instructional Day (Full Day Program): \$38/day

## Subsidies

Each program is licensed under the Child Care and Early Years Act by Ontario's Ministry of Education, and maintains a "Purchase of Service Agreement" with the City of Toronto Children's Services that enables qualifying parents to apply for a child care fee subsidy. For further information about subsidy, please visit [Toronto Children's Service Website](#) or call 416-338-8888 or 311.

## Late Payment of Fees

For each day that payment is past due, after the first week of each month, there will be a charge of \$1.00 per day added to your fees.

## Arrival and Pick-Ups

All children must be accompanied by an adult when arriving at the Centre daily. For full day program, children will benefit fully from the program when arriving by 10:00 a.m. Please contact the centre if your child will come after 10:00 a.m.

An authorized adult must come into the Centre to pick up a child. The staff will not release a child to anyone who is not on the pick-up list. It is very important to contact the Centre for any changes in the pick-up arrangement. If a child is going to be picked up directly from school or is absent for any reason, please contact the Centre.

In the event that the usual person is unable to pick up your child, please notify the Centre in advance of your alternate arrangements by phone, or leave written authorization at the Centre in the morning. The pick-up person is required to show a photo identification to the staff before a child is released.

Children ***will not be released to anyone under the age of 14***. If an authorized person is ***between the age of 14 and 16 years***, a ***special permission form*** must be signed and in file before a child is released to such person. If someone who is not known to the staff arrives to pick up a child, s/he will be asked for identification and the parent/guardian will be contacted before the child is released.

## Absences

As per the Children's Services' Attendance Policy, a child receiving fee subsidy has an allotment of up to 35 absent days per calendar year (January-December). Children who are enrolled in a centre between July and December (1/2 year) may only be absent up to 18 days for the remainder of the year. Children may not be absent for 20 or more consecutive days without advance payment.

If a child exceeds the number of allowable absence days in a calendar year, the parent is responsible for paying the full fee for any days exceeding the limit. In special circumstances, parents can submit an appeal to Children's Services for additional days.

More information regarding the appeal process is available from your Children's Services Caseworker or at [www.toronto.ca/children](http://www.toronto.ca/children).

Parents paying full fee rates are not required to limit their number of absent days, however the daily fee applies.

### **School Suspension**

In the event of a child being suspended from a school, the child care program will not be able to provide care during the instructional hours. Parent is welcome to drop off the child for before and after school care. Parent is to notify the Centre of any school suspension.

### **Late Pick-Up**

It is a difficult experience for a child not to know when s/he will be picked up, so if you foresee that you will be late to pick up your child, please contact the Centre so the staff could ease the anxiety of your child. If a child is not picked up by 7:00 p.m. and all the attempts to contact the parents and/or the emergency contacts have not been successful, a child protection agency may be contacted.

In inclement weather, parents should allow themselves adequate travel time to reach the Centre by 6:00 p.m.

### **Parental Separation or Custody Agreement**

A copy of a Custody or Restraining Order must be on file at the centre if a parent is to be refused access to your child. The parent who has Custody of the child must keep us informed of any changes to these arrangements.

### **Intoxicated Parent or Pick-Up Person**

If anyone authorized to pick up your child (including a parent) arrives intoxicated or Staff deems this person a potential risk to the child, the Centre has the right to refuse to release the child to this person. The child can be released to a different person provided that they are on their pick-up list. If the parent refuses to authorize another designated person, Staff members have the right and will inform the police and a children protection agency in the interest of the safety for the child.

## CHILD CARE POLICIES

### Policies Overview

All policies of the child care are available to parents in the centre office. The Parent Handbook outlines most of the policies that have an impact on children and families.

[The Child Care and Early Years Act](#) (CCEYA) is the provincial regulation governing all licensed childcare centres in Ontario. Our licence is reviewed and reissued during our annual inspection. The CCEYA serves as the basis for all of our policies and procedures.

### Photo/Video Policy

Photos and videos are taken, with parent's consent, for programming purpose or internal use only. For any external use including posting on the newsletter or the Club's website, parent will be consulted first and is asked to sign a photo consent form. To respect privacy of all the children and families that we serve, we ask that parents refrain from posting pictures or video clips of children from the centre unless written permission is received from the parents of each child photographed.

