



Brant St.

Daycare

Alpha Alternative School

Downtown Alternative School

PARENT HANDBOOK



NOTE: The word "Parent" used in this Handbook refers to a child's legal guardian.



GENERAL INFORMATION

Brant Street Daycare was formed in 1982 by the parents of Downtown Alternative School and Alpha Alternative School. It is a non-profit school age daycare corporation offering daycare services to the community in two alternative schools: Alpha Alternative School - Alpha location and Downtown Alternative School – D.A.S. location. We offer enriched, child-centered programs that are designed specifically to meet the needs of the D.A.S. and Alpha communities. Each centre is located within the school building; Brant Street Daycare also offers services to Saint Michael's Catholic School and Market Lane Public School. Children who attend either Downtown Alternative School or Alpha Alternative School have priority enrolment.

We follow the Ministry of Education's document "**How Does Learning Happen?**" which is a professional learning resource guide about learning through relationships for those working with young children and families. We also utilize **ELECT** to support pedagogy and curriculum/program development in the early years' programs.

This handbook is available free of charge to any family considering enrolling or already enrolled at Brant Street Daycare. Every family who receives childcare at any childcare center operated by the licensee will also have any modifications informed.

PARENT BOARD

The daycare corporation is governed by a Parent Board of Directors, elected annually. Without this board, our daycare cannot run.

We welcome all parents to participate in the monthly meetings, election and activities related to the Parent Board, to ensure we can continue to provide excellence in our daycare.

Please, contact your site Supervisor to inquire about the Parent Board of Directors.

PARENT PARTICIPATION

Parent involvement at Brant Street Daycare may occur in a number of ways: as a member of the Parent Board of Directors, field trips, special events, support issues, the donation of materials, demonstrating a special craft or skill, or written/verbal feedback regarding suggestions or child's development.

Parents are always welcome to visit and spend time with their children at daycare.

LICENSING

The Daycare is licensed at each site by the Ministry of Education. We also work with The Ministry of Community and Social Services /Toronto Children's Services Division.

FUNDING

Brant Street Daycare receives funding from:

1. City of Toronto: The daycare has a fee subsidy contract with the City of Toronto, Part of this includes meeting the Operating Criteria set out by the City.
2. Parent's Fees (Full fee)



PHILOSOPHY

Our goal is to provide an environment that nurtures children socially, emotionally, physically, and intellectually while encouraging the development of happy, self-motivated and independent children.

Brant Street Daycare is an inclusive environment. Brant Street Daycare will do its best to accommodate all families' needs, as well as children with special needs. We also embrace parental provision of a Personal Support Worker (if required) who would be responsible for the child's specific needs throughout the day; as well as helping to integrate the child into the daycare program.

During daycare time, children have the opportunity to make choices, practice/learn skills and express themselves. Our programming covers a wide range of topics including, science, language, music, drama, arts, crafts, building, physical play, and excursions. All programs are created considering children's needs, age, and interests.

We believe children learn through play and that this learning does not stop once "school is out." At daycare, children have the chance to make choices about how they will spend their time, doing what and with whom, while the daycare teachers provide an exciting program with the structure and guidelines to support the children's choices. It is an opportunity for social contact, creative expression, and exploration. We welcome parents to drop in, join us and engage.

The primary responsibility for the teaching staff is to provide nurturing, responsive care for children, while initiating/implementing a creative, comprehensive program that is flexible and adapts to the children's needs.

The daycare program should complement the curriculum of the alternative schools and be a seamless extension of the day. It is important that the transitions between the school and the daycare are as effortless as possible therefore, ongoing communication with the staff of both schools, and particularly the families, is of critical importance to providing consistent care.

SERVICES OFFERED AND HOURS OF OPERATION

Brant Street Daycare is open Monday to Friday, throughout the year – January to December. Both locations operate a full-day program on P.A. Days, March Break, Winter Break and summer (July and August DAS location only). We are closed on all statutory holidays: New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Eve (to be confirmed annually), Christmas Day, and Boxing Day.

Alpha location

- Before and After School: 7:30am - 9am and 3:30pm - 6:00pm
- Full Day: 7:30am – 6:00pm
- Summer Program – July and August – 7:30am to 6pm (offered at D.A.S. location)
- It operates on **30 kindergarten/primary/junior group** (Mixed age group between **3.8 years and 12 years** of age).
- Offers services to Alpha Alternative School and most schools with bus services to Alpha location.



