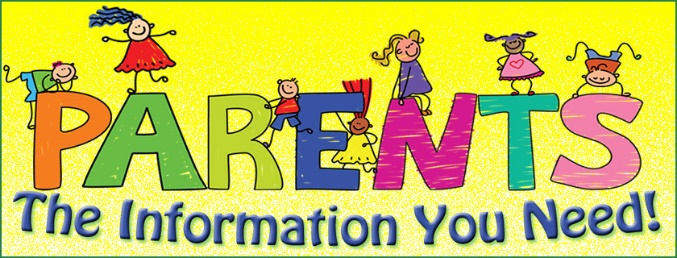


**Alpha Location**

**D.A.S. Location**





**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 serving two alternative schools during the school year. 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 D.A.S. and Alpha communities. Each center is located within the school building and 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. It helps to support pedagogy and curriculum/program development in the early years’ programs.

**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, so we can continue to provide excellence in our daycare.

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

**PARENT PARTICIPATION**

Parent involvement at Brant Street Daycare may occur in a number of ways: as a member of the Parent Board, field trips, special events, support issues, the donation of materials or demonstrating a special craft or skill, 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, 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.

Each program is geared to meet the needs of that child's age group, peer group and school group.

It should be noted that Brant Street Daycare is inclusive of Specialized Services regarding 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; also helping to integrate the child into the daycare program.

During daycare time, the children have opportunities 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.

We believe children learn through play and that this learning does not stop once "school is over." At daycare, children have the chance to make choices about how they will spend their time, doing what and with whom they choose, 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 daycares 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**

The daycare is open Monday to Friday, during the school year - September through June and summer – July and August. It starts the programs on the first day of school and it continues during the summer months of July and August.

Both Daycare locations operate a full-day program (non-instructional days) on P.A. Days, as well as full day during the Spring Break and Holidays Break. We are closed on all statutory holidays: Family Day, Good Friday, Easter Monday, Victoria Day, Thanksgivings Day, one week at Christmas holiday, Labor Day, and Canada Day.

**Programs offered and Hours of operation at each location:**

**Alpha location**

* Instructional Days After school - 3:30pm - 6:00pm
* Lunch – Delivered to their rooms, extra fee applies
* Non-instructional Days – 8:00am – 6:00pm
* It operates on **30 kindergarten/primary/junior group** models whereupon children **3.8 years to 12 years** of age are together in one room.

**D.A.S. location**

* Instructional Days Before and After School - 7:30am - 9:00am; 3:30pm - 6:00pm
* Lunch – Delivered to their rooms, extra fee applies.
* Non-instructional – 7:30am – 6:00pm
* Children are divided into three groups:
  + **1 Jk/Sk (26 children - 3.8 yrs to 6 yrs)**
  + **2 primary/junior school age groups** **(One of 30 children and one of 15 children – 6yrs to 12yrs).**

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, the children's preferences and abilities.

**Summer**

* 7:30am to 6pm
* Lunch – Available with extra fee

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 area. The program covers cooking, science, fine motor, gross motor, creative, arts, sensory, cognitive, language, social and seasonal themes. Daily program routines are posted in each Daycare area.

**Age groups:**

Brant Street Daycare accepts children ages **3.8 to 12** years old (enrolled at the schools we offer services for) and runs from **September to August**. Both locations (DAS & Alpha) have Registered Early Childhood Educators (RECEs) and/or Assistant teachers in each room.

**Leave of Absence:**

When a child is enrolled in the center, the parent is responsible for the payment of fees, this is also true for occasional clients who are billed for the days they have requested care from the daycare.

In the case of an extended illness and where the parent cannot maintain payment of fees, the Supervisor may discuss the situation with the daycare Parent Board team on an individual basis.

**Payment of Fees:**

**Calculated monthly fees are inclusive of statutory holidays and PA Days. 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 PA 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 not possible another option is with a series of postdated cheques. Fees are to be paid in advance of registration unless other arrangements have been made (in writing) with the Supervisor/Director or Board of Directors. 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 see the Supervisor/Director to make arrangements.

If payment is not made by the 15th of each month, notice will be given, and service may be withdrawn.

**Overdue Fees/Late Payment Penalty:**

Fees are due on the 1st of each month unless other arrangements have been made (in writing) with the Director or Board of Directors. We ask that the fees are paid electronically through e-transfer, if not possible another option is with a series of 10 postdated cheques. Fees are to be paid in advance of registration unless other arrangements have been made (in writing) with the Director 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 in excess of one month.

**Emergency Fee:**

In the event that 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:**

Parents who are late leaving the center with their child will be charged a late fee. A fee of $1.00 for each minute or part thereof, will be charged. Late fees are to be paid directly to the staff member who stays with your child, NOT TO THE DAYCARE. Please call the center if an emergency develops. If your child continually remains past the scheduled closing time, the daycare has the right to withdraw daycare services for that family.