### Outdoor Time

For full day programs, children will experience a minimum of two hours outdoor play time, if weather permits. For before and after school programs, children will have at least 30 minutes outdoor playtime, weather permitting.

### Extreme Weather Policy

It is our practice to open the centre promptly every day. However, in the event of severe weather e.g. a winter storm, it may be necessary for the centre to remain closed if we are not able to maintain a safe facility for service. A notice of closure will be posted on the website of BGC East Scarborough. We will also inform the parents by phone/email.

### Application of Sunscreen and Hand Sanitizer

During Summer and when the weather is sunny, it is strongly advised that children come to the centre with sunscreen already applied on all exposed skin. The centre will also provide sunscreen re-application later in the day as long as parents sign the sunscreen consent form in advance. The parents have the choice of the centre selected sunscreen or sending a bottle of personal sunscreen (labelled with the child's name).

During field trip, when access to water is not easy, hand sanitizer will be provided to children before meal time. A hand sanitizer consent form is included in the registration package.

## Rest Time

### Infants

Each child under 18 months rest on the assigned crib based on their individual schedules. Placement of children for sleep follows the recommendations set out in Health Canada's document entitled "[Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada](#)", unless other instructions are provided in writing by the child's physician.

### Toddlers and Preschoolers

Each child in attendance rests daily for no more than two hours. The child's age and individual needs are considered when implementing a rest routine.

The Centre provides each child with an assigned nap crib or cot labelled with the child's name. Parents are asked to send a light blanket daily, which must be taken home for washing weekly or as required.

Children's rest time is monitored by staff ensuring that a regular visual check is completed on each child and documented to help ensure their health and safety.

### Kindergarteners

Children in the kindergarten program are provided with a rest/quiet time based on the children's individual needs

## Behaviour Management

We believe that for children to become happy, secure members of a multicultural society, they must learn positive, constructive ways to interact with others, as well as learning self-discipline and inner control. Our staff members are trained in how to encourage children to explore and discover their individual capabilities within the safety of limits and consistent, positive guidance which is based on knowledge of child development as well as an understanding of each individual child.

There are times when it is recognized that staff may have to redirect or guide a child using physical interactions. Physical guidance may include the following:

- holding a child by the hand
- lifting a child down from a high place where they may be in danger
- redirecting a child away from traffic or any unsafe area
- lifting a child, i.e. onto a chair
- holding a child who is distressed on the lap

Staff will share feedback and information with parents and work with them to set goals for their child. We also consult with our Special Need Consultant on behavioural management



issues and will refer children and/or parents for consultation on an individual basis should the need arise.

Any child, who continuously displays behaviour that seriously endangers the safety, well-being, or enjoyment of the program for other children, themselves or staff members, may be suspended from the program for one or more days. Parents will receive warning in writing in advance if their child is in danger of being suspended.

If however, the centre determines there are irresolvable conflicts with the family or child, or that the child cannot adjust to the program, then parent will be invited to attend a meeting to discuss the situation and to determine appropriate action. Parent, if not satisfy with such decision, may appeal to the Director of Child Care & Early Years Services and Chief Executive Officer within 5 working days. If a resolution cannot be agreed on after repeated attempts, then the Manager may give two weeks written notice of withdrawal and the Director of Child Care & Early Years Services and Chief Executive Officer as well as Toronto Children's Services will be notified.

### **Child Abuse Prevention and Reporting**

It is a legal requirement in Ontario for anyone who suspects that child abuse may have occurred or a child may be at risk, to report immediately to a child protection agency, contact numbers are posted in the office and are available for anyone who requests them. When making a report, staff are required to follow the directions of the child protection agency. This may include not discussing the situation with the parent.

### **Parent and Child Code of Conduct**

We are committed to ensuring that all participants have the opportunity to participate in a safe and welcoming environment that is encouraging and promoting their overall development.

All children are expected to adhere to the Member Code of Conduct of BGC East Scarborough. Children will treat other individuals (staff and members) in a respectful way that promotes positive interactions and exchanges. They will respect the diversity and uniqueness of all individuals and honour the Anti-Discrimination/ Harassment Policy, and the Anti-Bullying Policy. Children will use appropriate language for their age level and are required to treat the facility and equipment in the manner for which they are intended.

All parents shall abide by the Parent Code of Conduct at all times while on or at BGC East Scarborough location or event. Parents will conduct themselves in a responsible manner consistent with the Club's Anti-Discrimination/Harassment Policy and Anti-Bullying Policy. A copy of the Parent Code of Conduct is included in a registration package for parents to review and sign off.