D.A.S. location

- Before and After School: 7:30am - 9:00am; 3:30pm - 6:00pm
- Full Day: 7:30am – 6:00pm
- Lunch: Delivered to the child's room (D.A.S and St. Michael's only)
- Summer Program: July and August – 7:30am to 6pm
- Children are divided into three groups: 1 Kindergarten (3.8 years to 6 years – capacity for 26 children) and 2 primary/junior school age groups (6 years to 12 years – capacity for 45 children).
- Offers services to Downtown Alternative School, St. Michael's Catholic School and Market Lane Public School and most schools with bus services to D.A.S. location

While we generally endeavor to maintain these groupings, we are open to the children visiting back and forth between groups. Selection for grouping is done by age, children's preferences/interests, and abilities.

Parents are welcome to visit both sites, to stay and play or join us on a trip at any time.

The Daycare's weekly curriculum is posted in each daycare room accessible to parents. The program covers cooking, science, fine motor, gross motor, creativity, language, cognitive, drama, music, social/emotional, seasonal and multicultural themes.

Summer Program is available for all families enrolled at the 12-month program at the Daycare (service is offered at D.A.S. location only). Brant Street Daycare also offers spots for families enrolled on the 10-month program and in the community, registration is on a first come first served basis.

Brant Street Daycare offers Morning Snack and Afternoon Snack, already incorporated in the daily fee.

Age groups:

Brant Street Daycare accepts children ages **3.8 to 12 years old** (enrolled at the schools we offer services for). Both locations (D.A.S. & Alpha) have Registered Early Childhood Educators (RECEs) and/or Early Childhood Educator Assistants (ECEA) in each room.

Admission:

All families interested in admission to the daycare will be dealt with in a fair and equitable manner (refer to waiting list policy). Parents may be required to attend 2 meetings prior to fill in the registration form, the first meeting with only parents, Director/Supervisor, the second one with the child/children to get to know the daycare room and teachers. Once both family and staff agree the daycare is a good fit for the family, parents are required to fill in a registration form that will be emailed to the parents and that should be typed and emailed back prior to your child starting daycare (please note that registration for the daycare is separate from the one for the school and are one per child, not per family). Please, include a copy of your child/children record of immunization or exemption.

The emergency form will be updated at the beginning of every school year. Brant Street Daycare does not charge a registration fee. The date of admission and withdrawal will be included in the registration form **by the agency**.



Subsidized spaces are available, please contact the Director/Supervisor prior to registration if you have subsidy in place or are in the process of applying for it.

Sick Children:

Brant Street Daycare offers a safe environment to children, families and staff members. In order to continue offering it, we do not admit any child, family member or staff member with signs or infectious disease.

If children present infectious symptoms like fever over 38 degrees Celsius, vomiting, diarrhea, stomachache, feel lethargic, red eyes, rash, etc., they will not be admitted at the Center and can only return when 24h symptom free.

If a child becomes ill during daycare hours, parents will be contacted and expected to pick up the children as quick as possible. The children will be taken to a separate room, with supervision, and can only return to the Center when 24h symptom free.

Depending on the severity of the symptoms, a doctor's note may be requested.

Leave of Absence:

When a child is enrolled in the center, the parent is responsible for the payment of fees. In the case of an extended illness and where the parent cannot maintain payment of fees, the Director/Supervisor may discuss the situation with the daycare's Board of Directors on an individual basis.

Payment of Fees:

Calculated monthly fees are inclusive of statutory holidays (P.A. Days, Non-Instructional days, March Break, Winter Break...), fees are due regardless of attendance. Adjustments are not made for sick days, vacations, PA Days, or statutory holidays (for full-time, part-time, and occasional clients). In childcare you are paying for the childcare "space". Each space belongs to an individual child regardless of attendance.

It is customary for the daycare to go on excursions on P.A. Days. On days when all groups are out on a field trip, please note that "on-site" care will be unavailable until one or both groups have returned. It is an impossibility to cater to "on-site" care on these days for client specific needs (i.e. Doctors appt, specific time pick up etc.).

Note: there are no monetary adjustments made if an excursion does not fit a client's schedule.

We ask that the fees are paid electronically through e-transfer to brantdc@hotmail.com, if this is not possible, please contact the Director/Supervisor to set up another alternative.

Fees are to be paid according to the due date established on the invoice sent electronically. We ask that you keep your email address updated with the daycare and notify us immediately of any changes, to ensure you get your invoices in time.

Brant Street Daycare fees are set according to the ongoing cost of operation, and failure to pay fees on time creates serious cash flow problems. If there are special circumstances affecting your ability to pay, please contact the Director/Supervisor to make arrangements.

If payment is not made by the last day of each month, notice will be given, and service may be withdrawn.