If you are late picking up your child a fee will be charged (see Late Fee.) If no one arrives to pick up the child, the parents and emergency contacts will be phoned. If no one is available or no one can be reached by 7:00pm, the Police/Children's Aid Society will be contacted.

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

**Admission:**

All families interested in admission to the daycare will be dealt with in a fair and equitable manner (refer to waiting list policy on page 14 of this handbook). Parents are required to attend 2 meetings prior to fill in the registration form, the first meeting with only parents, supervisor and supervisor assistant, 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 the perfect 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).

Include a record of immunization or exemption and a photocopy of your child’s health card. This form will be updated every end of school year, regarding the next 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.**

**Discharge/Withdrawal:**

All families asked to withdrawal from the daycare will be dealt with in a fair and equitable manner. Parents are expected to give the supervisor a minimum of **one month written notice** concerning withdrawal. Parents are responsible for the fees for that month (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 children or staff are put at risk. The Board of Directors through the 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 behaviour 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 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 behavioural concerns have been addressed prior to re-admission.

**Anaphylactic Policy Rules**

If you serve food containing allergens at home, please, ensure that your child has been rid of the allergens prior to attending the daycare. (e.g.: by thoroughly washing hands, brushing teeth, etc)

Meals/Snacks prepared at home rules:

* Avoid items that contain allergen ingredients (nuts, tree nuts, egg, seafood, chickpea, lentil)
* Avoid items with “may contain” or unknown ingredients.
* Label your child’s foods and drinks with your child’s full name and date.
* Note: children are not allowed to share food while in care.

**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 their dates
* Ratios will be maintained on all trips. Whenever there is inadequate supervision the trip will be cancelled
* Each child/staff/adult will **wear identification** such as a safety vest or the Brant Street Daycare T-shirts to identify the center name and phone number
* **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
* **Cell phones** will be available 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 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 Health Assessment and Immunization record. Students and volunteers will be mentored and supervised always by the RECE staff in the room. Volunteers/students at the daycare are always supervised by an employee.

# 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](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/CASLocations.aspx) (CAS) directly.

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

For more information, visit <http://www.children.gov.on.ca/htdocs/English/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 137/15should 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: |
| --- | --- | --- |
| **Program Room-Related**  E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc. | Raise the issue or concern to   * the classroom staff directly   or   * the supervisor or licensee. | * 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; * 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 notified is unable to address the matter.  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. |
| **General, Centre- or Operations-Related**  E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc. | Raise the issue or concern to   * the supervisor or licensee. |
| **Staff-, Duty parent-, Supervisor-, and/or Licensee-Related** | Raise the issue or concern to   * the individual directly   or   * the supervisor or licensee.   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. |
| **Student- / Volunteer-Related** | Raise the issue or concern to   * the staff responsible for supervising the volunteer or student   or   * the supervisor and/or licensee.   All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. |

**Contacts:**

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare\_ontario@ontario.ca

Daycare Director/ Supervisor (D.A.S & Alpha sites): Ayesha 416 368 9735

Licensee Contact(s): Ayesha Bharmal: brantdc@hotmail.com

Alpha site: Supervisor: Emma Carvalho 416 504 3343

Board President: Ariel Sin-Clair – 416-578-6333; Mary-Beth Kraay – 416-454-0434 brantdcboard@gmail.com

Daycare Program Advisor/Licensing Specialist, Ministry of Education

D.A.S. : Robert Atikins - 647-330-9581 – robert.atkins@ontario.ca

Alpha: Jodie Marsen – 437-855-7919 – jodie.marsen@ontario.ca

City Budget Consultant: Sandy Misthios - 416-392-4221 [Sandy.Misthios@toronto.ca](mailto:Sandy.Misthios@toronto.ca)

D.A.S. Childcare Consultant: Vivian Lin – 416-603-1827 x4221 - [vlin@childdevelop.ca](mailto: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 heath 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.

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. Inconsistences 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.**

**Practices/Policies**

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

**PROHIBITED PRACTICES:**

The staff at Brant Street Daycare is required to use positive discipline methods. This includesacknowledging 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 undermined a child's self-respect, dignity, or self-worth; **3)** depravation 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 child care services at a premises overseen by a child care agency 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 physically or verbally abuse one another or materials. 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 should 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 staff 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. (see withdrawal of a child).**

Adult observation and action are the best preventive measures that intervene before the 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/individual crisis, etc.) available upon request. In the event that 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.

# 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.
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).

**HEALTH/MEDICAL INFORMATION**

For everyone's well-being, sick children cannot be admitted to the center. 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.  
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.