### **Accessibility**

Our programs provide accessible quality services to its clients needing additional supports in a manner that promotes and respects dignity, independence, integration and equal opportunity. The service will be provided in a manner that respects the dignity and independence of persons with additional needs. The provision of services to clients with additional needs, and others, will be integrated unless an alternative measure is necessary, whether temporarily or permanently, to enable clients with additional needs to participate in the services.

### **Anti-Discrimination/Harassment**

We recognize the cultural, social and economic benefits that living in an ever increasingly diverse community brings to us. Any discrimination or harassment on the basis of race, national/ethnic origin, colour, citizenship/nationality, religion, age, physical or mental disability, ancestry, political beliefs, family status, sexual orientation, dependence on drug/alcohol, creed or place of origin will not be tolerated. We welcome all children to our programs regardless of physical or mental abilities.

### **Anti-Bullying Policy**

We take a zero tolerance position regarding all forms of bullying. We play an active role in the elimination of all forms of bullying and take a proactive approach to foster harmony among staff, volunteers, members and users of the programs.

### **Serious Occurrence Policy**

The safety and well-being of all children in our care is our top priority. In spite of best precautions, planned procedures and policies, serious occurrences can and sometimes take place.

A serious occurrence is an incident which requires a formal report to the Ministry of Education as well as the Director of Child Care & Early Years Services and Chief Executive Officer of BGC East Scarborough. In the event of a serious occurrence, the child will be provided with immediate medical attention, if required. Appropriate steps shall be taken to immediately address any continuing risks to the child's health and/or safety; similar steps shall be taken to insure the health and safety of other clients. The program supervisor or manager will file an on-line report with the Ministry of Education. A Serious Occurrence Notification Form will be posted to inform parents about the incident and the actions taken.

### **Vulnerable Sector Check Policy**

All staff, volunteers, or student interns must provide a clear Vulnerable Sector Check before beginning employment, placement or internship. When an individual who begins work prior

to completion of a vulnerable sector check will only have supervised access to the children, which is in the presence of a senior staff and will not be left alone with children.

Annually staff, volunteers, or student interns will submit a signed Offence Declaration Form, except a year in which a vulnerable sector check is obtained. Each Offence Declaration Form shall be current to within 15 days of the anniversary date of the previous Offence Declaration Form or Vulnerable Sector Check and shall address the period since the most recent Offence Declaration Form or Vulnerable Sector Check.

## **HEALTH, HYGIENE AND SAFETY**

### **Anaphylaxis Policy**

Anaphylaxis is a serious allergic reaction which can be life-threatening. The allergy may be related to food, insect stings, medicine, latex, exercise, etc. The centre will post a list of materials or foods that are to be avoided or prohibited. Parents are required to refrain from bringing any of the restricted items in to the child care centre.

If a child has an anaphylactic allergy, their parent/guardian, and their physician must complete and sign an Individual Anaphylactic Emergency Plan before the child begins attending the childcare.

### **Meals, Snacks and Nutrition**

Snack and lunch menus are developed in accordance to the Canada Food Guide. The weekly menus are posted in the classroom for parents to review. A breakfast, two snacks and a hot lunch are served daily for all full day programs. Please notify staff if you have any concerns about your child's eating habits or any food allergies or restrictions. Our in-house food team will accommodate children's food restrictions and allergies, and will provide alternate food. Please do not send pop, candy or any other non-nutritious food to the child care. Due to the increasing number of serious allergies, all nut and peanut products are prohibited on the premises.

### **Smoke Free Policy**

In accordance with the Smoke Free Ontario Act, no one is allowed to smoke or to hold lit or un-lit tobacco that is visible to the children while they are on the childcare premises. This includes the playground and parking lot. This policy is in effect whether children are present or not. This policy does not apply to smoking or holding lighted tobacco for traditional Aboriginal cultural or spiritual purposes.

### **Immunization Record**

All children younger than 4 years must be up to date with their immunizations prior to admission into the program. Parents are to provide current and up to date immunization information to the centre.

If your child has not been immunized, the parent must provide one of the following:

- Written medical exemption by a qualified medical practitioner, which clearly states the medical reasons why a child cannot be immunized

Or

- Complete the Immunization Exemption Form identifying that you have chosen not to immunize your child on the grounds that the immunization conflicts with your conscience or religious beliefs

If an outbreak of a communicable disease occurs, any 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.