Overdue Fees/Late Payment Penalty:

Fees are due every month (due dates will be stated on your invoice) unless other arrangements have been made (in writing) with the Director/Supervisor or Board of Directors. A late payment penalty of 5% of the outstanding balance will be charged to any account that is left unpaid at the end of the month. Penalty payments are meant to be a deterrent and can be appealed to the Board of Directors. If your account remains unpaid after 15 days, the center may contact you regarding payments, and a written payment plan and payment will be required. Service may be withdrawn if a parent has outstanding fees for more than one month.

Emergency Fee:

If the daycare is closed for an emergency (snow storms, strikes, outbreaks etc.) Fees will still be charged for up to five days.

Late Departure Fee:

Pickups will be considered late if a child continues to be in our care after 6:00 p.m. A parent/caregiver or pick up person arriving after 6:00 p.m. to pick up a child will be charged a late fee.

First 5 Minutes (6:00-6:05 p.m.)	Each Minute After First 5 Minutes (6:05 p.m. onward)	
	Standard Rate	After 3 late pickups*
\$5 flat fee	\$1 per minute	\$2 per minute**

* The number of late pickups will be counted from the start of the calendar year (January 1st) **or** the date of enrollment if this happens mid-year. At the end of each calendar year (December 31st) the late fees for all families will be reset to the standard rate.

**Families will also be asked to attend a meeting with the Director to discuss options for preventing late pick-ups going forward.

Additional Details

All late fees are charged per family, not per child.

Late fees will be applied to the next invoice issued. They will be separate from monthly daycare fees and will not be included in your annual childcare tax receipt. December's late fees will be charged in January's invoice.

Brant Street Daycare understands that emergencies and unforeseen situations may occur, and it will be at the discretion of the Director to waive late fees depending on individual circumstances.



When a parent/caregiver has not arrived an hour after the childcare has closed, and has not contacted the centre, and/or when the centre has been unsuccessful in contacting the parent(s), or the emergency contact(s), a staff member is required by The Ministry of Education to call The Children's Aid Society and follow their directions.

Note: For information about Fees and Methods of Payment, please refer to the last page of this handbook.

Discharge/Withdrawal:

All families asked to withdrawal from the daycare will be dealt with a fair and equitable manner. Once parents sign the Registration Form, they are required to provide a minimum of 2-week notice for withdrawal and/or changes.

Parents are responsible for the fees for the last 2 weeks (failure to settle accounts on day of withdrawal, may disqualify those parents from receiving childcare/subsidized daycare in the future).

Withdrawal Regarding Behavioural Concerns:

Brant Street Daycare reserves the right to suspend a child from daycare when a child/ren or staff are put at risk. The Board of Directors through the Director/Supervisor may request immediate withdrawal of a child once an issue has been brought to the attention of the Board.

This can include, physical/verbal abuse, running away, not listening on trips, daycare staff is unable to manage a child's extreme aggression, meet the child's needs physically, socially, or emotionally and/or any other type of behavior that is deemed a major concern. Decisions will be made in a considerate and fair manner.

Children will be withdrawn,
or denied admission due to the center's inability to accommodate the child's needs or family circumstances, only after reasonable care has been taken in assessing the child's needs, including the programs ability to support those needs, and that special needs resources have been exhausted prior to withdrawal.

The procedure will include:

- 1) Documentation of meeting with parents
- 2) Outside agency involvement where appropriate
- 3) Board notified
- 4) Children's Services Consultant notified

When a child is withdrawn, the parents will be notified, and the Board of Directors will require reasonable assurances that behavioral concerns have been addressed prior to re-admission.

ACTIVITIES OFF PREMISES

Brant Street Daycare participates in field trips such as bowling, science center, parks etc. The registration form contains signed permission for your child to participate in supervised field trips for the duration of the school year, unless terminated by parent.



- A permission form must be signed for each individual trip as they occur.
- Forms of transportation include school bus, TTC, or walking and will be noted on the permission form.
- Parents will be informed of trips prior to the dates.
- Ratios will be maintained on all trips. Whenever there is inadequate supervision, the trip will be cancelled.
- **First aid kits** will accompany each group of children, which are checked and refilled regularly.
- Each child's and staff's **updated emergency information** will accompany each group.
- **The Allergy/Food Restriction list** with the child's name will accompany each group, and medications.
- **Cell phones** will be available and charged with each staff on the trip.
- Children will **be counted** before the trip, whenever changing locations during the trip and before returning to center (extra caution/ratios will be considered when taking the TTC)
- Rules will be reviewed with children before the trip.

Parents are welcome to accompany the staff and children on field trips, but will only be responsible for their own child, unless a Vulnerable Sector Check has been completed and a copy has been made available to the center's Director as per the requirements of the Ministry.

STUDENTS/VOLUNTEERS

Brant Street Daycare accepts students and volunteers.

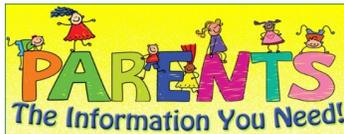
Students and volunteers are **not allowed to be left unattended (alone)** with any child. Volunteers/students must supply a Vulnerable Sector Check/Attestation/Declaration and immunization record. Students and volunteers will be mentored and supervised always by the RECE staff in the room and/or Director/Supervisor.

Volunteers/students at the daycare are always supervised by an employee.

PROHIBITED PRACTICES:

The staff members at Brant Street Daycare are required to use positive discipline methods. This includes acknowledging cooperation behaviour and dealing in a non-punitive manner with behavioural difficulties.

List of Prohibited Practices: **1)** corporal punishment of the child; **2)** harsh degrading methods, threats or derogatory language directed or used in the presence of a child that would humiliate, shame, frighten, or undermine a child's self-respect, dignity, or self-worth; **3)** deprivation of the basic needs of food shelter clothing, sleep, bedding, toilet use; **4)** locking main exits of the premises to enable confinement or placing a child in a confined area of the room without adult supervision, unless the confinement occurs during an emergency and is required as part of the daycares emergency management policies and procedures; **5)** inflict any bodily harm on a child including making them eat or drink against their will; **6)** physical restraint of a child such as to a chair or other device for the purpose of discipline or supervision, unless the restraint is to



prevent the child from hurting themselves or others and, is only used as a last resort up until the risk of injury is no longer imminent.

No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides childcare services at the premises overseen by the center shall engage in any of the prohibited practices set out in subsection with respect to a child receiving childcare.

Our objective is to provide a safe, happy environment for the children and to that end we do not allow the children to abuse one another physically or verbally. If this occurs there are several constructive ways of dealing with the situation.

- Discussion of using words and not fists.
- Redirection change of activity, separation from upset.
- Time away from activity
- Loss of privilege related to actions.
- Logical consequences for misuse of materials
- Separation of children who are having difficulty being together.
- Positive reinforcement of all positive behaviour.

The physical environment will be arranged so that it will strengthen and promote safe, positive behaviour. In a situation where the child is unsafe or destructive to himself or others, he/she will be asked to remove themselves from the group until they have regained enough self-control to rejoin the group. In a case of violence or extreme noncompliance, parents will be contacted and expected to pick up their child for the remainder of that day. Upon the child's return to program, the parents, staff, and child must reach some agreement regarding behavioural expectations.

In a case where consistent behavioural issues are a concern, the Director/Supervisor will notify the parents and request that outside, professional assistance be sought, further; the Board of Directors will be notified, and possible withdrawal will be recommended, if the center exhausts all its resources (see withdrawal of a child).

Adult observation and action are the best preventive measures that intervene before a situation reaches a crisis level where the child would be required to leave the room. It is important for the staff to focus on behaviour rather than the child. (i.e. "what you're doing is dangerous.")

Adults are role models for children's behaviour and if you speak in a gentle voice, respect and listen to the people around you, it helps children to do the same. We seek to provide a positive, reasonable, and attentive model for children, to help enhance their self-esteem and conflict resolution skills. This encourages children to work cooperatively with their peers while strengthening their communication and problem-solving skills.

EMERGENCY MANAGEMENT

The daycare has emergency management policies and procedures in the event of any serious incidents, (fire/evacuation, etc.) available upon request. If these incidents occur parents



will be contacted by **phone and email** whereupon you will be informed of incident, our location, any phone numbers etc.

Please consider this to be a reminder to inform the daycare when you have new phone numbers, email address, etc.

HEALTH/MEDICAL INFORMATION

For everyone's well-being, sick children cannot be admitted to the center (fever, diarrhea, vomiting, rashes, etc.) If a staff member considers a child to be too sick to be exposed to the other children or if a child develops an illness at the center, the child will be given special attention and the parent will be notified and be asked to pick the child up from the Daycare as soon as possible.

No child will be admitted or allowed to remain at the center with a communicable disease, skin sore or rash.

The registration form requests the required information regarding immunization, allergies, and general health. **THIS INFORMATION IS NECESSARY TO MEET LICENSE REQUIREMENTS.** Parents are responsible for updating this information.

If a child has an allergy that requires medication (i.e., Anaphylactic Allergy) and or Special Needs, the Individualized Plan Package **MUST** be completed and signed before the child's first day of care. The child will not be accepted in care without the plan or if the medication provided is expired.

NOTE: If the child shows symptoms of COVID-19 or any other communicable disease, the Ministry of Health and Toronto Public Health guidelines will be followed. Please refer to Exclusion of Sick Children Policy and Procedures for more details.

PRESCRIPTION MEDICINE

The daycare accepts prescription and non-prescription medication that must be accompanied by written procedure from a doctor/nurse and written consent from a parent.

Medication administered to a child must be in its original container and be labelled with the child's name, name of drug, dosage, date, and instructions on administering and storage. Medication will be administered according to the instructions on the label and the signed authorization schedule (time, amounts). Medication will be stored as directed and kept in a locked container. Medication will always be inaccessible to children. A designated person in each room (RECE) will be responsible for administering medication.

SERIOUS ACCIDENT/OCCURRENCE

If the child has a serious accident, they will be taken to Sick Children's Hospital immediately and the parents will be notified so that arrangements can be made for a staff member to meet them at the hospital. In a situation that is considered a serious occurrence, a report will be made, and the provincial ministry notified. A Serious Occurrence Notification Form will be posted on the parent board for all incidents for a minimum of 10 days. In a case where the Children's Aid Society is involved the form will be posted only on the completion or follow-up



of the investigation of the abuse or complaint. To protect privacy, personal information (names, room) will not be included in the report.

Note: If a child needs to be taken to Sick Kids, a cab will be called, and the parents will be responsible for the cab expenses.

SAFETY

Staff members shall ensure that the children are always in a safe environment. No child shall be left without adequate supervision. In the playground and gymnasium, staff members will ensure that all children are visible to at least one staff member. Equipment that possesses a higher level of risk to children shall have a staff positioned at that point to minimize the hazard. Other safety measures such as use of mats, controlling access to equipment etc. will be taken. All accidents in the Daycare shall be covered by accident reports that are submitted to the Director/Supervisor by the staff involved. Copies of emergency procedures are available with the Director/Supervisor and are posted in each room.

Brant Street Daycare is insured for fire, theft and liability through the Toronto Board of Education.

Currently all the Daycare Staff members have training in First Aid and CPR and are required to update this training before it expires. We encourage parents and teachers to join us in training. Ask the Director/Supervisor for more details if you are interested.

CONFIDENTIALITY

Staff will have access to confidential information about children and their families and will keep this information in confidence.

Sharing of information will require parental consent and documentation of this will be kept in the child's file.

CHILD ABUSE

If a staff member of Brant Street Daycare has evidence or suspects child abuse, he/she has a moral and LEGAL obligation to report (as per The Family Service Act) suspicions to the Children's Aid Society.

PARENT/STAFF COMMUNICATION

The parents, staff and teachers communicate on a regular daily basis. A meeting may be initiated by either staff or parent at any time.

Parent Communication is encouraged to be done on HiMama App, if not possible Supervisors can be contacted at brantdc@hotmail.com or at 416-368-9735.

Cell phones are taken on trips, so any need of communication can be easily met. Parents should regularly look over the information communicated using HiMama, notice boards, newsletters, and emails.

All other policies are available to parents and may be found on the daycare parent bulletin board or in the office (ask for assistance).

CHANGE OF CONTACT INFORMATION



It is imperative that the Daycare has current contact information, so, please, **NOTIFY US IMMEDIATELY OF ANY CHANGES TO TELEPHONE NUMBERS, BOTH HOME AND WORK, EMAIL ADDRESS, AND HOME ADDRESS CHANGES.** As well as emergency contact and authorized pick-up list.

SMOKING/VAPORS/MARIJUANA

Smoking a lit/unlit cigarette/vapors/e-cigarette/marijuana or any form of tobacco is prohibited in all areas of the workplace (building, playground) whether children are present or not. A minimum of 9 meters from the building and parks must be kept if smoking a lit/unlit cigarette/vapors/e-cigarette/marijuana or any form of tobacco.

DROP OFF AND PICK UP

D.A.S. Location:

You must bring your children to door #2 and drop them off with a staff member. In the afternoon a daycare staff will pick your child up and bring them to the daycare room. On PA Days, drop off is at main entrance, please buzz the daycare.

At pick up time parents must buzz the daycare to come in and make their way to their child's room for pick-up.

Alpha Location:

At pick up and drop off times parents must buzz the daycare to come in and make their way to room 5 (red room). Parents **MUST** walk with their children to the room and make sure they are dropped off with a staff and not let them walk up by themselves.

Please notify us (by HiMama App, phone, email, message, or written note) if someone other than the parent or people on the authorized for pick up list will be picking up your child.

The daycare will not allow guardians under the age of 13 (exception: 12-year-old is permitted if on the pick-up list on the registration form) years to pick up a child from the center. At the end of each day, you must connect with at least one staff member, this signifies to us that your child has left the center with you and they're now under your care (please inform staff if you are not leaving the center, i.e. parent interviews, dropped by to say 'hi', so we do not sign your child out). Also, please, remember that although the child may now be in your care, Daycare rules still apply.

No child will be allowed to be left unattended (i.e. in the playground or classrooms).

For the safety and security of the children, staff and school, the street accessible doors are locked. You may exit through any door but be sure to not allow access to any other person.

Where parents request special permission for their child (10 yrs. of age and older) to leave the premises on their own, or have independent activity, written and signed permission must be given to the daycare, prior to that occurrence.

FIELD TRIPS AND P.A. Days



On P.A. Days, field trips are often planned, and the parents will be notified in advance. If you are a regular user of daycare, it will be assumed that you require care on that day.

It is preferable to bring your child to the center by 9am, we have a group safety meeting prior to any trip, and if your child is not in attendance at this meeting they may be asked to stay back. Our trips usually stay within the school hour boundaries and our return time is usually 4 pm (depending on traffic). If you have any suggestions or concerns, please make note of them, and speak with a staff/Director/Supervisor.

If you are a parent who is interested in volunteering on P.A. days, please let staff know **(note: as per a new policy via the City of Toronto, all daycare volunteers are now required to supply a Vulnerable Sector Check and Immunization record).**

TRAINING

Qualified staff at Brant Street Daycare have their degree or diploma in Early Childhood Education and must be Registered with the College of Early Childhood Educators. Staff may have a diploma in Assistant Early Childhood Educator.

All staff must have First Aid/CPR course, Clear Vulnerable Record Check, Immunization Record and be eligible to work in Canada.

To support and maintain growth in early childhood teachings all staff at Brant Street Daycare are required to participate in staff development. Staff development may occur through special workshops or meetings, speakers and through the attendance of courses or conferences that pertain to the many different needs of children.

RECEs also participate in ongoing specialized study through the College's "Continual Professional Learning" program (CPL); which is a framework and formal process that helps RECEs build skills, knowledge and maintain quality professionalism in their careers. Staff will also attend special needs focused training opportunities on effective inclusive programming when possible.

The center will adapt its programming for special needs as required.

NOTE: All Staff will be trained according to the new Health and Safety Requirements related to COVID-19 and read and sign all the new policies and procedures.

DAYCARE CONTACT INFORMATION

Daycare phone numbers are **D.A.S.** (416) 368-9735 **Alpha** (416) 504-3343

Daycare Email: brantdc@hotmail.com

Board of Directors email: brantdcboard@gmail.com

Daycare Website: www.brantdaycare.com

We encourage all parents to connect with the Director, Supervisor or Board Members, and ask any questions you may have.

STAFF MEMBERS

R.E.C.E (Registered Early Childhood Educator)

E.C.E.A (Early Childhood Educator Assistant)

D.A.S. LOCATION (Main Office)

ALPHA LOCATION

Parent Handbook



Ayesha B. - Director/Supervisor
Emma C. – R.E.C.E./Assistant Supervisor
Aysha C. – R.E.C.E.
Shamin S. - R.E.C.E. Supply
Nana B. – E.C.E.A.
Savi S. – E.C.E.A.
Jamie B.-G. - E.C.E.A.
Nicole C. - R.E.C.E. Supply
Veronica R. - E.C.E.A./Supply
Elly R. – E.C.E.A. Supply

Ayesha B. - Director
Emma C. – R.E.C.E./Supervisor
Nicole C. - E.C.E.A./R.E.C.E. Supply
Shamin S. - R.E.C.E.
Hami W. – E.C.E.A. supply
Elly R. – E.C.E.A. Supply

Our staff members are trained and experienced with a variety of talents and upgrade their skills on a regular basis.

We look forward to getting to know you and your family better, if you have any questions, comments, or concerns, please feel free to contact the Director or the Supervisor at each Daycare location.

PLEASE, NOTE THAT **NO TOY GUNS ARE ALLOWED AT DAYCARE** and we discourage the sending of personal toys unless it is a special toy day.

A note to First Time Kindergarten Parents:

On your child's first day remember, most or all of your child's group is also new and it can be quite overwhelming for the children and the parents. Our team is experienced and will make sure your child feels safe and welcomed.

If needed, send your child with a blanket or stuffed toy for comfort and make sure to talk to your child's daycare teacher at pick up time to find out about your child's day.

What to send to Daycare:

Change of clothes, water bottle, proper weather apparel (hat, mittens, boots, etc.),

Please label all food/drink/clothes/items with your child's name.

PARENT ISSUES AND CONCERNS POLICY

Name of Child Care Centre: Brant Street Daycare

Date Policy and Procedures Established: 2007

Date Policy and Procedures Updated: September, 2019

Purpose



The purpose of this policy is to provide a transparent process for parents/guardians, the childcare licensee, and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each childcare centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

POLICY

General

Parents/guardians are encouraged to take an active role in our childcare 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, childcare 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 Brant St Daycare and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to 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 licensee.

Concerns about the Suspected Abuse or Neglect of a child

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

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

Parent Handbook



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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Daycare Board of Directors.

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

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

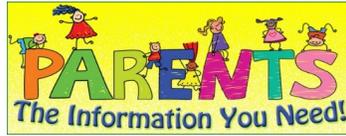
Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to the classroom staff directly or the supervisor or licensee.</p>	<p>Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within 5 business days of the initial response. Document the issues/concerns in detail. Documentation should include: the date and time the issue/concern was received; the name of the person who received the issue/concern; the name of the person reporting the issue/concern;</p>
<p>General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to the supervisor or licensee.</p>	<p>the details of the issue/concern; and any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being</p>



<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p><i>Raise the issue or concern to the individual directly or the supervisor or licensee.</i></p> <p><i>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</i></p>	<p><i>notified is unable to address the matter.</i></p> <p><i>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.</i></p> <p><i>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</i></p>
<p>Student- / Volunteer-Related</p>	<p><i>Raise the issue or concern to the staff responsible for supervising the volunteer or student or the supervisor and/or licensee.</i></p> <p><i>All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</i></p>	

Contacts:
 Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca
 Daycare Director (D.A.S & Alpha sites): Ayesha Bharmal 416 368 9735
 Licensee Contact(s): Ayesha Bharmal: brantdc@hotmail.com 416 368 9735
 D.A.S. site Supervisor: Ayesha Bharmal 416 368 9735
 Alpha site Supervisor: Emma Carvalho 416 504 3343
 Board Chair: Board Chair: Mary-Beth Kraay and Madhu Manoharan - brantdcboard@gmail.com
 Daycare Program Advisor/Licensing Specialist, Ministry of Education
 D.A.S. : Robert Atkins - 647-330-9581 – robert.atkins@ontario.ca
 Alpha: Jodie Ritchie – 437-855-7919 – jodie.ritchie@ontario.ca
 City Budget Consultant: Sandy Misthios - 416-392-4221 Sandy.Misthios@toronto.ca



D.A.S. Childcare Consultant: Vivian Lin – 416-603-1827 x4221 - vlin@childdevelop.ca
Alpha Resource Educator: Gordana Grubor – 416-392-6623 – gordana.grubor@toronto.ca

PROGRAM STATEMENT

Welcome to Brant Street Daycare where we strive to create an environment that enables children to feel a sense of:

Belonging - connecting with other children and staff, and forming relationships and becoming part of group experiences,

Well-Being - children feel mentally and physically strong, they are focused and happy,

Engagement - reacting and exploring what is around them through communication, play, socialization and use of their senses,

Expression - using what they have experienced to create opinions, language, art, and problem solving skills.

All these fundamentals are necessary for a child to develop and flourish.

In addition to these essentials, we also strive to include the ability to understand that we want our children **to grow into competent, capable, curious individuals, able to reach their highest potential**. We do this by including in our program curriculum that promotes independent learning, imagination, creativity, open ended questions and answers; based on children's interests.

Our Goals Are:

To **promote the health, safety, nutrition, and well-being of the children** by ensuring that staff maintains a clean environment. We have established sanitary polices and follow all the health regulations of Toronto Public Health and The Ministry of Education in relation to the childcare setting. Staff who deals with food has a valid food handler's certificate, follow all recommendations, have a catered lunch that we ensure follows the dietary necessities recommend for children and, when necessary, inform parents about their child's individual needs.

The daycare also does daily safety checks of toys, the indoor/outdoor play spaces and we also observe if a child needs to rest or seems sick.

To **support positive interaction between children, staff and parents** by having open communication and developing a sense of trust. We use positive methods of communication whether discussing conflict or pleasing news, encouraging parents, when they can to participate in the daycare, to make children feel as comfortable as possible by being nurturing, caring and above all making sure daycare is fun and enjoyable.

To **encourage children to interact, communicate, self-regulate in a positive way** by ensuring staff model as well as teach children these skills through play (i.e. drama center, which allows children to experience the different roles people have in life), encouragement, conversing



about emotions/feelings and how to respond and behave in response to their emotions, and which is inclusive of all children, including children with individualized plans

To **foster children's exploration, play and inquiry** by providing materials and activities that allow children to make choices, be active, compete, interact, ask questions, lead, take direction.

To **provide child initiated and adult supported experiences** by observing, listening to their ideas, following their lead and, at times, allowing them to take charge and then create activities based on their concepts.

To **provide positive learning environments and experiences that support each child's learning and development** by ensuring all areas of play are incorporated into the daycare. These are, physical, cognitive, manipulative, constructive, solitary, cooperative and fantasy play. These all help to establish self-sufficiency, working together, rules, community, cultural understandings and sensitivities.

To **provide indoor and outdoor play (at least 1 hour, weather permitting)**. We have use of a gym if the weather is not cooperating. At this time, we play cooperative games that involve running jumping and teamwork – all strategies that help to develop coordination, strength, confidence but also **defining individual needs** of a child. Also, whenever necessary we allow for children **to rest or have a quiet time**.

To **engage in ongoing communication with parents and inform them about the daycare**. We do this by speaking directly or by email to parents, informing and showing them the parent's board that contains information on curriculum, fees, policies etc. Also, we have a communication book for all rooms, and we provide seasonal newsletters.

To **support families by providing community assistance when required**; this includes the daycares' resource teacher, therapists, counsellors etc.

To **ensure that staff are provided with opportunities for continual learning** by attending workshops that reflect on Early Childhood Education.

To make sure that all staff (old and new, volunteers, students) **continually review and document the afore mentioned goals at each site** to ensure the strategies used are working or need to be changed. The daycare will ensure they are reviewed annually and when necessary. **New staff and volunteers must review the statement before they interact with any children and anytime there are changes made to the program statement.**

Implementation of Program Statement

All staff will review the program statement at our first meeting of the school year and sign it off, annually. Students and volunteers review and sign it off before they interact with children.

Records will be kept in staff/volunteer/student files

Each daycare room contains observations of children that the staff will use to enhance the individual needs of each child, these observations are kept in a locked cabinet; parents can request to read it.

Staff meetings will allow staff to ask questions and receive feedback from coworkers to ascertain information about the statement goals and where improvements may be needed.

All staff including supervisors will be evaluated yearly.

Parent Handbook



Staff will attend yearly workshops to help them reach their potential to implement the program statement goals.

Students/volunteers will be monitored by the daycare staff they are working with. Inconsistencies will be documented to help with improvements.

NOTE: All Staff will be trained according to the new Health and Safety Requirements related to COVID-19 and read and sign all the new policies and procedures.

WAITING LIST POLICY AND PROCEDURES

Name of Child Care Centre: Brant Street Daycare

Date Policy and Procedures Established: 1982

Date Policy and Procedures Updated: May, 2019

Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

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

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

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

Policy

General

- Brant Street Daycare will strive to accommodate all requests for the registration of a child at the childcare centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Additional Policy Statements

Procedures

Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list
Book

Placing a child on the Waiting List

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

Parent Handbook



2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to [describe method of determining priority, e.g. children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff, children of employees of nearby organizations, etc.].
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified by phone that a space has become available in their requested program.
2. Parents will be provided a timeframe of one week in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. The Director/Supervisor of Brant Street Daycare will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The Director/Supervisor of Brant Street Daycare will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Glossary

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the childcare centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as "parent" in the policy).

FEES



Alpha Location

- **Before and After school: Mixed Age: \$27.73/day**
- **After school only: Mixed Age: \$23.38/day**
- **Full Day (P.A. Day, March Break, Winter Break): \$43.50/day**

D.A.S Location:

- **Before and After school: School age: \$27.73/day Kindergarten: \$33.17/day**
- **After school only: School age: \$23.38/day Kindergarten: \$25.55/day**
- **Full Day (P.A. Day, March Break, Winter Break): \$43.50/day**
- **Lunch: \$7.43/day**

Note: All fees will increase 3% per year, starting January 1st of every year.

Fees must be paid electronically to brantdc@hotmail.com on the first day of each month (or once the invoice is made available).

Methods of Payment:

E-transfer to brantdc@hotmail.com – First day of each month (or once invoice is made available)

Please check with the Director or Supervisor regarding other options.

Signature Page:

Parent Handbook



As a Parent/Guardian responsible for my child(ren)'s childcare placement, I agree to the following (please, initial all lines and sign at the end):

1. _____ I have read and understood the Parent Handbook
2. _____ I understand the risk of illness associated with placing my child(ren) in the childcare program
3. _____ I understand there is a fee for late pick up that will be added to the invoice.
4. _____ I will not administer any medication to my child that may mask the symptoms of illness, such as Tylenol or Advil, prior to dropping off at the childcare program.
5. _____ I agree to exclude my child(ren) from the respective Brant Street Daycare programs immediately upon observing any signs of infectious diseases, and only return when 24h symptom free (48h for vomit and diarrhea).
6. _____ In the event my child becomes ill while attending school, I understand that Brant Street Daycare will not pick up my child or siblings from school.
7. _____ I understand that there are due dates regarding changes in services and changes will not be able to be made if passed deadline.

Child(ren)'s name(s): _____

Parent/Guardian's Signature: _____

Date: _____