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

**INFECTION CONTROL/COMMUNICABLE DISEASE**

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

NOTE: If the child shows symptoms of COVID-19, the Ministry of Health guidelines will be followed. Please refer to Health Screening 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 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.

**SAFETY**

The staff shall make every attempt to ensure that the children are playing in a safe environment. No child shall be left without adequate supervision. In the playground and gymnasium, the staff shall insure that all the children are visible to at least one staff member. Equipment that possess 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. shall be taken. All accidents in the Daycare shall be covered by accident reports that are submitted to the supervisor by the staff involved. Copies of emergency procedures are available from the 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 have training in First Aid and are required to update this training on a 3-year basis. We encourage parents and teachers to join us in training. Ask the 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 INTERVIEWS AND COMMUNICATION**

The parents, staff and teachers communicate on a regular daily basis. An interview may be initiated by either staff or parent at any time.  
**Parent Communication Book** is located in the daycare office at D.A.S. and the daycare room at Alpha, and only non­confidential information such as pick up changes etc. can be left there. **Messages** can be left on voice mail.

**Cell phones** are taken on trips, so any need of communication can be easily met.  
Parents should regularly look over the information communicated using notice boards, newsletters, and email. The Director/Supervisor at D.A.S can be reached between 9am-5pm in the office, and at Alpha between 2:30pm- 3:30pm. At both sites, messages are checked often.

It is the practice at D.A.S. to have joint supervision at lunch time on the playground. When issues or concerns arise during the lunch period, they are communicated to the classroom teacher.

**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 AND OF ANY 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.

**DROP OFF AND PICK UP**

You must bring your child into the center and connect with a daycare staff in the morning: as opposed to leaving them outside the door. Please notify us (by phone, message or written note) if someone other than the parent or designated guardian will be picking up the 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 have 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 them 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**

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.  
If you are not a regular user of daycare, but require services for that day, please let us know in advance and the supervisor will let you know if space is available. 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 person/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).**

**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 (RECE).  
Staff may have a diploma in Assistant Early Childhood Educator.  
All staff must have First /CPR and update every 3 years.

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 member email: **brantdcboard@gmail.com**

Please feel free to ask any questions to the Director, Supervisor or daycare staff.

**D.A.S. LOCATION ALPHA LOCATION**

Ayesha Bharmal - R.E.C.E. (Director/Supervisor) Ayesha Bharmal - R.E.C.E. (Director)

Emma Carvalho – R.E.C.E. (Assistant Supervisor) Emma Carvalho – R.E.C.E. (Supervisor)

Aysha Chowdhury – R.E.C.E. Hemi Worku – E.C.E.A. (Supply)  
Shamin Samaroo - R.E.C.E.   
Nicole Clinton - R.E.C.E.

Savi Samaroo – E.C.E.A.

Nana Begyina – E.C.E.A.

Nathifa Benjamin-Roberts -E.C.E.A.  
Elly Rodrigues – E.C.E.A. (Supply)

Sabreena Mamtaz – E.C.E.A. (Supply)

Our staff 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.

PLESAE 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.  
**Please label all food/drink/clothes with your child’s name.**

Please 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.

**FEES**

D.A.S. Location

* **Before and After school:** School age: **$26.92/day** Kindergarten: **$32.20/day**
* **After school only:** School age: **$22.70/day** Kindergarten: **$24.81/day**
* **Lunch Program:** **$7.21/day**

Alpha Location

* **After school only: $22.70/day**
* **Lunch Program:** **$7.21/day**

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

Please check with the Director or Supervisor regarding other options.

Both Locations - Full Day Programs: **$42.23/day**

**Methods of Payment:**

E-transfer – First day of each month



**CONFLICT OF INTEREST**

This Policy is to ensure that no situation evolves where any employee of the daycare and/or board members have a private or personal interest enough to appear to influence his/her duties or the objective outcome of any incident/complaint.

Example:

Board member/Supervisor is married, living with, or related to anyone involved in an incident/complaint. Policy available upon request.

**Declaration of Conflict of Interest (Board Members)**

I have read the conflict of interest guidelines and reviewed my own situation and:

\_\_\_\_\_\_ To the best of my knowledge and belief I am involved in no situation or action that may be regarded as a conflict of interest with my duties at/for the daycare.

\_\_\_\_\_\_ It appears that I am involved in some situation or action that may be regarded as a potential conflict of interest with my duties at/for the daycare.

1. \_\_\_\_\_ Married to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_ Related to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_ Live with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Persons involved in this incident/complaint.

By signing this declaration I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_agree to be bound by the provisions of the Conflict of interest Guideline which forms part of our Standards of Practice Policy

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_