For the current recommended immunization schedule, visit [www.toronto.ca](http://www.toronto.ca).

### **Dealing with Illness**

When a child is not well enough to participate in all of the activities, has a contagious disease, or is sent home from school due to illness, the child should be kept at home. When a child becomes ill while attending the child care, s/he will be kept comfortable in an isolated space. Staff will notify a parent/ guardian to pick up the child.

### **Communicable Disease**

Any child that has an infectious disease will be excluded from programs according to the Toronto Public Health Guidelines of Common Communicable Diseases.

As a means of infection control, we practice diligent hand washing amongst the staff and children. We ask that parents use the hand sanitizers provided around the Centre before they enter the classroom.

In the event of an illness outbreak, the cleaning and disinfecting of all washrooms and toys will be done more frequently throughout the day until the illness has subsided. A sign with the symptoms of the illness will be posted in the Centre and all children or staff with symptoms will be excluded. There will be no activities, such as water play or play dough for the duration of the outbreak.

As per Toronto Public Health requirements, the outbreak will be reported with a record of the names, symptoms and time that people became ill.

### **Children with Medical Needs**

If a child has medical needs and require additional supports, accommodations or assistance, their parent/guardian must complete a Medical and Health Care Information form and an Individual Plan for Children with Medical Needs. The plan will be reviewed with

the child's parent/guardian annually or on a mutually agreed upon schedule set between the program and the child's parent/guardian.

### **Administering Medication Policy**

All medication must come in original containers labeled with the child's name, name of medication, date and dosage. Medication will only be administered if a medication form is signed by a parent or guardian of the child. Only prescribed medications or non-prescribed medications accompanied by a doctor's note will be administered to children. Staff are not permitted to administer any over the counter medications.

Medication will be kept in a locked container, inaccessible to children, either in the fridge or cupboard. Any unused medication will be returned to parents. Absences and date of completion of medication must be noted on the consent form.

### **Pediculosis (Head Lice)**

When a child is found to be infected with head lice, we follow our Infection Control Policies and Procedures and the Toronto Public Health Guidelines for Common Communicable Diseases. Toronto Public Health lists head lice as a communicable, non-reportable disease. A child with head lice is to be excluded from the program and the parent or guardian is immediately contacted to pick up the child. The child will not return the centre until the appropriate treatment is completed and is free from infection.

Information regarding the infestation of head lice may be shared with the school and/or any other programs that the child attends. Staff will make all efforts to maintain the privacy and sensitivity of the family and the child.

### **Injuries and Incidents**

Injuries and accidents are documented and communicated to parents verbally and through an Incident or Accident Report Form at pick up time. Parents are notified of serious injuries immediately and receive a copy of the report on the day of the accident or incident.

In the event that a child requires emergency medical care, parents will be contacted immediately and whenever possible will be asked to accompany their child from the Centre for treatment. However, if the staff feel that the need for medical attention is immediate, the child will be taken by ambulance or taxi to a hospital in the company of a staff member. Parents will be immediately notified to meet the child at the hospital.

Although all reasonable precautions are taken to prevent personal injury and unfortunate incident, the licensed child care programs, BGC East Scarborough and its staff are hereby absolved from any responsibility, including but not limited to legal and financial, for injury, damage or loss of property.

## **Emergency Management**

Our programs have Emergency Management Policy and Procedures to deal with various emergency situations and the established protocols are available in the program room. The full Emergency Management Policy and Procedures are available in the centre's office.

In the event that an emergency situation occurs, parents/guardians will be notified by telephone/email.

## Parent Acknowledgement

I, parent or legal guardian of \_\_\_\_\_ acknowledge that I have received a copy  
(Name of child)  
of the BGC East Scarborough Licensed Child Care Services' Parent Handbook.

I have read and understood the contents in this handbook and agreed to abide by the policies and procedures within.

I understand that if I have questions or concerns at any time about the policies and procedures within this handbook, I will consult with the child care centre's staff or the Manager of Licensed Child Care. Additionally, I acknowledge that I must refer to the Licensed Child Care Services' Parent Handbook for policies and procedures related to the child care program.

Signature:

Date:

Parent/Guardian's Name: